

Barriers to Ict Implementation in Local Government: The Political Aspects

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ABSTRACT

Political issues have been known to be one of the barriers to the successful implementation of government-based ICT projects. In the case of the local government administration of Selangor, Malaysia, political issues have been rated and ranked as one of the core problems, thus, hindering the successful rollout of e-government services. This is evidenced in the qualitative analyses of interviews with the local government administrators. In this research, several sub-issues or patterns that emerged include leadership, individual support, internal and external politics, and bureaucracy. Therefore, the leaders of local government organizations should be more committed in ensuring that e-governments services are delivered to the public in an effective and efficient manner to reap the return of investments.

Keywords: *political issues, ICT implementation, local government, leadership, bureaucracy*