DEVELOPING ELECTRONIC PARTICIPATION FRAMEWORK FOR PUBLIC POLICY FORMULATION IN MALAYSIA

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Abstrak

Penyertaan elektronik (e-penyertaan) adalah domain penyelidikan yang memberi tumpuan kepada pembangunan teknologi maklumat dan komunikasi (ICT) untuk menyokong penyertaan dalam proses tadbir urus negara. Salah satu masalah dalam melaksanakan proses di Malaysia adalah kekurangan penyertaan rakyat dalam memberikan input yang akan digunakan dalam proses penggubalan dasar awam di negara ini. Di samping itu, terdapat kekurangan kajian tentang e-penyertaan dan rangka kerja yang menyokong penggubalan dasar awam.Oleh itu, dalam kajian ini, penyelidik cuba untuk melihat bagaimana rakyat boleh terlibat dan bagaimana mereka boleh memainkan peranan dalam proses merangka dasar-dasar awam di negara ini dengan menggunakan mekanisme teknologi maklumat. Objektif utama kajian ini adalah untuk membangunkan satu rangka kerja bagi pelaksanaan e-penyertaan dalam proses penggubalan dasar awam. Untuk mencapai objektif ini, tahap persepsi dan kepuasan rakyat berkaitan inisiatif e-penyertaan dalam penggubalan dasar awam dan proses pelaksanaan dikenal pasti. Soal selidik, temu bual, pemerhatian, dan analisis dokumen yang berkaitan merupakan kaedah yang digunakan dalam kajian ini. Teori Rangkaian Aktor (ANT) dari perspektif sosio-teknologi telah digunakan dalam kajian ini untuk menganalisis pembangunan rangka kerja e-penyertaan. Rangka kerja e-penyertaan yang dicadangkan akan dinilai menggunakan Kaedah Delphi untuk mendapatkan kata sepakat daripada pakar yang dilantik. Hasilnya, rangka kerja e-penyertaan untuk rakyat di Malaysia telah berjaya dibangunkan. Rangka kerja e-penyertaan ini membolehkan rakyat bersama-sama untuk menyumbang ke arah penggubalan dasar awam. Dari perspektif teori, rangka kerja menunjukkan bahawa ANT menyediakan asas yang kukuh untuk proses pembuatan dasar dengan menjajarkan sifat heterogen penyertaan awam. Dari segi amalannya, diharapkan penggunaan ICT akan membolehkan penyertaan daripada orang ramai dengan lebih meluas dan seterusnya menyumbang kepada amalan demokrasi.

Katakunci: Penyertaan rakyat, Penyertaan Elektronik, Dasar Awam, Teori Rangkaian Aktor (ANT), Kaedah Delphi

Abstract

Electronic participation (e-participation) is a research domain that focuses on the development of information and communication technology (ICT) to support participation in a nation's governance processes. One of the problems in implementing this process in Malaysia is the lack of participation from its citizens in providing inputs to be used in the nation's public policy formulation processes. In addition, there is a lack of research on e-participation and framework that supports the public policy formulation. Therefore, in this study, the researcher attempts to look at how the public can involve and play their part in the process of drafting the nation's public policies by utilizing the information technology mechanism. The main objective of this study is to develop a framework for the implementation of e-participation in the public policy formulation processes. To achieve this objective, the public's levels of perception and satisfaction with the current Government's e-participation initiatives in the public policy formulation and implementation process are identified. Questionnaires, interviews, observations, and analysis of relevant documents were the methods used in this study. Actor Network Theory (ANT) from the socio-technological perspective was applied in this study in order to analyze the development of the e-participation framework. The proposed e-participation framework was then assessed using the Delphi Method to seek the consensus from the experts appointed. As a result, the e-participation framework for public participation in Malaysia was successfully developed. This e-participation framework enables people to jointly contribute towards the formulation of public policy. From the theoretical perspective, the framework implies that ANT provides a strong foundation for policy making process of aligning the heterogeneous nature of public participation. In practice, the ICT tools for public participation will hopefully enable a wider participation in contributing to a democratic practice.

