

Malaysia Government Portals and Websites Assessment

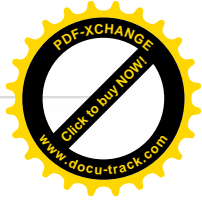
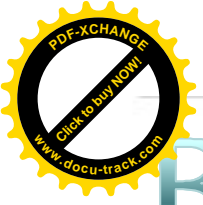
Seminar Transformasi Laman Web Kerajaan Negeri Johor Ke Status 5 Bintang

22 Februari 2010

“Opening Remarks”

by:

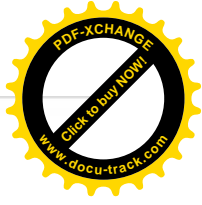
Puan Gayah Gulam Haidar
Senior Manager
Telehealth and E-Government



Background

The 19th ICM Decision on 7 December 2006 :
MDeC to undertake an audit on all of the Government Agencies websites and advise YAB Chairman exactly where they are in their websites and propose ways to enhance and upgrade the websites.

1. The Malaysia Government Portals and Websites Assessment (MGPWA) started in 2005 and has been conducted for 4 consecutive years.
2. The MGPWA 2009 was carried out for a duration of 3 months, from March until May 2009.

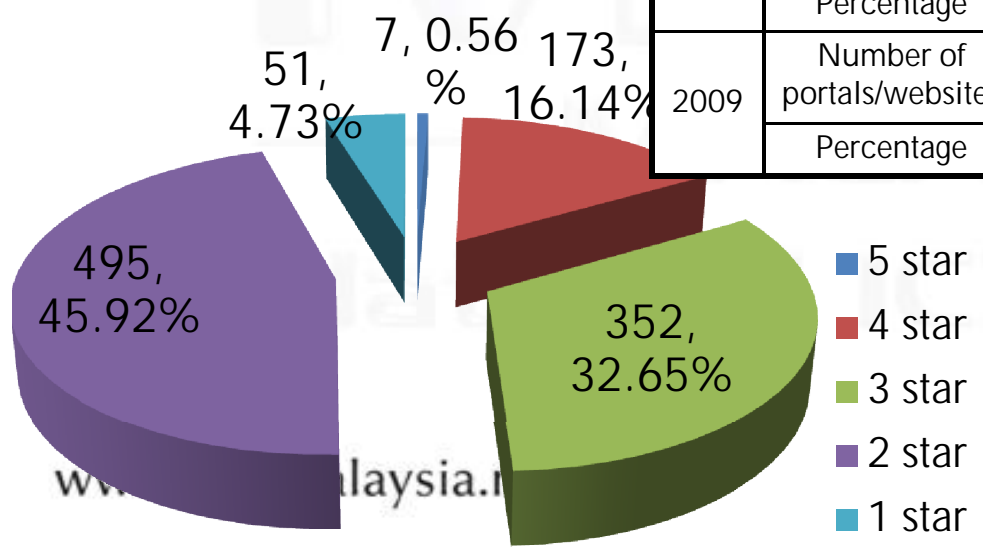


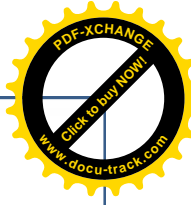
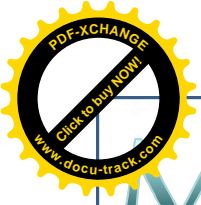
Objectives

1. To increase the number of Agencies obtaining 5-star and 4-star rating.
2. To improve the service delivery of Malaysia Government Portals & Websites.

| YEAR | STAR | 5 STARS | 4 STARS | 3 STARS | 2 STARS | 1 STAR | TOTAL |
|------|----------------------------|------------|-----------|-----------|-----------|----------|-------|
| | | (80 – 100) | (60 – 79) | (40 – 59) | (20 – 39) | (1 – 19) | |
| 2005 | Number of portals/websites | 0 | 9 | 61 | 440 | 343 | 853 |
| | Percentage | 0% | 1.00% | 6.80% | 48.90% | 38.10% | 100% |
| 2006 | Number of portals/websites | 0 | 16 | 124 | 434 | 251 | 825 |
| | Percentage | 0% | 1.90% | 15% | 52.60% | 30.40% | 100% |
| 2007 | Number of portals/websites | 3 | 85 | 387 | 412 | 165 | 1052 |
| | Percentage | 0.29% | 8.08% | 36.79% | 39.16% | 15.68% | 100% |
| 2009 | Number of portals/websites | 7 | 173 | 352 | 495 | 51 | 1078 |
| | Percentage | 0.56% | 16.14% | 32.65% | 45.92% | 4.73% | 100% |

