

[www.mdec.my](http://www.mdec.my)

# ProBE 2015

PROVIDER-BASED  
EVALUATION (ProBE)  
REPORT

# Acknowledgement

The ProBE 2015 Organising Committee would like to acknowledge the following parties for the success of the report:

1. Digital Government Technical Working Group (DGTWG)
2. ProBE Taskforce
  - a. MAMPU (Encik Turidi Mat, Puan Rossey Ginsawat, Puan Maslina Mat Ghani)
  - b. PSD (Puan Noribah Khalid)
  - c. INTAN (Yang Berusaha Dr Mahshitah Abdul Manan)
  - d. EPU (Puan Raudatil Jannah Abdul Wahab Zen)
  - e. KKMM (Encik Razmeen Abdul Haleem)
  - f. MDEC (Encik Mohd Safuan Mohd Zairi, Puan Azurah Ibrahim, Puan Norlizawati Ghazali)

© Malaysia Digital Economy Corporation 2016

Unauthorised reproduction, lending, hiring, transmission or distribution of any data is prohibited. The report and associated materials and any elements thereof must be treated like any other copyrighted material.

Request should be made to:  
Digital Government Enablement (DiGE)  
Digital Government Transformation Division  
Malaysia Digital Economy Corporation  
2360 Persiaran APEC  
63000 Cyberjaya Selangor Darul Ehsan  
Tel: +603 8315 3211 | Fax: +603 8318 8508  
Email: ProBE@mdec.com.my



## Content

Foreword	<b>05</b>	About ProBE 2015	<b>16</b>	Appendix 1: Acronyms	<b>102</b>
From the Vice President of MDEC		Background information of ProBE		Terminologies used within the Report	
How to Read the ProBE 2015 Report	<b>06</b>	Result Analysis	<b>34</b>	Appendix 2: Pillars and Criteria Definition	<b>104</b>
Getting the best out of ProBE 2015 Report		In depth result analysis conducted via ProBE 2015 Pillars		Definition of ProBE Criteria via the 7 Pillars of User Expectations	
ProBE 2015 At-A-Glance	<b>08</b>	Learning from Best Practices	<b>81</b>	Appendix 3: Data Tables	<b>108</b>
Summary of ProBE 2015 in infographics		Benchmarking Malaysia's websites with best practices of the world		ProBE 2015 results via Star Ratings	
		Moving Forward	<b>93</b>		
		Key recommendations and a snapshot of what's in store for ProBE in the coming years			



## Foreword

This report marks ProBE's 10th year in operation since the mandate to independently audit the government agencies' websites and propose ways to enhance them was entrusted to MDEC by the Government of Malaysia back in 2006 during the 19th MSC Malaysia Implementation Council Meeting (ICM).

With the initial goal to increase the number of online services, ProBE has progressed to measure usage and satisfaction level towards citizen-centric Government Online Services (GOS). Hence, the ProBE self-assessment undertaken by government agencies are designed following global best practices, applying latest eGovernment (eGov) trends and strict adherence to audit processes.

The bar for ProBE 2015 was raised to align ProBE better with international requirements. The following are the features brought to the evaluation:-

1. Self-assessment
2. Mandatory criteria
3. Enhanced criteria based on UN features

ProBE 2015 report are valuable guidance to help government agencies increase the efficiency and effectiveness of their online presence and deliver services to the standards expected by its majority stakeholder i.e. the citizens of Malaysia. This is due to the insights generated and recommendations put forth in the report that will help agencies, among other, to better plan on the improvements required going forward for their respective GOS.

Moving forward, 2016 evaluation will incorporate additional Mandatory criteria i.e. Mobile Web and Active Hyperlink that would help the Government's pursuit of achieving the citizen-centric GOS.

We would like emphasise the need for the continued support from all government agencies towards ProBE to ensure that Malaysia can achieve the Top 15 position in the Online Services Index (OSI) of the UN E-Government Survey by 2020. This is the target that has been spelled out in the 11th Malaysia Plan and is in-line with the provision of citizen-centric GOS catering to the sophisticated demand of current and future users.

Once again, we thank you all for your efforts and support into realising this vision and together, lets look forward to improve our achievement further for the benefit of our GOS users.

**Niran Noor**  
Vice President  
Malaysia Digital Economy Corporation (MDEC)

## Getting the Best out of ProBE 2015 Report

ProBE 2015 Report is produced as reference for all government agencies' personnel involved in the development and management of government websites.

Those who would want to just get an overview of the whole report can directly go to the ProBE 2015 at-a-Glance or the Report Analysis pages. For those who would like to learn more on how to improve their respective websites with relevant examples, can go to the Pillar Performances and Best Practices pages, or read the report in total.

