e-PARTICIPATION OF FACULTY MEMBERS IN DECISION MAKING IN SCHOOL OF COMPUTING IN UUM (FMDM)

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ABSTRACT

e-Participation has gained increasing significance within the information society. Generally, participation means to take part or to be involved in it; with the exploitation of ICT. e-Participation will improve better decision making process in public sector by speed, reduced costs, reach more people. In this case, the School of Computing in UUM has many faculty members, which make it difficult to hold meetings and access to all the problems and suggest ideas and discussed by all. Through this study will design participatory management prototype for faculty members of School of Computing to improve and accelerate decision-making process through access to all the problems at hand. Contain the opinions, distribute new ideas between the faculty members for easier discussion, and reduce meeting time*; this prototype will develop via using C# language as the solution we present in this study by following the spiral development methodology. The* evaluation of prototype based on usability testing by using Computer Usability Satisfaction Questionnaires (CUSQ), psychometric evaluation and prototype was assessed through a sample consists of twenty eight employees from UUM; and the results have been positive.

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CHAPTER ONE

INTRODUCTION

Growth of Information and Communication Technology (ICT) has revolutionized the social, administration and political life. These technologies gives many advantages such as, speed, reduced costs, reach more people. They are now essential for Public Administration to provide services and communicate directly with citizens. ICT improves citizen participation by allowing them to better interact with the Administration. This is called e-Participation. e-Participation initiatives aim to improve citizen access to information and public services and their participation in public decision-making (Moon, 2002).

e-Participation is about reconnecting ordinary people with policy-making, politics and decision making process. It is easier to follow this through the use of new ICT and understand; it can be concluded that work is needed on both sides of agents to enable wider communication and benefits; although e-Participation could challenge to facilitate and implement it (Sanford & Rose, 2007). The education sector is always whole leading in the areas of development of societies; purpose of the study is to increase awareness of the importance of participation in decision-making.

The contents of the thesis is for internal user only

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