

Use of Ict in the Public Service Delivery: The Malaysian Experience

Maniam Kaliannan

Abstract

The edge of the Information Age, where information has become the cutting edge of global competition, has thrust the Information and Communication Technology (ICT) into the fore front of the national socio-economic development. ICT has been recognized as a strategic enabling tool to support the growth of the economy as well as enhance the quality of life of the population. The public sector in Malaysia is going through period of rapid change. The government's leading role in spearheading the surge forward into the information age has compelled the public sector to lead the way. The Government launched the Electronic Government (e-Government) initiative to reinvent itself to lead the country into the Information Age. The dual objective of the e-Government implementation in Malaysia are to reinvent the government in terms of service delivery through the use of ICT and to catalyze the successful development of the Multimedia Super Corridor (MSC) Malaysia with ICT as one of the leading sectors of the economy. E-Government will improve both how government operates internally as well as how it delivers services to the people of Malaysia. It seeks to improve the convenience, accessibility, and quality of interactions with citizens and businesses; simultaneously, it will improve information flows and processes within government to improve the speed and quality of policy development, co-ordination, and enforcement. This paper will highlight the planning and implementation of various e-Government projects in Malaysia since it was launched in 1996. In addition, the paper will discuss the challenges and issues related to these projects and suggest some recommendations as improvement tool to uplift the e-Government program to greater heights.

Keywords: *ICT, e-Government, MSC Malaysia.*