

Factors Influencing Digital Governance Readiness in Malaysia Public Sector



Definitions

Governance

Governance refers to the system, methods and procedures that define how a government operates (Rhoda, 2008)

Digital Governance

Digital governance is no more and no less than governance in a digital environment which use of ICT-induced changes in the delivery of governance services and changes induced in the way citizens interact and participate in the governance sphere (Nath, 2000)

UN E-government Readiness Index

Measures the capacity of governments to develop and implement e-government services (Human Capital, Web Presence and Telecommunication Infrastructure)

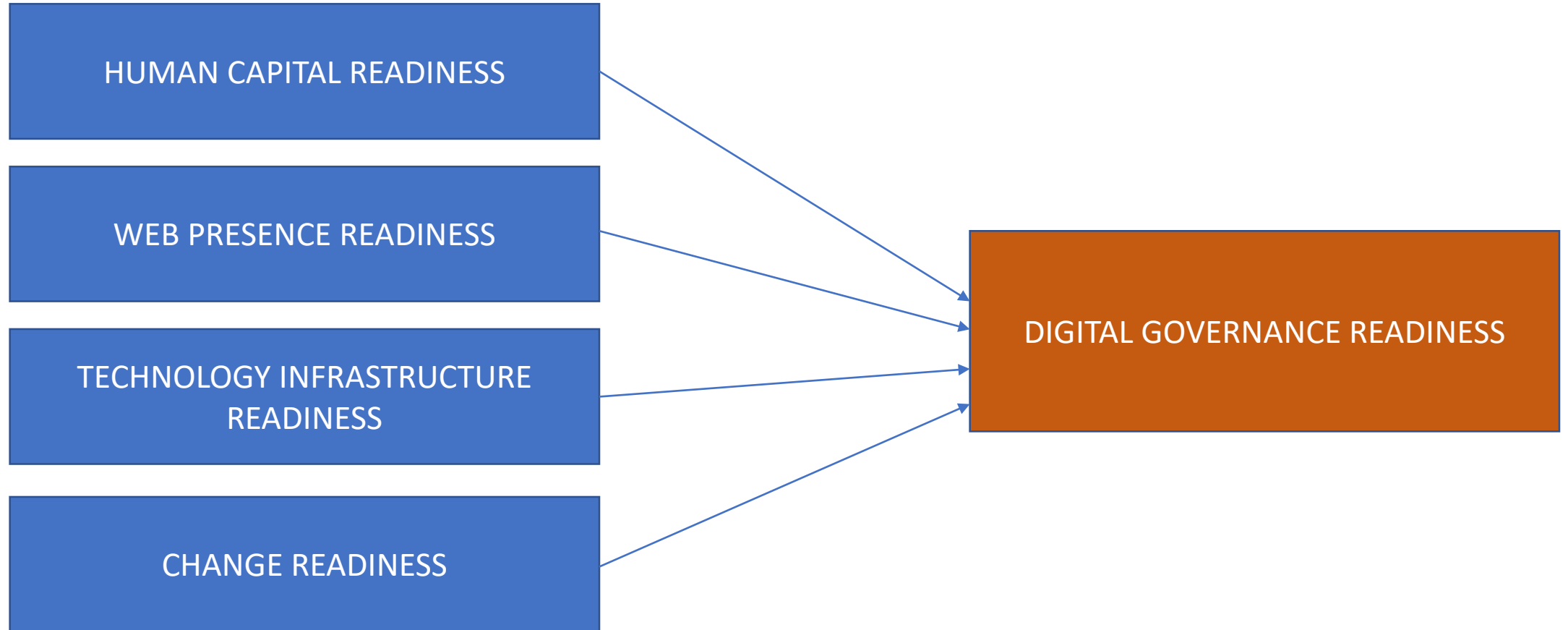
Penyataan Masalah/*Problem Statement*

Public sector seeking to make the transformation to digital are often hampered by culture, processes and skills set that are out of step with technologically advanced and citizen centric (Deloitte, 2017). Furthermore, these circumstances are worsening if public sector organizations continue to compromise of poorly coordinated bureaucratic structures and working in silos. Due to the historically established bureaucratic structures, finding a way to integrate these dimensions and delivery modes and take advantage of the potential dynamics is incredibly challenging.