### Which sections are relevant to me?

Government Leaders	Webmasters	Corporate Communications Officers
<ul style="list-style-type: none"> <li>• ProBE at-a-Glance</li> <li>• Data Tables</li> </ul>	<ul style="list-style-type: none"> <li>• About ProBE 2015</li> <li>• Result Analysis</li> <li>• Learning from Best Practices</li> <li>• Pillars and Criteria Definition</li> <li>• Data Tables</li> </ul>	<ul style="list-style-type: none"> <li>• About ProBE 2015</li> <li>• Result Analysis</li> <li>• Learning from Best Practices</li> <li>• Pillars and Criteria Definition</li> <li>• Data Tables</li> </ul>

### How does the report benefit me?

Government Leaders	Webmasters	Corporate Communications Officers
Facilitate achievement of Government's RMK-11 goals to achieve Top 15 position in the 2020 UN E-Government Survey's Online Service Index	Faster identification of improvements, enhancements and/or rectifications required	Better user satisfaction using GOS via application of ProBE's 7 Pillars of User Expectation
Better understanding of key levers and focus areas to generate impactful citizen-centric Government Online Services (GOS)	Easier identification of training needs to elevate competency	Enhance further communications and engagements between GOS users as well as Government/Agencies between GOS users as well as Government/Agencies

