

*Malaysia's Performance in*

UN E-GOVERNMENT SURVEY 2012



## **KEY FINDINGS FROM THE UN E-GOVERNMENT 2012 SURVEY**

- The United Nations global survey of e-government presents a systematic assessment of the use and potential of information and communication technologies to transform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in the 193 Member States of the United Nations, and at all levels of development.
- According to the 2012 United Nations E-government Survey which was released on 29<sup>th</sup> February 2012, the Republic of Korea is ranked the world leader (0.9283) followed by the Netherlands (0.9125), the United Kingdom (0.8960) and Denmark (0.8889), with the United States, Canada, France, Norway, Singapore and Sweden close behind.
- The steady improvement in all the indicators of the e-government development index has led to a world average of 0.4877 as compared to 0.4406 in 2010. This reflects that countries in general have improved their online service delivery to cater to citizens' needs.
- The overall conclusion that emerges from the 2012 Survey in today's recessionary world climate is that while it is important to continue with service delivery, governments must increasingly begin to rethink in terms of e-government and e-governance, placing greater emphasis on institutional linkages between and among the tiered government structures in a bid to create synergy for inclusive sustainable development. An important aspect of this approach is to widen the scope of e-government for a transformative role of the government towards cohesive, coordinated, and integrated processes and institutions.

## **MALAYSIA'S E-GOVERNMENT PERFORMANCE**

UN E-Government Survey	2012		2010		2008	
	Rank (n=193)	Index	Rank (n=192)	Index	Rank (n=192)	Index
<b>Overall Performance</b>	<b>40</b>	<b>0.6703</b>	<b>32</b>	<b>0.6101</b>	<b>34</b>	<b>0.6063</b>
<b>i. Online Service Index</b>	<b>20</b>	<b>0.7908</b>	<b>16</b>	<b>0.6317</b>	<b>18</b>	<b>0.6756</b>
<b>ii. Telecommunication infrastructure Index</b>	<b>57</b>	<b>0.4510</b>	<b>52</b>	<b>0.3438</b>	<b>49</b>	<b>0.3022</b>
<b>iii. Human Capital Index</b>	<b>109</b>	<b>0.7691</b>	<b>96</b>	<b>0.8543</b>	<b>97</b>	<b>0.8390</b>

- While Malaysia's overall index score had increased to 0.6703 from 0.6101 in 2010, Malaysia's position had dropped to 40<sup>th</sup> from 32<sup>nd</sup> previously. The eight countries that have overtaken Malaysia are the Russian Federation, United Arab Emirates, Croatia, Italy, Portugal, Greece, Kazakhstan and Chile.
- The main area of concern for Malaysia is Human Capital which registered a declining index from 0.8543 in 2010 to 0.7691.
- Telecommunication Infrastructure Index, though had recorded improvement continues to be an area of concern as Malaysia only achieved an index score of 0.4510 compared to Republic of Korea, the top country which achieved an index of 0.8356. The overall performance of **Malaysia versus the top ten countries** is shown in Table 2

**TABLE 2: MALAYSIA VS TOP 10 PERFORMING COUNTRIES IN UN E-GOVERNMENT SURVEY 2012**

Country	2012		2010		2008	
	Rank (n=193)	Index	Rank (n=192)	Index	Rank (n=192)	Index
Republic of Korea	1	0.9283	1	0.8785	6	0.8317
Netherlands	2	0.9125	5	0.8097	5	0.8631
United Kingdom	3	0.8960	4	0.8147	10	0.7872
Denmark	4	0.8889	7	0.7872	2	0.9134
United States	5	0.8687	2	0.8510	4	0.8644
France	6	0.8635	10	0.7510	9	0.8038
Sweden	7	0.8599	12	0.7474	1	0.9157
Norway	8	0.8593	6	0.8020	3	0.8921
Finland	9	0.8505	19	0.6967	15	0.7488
Singapore	10	0.8474	11	0.7476	23	0.7009
<b>Malaysia</b>	<b>40</b>	<b>0.6703</b>	<b>32</b>	<b>0.6101</b>	<b>34</b>	<b>0.6063</b>

Among **South East Asian Countries**, Singapore and Malaysia top the list. Singapore is the vanguard countries employing advanced technology for innovative future solutions, organizing information in a seamless structured and user-targeted manner. Malaysia (0.6703) continues to be the 2nd leading country in the South East Asia in 2012 with various E-government initiatives implemented such as the national health portal, *MyHealth*, which uses ICT to inform citizens on health issues in Malaysia.

**TABLE 3: E-GOVERNMENT DEVELOPMENT IN SOUTH EAST ASIA**

Country	2012		2010		2008	
	Rank (n=193)	Index	Rank (n=192)	Index	Rank (n=192)	Index
Singapore	10	0.8474	11	0.7476	23	0.7009
<b>Malaysia</b>	<b>40</b>	<b>0.6703</b>	<b>32</b>	<b>0.6101</b>	<b>34</b>	<b>0.6063</b>
Brunei Darussalam	54	0.6250	68	0.4796	87	0.4667
Vietnam	83	0.5217	90	0.4454	91	0.4558
Philippines	88	0.5130	78	0.4637	66	0.5001
Thailand	92	0.5093	76	0.4653	64	0.5031
Indonesia	97	0.4949	109	0.4026	106	0.4107
Lao People's Dem. Rep.	153	0.2935	151	0.2637	156	0.2383
Cambodia	155	0.2902	140	0.2878	139	0.2989
Myanmar	160	0.2703	141	0.2818	144	0.2922
Timor Leste	170	0.2365	162	0.2273	155	0.2462