

# Malaysia Government Portals and Websites Assessment

## *Seminar Transformasi Laman Web Kerajaan Negeri Johor Ke Status 5 Bintang*

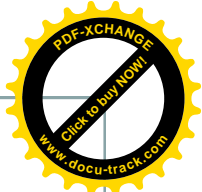
22 Februari 2010

“ Knowledge Sharing ”

by:

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Telehealth and E-Government





# 5-Star Analysis

14% Loading Time

29% No Use of Cookie Website Personalization

43% Feedback Response

57% Remember Me Feature Feature Additional Technology

71% MSC Malaysia Logo

7 portals/websites

Citizen Interaction  
100%  
\* Obtain ≥ 13 marks

Citizen Insight Generation  
86%  
\* Obtain ≥ 10 marks

Citizen Services  
100%  
\* Obtain ≥ 20 marks

Citizen Support  
100%  
\* Obtain ≥ 5 marks

Content Management  
100%  
\* Obtain ≥ 3 marks



# 5-star Portals/Websites

Ministry of Finance, Malaysia  
[Rank: 1, Score: 84]



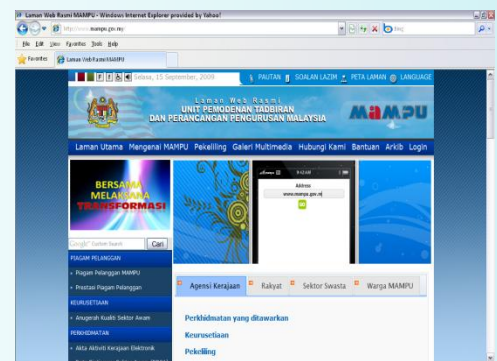
- ü Offers a wide range of online services;
- ü Registration reference number to enables status checking afterwards;
- ü Status checking is also possible via SMS (short messaging service);
- ü Portal is made to accommodate disabled visitors.

Prime Minister's Office  
[Rank: 2, Score: 81]

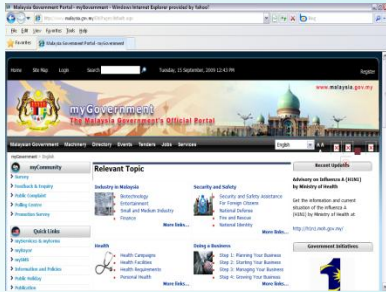


- ü Provide PDA accessibility as well as RSS feeds;
- ü Provides e-Feedback service that allow enquiries, suggestion, proposals or complaints directly to the Prime Minister;
- ü Visitors can be view the website in 14 other languages.

Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)  
[Rank: 3, Score: 80]



The content of the portal is organized into personalized sections (i.e. website personalization) for easy navigation.



myGovernment Portal  
[Rank: 3, Score: 80]

Inclusive directory of Government agencies and their respective online services.



Minerals and Geoscience Department, Malaysia  
[Rank: 3, Score: 80]

Online Live Support with real person operator in service attending visitors on the time of usage.



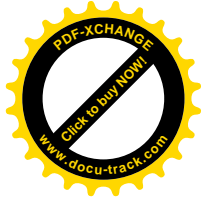
Ministry of Housing and Local Government  
[Rank: 3, Score: 80]

*myKPKT*, a Web 2.0 technology that offers flexibility for users to customize the webpage according to their personal preferences.



Selangor Office of State Secretary  
[Rank: 3, Score: 80]

A number of online services to serve particularly Selangor citizens, such as *Sistem Talian Aduan Rakyat Selangor* (STAR), *Sistem Pengurusan Rumah Kerajaan* and Online Tender.



# Online Services of 5 Star Portals/Websites

## MINISTRY OF FINANCE

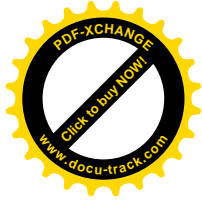
1. Sistem Aduan Bayaran dan Prosedur Perolehan
2. Sistem Maklumat Perunding
3. Semakan Status Permohonan Secara Online
4. Semakan Penyata Tahunan Secara Online
5. Semakan Status Pengeluaran Bayaran Kemajuan Secara Online
6. Semakan Online Penghantaran Hak Milik Secara Pos
7. Sistem Maklumat Pengurusan Cukai
8. Semakan Baki Pinjaman Perumahan Secara Online
9. My e-TRK
10. Sistem Maklumat Rekod-Rekod Jalan Raya

Total Score : 10

## PRIME MINISTER'S OFFICE

1. E-Feedback to PM
2. Application for accommodation at London Federal House
3. Complaints On Late Payments
4. Pilihanraya Umum Malaysia
5. Carian dan Semakan Permohonan

Total Score : 5



## MALAYSIA ADMINISTRATIVE MODERNISATION AND MANAGEMENT PLANNING UNIT (MAMPU)

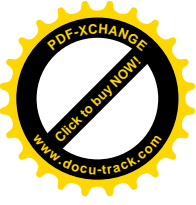
1. Data Dictionary Sektor Awam (DDSA)
2. Sistem Maklumat Kemahiran dan Kompetensi Personel ICT Sektor Awam
3. Online Library
4. Penilaian Sistem Star Rating
5. MyMeeting
6. ICT Project Application and Monitoring System
7. GOE-EGDMS

Total Score : 7

## MINERALS AND GEOSCIENCE DEPARTMENT MALAYSIA

1. Ask A Question (FAQ)
2. QME Database
3. Online Quiz
4. Borang Permohonan Pinjaman Foto Udara/Imej Satelit
5. myJMG
6. Borang Penggunaan Kenderaan Jabatan

Total Score : 6



## MINISTRY OF HOUSING AND LOCAL GOVERNMENT

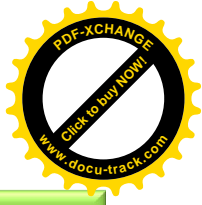
1. Pemberi Pinjaman Wang dan Pemegang Pajak Gadai Berlesen
2. Sistem Pendaftaran Terbuka
3. Skim Pinjaman Perumahan
4. Tribunal Tuntutan Pembeli Rumah
5. Laporan Kemajuan Form 7F
6. Sistem Aduan dan Maklumbalas
7. Membership
8. Permohonan Lesen Pemaju Perumahan
9. e-Home
10. Carian Pesuruhjaya Bangunan (COB) Di Setiap PBT

Total Score : 10

## SELANGOR OFFICE OF STATE SECRETARY

1. Sistem Talian Aduan Rakyat Selangor (STARS)
2. Sistem Penjualan Dokumen Tender dan Sebutharga
3. Bil Hasil Tanah
4. Sistem Pengurusan Rumah Kerajaan
5. Gerbang Mesra Selangor
6. E-Pembayaran
7. DUN Selangor
8. Library

Total Score : 8



# Way forward

- 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

**Citizen Interaction**  
 +  
**Citizen Insight Generation**  
 +  
**Citizen Services**  
 +  
**Citizen Support**  
 +  
**Content Management**  
 +  
**5 Primary**  
 +  
**4 Secondary**  
 =  
**Good portal/website**



# Thank you

## Telehealth & E-Government



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