



**SURVEY:
ASSESSMENT OF eKL INITIATIVES:
USAGE AND ADOPTION OF
GOVERNMENT ONLINE SERVICES FOR QUARTER 4 2009**



Name of Agency/Ministry:
Homepage/URL:

Email:
Contact No:

1. What online services are currently offered on your website?

		Average Visitors for 2009 [^]
<input type="checkbox"/> Yes	E-Enquiry	<input type="text"/>
<input type="checkbox"/> Yes	E-Payment	<input type="text"/>
<input type="checkbox"/>	E-Complaint	<input type="text"/>
<input type="checkbox"/>	E-Submission through Downloadable forms	<input type="text"/>
<input type="checkbox"/>	E-Submission through End-to-End processing of submission (e.g. e-Filing)	<input type="text"/>
<input type="checkbox"/>	Others, please specify: <input type="text"/>	<input type="text"/>

[^] Refers to unique hits only

2. Do you provide Short Message Service (SMS) via any of the following channels?

		Total Volume for 2009
<input type="checkbox"/>	mySMS 15888	<input type="text"/>
<input type="checkbox"/>	Self-owned SMS gateway	<input type="text"/>
<input type="checkbox"/>	3rd party provider (e.g. DapatSMS.com) Provider Name: <input type="text"/>	<input type="text"/>
<input type="checkbox"/>	We do not provide SMS services	<input type="text"/>

3. What kind of promotional materials do you use to promote your website and online services?

- Brochure
- Posters / Banners
- Booklets
- Media Advertisements (e.g. television, radio, etc)
- Embedded links / URL in official communications and online contact details
- We currently do not provide any promotional materials
- Others, please specify:

4. What are the channels available for feedback/complaints?

- Online Forms (E-Complaints)
- Dedicated Email
- Public Complaints Bureau (PCB)
- Others, please specify:
- Call Center (Dedicated Hotline)
- Short Message Service (SMS)

5. What is the number of transactions for the Online Services vs. Over-the-Counter (OTC) offered by your website? Please email any statistics to ekl@mdec.com.my or eklpmo.my@my.ey.com

	Average Transactions per month		
	Online Services	OTC	SMS
<input type="checkbox"/> E-Enquiry	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> E-Payment	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> E-Submission	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/> E-Complaint	<input type="text"/>	<input type="text"/>	<input type="text"/>

6. Is your agency / ministry a user of any of the following e-Government services?

- e-Procurement (e-Perolehan)
- Sistem Pengurusan Project II (SPPII)
- HRMIS
- Others, please specify:
- JobsMalaysia
- GOE (Generic Office Environment)

7. What are the online payment modes available on your website?

- Credit/Charge Card*
- Direct Debit*
- Financial Process Exchange (FPX)
- Third Party Service Provider
- Link to Bank's website
- We currently do not have online payment facilities

* Self-administered

What are your plans and priorities to increase the awareness and usage of the online services offered by your agency / ministry?

BORANG JAWAPAN

(Borang ini hendaklah dihantar melalui No. Faks 03-8318 8650 sebelum **10 November 2009**)

Kepada:
Ketua Pegawai Eksekutif
Multimedia Development Corporation
MSC HQ, 2360 Persiaran APEC,
63000 Cyberjaya,
Selangor Darul Ehsan
(u.p : Cik Leow Heong Lean)

No. Telefon : 03-8315 3236/ 012-506 5853 atau e-mail : heonglean@mdec.com.my

PERLANTIKAN SINGLE POINT OF CONTACT (SPOC) UNTUK KAJIAN USAGE AND ADOPTION OF GOVERNMENT ONLINE SERVICES FOR Q4 2009

Nama	
Jawatan	
Alamat	
No. Telefon	
No. Telefon Bimbit	
No. Faks	
E-mail	

Sekian, terima kasih.

Yang benar,

.....
(Tandatangan dan cop jabatan)

Nama:

Email: