



**EXECUTIVE DEVELOPMENT CENTRE
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VENUE
TELECOM TRAINING CENTRE

INDIVIDUAL ASSIGNMENT
CASE STUDY - STATES VIE FOR #1 TECHNOLOGY RATING

PREPARED BY
RAHILAH AHMAD

PREPARED FOR
ASSOC. PROF. AZIZI ZAKARIA

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Answer To Q1

We may renew our driving license at any of the Road Transport Department also known as JPJ counter or at any selected post office. In renewing our license we have to definitely queue up in order to take our turn. This is also applied at the post office. Thus it is time consumption i.e. we have to at least take a day off or to spend one day to get the driving license renewed. This will frustrate us. As an alternative we may go to any selected post office to renew our license. This is also will be hectic for us in finding one. It also involves time consumption. And furthermore the counter is open during working hours and not to extended hour. I found it very frustrating, time consumption because I have to be in a long queue. Sometimes when it is your turn, the system is down? Isn't it frustrating, as you have to come all the way and could not renew your license? There will be parking problems too.

Paying for a traffic violation – let say you are summoned during a speed trap while you are driving down-south or up-north, with the state policy, you have to make payment at the specific place in south or north while you are staying far away. Without the on-line system, this is ridiculous when you have to go all the way to the specific district just to pay/settle your summons. This is time and money consumption.

As a solution, with the flaw of this policy or procedure, it is proposed that the government should go on-line to improve the system, where we have the access to either renew our license or to pay the summons for violation wherever we are. Just like what had the police department done a year back, wherein we could check our summons through SMS (short message service) with the police department. Another proposal is that the government may come out with an info-line, multimedia technologies to become a paperless administration for example, for registration of new cars etc. Interdepartmental communications and interactions with the public will be conducted via electronics and multimedia channels, including card-based birth, marriage registration and drivers' licenses.

Selected ministries and department will also be equipped with multimedia mobile offices, video conferencing, digital archiving, shared databases and digital signature facilities.

The government also can initiate a joint venture with all banks to have a facility like what has been done by the Maybank i.e. Maybank2U, in order make it easier for the public to pay summons or to renew their driving license. This will save cost and fewer hassles and facilitate to the public.

Answer To Q2

I expected to see many things, such as:-

A map/route how to get to my hometown; what are the facilities they have in my hometown such as mosque, hotel & accommodation range from 5 star to budget hotels; an information where you can get public transportation like buses, cabs and our hometown is famous with its trishaw, in order for you to get to anywhere which means it is accessible from one place to another;

An introduction of my hometown to promote as a place for family vacation where you may find interesting places and historical places; such as old buildings from the last century which has been well-kept for our younger generation;

An information in respect of the local authorities, where you can contact them like the District Officer, the Penghulu, the nearest police station, hospitals etc.

A place where you can find traditional food and in particular you can even find “satey” or mee bandung early in the morning, for your breakfast; the specialty food of my hometown;

A place for shopping especially for ladies;

A beach/river we called “Tanjung” for resting and relaxation after a hectic day, spending quality time with the family during weekends;

Answer to Q3

There are pros and cons when talking about effect on the state employees. The pros are as follows:

- a. The government employees will be sent for a multimedia training applications to use the technology effectively; meaning to say in the long run, they will be well equipped with this knowledge and the question of IT illiterate should not emerge.
- b. The cons would be :

Government employees would be ignorant especially those elderly employees; they will be less productive;

Only for certain employees would take part in

Answer to Q4

It would facilitate and developed our society to be IT literate.

It would become a full informative society, ideas, goods and service move across borders in the most cost-effective and

liberal ways. While the traditional boundaries would disappear, companies, society, the public becomes truly global.

It would create the perfect global multimedia climate, thus it would become a vehicle for offering a productive, intelligent environment society.

With the presence of e-government, smart schools and multipurpose card, it would give access to the world class infrastructure, huge working opportunity to the IT knowledge workers and IT-skilled graduates; access to innovation centers with world-class IT facilities, equipment and expertise.

It would become a strong administrative power “the one who holds substantial information is the one who is most powerful”. It would give initiative to educate and advise Malaysian companies as well as the society.

Key elements of laws – would enables the business and the society to use electronic signatures instead of hand-written counterparts in legal and business transactions; it gives multimedia developers full intellectual property protection through the on-line registration of works, licensing and royalty collection; provide law enforcers with a framework that defines illegal access, interception and use of computers and information;

Allows the politicians, public servants and the society/public to communicate electronically with each other utilizing established and secure formats and standards.

For education – it gives broader opportunity for anyone to pursue their studies via distant learning; video

conferencing, remote consultation; smart schools concept by developing software application, curricular, courseware, teacher and staff training and infrastructure.