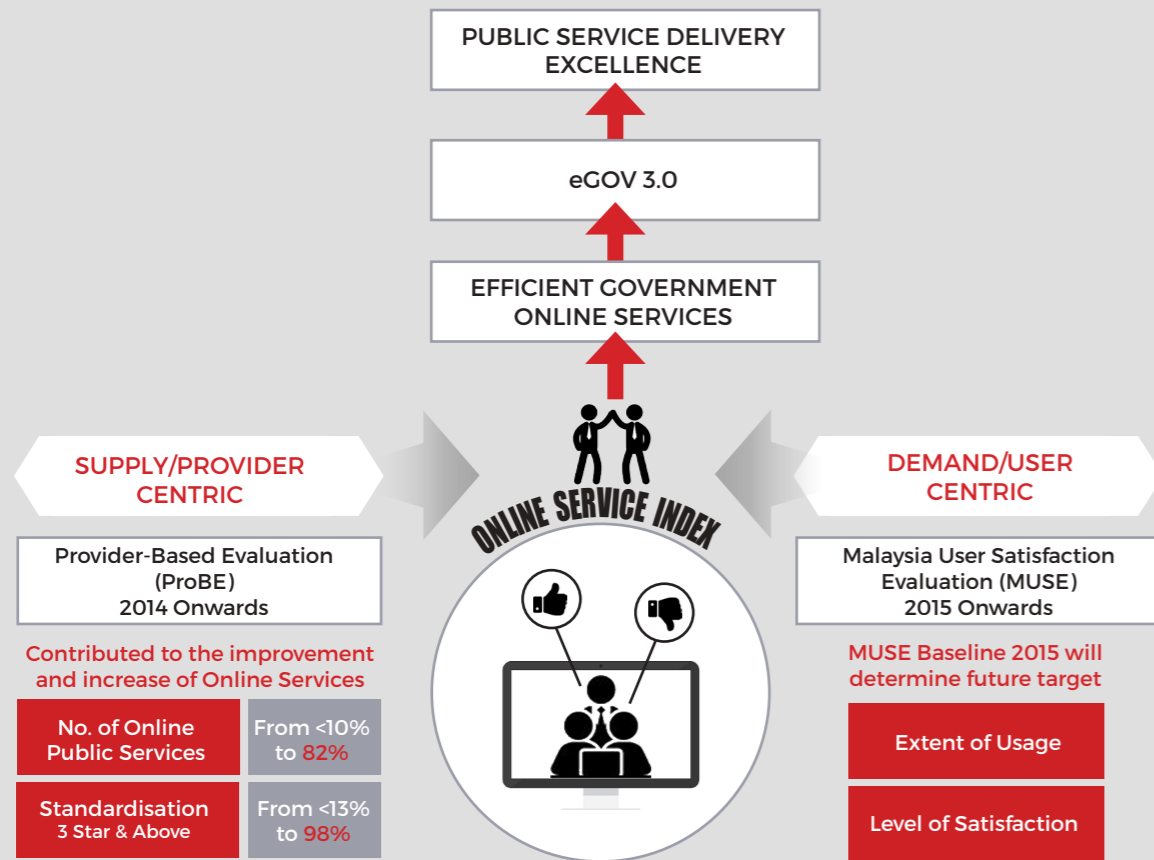
## How to read the ProBE 2015 Report

# ProBE 2015 At-A-Glance

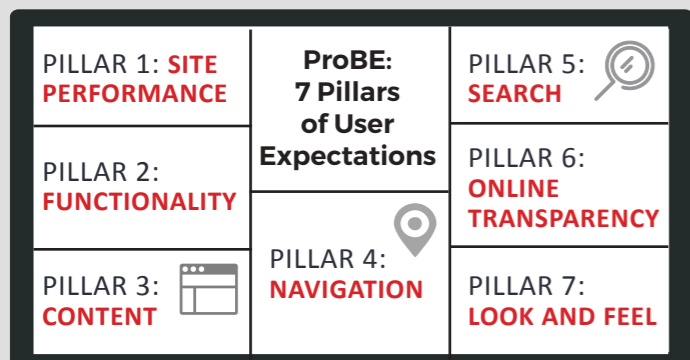


# What is ProBE?

Measuring User Satisfaction of Government Online Service (GOS) towards Citizen-centric Services



ProBE is assessed via 7 Pillars of User Expectations

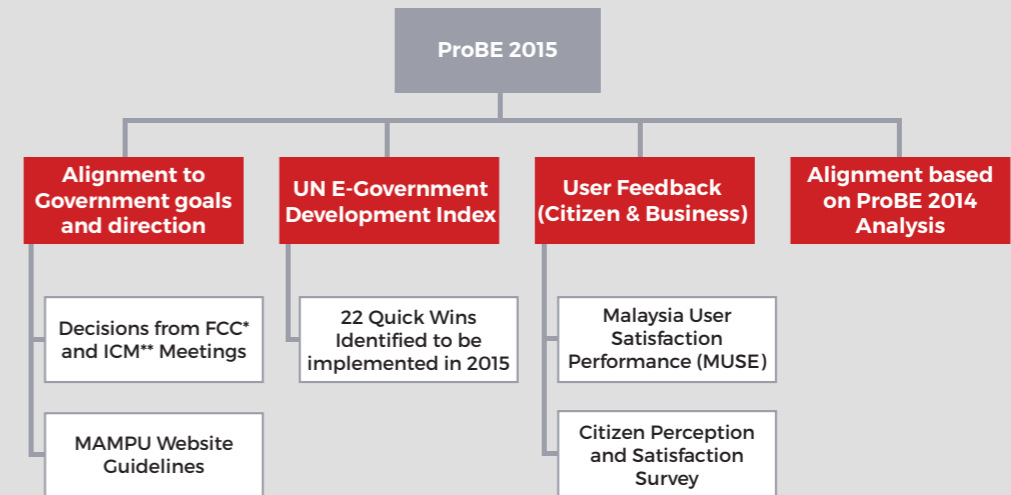


For 2015, the bar for ProBE has been set higher with the introduction of 4 Mandatory Criteria

- **LOADING TIME**
- **DOWNTIME**
- **UPDATED CONTENT**
- **RESPONSIVENESS WITHIN CLIENT CHARTER**

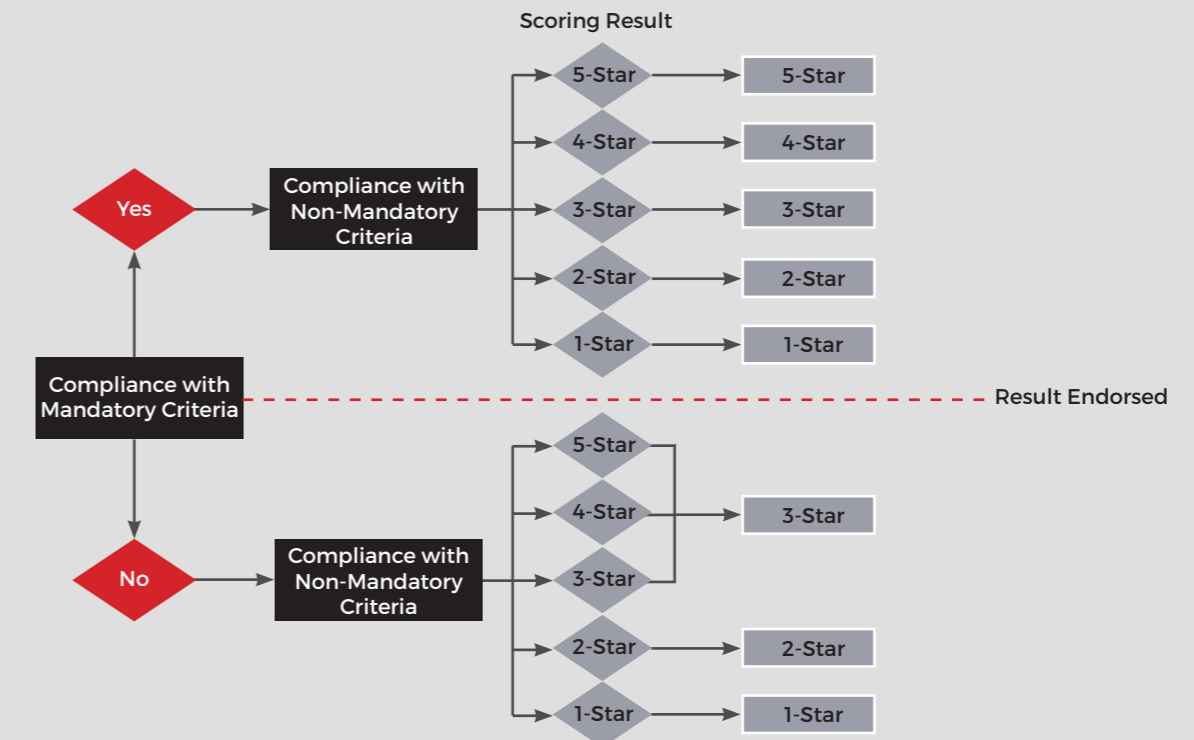
ProBE 2015 was further refined with input and feedback by various parties and sources.