Objektif Penyelidikan/*Research Objective*

- To identify the factors that influences the digital governance readiness
- To explore how the factors influence the digital governance readiness

Kerangka Konseptual/*Theoretical Concept*



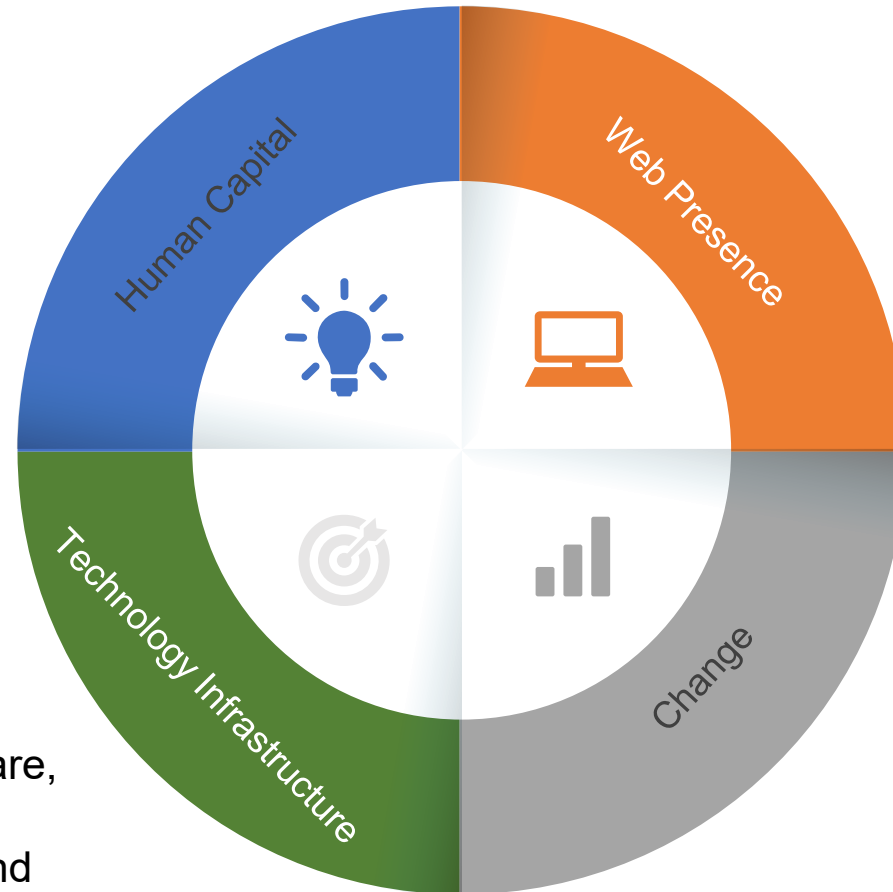
FAKTOR-FAKTOR/FACTORS

Human Capital Readiness

The process of acquiring and increasing the number of people who have the skills, education and experience which are critical for the economic and the political development of a country (Oladele & Fata, 2015).

Technology Infrastructure Readiness

Foundational technology services, software, equipment, facilities and structures upon which the capabilities of nations, cities and organizations are built (John, 2018)



