

**UNIVERSITI TEKNOLOGI MARA**

**WEBMASTER ENHANCE SKILL FOR  
E-GOVERNMENT WEBSITES IN  
COMPLIANCE WITH  
PROVIDER BASED EVALUATION (ProBE)  
STANDARD**

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# **ABSTRACT**

This study focuses and identify the skills and competency of webmaster in government sector using a Digital Government Competency & Capability Readiness (DGCCR) conceptual framework. DGCCR initiative Information System (IS) to upgrade the capabilities and competencies of civil servants to operate in the digital work environment.

For evaluation Government Portal Assessment is using Provider-Based Evaluation (ProBE). Provider-Based Evaluation (ProBE) was introduced in 2014 to replace Malaysia Government Portals & Websites Assessment (MGPWA) to ensure the quality portal and meet government standards. Probe criteria set taking into account the characteristics of Government Online Service (GOS) at international level. However, agencies are given the opportunity to assess portal and web site for self-assessment, the provision of services provided to customers for Inside-Out and services that meet the needs of the people (citizen-centricity). Hon. Tan Sri KSN in FCC 39th Meeting dated 2 April 2015, has decided to develop a curriculum INTAN to improve the skills of the webmaster and content portal so that more people-friendly agency (citizen -centric). Aiming to improve the ranking Online Service Index (OSI) Malaysia in the UN E-Government Survey globally.

With this findings, can plan a training road map for webmaster and government staff to sharpen their skill that related with ProBE and MUSE criteria. Webmaster also can fulfill the expectation from the top management.

**Keywords –** Citizen-centric, Government Portal Assessment, Provider Based Evaluation (ProBE)

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# TABLE OF CONTENTS

<b>AUTHOR'S DECLARATION</b>	<b>Page</b>
<b>ABSTRACT</b>	<b>I</b>
<b>ACKNOWLEDGEMENT</b>	<b>II</b>
<b>ABLE OF CONTENTS</b>	<b>III</b>
<b>LIST OF TABLES</b>	<b>IV</b>
<b>LIST OF FIGURES</b>	<b>VII</b>
	<b>VIII</b>

## CHAPTER ONE: INTRODUCTION

1.	Introduction	
1.1	Project Background	1
1.1.1	Contributed to the improvement and increase of Online Services	4
1.1.2	Sources designed for ProBE Direction	5
1.1.3	E-Government Portal Assessment Instrument	6
1.1.4	Role Webmaster	9
1.1.5	Important of possessing the right skill for webmaster	10
1.2	Problem Background	10
1.3	Problem Statement	11
1.4	Research Question	13
1.5	Objectives	13
1.6	Scope	13
1.7	Significance	14
1.8	Thesis Overview	15

**CHAPTER TWO: LITERATURE REVIEW**

2.	Literature Review	
2.1	Introduction	16
2.2	Mandate	18
2.3	Framework of e-Government	18
	2.3.1 The Stages of E-Government	20
	2.3.2 Analysis e-Government Ranking Survey 2015	22
	2.3.3 The Role of Web Portals in e-Government	23
	2.3.4 E-Government in Support of Sustainable Development	24
2.4	UN e-Government Survey	25
2.5	Digital Government Competency & Capability Readiness (DGCCR)	26
	2.5.1 Fundamental	27
	2.5.2 Initiate and Identify DGCCR Skill Set	28
	2.5.3 Term and Definition of People Capability Maturity Model	29
2.6	Citizen-centricity	29
2.7	Role of ICT Professional	30
	2.7.1 Roles of webmaster	31
2.8	Training	32
2.9	Conclusion	33

**CHAPTER THREE: RESEARCH METHODOLOGY**

3.	RESEARCH METHODOLOGY	
3.1	Introduction	34
3.2	Research Direction	36
	3.2.1 Definition and purpose of Content Analysis	36
	3.2.2 Uses of Content Analysis	39
3.3	Content Analysis Findings	40
	3.3.1 Formulation of the research question or objectives	41
	3.3.2 Selection of communication content and sample	42
	3.3.3 Developing content (subject) categories	43
	3.3.4 Finalizing unit of analysis	44
	3.3.5 Analyzing the collected data	45
3.4	Observation Method	46
3.5	e-Government	49
3.6	Conclusion	49