## Sources for ProBE 2015 Direction



NOTE: \* FCC- MSC Malaysia Flagship Coordination Committee  
\*\* ICM- MSC Malaysia Implementation Council

Each ProBE self-assessment undergoes strict compliance process before being audited



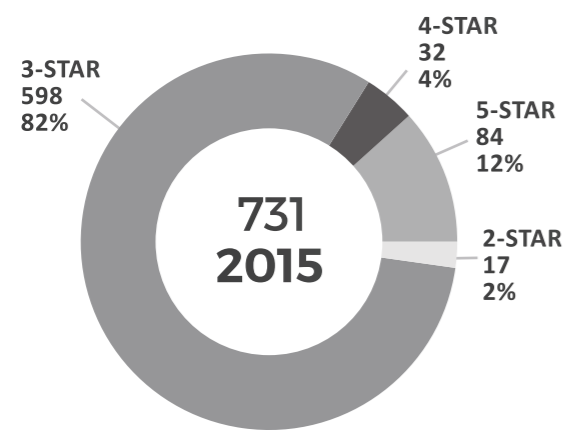
# ProBE 2015 vs ProBE 2014

List of appraised websites for 2015 compared to 2014

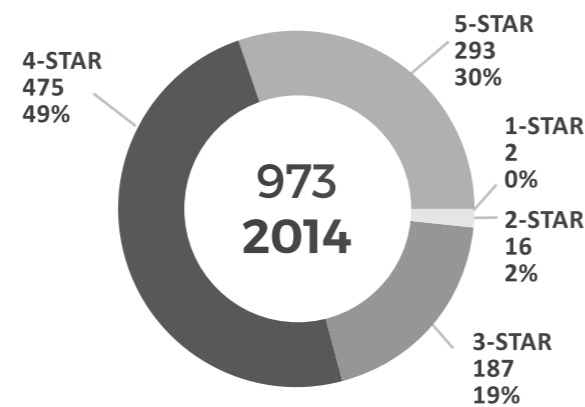
	2015 OVERVIEW	2014 OVERVIEW
Shortlisted websites by MAMPU	783	1086
Participating websites	94% (734)	90% (981)
Non-participating websites	6% (49)	10% (105)
Inaccessible websites	3	8
Pillars of User Expectations	7	7
Criteria	32 (4 Mandatory Criteria 28 Non-Mandatory Criteria)	31

