

TRANSFORMING PUBLIC SERVICE DELIVERY IN MALAYSIA

THE CASE OF THE IMPLEMENTATION OF E-GOVERNMENT IN LOCAL GOVERNMENTS

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ABSTRACT

Purpose

The paper highlights the implementation of electronic government (e-government) in Malaysia, especially at the third tier of government - local authorities. E-government initiative in Malaysia was established as part of administrative reform to improve public services. The paper identifies the progress and challenges faced by the local authorities in implementing e-government and offers policy interventions to expedite implementation further.

Design/Methodology/Approach

The empirical investigation was conducted through semi-structured interviews with 50 respondents. The interviewees comprised representatives from the central budget authority, national reform agency, local authority personnel and citizens and businesses who rely on local government services. Views expressed were triangulated to arrive at a consensus of the implementation state. Secondary sources supplemented the interviews to obtain further understanding of the implementation of e-government internationally, nationally and at the local level.

Findings

This study finds that an integrated top-down approach to implementation is imperative for effective e-government implementation. Local authorities need to be more equipped with adequate funding, skilled human capital, adequate ICT infrastructure, transformational leadership at the central and local levels and a strategic roadmap for implementation.

Practical/Social Implications

The Malaysian experience on e-government implementation will offer lessons to other developing countries embarking such an initiative.

Keywords: *Electronic government (e-government); public service efficiency and effectiveness; public service delivery mechanism; local government; top-down implementation.*