2009 Star Rating Analysis



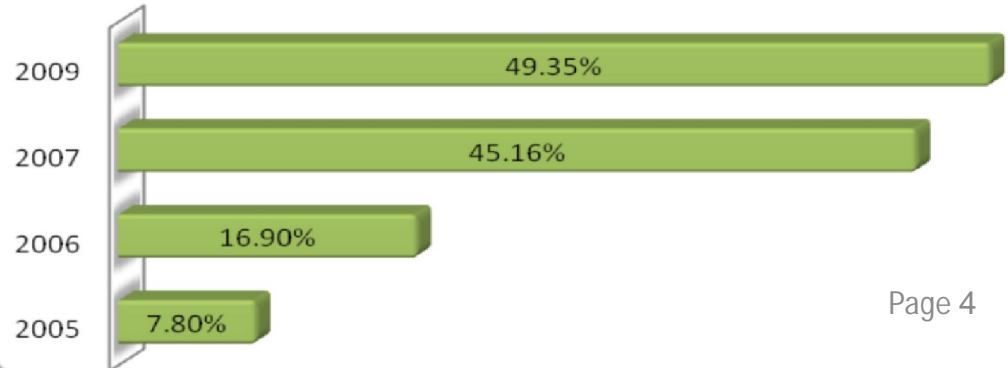


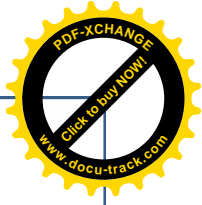
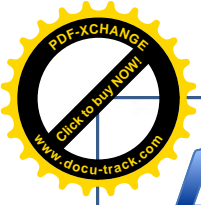
Main Assessment

| YEAR | STAR | 5 STARS | 4 STARS | 3 STARS | 2 STARS | 1 STAR | TOTAL |
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Agencies:-
 w Lack of human resources
 w Inadequate of financial resources
 w Lack of skill
 w Not well-informed of the MGPWA criteria

Percentage of 3-Stars and Above Portals/Websites





Aim



Reaching rakyat

Promoting
online services

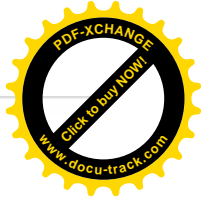
ISSUES & CHALLENGES

Usage & Adoption of Government Online Services Assessment


- q Awareness & visibility of Online Services has improved significantly
- q 72% out of 1040 public surveyed rated their online experience as "Good" or "Excellent".

Perception

Public at large still not using online government services



International Recognition

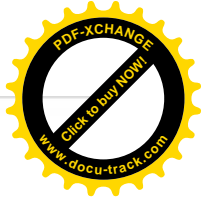
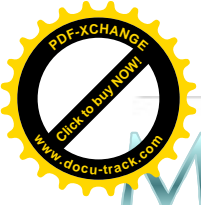
| | |
|------|---|
| Year |  |
| 2002 | 21/198 |
| 2003 | 8/198 |
| 2004 | 83/198 |
| 2005 | 157/198 |
| 2006 | 36/198 |
| 2007 | 25/198 |
| 2008 | 11/198 |

Global E-Government Report (Brookings Institution)

- ◆ Malaysia ranked at 11th place from 198 nations from 25th place in 2007.
- ◆ Malaysia improved in score from 36.9 to 42.8
- ◆ Amongst the most highly ranked e-government nations

