

90 Per Cent Of Government Service To Be Offered Online By 2015
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KANGAR, Jan 19 (Bernama) -- About 90 per cent of the government service will be offered online by 2015, Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) Director-General Datuk Mohamad Zabidi Zainal said today.

He said this had been stipulated in the Key Performance Index (KPI) which had to be achieved in line with efforts to transform the existing service to online service by maximising the use of information and communication technology.

The use of ICT could make the services more accessible to the people, he said in his speech at a seminar on strengthening public service which was attended by more than 300 public servants from Perlis, Kedah, Perak and Penang here Thursday.

The seminar was opened by the State Investment and Industry Committee Chairman Datuk Seri Diraja Syed Razlan Putra Jamalullail, who represented the Perlis Menteri Besar.

Mohamad Zabidi said a study carried out by MAMPU last year found that 35 per cent of the services offered by the government could be accessed online.

He said intensified efforts should be made to realise the digital transformation in the public sector and to achieve this, various measures had been taken by MAMPU.

He said this included implementation of the Star Rating which was used as an indicator to evaluate the performance of public agencies, especially in the delivery system, since 2008, he added.

"The implementation of the Star Rating has shown drastic improvement, from only one ministry achieving the five star status in 2008 to eight ministries in 2010," he added.

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