Web Presence Readiness

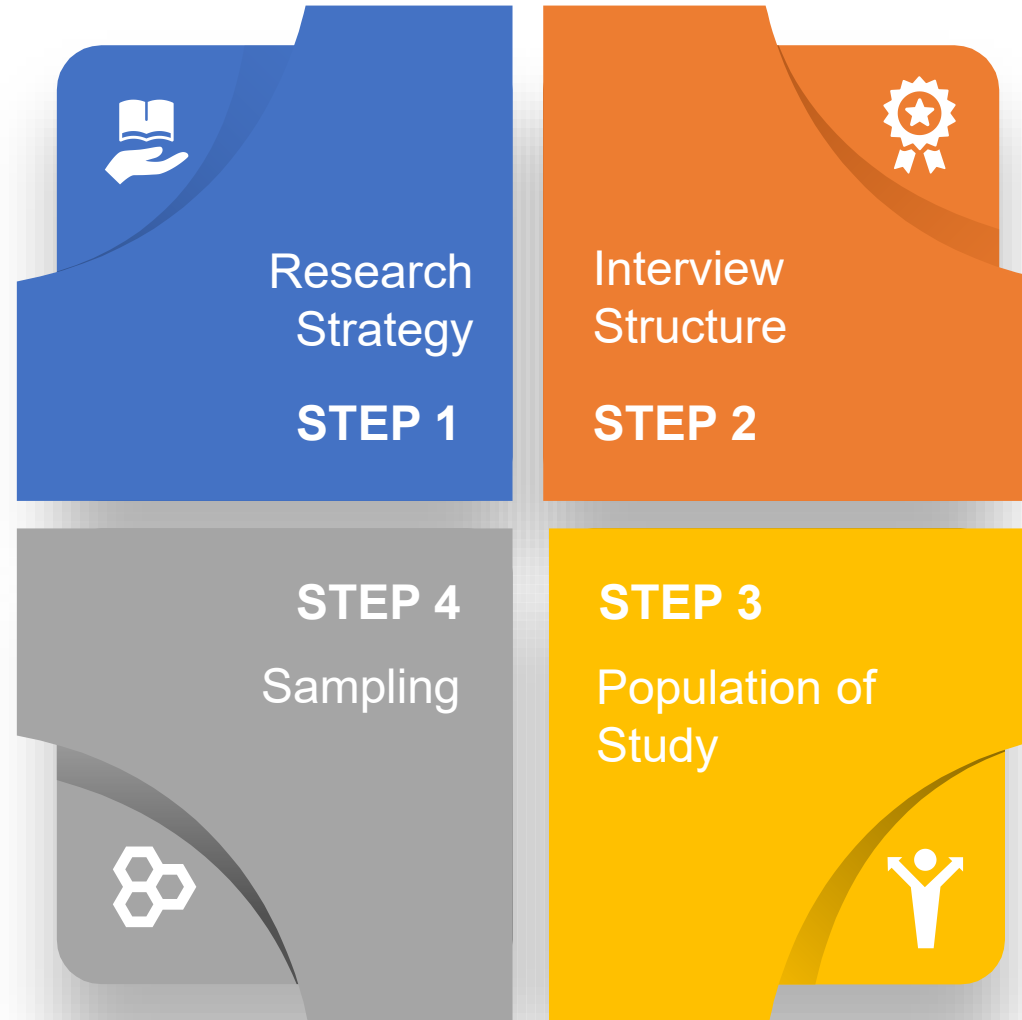
Variety of efforts ranging from creating an online presence and allowing citizens to transact with government electronically to integrating scattered systems at different levels and for different services (Layne and Lee, 2001)

Change Readiness

Considers three key drivers impact readiness (1) cultural readiness; 2) Commitment readiness; and 3) capacity readiness; (Combe, 2014)

Research Methodology

- Qualitative research Method
- Primary Data
- ANT as reference & grounded theory as research approach



- Sampling Technique
- Sample Size
- Selections of Informants

Semi – structured Interview

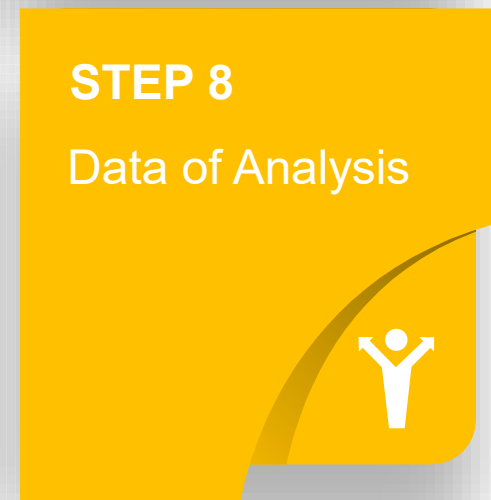
Non – Probability Sampling – using Purposive sampling

(used to determine the potential informant who has the experience in governance matters)

Research Methodology

Interview Protocol:

- Outlined based on two research Q
- Literature of previous conducted research
- Open –ended Q



- The degree to which the evidence supports that the interpretations of the data are correct and the manner in which interpretations used are appropriate

- In-Depths Interview
- Public Sector ICT Strategic Plan 2016 – 2020
- Digital Transformation by MAMPU

- All data identified and coded according to predetermined themes
- Carried out systematically as defined by Braun and Clarke (2006).

Dapatan Kajian/Findings

- Profile of Informants Selection
- Content Analysis of Interview
 - Categorising and Structuring the Data
 - Emerging Themes:

Themes for Factors Influencing the Digital Governance Readiness; for example: (Human Capital Rediness)

“...antara dari segi kepakaran, persediaan pegawai itu sendiri nak menggunakan apps tu, mana kita tahulah...ada yang user friendly, ada yang susah...”