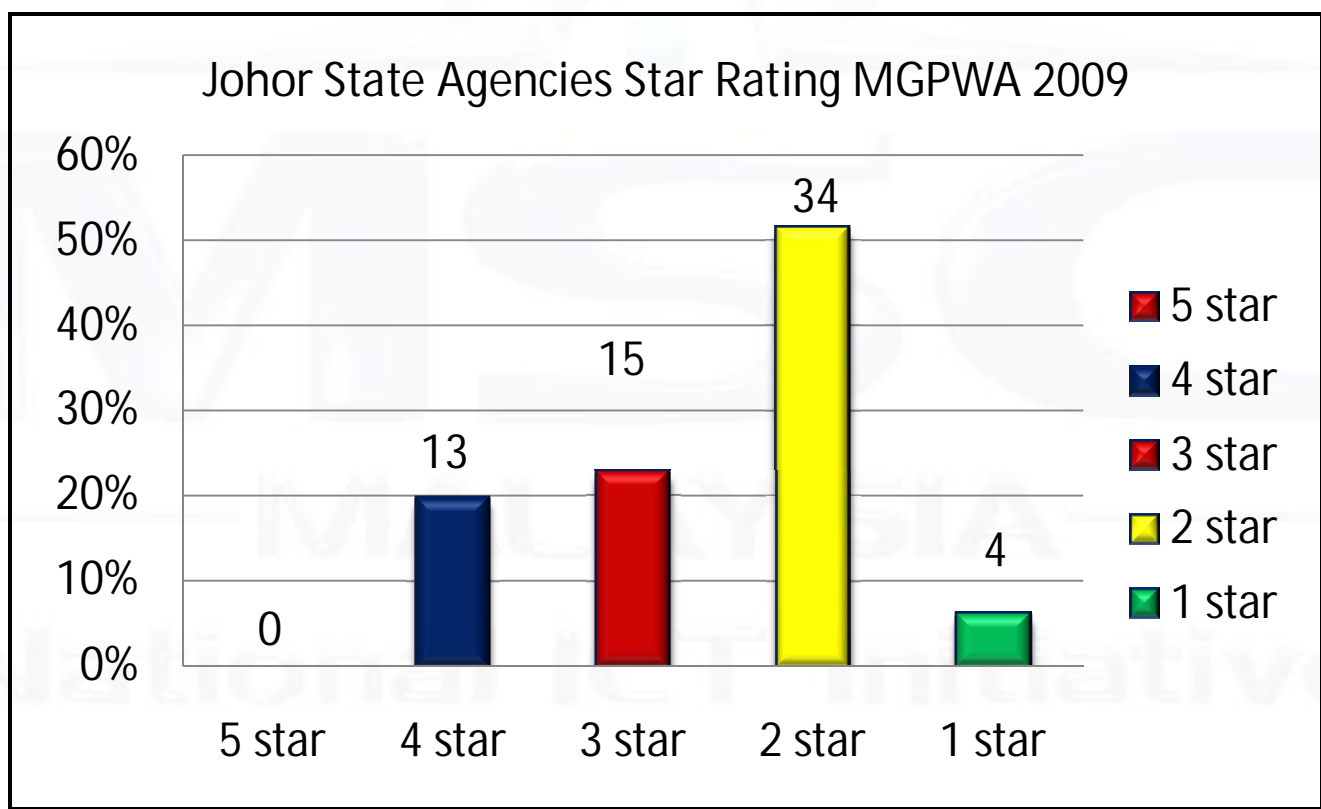
| Countries | Ranking | | | Score | | |
|---------------|---------|------|------|-------|------|------|
| | 2008 | 2007 | 2006 | 2008 | 2007 | 2006 |
| South Korea | 1 | 1 | 1 | 64.7 | 74.9 | 60.3 |
| Taiwan | 2 | 3 | 2 | 58.7 | 51.1 | 49.8 |
| United States | 3 | 4 | 4 | 53.7 | 49.4 | 47.4 |
| Dominica | 9 | 14 | 11 | 45.0 | 41.0 | 40.0 |
| Malaysia | 11 | 25 | 36 | 42.8 | 36.9 | 32.7 |

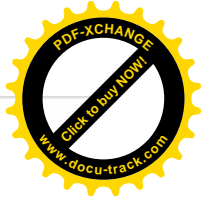
 2nd Among Developing Countries



Main Assessment (MA)

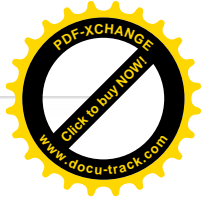
66 portals and websites under Johor State were assessed in Malaysia Government Portals & Websites Assessment 2009.





