DIGITALISATION INNOVATES PUBLIC SERVICE DELIVERY

In an interview with Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) director-general Datuk Seri Dr Yusof Ismail on digitalisation of public service delivery towards increasing the efficiency of the government sector. Despite the call to adapt to the new normal and physical contact deemed as high risk, people still go to government premises for services. MAMPU’s mission is to implement digitisation initiatives and steer the public towards utilising the government’s online service delivery platform.

Malaysia’s Digital Economy Blueprint (MyDigital) launched by the prime minister on Feb 19, 2020, sets the foundation for inclusive growth driven by digital technology. It is understood that out of the six strategies, MAMPU is part of the driving force for MyDigital’s Government Services Cluster led by the Chief Secretary to the Government. What is MAMPU’s strategy to ensure that this can be realised?

MyDigital is an initiative that symbolises the government’s aspiration to transform Malaysia into a high-income nation driven by digitalisation and a regional leader in the digital economy. Various initiatives and programmes are planned under MyDigital to improve the government’s delivery services leveraging digital technology, utilising data intelligence and enhancing EGE online government services.

Under MyDigital, the government aims to achieve 80% EGE online government services and cashless payment options for ministries and agencies by 2022. In line with the target, MAMPU has carried out a six-month pilot project called the Government Delivery System Towards Post Covid-19 Enchalcement of New Norms (Government Delivery System Towards Post Covid-19 Enchalcement of New Norms or GDN by Ministry of Finance) since Aug 9, 2021. The project aims to facilitate and expedite the government’s service delivery to the rakyat and, while doing so, revitalize the nation’s economic activities.

This initiative involves increasing the delivery of EGE online services by leveraging public service delivery platforms for frontline agencies – the Immigration Department and the Public Transport Management (JPPM). Overall, the results achieved in this pilot project are very encouraging, with a 70.17% increase in the usage of the Immigration Department’s [EGE] services compared to the target of 10%. The findings and experience gained from this pilot project will be a catalyst and progressive stimulus for all government agencies to support national digitalisation initiatives. It also helps us to ponder how we could minimize physical presence at the government premises.

If these public service delivery digitalisation efforts are successful, is the public sector ready to support the high volume of internet usage and the surge in demand? Cloud services are essential towards supporting the implementation of more comprehensive, competitive and efficient government services. To strengthen the digitization of the public services, the government targets 80% utilisation of cloud storage across the public sector by 2022. This move enables the public sector to utilise digital technologies such as Big data, Internet of Things (IoT) and artificial intelligence (AI) to improve work process efficiency and productivity. Furthermore, these efforts allow the government to provide people-centred services to the rakyat.

In view of this, we have MyGovCloud (PGD), which centrally manages all public sector digital services. In addition, it aims to foster and expand the usage of cloud computing in Malaysia through its cloud-first policy. As of July 31, 2021, 220 public sector agencies are using the service involving 478 applications and 26,416 virtual servers.

Thus, with the increase in government digital services, the rakyat and the business community can acquire the desired services online, allowing them to sustain their daily businesses in the new normal. However, there are also challenges to the changes, such as integrating digital technology for efficient and better service delivery and low adoption of digital technology in the public sector more competitive and developed on par with the public administration services of other countries in the world.

For Malaysia, we are on the right path, as seen through our achievement under the United Nations E-Government Survey – in 2020, Malaysia is among seven countries in the world that ranked in the very high E-Government Development Index group for the first time. The survey acknowledged that we have improved our government services, moving from the high to the very high E-Government Index group, and we are ranked 24 out of 195 countries in the Online Services Index (OSI).

Another achievement that we are proud of is that we have two products – MyGovNet and DDSS2.0, declared as champions at the World Summit on the Information Society (WSIS) 2020. We do hope that we can go further this time as we strive to improve our score from the last year.

We believe we can advance further and intend to realise the government’s aspirations by providing good governance services. For that particular reason, the government is currently focusing on resources, increasing accountability and transparency in various aspects of government to government (G2G) services, such as in government policy development, financial management and access to information. Disaster management, government information and data management, government science and technology management, human resource management and government administration management. As a facilitator, the government focuses on offering digital services to the rakyat (EGE), to the business and industry community (G2B), as well as to other government agencies (G2G).

Therefore, easy and secure online access to government services through a single portal (malaysia.gov.my) would greatly benefit the government and is pertinent in today’s context. They would be able to access government services at the click of their fingers or at the comfort of their home, thus minimizing physical presence at government premises.

To achieve this objective, MAMPU is currently working closely with other government agencies to explore the latest integrated digital services in the current pandemic environment through the development and widespread use of the MySejahtera app to monitor and control the Covid-19 outbreak. Furthermore, to accommodate civil servants who need to access government facilities at work through flexible hours while working at the office or outside the premises (G2W).

MAMPU aims to widen its spectrum of digital services, increasing the efficiency and competitiveness of the government through digitalisation. Malaysian Government Performance Excellence Programme (MyGPEP) is a government initiative to evaluate agencies’ performance in organisational management, service delivery and digital services through good governance in the hope that it will later translate into more efficient and effective service delivery by the public sector as a whole and recommendations to increase the rakyat’s efficient public sector service delivery.