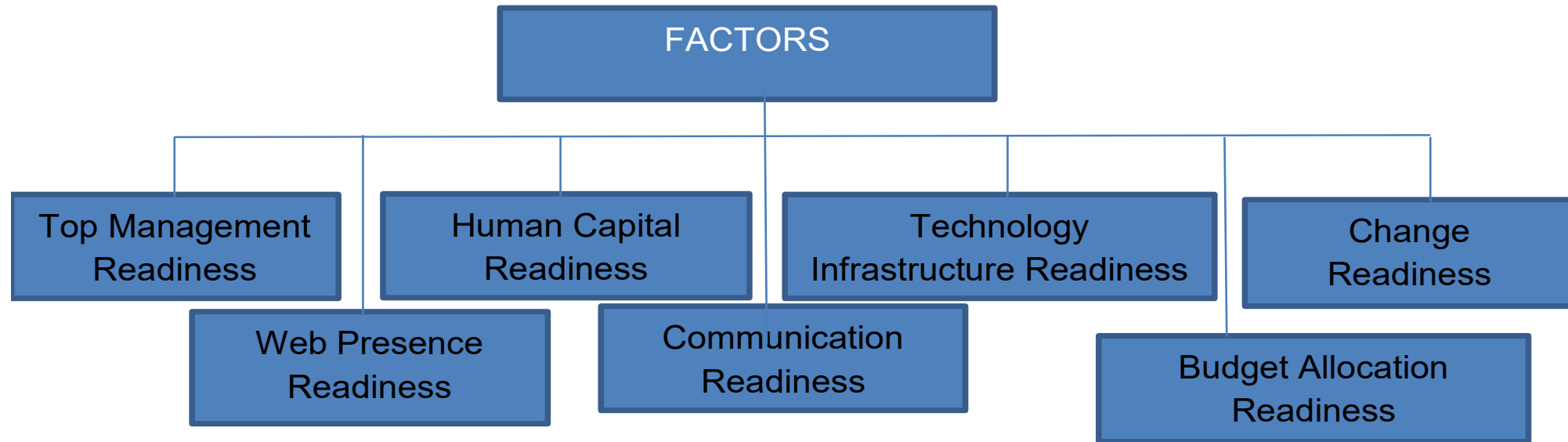
Dapatan Kajian/Findings

Codes and themes related to the factors influencing the Digital Governance readiness

<u>No</u>	<u>Transcript</u>	<u>Code (s)</u>	<u>Themes</u>
1.	("...If the top management did not aim towards digital governance...")	Organization Stakeholders	Top Management
2.	("...in terms of expertise, the readiness of employees themselves in using the apps...")	Skill, Knowledge & Training	Human capital

Dapatan Kajian/Findings

Research question 1



Findings for Factors Influence the Digital Governance Readiness in Malaysia

Public Sector

Dapatan Kajian/Findings

**Themes Related to how the factors influencing the Digital Governance Readiness:
(to assist the transformation process)**

“...sebab itu kadang – kadang orang kurang merujuk kepada bahan – bahan rasmi kerajaan kerana menganggap standarnya tak sampai dengan layman. So kadang – kadang kita memerlukan satu website kerajaan yang mungkin boleh menarik perhatian...”