Keywords: Citizen participation, Electronic participation, Public policy, Actor Network Theory (ANT), Delphi Method

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Appendix A

Questionnaire of citizen participation in public policy formulation process in Malaysia

Appendix B

Study of understanding about public participation and e-participation in the public policy formulation

1. First Round
2. Second Round

Glossary of Term

Actor Network Theory: treats entity and materiality as enacted and relational effect and explores the configuration and reconfiguration of those relations.

Delphi Method: to search consensus-building by using a series of questionnaires produced through multiple iterations from the collected data provided by selected subjects.

E-consultation: citizen provides feedback to government; to contribute their views and opinion.

E-decision making: a relation based on partnership with government and citizens actively engage to the policy making process.

E-government: the use of ICTs to exchange information and services with citizens, businesses, general public and government agencies to achieve better government.

E-information: government produces and delivers information for use by citizen.

E-participation: interaction to government that emphasises on the role of ICT to enlarge the space for discussion and inclusion of opinions of stakeholders into government process.

Formative Research Methodology: used to develop and improve the instructional design theories or model.

Grounded theory analysis: method that uses a systematic set of procedures to develop an inductively derived theory about a phenomenon.

Public policy: related to public interest since it somehow affected all actors and it is in relation to the government objective.

Public policy formulation: efforts of the government in addressing issues affecting the public.

List of Abbreviations

ANT	Actor Network Theory
CG	Community Group
EG	Electronic Government
EPU	Economic Planning Unit
FRM	Formative Research Methodology
GTP	Government Transformation Programme
G2C	Government-to-Citizen
G2B	Government-to-Business
G2G	Government-to-Government
ICT	Information Communication and Technology
ICU	Implementation Coordination Unit
INTAN	Institut Tadbiran Awam Negara
IAGPs	Inter-Agency Planning Groups
MAMPU	Malaysian Administrative Modernisation and Management Planning Unit
MDC	Multimedia Development Corporation
MSC	Multimedia Super Corridor
NDC	National Development Council
NDPC	National Development Planning Committee
NEC	National Economic Council
NEP	New Economy Policy
NGO	Non-Government Organization
NKRA	National Key Result Areas
NSC	National Security Council
OECD	Organization for Economic Co-operation and Development
OPP	Obligatory Passage Point
OPPs	Outline Perspective Plans
PEMANDU	Performance Management & Delivery Unit
SG	Spokesperson Group
TG	Technical Group
TWGs	Technical Working Groups

CHAPTER ONE
INTRODUCTION

1.1 Background

Information and Communication Technology (ICT) have revolutionised human life in myriad ways. The impacts of ICT developments are clearly seen in many areas. For instance, the Government uses ICT to modernise its governance processes. ICT is the most powerful and suitable tool to improve the effectiveness and efficiencies of governance processes as well as to reduce the costs of human errors.

Taking advantage from the rapid expansion of ICT, in l996, Malaysia launched the Multimedia Super Corridor (MSC) to accelerate its entry into the information age. Putrajaya is the new federal administrative capital where the concept of Electronic Government (EG) was introduced. As one of the seven MSC flagships, EG aims to reinvent the perception of Malaysian public and private sectors towards the public sector. Simultaneously, vital information processed within the Government is streamlined. EG initiatives have already utilised new ICT technologies to decrease administrative costs and improve service delivery to public (Commission of the European Communities, 2003). This remarkable innovation is mainly focused on solving everyday problems faced by the public in dealing with Government agencies.

Numerous nations around the world spend a large amount of money to implement ICT technology for the effectiveness of its governance process. Many evidences have clearly shown the effectiveness of EG implementation in delivering high quality standards of information and services in the public and private sectors as well as increasing the efficiency of management systems in the private sectors.

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