e-Government in Malaysia

The Electronic Government initiative in Malaysia was launched to lead the country into the Information Age. It has improved both how the government operates internally as well as how it delivers services to the people of Malaysia. It seeks to improve the convenience, accessibility and quality of interactions with citizens and businesses; simultaneously, it will improve information flows and processes within government to improve the speed and quality of policy development, coordination and enforcement.

The vision of Electronic Government is a vision for government, businesses and citizenry working together for the benefit of Malaysia and all of its citizens. The vision focuses on effectively and efficiently delivering services from the government to the people of Malaysia, enabling the government to become more responsive to the needs of its citizens.

The 7 pilot projects of the Electronic Government Flagship Application are as follows:

1. Project Monitoring System (SPP II)
2. Human Resource Management Information System (HRMIS)
3. Generic Office Environment (GOE)
4. Electronic Procurement (EP)
5. Electronic Services (E-Services)
6. Electronic Labour Exchange (ELX)
7. E-Syariah

The myGovernment Portal (www.gov.my) acts as the one-stop source of Malaysian government information and services for the citizens.

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The MSC Malaysia Vision: From Here To 2020

- **Phase 1**: Successfully create the Multimedia Super Corridor Malaysia
- **Phase 2**: Generate MSC Malaysia into a Global ICT Hub
- **Phase 3**: Transform Malaysia into a knowledge society
- **Next Leap**: Leapfrog into leadership in the Knowledge Economy

1996 —— 2004 —— 2010 —— 2020
Government to Citizen

- **Electronic Services (E-Services)**
  E-Services is one of the pilot projects under the Electronic Government Flagship within the Multimedia Super Corridor (MSC) initiative. With E-Services, one can now conduct transactions with Government agencies, such as the Road Transport Department (RTD) and private utility companies such as Tenaga Nasional Berhad (TNB) and Telekom Malaysia Berhad (TM) through various convenient channels such as the eServices kiosks and internet. No more queuing, traffic jams or bureaucratic hassles and one can now conduct transaction at one’s own convenience.

- **Electronic Labour Exchange (ELX)**
  ELX is one stop-centre for labor market information, as supervised by the Ministry of Human Resource (MOHR), to enable employers and job seekers to communicate on the same platform.

  Objectives:
  - An effective and integrated job matching process
  - Provide an effective center of labor market information and references
  - To improve mobilisation of the nation’s human resources and to ensure that manpower utilisation is optimized

- **e-Syariah**
  e-Syariah is the seventh project under the Electronic Government flagship application of the Multimedia Super Corridor (MSC). A case management system that integrates the processes related to management of cases for the Syariah Courts.

  Objectives:
  - To improve the quality of services of the Syariah Courts
  - To improve the effectiveness of JKSM in coordinating and supervising related agencies under its jurisdiction
  - To improve the productivity and efficiency of the management of the Syariah courts throughout the country
  - To uphold the splendors of Islam through the use of ICT
Government to Business

• **E-procurement**
  An electronic procurement system, which enables suppliers to sell goods and services to the Government through the Internet. Suppliers “open shop” on the World Wide Web, advertise their goods, present their pricing, process orders and deliveries.

  Objectives:
  • Enables accountability and transparency
  • Creates more skilled and knowledgeable workforce.
  • Equips the workforce with the latest technology at minimum cost.

**Generic Office Environment (GOE)**
Powerful document and office management solution that enables users to effectively and efficiently manage their office environment. It is fully web-based and has been customized based on local developed package, DRDok.

  Objectives:
  • Efficient preparation and storage of documents
  • Fast search and retrieval of documents
  • Effective and productive collaboration and sharing of information
  • Secure and traceable access to documents

Government to Government

• **Human Resource Management Information System (HRMIS)**
HRMIS is an integrated, technology-enabled Human Resource Management Information System for the Malaysian Public Service, incorporating Global Best Practices in HR that would enable the Public Service to successfully deal with the Challenges of the K-Economy.

  Objectives:
  • Effective staffing and right-sizing of civil service
  • Up-to-date consolidated HR data for effective information planning.
  • Automate human resource anagerial and operational processes
  • Improve paperless HRM capabilities
  • Open and flexible system
  • Better communication, horizontal integration, streamlined processes and single window access.

**Project Monitoring System (SPP II)**
Online system that monitors the entire lifecycle of national programs, i.e. from project application to approval to implementation, mid-term review and completion.

  Objectives:
  • To support and monitor entire lifecycle of Malaysia’s 5-Year development program.
  • To have a quality projects
  • To provide a platform for exchanging ideas and demonstrating best practices models in project implementation.
  • To have an effective decision making based on analysis/forecasting of project information and auto-alert on problem projects (e.g. Budget overrun)

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