

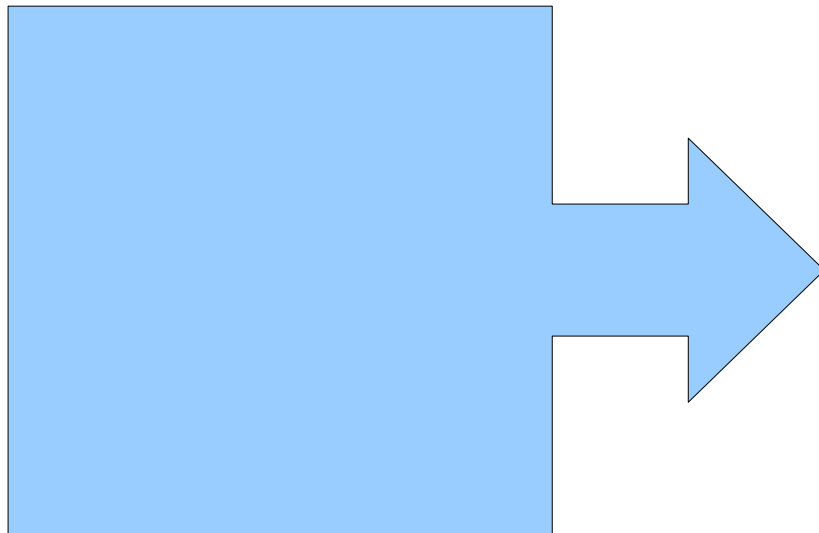
**TAKLIMAT PERKEMBANGAN PORTAL DAN
LAMAN WEB AGENSI KERAJAAN NEGERI SABAH
PADA TAHUN 2011**

DISUSUN OLEH:

JULKIPLI BIN JUL
BAHAGIAN TEKNOLOGI MULTIMEDIA
JABATAN PERKHIDMATAN KOMPUTER NEGERI

Sebagai input tambahan
DALAM MESYUARAT CIO
AGENSI KERAJAAN NEGERI SABAH
3 NOV 2011

KANDUNGAN PERSEMBAHAN



- (1) Pengenalan
- (2) laporan daripada MDEC
- (3) laporan daripada MAMPU
- (4) Cadangan penambahbaikan
- (5) sasaran bersama
- (6) kesimpulan

Malaysia Government Portals & Websites Assessment (MGPWA) 2011

telah dijalankan bermula pada bulan April 2011 dan berakhir pada pertengahan bulan Julai 2011.

Government Enablement
Digital Economy Enablement
Multimedia Development Corporation (MDeC)

<http://www.mscomalaysia.my>

Tatacara Pengurusan Laman Web
dan Portal Agensi Kerajaan

Pekeliling Am Bil.1, Tahun 2006

Pihak MAMPU memantau semua laman web agensi kerajaan di Malaysia dan membuat laporan pada setiap bulan dalam web rasmi MAMPU
Bahagian Pembangunan dan Pengurusan EG MAMPU, Jabatan Perdana Menteri

Pencapaian Laman Web/ Portal diukur

5.1 Overall Top 10 Portals

A total of 387 portals are assessed in MGPWA 2011, of which score ranges from 106 to 25 marks. The number of portals obtaining more than 100 marks was found to be only 8. Nevertheless, it was also noted that some are not ready as portals.

of Housing and Local Government at 1st place. Majority of the portals in the ranking are local authority with a total of 40 portals. Also listed are 3 states, namely Negeri Sembilan, Kelantan and Penang. It was also noted that 9 ministry managed to be in the Top 10 Portal. All in all, 43 portals are federal and 44 are state levels.

The top 10 is made of 87 portals with Ministry

Rank	Portal Name	Score	Star
1	Ministry of Housing and Local Government	106	5
2	Municipal Council of Pasir Gudang	103	5
2	Nilai Municipal Council	103	5
3	City Hall of Kuala Lumpur	101	5
3	General Administration Division	101	5
3	Malaysia Geospatial Data Infrastructure (MyGDI)	101	5
3	myGovernment	101	5
3	Prime Minister's Department	101	5
4	Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)	100	5
4	National Academy of Art, Culture and Heritage	100	5
4	National Registration Department	100	5
4	Prime Minister's Office	100	5
4	Rubber Industry Small Holders Development Authority (RISDA)	100	5
5	Cameron Highlands District Council	99	5
5	FELCRA Berhad	99	5
5	Kuala Selangor District Council	99	5
5	Local Government Department	99	5
5	Malaysian Agricultural Research and Development Institute (MARDI)	99	5

5.2 Overall Top 10 Websites

The number of websites involved in MGPWA 2011 is 704. However, only 35 websites are included in the Top 10 with Department of Irrigation and Drainage and Ministry of Rural and Regional Development, Malaysia at 1st place. The score varies from 93 to 84 marks. This indicates that the whole top 10 are 5-star rated.