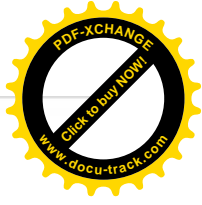
List of 4 Star agencies under Johor State

| No. | Agency Name | 2009 | | 2007 | | 2006 | |
|-----|---|------|-------|------|-------|------|-------|
| | | Rank | Score | Rank | Score | Rank | Score |
| 1 | City Council of Johor Bahru | 8 | 73 | 20 | 55 | 26 | 42 |
| 2 | District Council of Simpang Renggam | 16 | 65 | 43 | 30 | 54 | 22 |
| 3 | Municipal Council of Johor Bahru Tengah | 16 | 65 | 21 | 54 | 14 | 53 |
| 4 | District Council of Pontian | 17 | 64 | 27 | 47 | 41 | 30 |
| 5 | District Council of Tangkak | 17 | 64 | 51 | 22 | N/A | N/A |
| 6 | Municipal Council of Pasir Gudang | 17 | 64 | 26 | 48 | 33 | 36 |
| 7 | District Council of Yong Peng | 19 | 62 | 41 | 33 | 50 | 25 |
| 8 | District Council of Kota Tinggi | 20 | 61 | 44 | 29 | 59 | 19 |
| 9 | District Council of Mersing | 20 | 61 | 59 | 13 | 49 | 25.5 |
| 10 | Municipal Council of Batu Pahat | 20 | 61 | 40 | 34 | N/A | N/A |
| 11 | Kulai Municipal Council | 21 | 60 | 45 | 28 | 56 | 21 |
| 12 | Municipal Council of Kluang | 21 | 60 | 29 | 45 | 26 | 42 |
| 13 | Municipal Council of Muar | 21 | 60 | 22 | 53 | 59 | 19 |



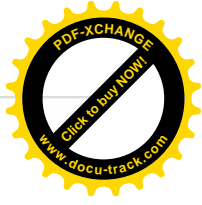
List of 3 Star agencies under Johor State

| No. | Agency Name | 2009 | | 2007 | | 2006 | |
|-----|------------------------------------|------|-------|------|-------|------|-------|
| | | Rank | Score | Rank | Score | Rank | Score |
| 1 | Johor State | 23 | 58 | 13 | 62 | 39 | 31 |
| 2 | District Council of Segamat | 26 | 55 | 40 | 34 | 39 | 31 |
| 3 | Technology, Science And ICT Unit | 26 | 55 | 23 | 51 | 46 | 27 |
| 4 | Johor Local Authority Division | 32 | 49 | N/A | N/A | 67 | 14 |
| 5 | District Office of Kota Tinggi | 34 | 47 | 32 | 42 | 59 | 19 |
| 6 | Johor State Religious Council | 35 | 46 | 26 | 48 | 28 | 40 |
| 7 | Johor Syariah Judiciary Department | 35 | 46 | 32 | 42 | 48 | 26 |
| 8 | District Office of Batu Pahat | 36 | 45 | 13 | 62 | 51 | 24 |
| 9 | District Office of Muar | 36 | 45 | 42 | 32 | 65 | 15 |
| 10 | District Council of Labis | 38 | 43 | 33 | 41 | 39 | 31 |
| 11 | Land Office of Batu Pahat | 38 | 43 | 27 | 47 | 46 | 27 |
| 12 | Johor Chief Minister's Office | 39 | 42 | X | X | X | X |
| 13 | Administration Division (Johor) | 40 | 41 | 29 | 45 | 57 | 20 |
| 14 | Land Office of Kota Tinggi | 40 | 41 | 46 | 27 | 59 | 19 |
| 15 | Mersing District Office | 41 | 40 | 32 | 42 | 43 | 29 |



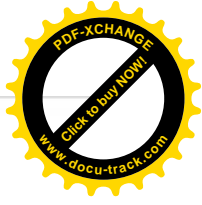
List of 2 Star agencies under Johor State