Comparative look at 2015 and 2014 ProBE Star Rating performances

## STAR RATING

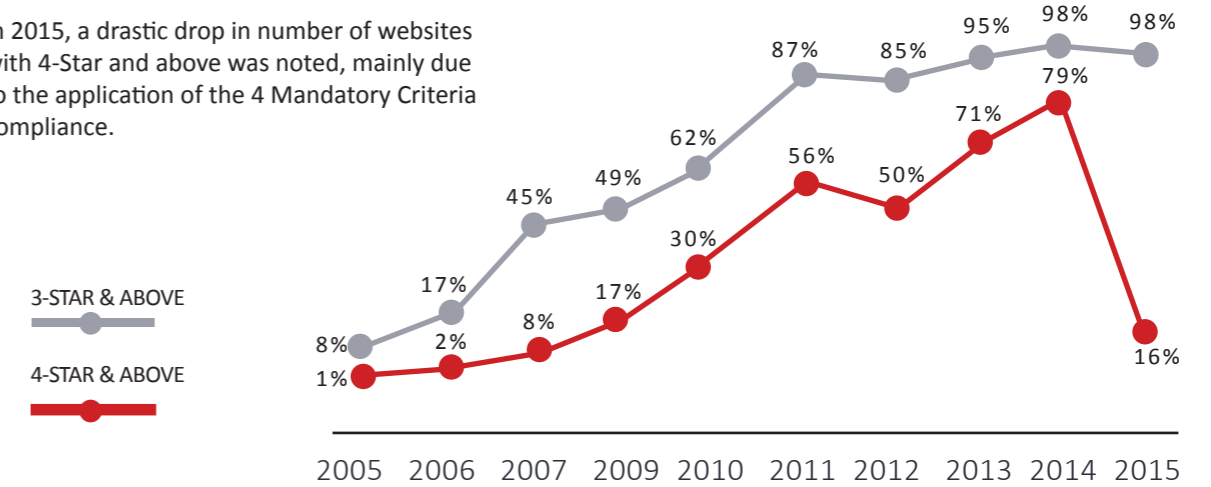


## STAR RATING



## STAR RATING PERFORMANCE SINCE 2005

In 2015, a drastic drop in number of websites with 4-Star and above was noted, mainly due to the application of the 4 Mandatory Criteria compliance.



NOTE: The annual assessment was not undertaken in 2008

## MOST CONSISTENT PERFORMING WEBSITES

(By Alphabetical Order)

- City Council of Johor Bahru
- Ministry of Rural and Regional Development
- Ministry of Urban Wellbeing, Housing and Local
- myGovernment Portal
- Pejabat Menteri Besar dan Setiausaha Kerajaan, Kelantan
- Penang State Government
- South East Johor Development Authority

## MOST IMPROVED WEBSITES


(By Alphabetical Order)

- Shift from 3-Star (2014) to 5-Star (2015):
- Hospital Universiti Sains Malaysia (HUSM)
  - Malaysian Nuclear Agency
  - Pejabat Tanah dan Jajahan Bachok
  - The People's Volunteer Corps

# Learning From Best Practices


In improving government websites, ProBE 2015 Report lists the UN E-Government Survey's 6 Thematic Areas as reference points.

### MULTI-CHANNEL SERVICE DELIVERY




... allows citizens to make selections according to their needs and circumstances and receive consistent information and services **across channels**

### EXPANDING USAGE




... **touches citizens and others** by providing easy access to online public services via Internet, kiosks, community centers, post offices, libraries or public spaces

### OPEN GOVERNMENT DATA




... provides **links to national open data** portal, datasets in non-proprietary formats, sectoral datasets and opportunity for public to propose new datasets

### WHOLE-OF-GOVERNMENT




... where government agencies and organisations **share objectives across organisational boundaries**, as opposed to working in silos

### E-PARTICIPATION



... **allows for public consultations, engagements and decision making opportunities** via online channels

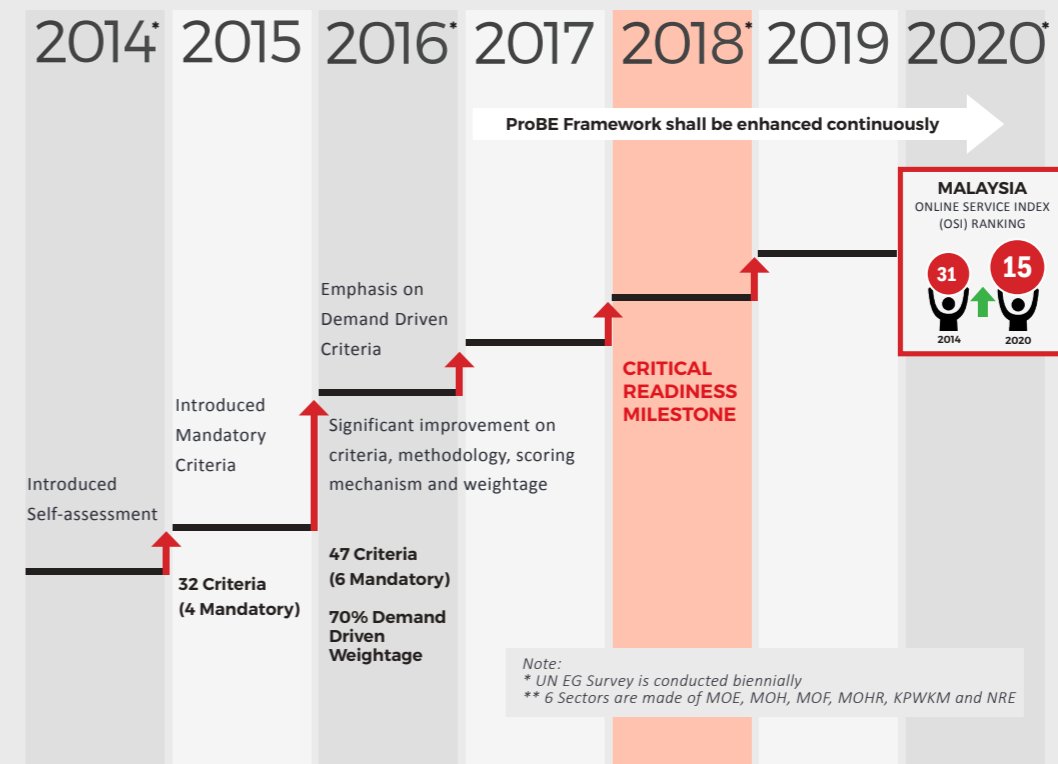
### DIGITAL DIVIDE AND VULNERABLE GROUPS



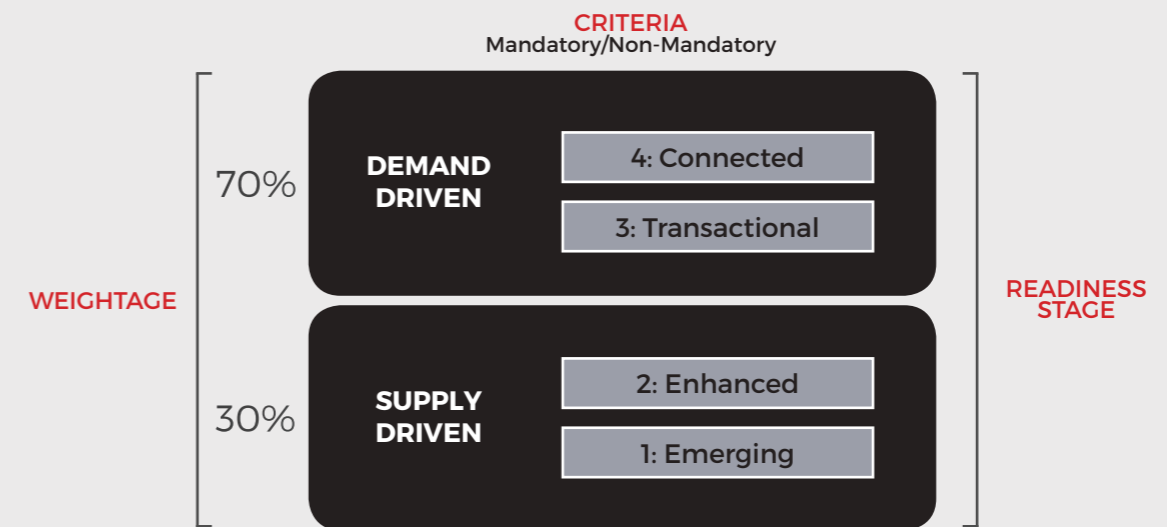
... **reaches out to the vulnerable groups** like the poor, illiterate, disabled, elderly, immigrants, women and youth

# Moving Forward

Moving forward, ProBE will be further aligned to the UN E-Government Survey, with emphasis on demand driven criteria.



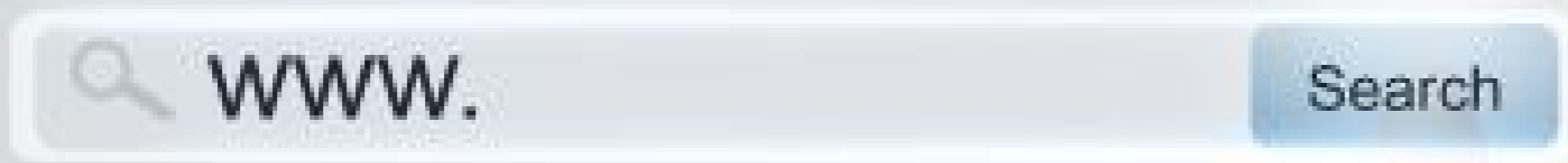
ProBE criteria are categorised by 4 User Readiness components, with demand driven criteria given 70% score weightage as opposed to 30% for supply driven.



And the performance bar will be set even higher with the introduction of 2 new Mandatory Criteria, namely Mobile Web and Active Hyperlink.

CRITERIA	2015 TARGET	2016 TARGET
MOBILE WEB <b>NEW!</b>	Not Applicable	Website <b>must utilise responsive web design</b> **
ACTIVE HYPERLINK <b>NEW!</b>	Not Applicable	Hyperlinks within the website must be <b>active</b>

\*\* Layout changes based on the size and capabilities of the device



About ProBE 2015



# What is ProBE?

ProBE or Provider-Based Evaluation is an annual, year-round self-assessment that will provide government with scorecards and findings on GOS, primarily websites. Evolved from an already matured Malaysia Government Portals and Websites Assessment (MGPWA) exercise, ProBE is currently in its second year of implementation.

