Universiti Teknologi MARA

Faculty of Administrative Science & Policy Studies

Bachelor in Administrative Science (Hons.)

Title of the Research Report

Public's Perception towards E-Government Services:

A Case Study in Kota Samarahan

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CHAPTER 1
INTRODUCTION

1.1   Introduction

The Malaysian government was acutely aware of the need to upgrade the efficiency and effectiveness of its administrative machinery in ensuring the success of one of its largest unprecedented endeavors. Thus, E-government was introduced as a benchmark for global government by employing high-end, state of the art information and communications technologies to facilitate efficient and effective delivery of government services through new electronic delivery channels.

According to a note from the chief secretary to the government of Malaysia, Tan Sri Samsudin Osman, E-Government's success relies on the fundamental transformation from a bureaucracy-centered government to make services and programmes more accessible and responsive. The road towards the implementation of E-Government, however is full of challenges as he has said it was been clearly borne out by his own experience as Chairman of the E-Government Steering Committee. They had to work hard to address the adoption of technology and various other associated aspects such as funding, organizational restructuring, human resource competencies, training, provision of sufficient infrastructure and knowledge management as well as the more onerous task of getting public sector personnel to deal with the ensuing change and new ways of working under E-Government.

CHAPTER 2
LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature review

This chapter provides a review of the literature on the E-Government services and also the conceptual framework.

2.2 The Introduction of E-government in Malaysia

Malaysia is on its way to be the fully industrialized country by the year 2020. In order to achieve this vision, the Malaysian government must equip itself with the latest technology and use the information as the essential tools to realize its vision. One of the methods to adopt the latest technology is through introduction of E-Government, which is the shift from traditional ways of administration to a new age government that commonly known as the digital government. E-Government is one of the mega projects implemented in Malaysia as its pioneer says that" Thus E-Government was introduced as one of the seven flagship of the MSC. Apart from catalyzing the reinvention of the government apparatus, our vision was also to pioneer E-Government as a benchmark for global government by employing high-end state of the art information and communications technologies to facilitate efficient and effective delivery of government services through new electronic delivery channels" (Tun Dr. Mahathir,2002). The government also would like to have integration of cross-agency applications that allows citizens to access transact and obtain any government service via a range of multimedia portals over a range of delivery channels such as phone, PC, mobile, kiosk, and interactive TV" (Muhammad Rais, 2003).

The Multimedia Super Corridor has been implemented to assist the Malaysian government in pursuing E-Government as "E-Government offers a collaborative and variety of electronic delivery channels thereby providing convenience to citizens and business" (Tan Sri Samsudin Osman, 2002).