| No. | Agency Name | 2009 | | 2007 | | 2006 | |
|-----|--|------|-------|------|-------|------|-------|
| | | Rank | Score | Rank | Score | Rank | Score |
| 1 | Johor Islamic Corporation | 42 | 39 | 47 | 26 | X | X |
| 2 | District Office of Segamat | 43 | 38 | 28 | 46 | 46 | 27 |
| 3 | Johor Land and Mines Department | 43 | 38 | 33 | 41 | 45 | 28 |
| 4 | Public Works Division | 43 | 38 | 34 | 40 | 56 | 21 |
| 5 | Johor Human Resource Management Division | 44 | 37 | 49 | 24 | N/A | N/A |
| 6 | Johor Office of State Treasury | 44 | 37 | 62 | 9 | X | X |
| 7 | Johor Town and Rural Planning Department | 44 | 37 | 26 | 48 | X | X |
| 8 | Land Office of Muar | 44 | 37 | 44 | 29 | 63 | 17 |
| 9 | Johor Biotechnology & Biodiversity Corporation | 45 | 36 | X | X | X | X |
| 10 | Johor Public Services Commission | 45 | 36 | 32 | 42 | X | X |
| 11 | Tourism Department, Johor | 45 | 36 | 32 | 42 | 43 | 29 |
| 12 | Department of Irrigation and Drainage, Johor | 47 | 34 | 27 | 47 | 57 | 20 |
| 13 | Johor Family Development Foundation | 47 | 34 | 35 | 39 | 45 | 28 |
| 14 | Land Office of Segamat | 47 | 34 | 26 | 48 | 52 | 23 |
| 15 | District Office of Johor Bahru | 49 | 32 | 59 | 13 | 65 | 15 |
| 16 | District Office of Kulajjaya | 49 | 32 | X | X | X | X |
| 17 | District Office of Kluang | 50 | 31 | 32 | 42 | 57 | 20 |



List of 2 Star agencies under Johor State

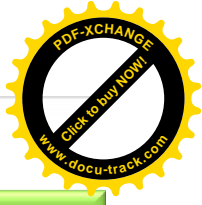
| No. | Agency Name | 2009 | | 2007 | | 2006 | |
|-----|--------------------------------------|------|-------|------|-------|------|-------|
| | | Rank | Score | Rank | Score | Rank | Score |
| 18 | Johor Social Welfare Department | 51 | 30 | 64 | 6 | 68 | 13 |
| 19 | District Office of Pontian | 52 | 29 | 36 | 38 | 61 | 18 |
| 20 | Johor Survey and Mapping Department | 52 | 29 | N/A | N/A | 29 | 29 |
| 21 | Land Office of Pontian | 52 | 29 | 32 | 42 | 59 | 19 |
| 22 | Johor State Development Office | 52 | 29 | 65 | 5 | 38 | 32 |
| 23 | Land Office of Mersing | 53 | 28 | X | X | 43 | 29 |
| 24 | Johor National Parks Corporation | 54 | 27 | 39 | 35 | 68 | 13 |
| 25 | Johor Veterinary Services Department | 54 | 27 | N/A | N/A | X | X |
| 26 | Land Office of Johor Bahru | 54 | 27 | 40 | 34 | 51 | 24 |
| 27 | Land Office of Kluang | 54 | 27 | N/A | N/A | 38 | 32 |
| 28 | Land And District Office of Rengit | 55 | 26 | 41 | 33 | 51 | 24 |
| 29 | Pejabat Jurutulis | 56 | 25 | 45 | 28 | 59 | 19 |
| 30 | Land And District Office of Labis | 57 | 24 | X | X | X | X |
| 31 | Johor Inheritance Foundation | 59 | 22 | 39 | 35 | 50 | 25 |
| 32 | Land Office of Kulaijaya | 59 | 22 | X | X | X | X |
| 33 | Internal Audit Unit Johor | 60 | 21 | 62 | 9 | 64 | 16 |
| 34 | Johor Agriculture Department | 61 | 20 | 46 | 27 | X | X |



List of 1 Star agencies under Johor State

| No. | Agency Name | 2009 | | 2007 | | 2006 | |
|-----|--|------|-------|------|-------|------|-------|
| | | Rank | Score | Rank | Score | Rank | Score |
| 1 | Johor State Library | 63 | 18 | N/A | N/A | N/A | N/A |
| 2 | Pejabat Setiausaha Kerajaan Negeri Johor Cawangan Perumahan | 64 | 17 | X | X | X | X |
| 3 | Information and Work Procedure Unit | 66 | 15 | 50 | 23 | 63 | 17 |
| 4 | Johor Forestry Department | 67 | 14 | 59 | 13 | N/A | N/A |

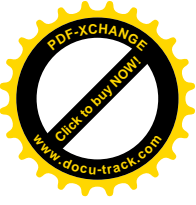
MALAYSIA
National ICT Initiative



Good portal and website

- Tailor the needs of rakyat
- Interactive features
- Consistent look and feel
- Fully transacted online services
- Channel to voice opinions
- Daily updates
- Cater to OKU
- Ease-to-use navigation
- People on the go





Thank you
Telehealth & E-Government



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www.msomalaysia.my