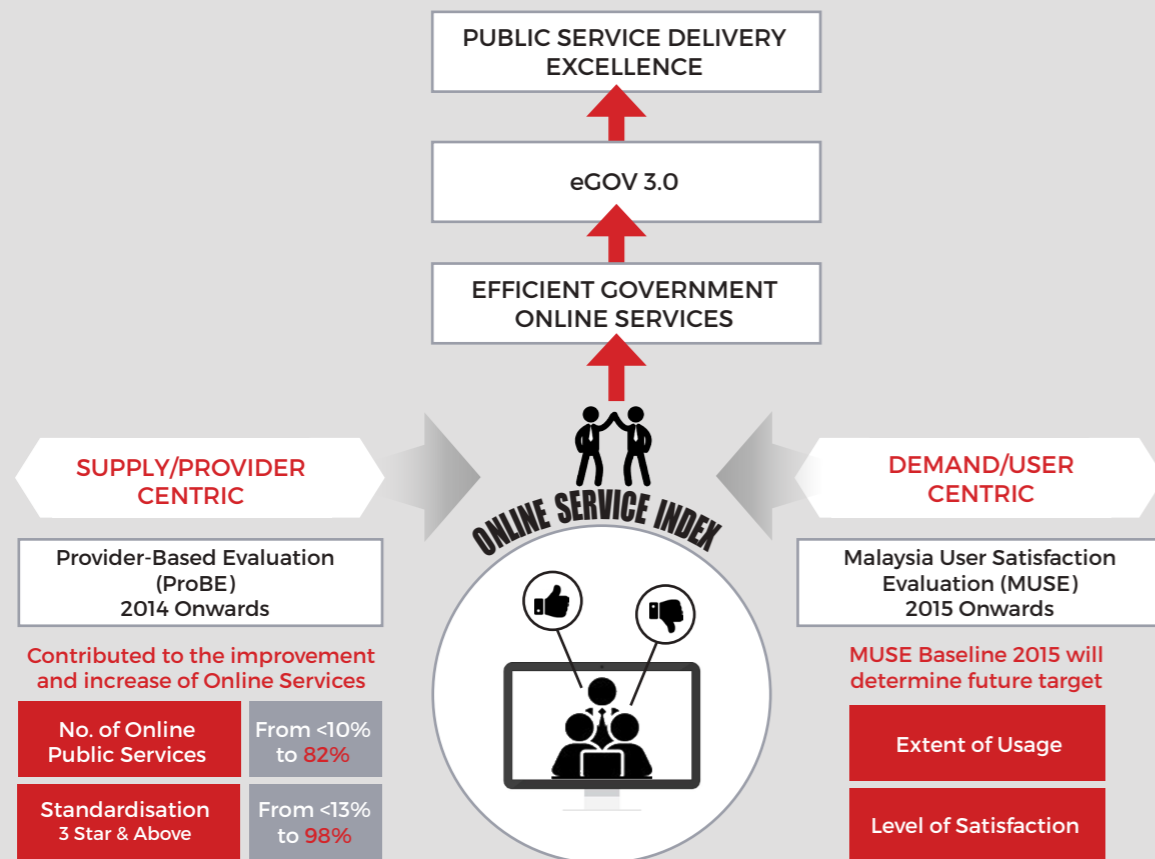
In parallel to the self-assessment undertaken by government agencies, audit exercises are conducted to verify the submissions made. Besides ensuring that the self-assessments are done fairly and correctly, auditing is needed for GOS criteria compliance.

ProBE is carried out with the intention to improve efficiency and effectiveness of government websites and ultimately helps increase usage of and satisfaction towards GOS.

Therefore, the assessment is benchmarked against other international reports or practices, particularly the UN E-Government Survey, to ensure that it is following global best practices and eGovernment (eGov) trends.

