

A COMPREHENSIVE ANALYSIS OF
ELECTRONIC GOVERNMENT BLUEPRINT
FOR IMPLEMENTATION TOWARDS THE
ACTUAL E-GOVERNMENT
IMPLEMENTATION

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UNIVERSITI UTARA MALAYSIA (2005)

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ACTUAL E-GOVERNMENT
IMPLEMENTATION

A Thesis submitted to the Faculty of Information Technology in
partial fulfillment of the requirement for the degree Master of
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by

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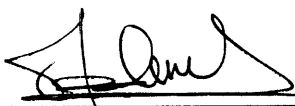
**A COMPREHENSIVE ANALYSIS OF ELECTRONIC GOVERNMENT
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ABSTRAK

Pada masa kini, penyelidikan berkaitan kerajaan elektronik di Malaysia masih kurang dilakukan walaupun ianya adalah sebahagian daripada Visi 2020. Oleh itu, lebih banyak penyelidikan dalam bidang ini diperlukan bagi memastikan laporan lebih tepat mengenai keadaan semasa kerajaan elektronik di Malaysia. Setelah pelancaran inisiatif kerajaan elektronik pada tahun 1997, banyak laporan-laporan negatif mengenai pembangunan aplikasi kerajaan elektronik. Berasaskan kepada laporan-laporan ini, ramai yang mempertikaikan keberkesanan pembangunan aplikasi tersebut.

Penyelidikan ini akan mengkaji and menganalisa dokumen cetakbiru yang diterbitkan oleh MAMPU terhadap pembangunan aplikasi kerajaan elektronik secara keseluruhannya. Kajian ini akan menilai sejauh mana dokumen ini digunapakai untuk pembangunan aplikasi kerajaan elektronik. Di samping itu juga, kajian ini akan menilai sama ada terdapat kekurangan pada dokumen ini berasaskan kepada faktor kesediaan untuk kerajaan elektronik yang dihasilkan oleh Heeks di dalam kajiannya mengenai kerajaan elektronik.

Kajian penilaian adalah asas kepada penyelidikan ini dan cara penyelidikan ini dijalankan adalah berasaskan kepada konsep penyelidikan yang dihasilkan oleh Babbie. Walau bagaimana pun, sedikit perubahan kepada konsep penyelidikan ini telah dibuat bagi memastikan ianya menepati skop penyelidikan.

Hasil dari penyelidikan ini telah membuktikan bahawa dokumen cetakbiru untuk pembangunan aplikasi kerajaan elektronik tidak digunapakai secara menyeluruh dan terperinci. Penyelidikan ini juga telah mengenalpasti kekurangan di dalam dokumen cetakbiru ini seperti dari segi perundangan dan pembangunan sumber manusia. Berpandukan kepada keputusan dan hasil penyelidikan ini, beberapa cadangan telah dikemukakan untuk mengatasi permasalahan yang dibentangkan dalam penyelidikan ini.

ABSTRACT

There is still lack of study in the area of e-government in Malaysia currently even though it is part of Vision 2020. Hence, more study is needed to provide accurate insight of e-government scenario in Malaysia. After the e-government initiative took off in year 1997, there are numerous negative reports with regard to the current status of the e-government initiative. This has raised concern about the status of e-government implementation; whether it failed or succeeds.

This study will investigate and analyze the implementation blueprint document produced by MAMPU against the actual e-government implementation. It will find out how much the document has been followed based on the condition for success described in the document. Then, the study will also use Heeks' e-government readiness factors to identify if there's any missing critical elements from the blueprint document which may have impact to the e-government implementation.

The study will be conducted as an evaluation study and the methodology process is based on Babbie's research process with minor modifications to suit the research scope. The results of this study have indicated that there are some areas from the blueprint document that are not being followed thoroughly. Also, there are areas that need to be included into the blueprint document such as human and legislative infrastructures in order to ensure smooth e-government implementation. Based on the result and findings of this study, several recommendations have been proposed in order to overcome the current issues addressed in this paper.

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CHAPTER 1

INTRODUCTION

Electronic government, normally called as e-government, generally defined as the use of Internet and other digital devices in public sector to deliver services and information (West, 2004). Until recent years, e-government has been widely adopted in most countries in order for the countries to achieve good governance. The adoption of e-government integrates both the processing and the communication technologies since it integrates people, processes, information, and technology in the service of achieving government objectives (Heeks, 2001). By implementing e-government, it will help to improve the government processes, connect citizens and build interactions with and within the civil society.

Question has arises as to why a country need to implement e-government. What actually can be offered by e-government implementation to the developing nations especially? According to Heeks in his paper on e-government, the prime usage of ICTs by the introduction of e-government will provide three basic change potentials which are:

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