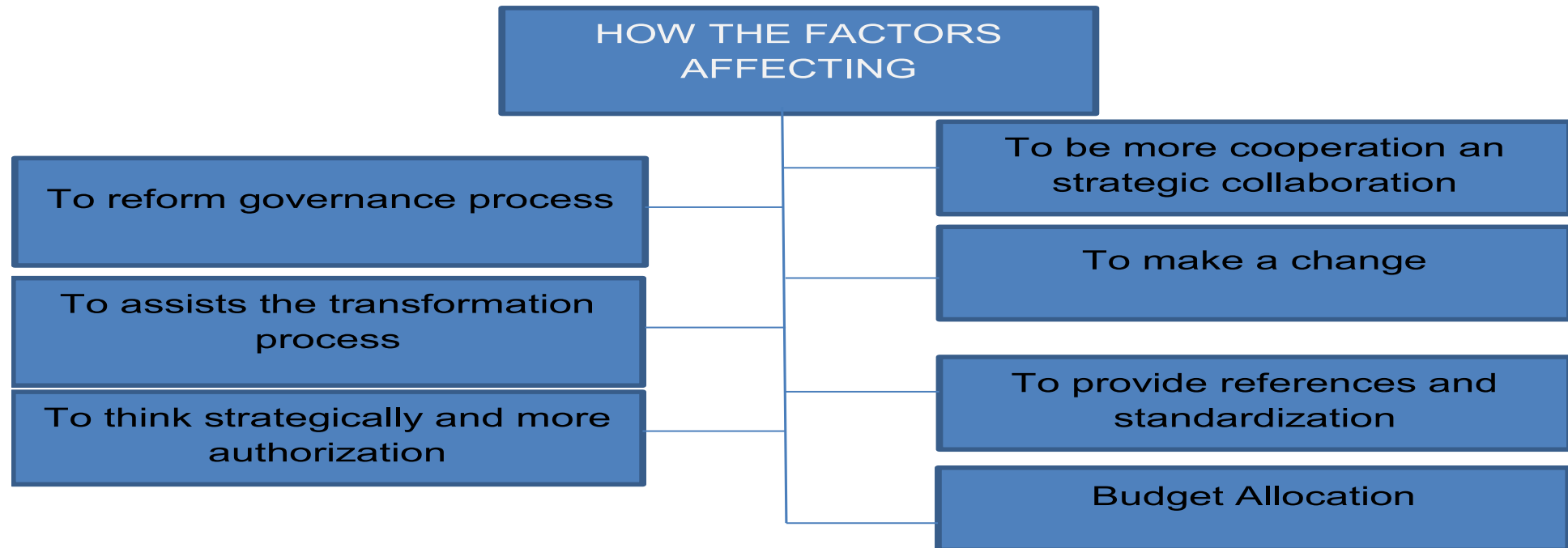
Dapatan Kajian/Findings

Code (s) and Themes related to how the factors influencing the Digital Governance Readiness

<u>No</u>	<u>Transcript</u>	<u>Code (s)</u>	<u>Themes</u>
1.	(...Whatever the governance is...digital or not...the support from the management team is...)	Transformation Approach Organizational Alignment and Way Forward	To reform governance process
2.	(...government materials because the standards are not user friendly...especially to the layman...)	Implementation process	To assist the transformation process

Dapatan Kajian/Findings

Research question 2



Findings for how the Factors Influence the Digital Governance Readiness in Malaysia Public Sector

Batasan Kajian

- The major restrictions of this study involved the literature review and data collection process. These limitations took form in the cooperation of informants, information bias, and lack of prior research background in this field. These limitations should take as a consideration for future research.

Kepentingan Penyelidikan

- As for the government of Malaysia is able to identify what are the most significant practice and action to be ready for digital governance that are to be cultured in their organization.
- To identify whether the current practices of service delivery will benefit the organization in long term.
- To discover whether all the efforts done recently are sufficient enough to be digitalized.

Dapatan Penyelidikan dan Implikasinya ke atas dasar – dasar kerajaan yang berkaitan

- Seven (7) factors were identified as key factors affecting digital governance readiness.
- Four (4) of the seven factors are discussed in previously conducted studies
- Three (3) new factors have emerged based upon Malaysian public sector context:

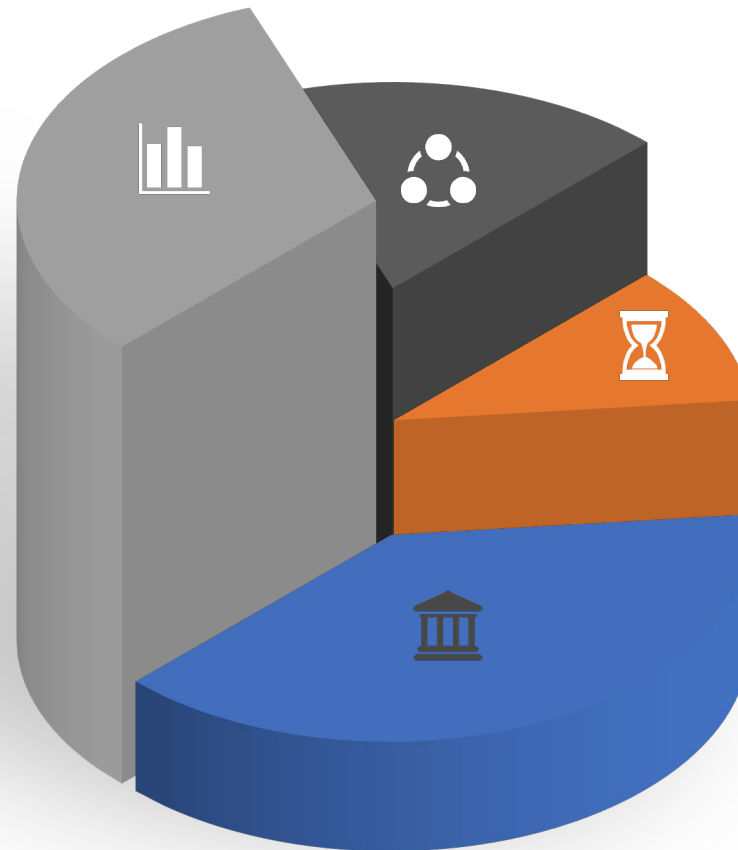
Top management readiness

Communication readiness

Financial Capital readiness

Dapatan Penyelidikan dan Implikasinya ke atas dasar – dasar kerajaan yang berkaitan

Pandemik COVID-19



**Business
Continuity**

Digitalisasi

Revolusi Industri 4.0

TERIMA KASIH

Thank you



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