

Networking Government: E-Government in Malaysia

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Abstract

Governments worldwide are faced with the challenge of transformation and the need to reinvent government systems in order to deliver efficient and cost effective services, information and knowledge through information and communication technologies. This has become widely referred to as Electronic Government (E-Government). Successful delivery of online services has rapidly become an important measure of effective public sector management. E-Government increases the convenience and accessibility of government services and information to citizens. It also increases the government's accountability to citizens, greater public access to information and a more efficient and cost effective government. The vision of E-Government is a vision for people in government, business and citizenry working together for the benefit of Malaysia and all of its citizens. The dual objectives of E-Government in are to reinvent the government of Malaysia in terms of service delivery through the use of Information Technology (IT) and to catalyze the successful development of the Multimedia Super Corridor (MSC) with IT as one of the leading sectors of the economy. This paper provides the various initiatives taken by the government to promote the E-Government implementation as well as the benefits derived and challenges faced by the government at the federal, state and local levels. It suggests that, although there are inevitably further challenges ahead, the story of E-Government in Malaysia is overall a positive one.

Keywords: *Electronic Government, Information Communications and Technology (ICT), Multimedia Super Corridor (MSC).*