From the observation made, 5 ministries were found to be listed in the Top 10, together with 2 universities. Selangor was the only state included.

Rank	Website Name	Score	Star
1	Department of Irrigation and Drainage	93	5
1	Ministry of Rural and Regional Development, Malaysia	93	5
2	National Solid Waste Management Department	92	5
2	Penang Development Corporation	92	5
3	Department of Environment (DOE)	91	5
4	Department of Statistics, Malaysia	90	5
4	Malaysian National News Agencies (BERNAMA)	90	5
4	Minerals and Geoscience Department Malaysia	90	5
4	Selangor	90	5
4	Universiti Sains Islam Malaysia	90	5
5	Department of Syariah Judiciary Malaysia	89	5
5	Ledang Community College	89	5
6	Federal Town and Country Planning Department	88	5
7	Ministry of Energy, Green Technology and Water	87	5
7	National Sports Institute	87	5
7	Royal Malaysian Police	87	5
7	Southeast Asia Regional Centre For Counter-Terrorism (SEARCCT)	87	5
8	Federal Land Development Authority (FELDA)	86	5
8	Forestry Department Peninsular Malaysia	86	5
8	Inland Revenue Board of Malaysia	86	5
8	Malaysian Maritime Enforcement Agency	86	5

Rank	Portal/Website Name	2011		2010		
		Score	Star	State Ranking	Score	Star
1	Negeri Sembilan	96	5	6	76	4
2	Kelantan	94	5	3	86	5
2	Penang	94	5	10	48	3
3	Sarawak	91	5	1	88	5
4	Selangor	90	5	3	86	5
5	Terengganu	88	5	5	80	5
6	Kedah	86	5	11	43	3
6	Malacca	86	5	4	84	5
7	Johor	82	5	2	87	5
8	Perak	81	5	7	74	4
9	Pahang	80	5	8	72	4
10	Sabah	71	4	12	37	2
11	Perlis	66	4	9	65	4

5.7 University

Similar to MGPWA 2010, the university ranking showcased a total of 20 universities. To note, only 2 of them are portals and the rest are websites. The 2 universities are Universiti Teknikal Malaysia Melaka and Universiti Sains Malaysia. The range for the ranking varies from 62 to 95 marks. The ranking consists of 5 5-star rated portals/websites.

Rank	Portal/Website Name	2011		2010		
		Score	Star	University Ranking	Score	Star
1	Universiti Teknikal Malaysia Melaka	95	5	8	70	4
2	Universiti Sains Islam Malaysia	90	5	2	81	5
3	Universiti Sains Malaysia	86	5	4	76	4
4	Universiti Tun Hussein Onn Malaysia	84	5	3	77	4
5	Universiti Malaysia Pahang	83	5	6	73	4
6	National University Malaysia (UKM)	79	4	10	68	4
7	Universiti Malaysia Perlis	78	4	5	75	4
7	University of Malaya	78	4	10	68	4
7	Universiti Teknologi Mara (UiTM)	78	4	8	70	4
8	Universiti Teknologi Malaysia	76	4	9	69	4
9	International Islamic University Malaysia	73	4	6	73	4
9	Universiti Malaysia Terengganu	73	4	13	62	4
9	Universiti Pendidikan Sultan Idris	73	4	1	82	5
10	Universiti Pertahanan Nasional Malaysia	72	4	11	67	4
10	Universiti Putra Malaysia	72	4	7	71	4
11	Universiti Utara Malaysia	69	4	7	71	4
12	Universiti Malaysia Sarawak	68	4	14	55	3
12	Universiti Sultan Zainal Abidin	68	4	15	49	3
13	Universiti Malaysia Sabah	63	4	12	63	4
14	Universiti Malaysia Kelantan	62	4	16	36	2

Table 14: University Ranking

6.0 Assessment : Star Rating

A portal/website performance is assessed and scored. Star rating is then given based on the score. Being inaccessible, a portal/website will not be rated with any star but will be given the status N/A. The standard of 1-star to 5-star is given based on the score range below:-



Figure 10: Star Rating

Out of the 1,155 portals and websites assessed, it was noted that the total number of 5-star portals and websites is 285. However, the biggest portion which is more than a quarter of 1,155 falls under 4-star category, followed by 3-star with a total of 330 portals and websites. The lowest number belongs to 1-star with only 7 websites.

Star-rating	Number of Portals/ Websites	Percentage
5-star	285	24.68%
4-star	331	28.66%
3-star	330	28.57%
2-star	138	11.95%
1-star	7	0.61%
N/A	64	5.54%

Table 17: Star Rating Segregation of 2011

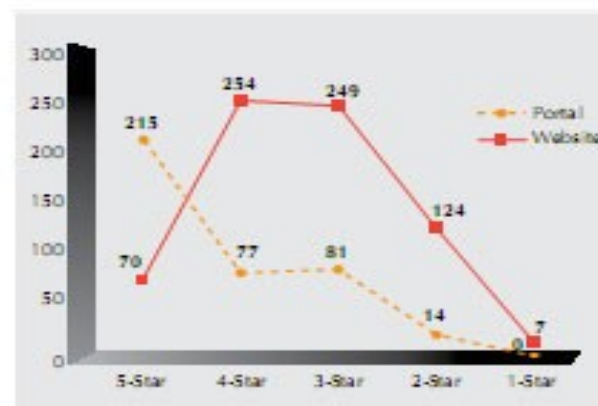


Figure 11: Segregation of Star Rating According to Portal and Website

Amongst the 1,091 accessible portals and websites, the biggest group belongs to the 4-star rated websites with the percentage of 23.28%. This is followed by 3-star rated websites with 22.82%. In the 5-star group, majority comes from the portal category. However, for the rest of the star rating, the number of websites tends to be higher than the portals. It was also noted that the 1-stars are amongst websites. N/A is not included in the analysis as they cannot be identified.



During Sabah Roadshow held on 28th February 2011 at Kota Kinabalu.

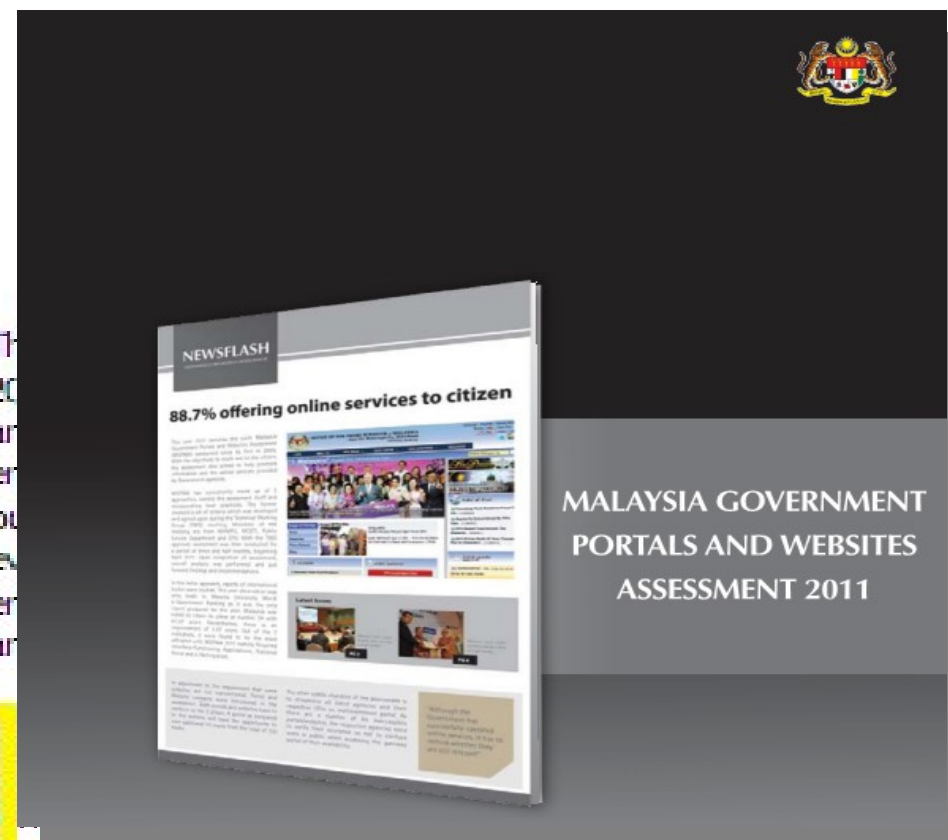
1.0 Introduction

The Malaysia Government Portals and Websites Assessment (MGPWA) 2011 is conducted in order to support the delivery of public services in Malaysia. From the star rating awarded at the end of the assessment, Government portals/websites will be able to improve themselves further towards becoming a good, beneficial portals/websites to citizen.

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The MGPWA 2011 has seen the greatest impact thus far. The performance and number of 5-star portals and website has increased tremendously. This is the result from the active participation of Government agencies at various workshops, 1-to-1 consultation sessions and seminars organized throughout the nation. For this encouraging situation to be further enhanced, cooperation of every Government agency to play their pivotal

practices. The scores obtained will then decide the rating that they will be accorded with.



LAPORAN PENCAPAIAN LAMAN WEB NEGERI SABAH OLEH MDEC



MALAYSIA GOVERNMENT PORTALS AND WEBSITES ASSESSMENT 2011

RINGKASAN PENCAPAIAN SABAH 2011

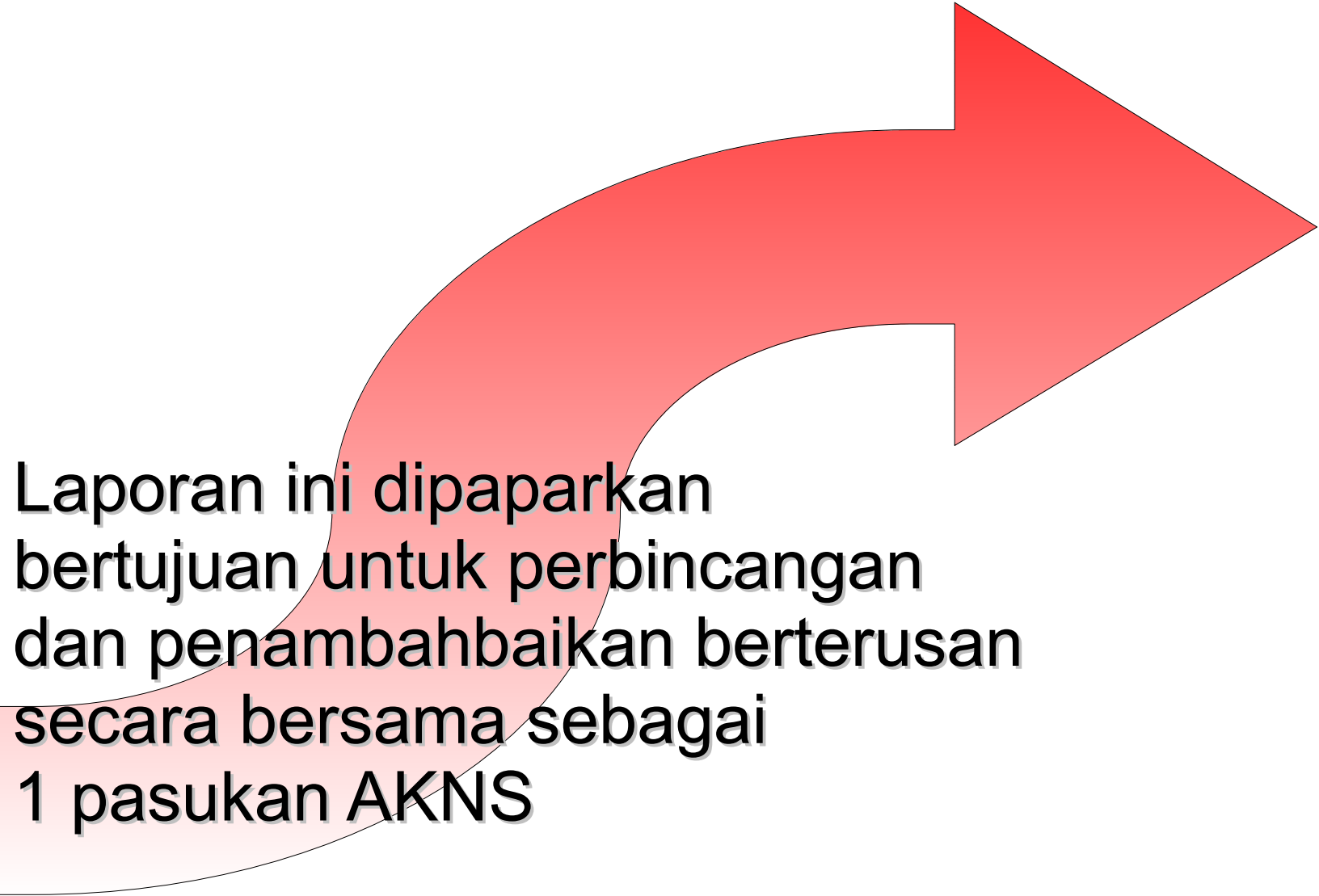
1 Portal – 4 Star
2 Portal – 3 Star
1 Portal – 2 Star
Jumlah = 4

6 Websites – 4 Star
23 Websites – 3 Star
40 Websites – 2 Star
2 Websites – 1 Star
19 Websites – 0

Jumlah = 90

PEMANTAUAN DARIPADA PIHAK MAMPU

Perkara-perkara yang dipantau oleh MAMPU



Laporan ini dipaparkan
bertujuan untuk perbincangan
dan penambahbaikan berterusan
secara bersama sebagai
1 pasukan AKNS



**Bengkel
State Portals and Websites
Assesment 2011**

Tarikh : 7 Disember 2011

Tempat : Hotel Promenade, Kota Kinabalu

Sasaran : Webmaster AKNS

2 Bintang dan ke bawah

KESIMPULAN

9.0 Conclusion

Laman web dan portal sudah menjadi saluran maklumat perdana kepada rakyat.

Oleh itu ia perlu dibangunkan sebaiknya mengikut standard antarabangsa.

Budaya penyenggaraan, penambahbaikan kandungan dan pengemaskinian berkala perlu diberi keutamaan.

Rakyat didahulukan pencapaian diutamakan

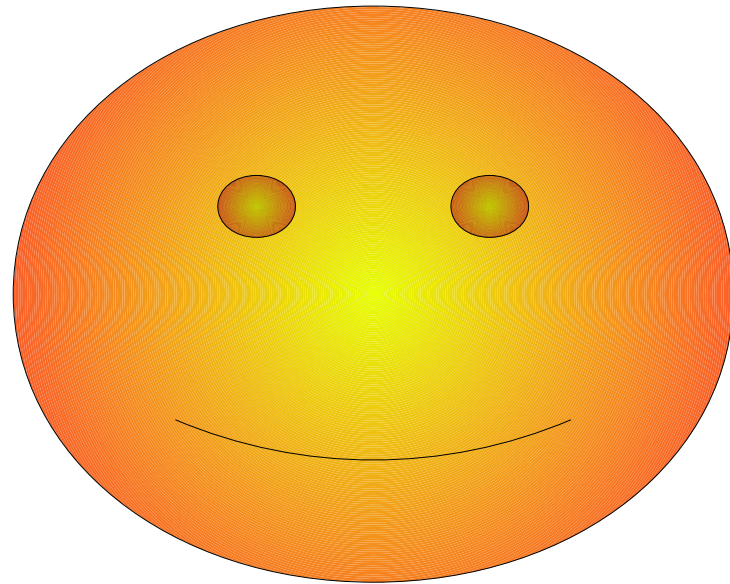
Portals and websites have become mainstreamed with E-Government. In the light of this, it is recommended that the portals and websites be developed and maintained to cater the need of citizen. With the rampant awareness and roadshows held, more agencies have become more aware of the criteria and the need to enhance and maintain the portals and websites. Interaction between citizen and Government is pertinent in the development of portals and websites. Improvement can then be made to the information and services offered via these sites. Hence, the usage of feedback/comment form and increasingly popular social media is encouraged.

Physical service counters must be created to replace the over-the-counter service. However, existing ones should not be left behind. They should be engineered to cater to the simplified and integrated approach in addressing citizens' need.

Updating activities, language, disabled-friendly elements are all vital factors that each Government agencies must consider when aiming for a good portal/website. These factors will ensure the portals and websites as a complete and integrated approach with Government agencies. For the Government agencies, this will further accelerate the target achievement desired in 2015, spelt out by GTP, for 90% online services made available and ensuring the 90% usage.



Consultation given during the Seminar Pengurusan Perubahan on 10th of November, 2010 at One World Hotel.



SEKIAN DAN TERIMA KASIH