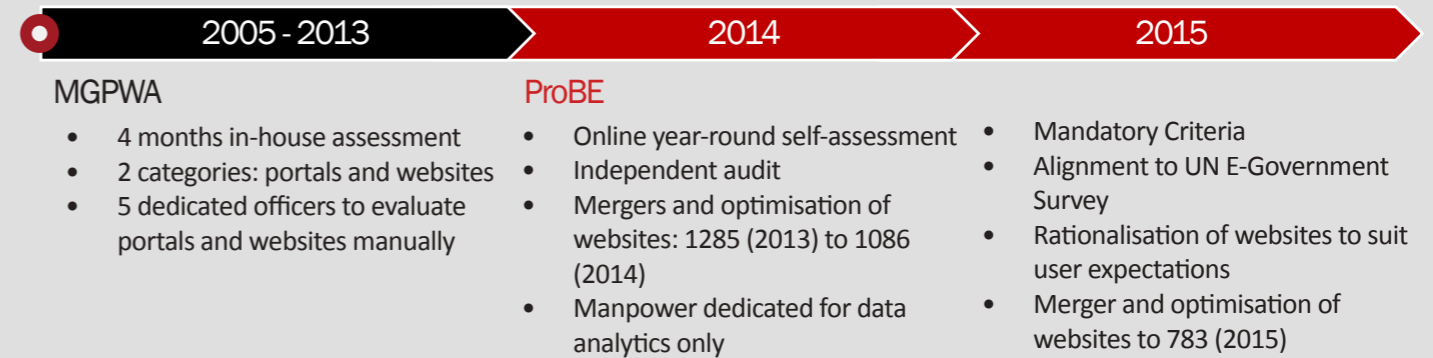


## Measuring User Satisfaction of Government Online Service (GOS) towards Citizen-centric Services



ProBE assessment complements the user experience evaluation which is conducted via the Malaysia User Satisfaction Evaluation (MUSE). Combined, ProBE and MUSE support the government's aspiration to achieve Public Service Delivery Excellence as well as improving Malaysia's ranking in the Online Services Index (a sub-index of the UN E-Government Survey measured biennially by UN).

## EVOLUTION OF ProBE



Since 2014, ProBE has contributed to the improvement and increment of online services

Number of online public services  
From <10%\* to 82%\*\*

\* Data is derived from MGPWA 2005  
\*\* Data is derived from ProBE 2014



Standardisation (3-Star Rating & Above)  
From <13%\* to 98%\*\*

\* Data is derived from MGPWA 2005  
\*\* Data is derived from ProBE 2014

### MUSE

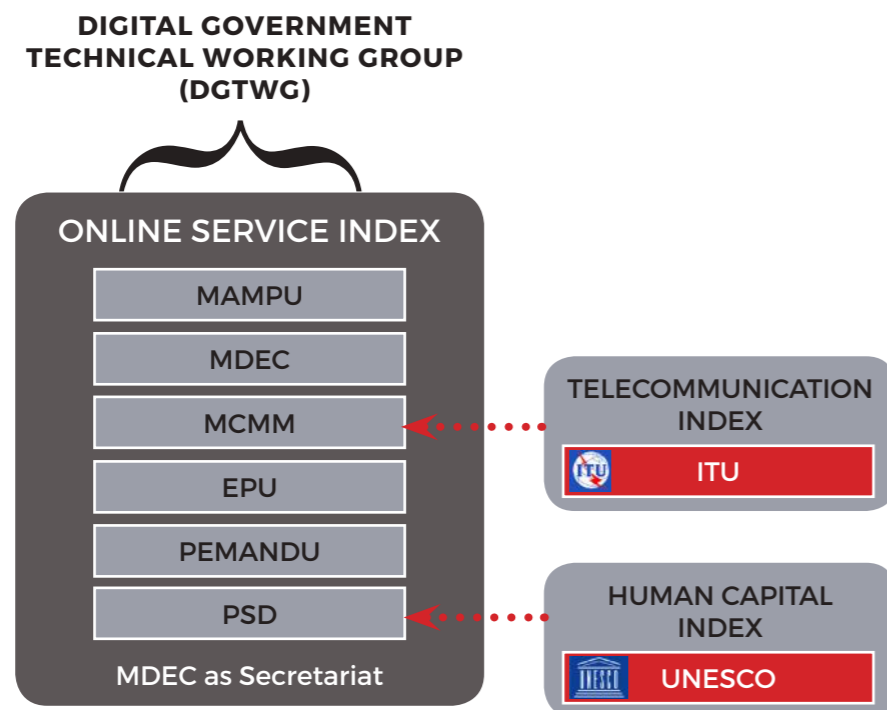
- Survey on user satisfaction and usage of Government Online Service introduced in year 2015
- Piloted at 13 agencies and 1 myGov Portal
- Manpower dedicated for data analytics and establishing platforms to collect data

## ROLE OF DIGITAL GOVERNMENT TECHNICAL WORKING GROUP (DGTWG)




The Government established a Digital Government Technical Working Group (DGTWG) in 2014 with the scope of work to review and recommend improvements to government online services.

The DGTWG consisted of the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), the Public Services Department (PSD), the Economic Planning Unit (EPU), the Performance Management and Delivery Unit (PEMANDU) and the Ministry of Communication and Multimedia (KKMM), as well as the Malaysia Digital Economy Corporation (MDEC, formerly known as the Multimedia Development Corporation).

Members of the DGTWG are as follows:



DGTWG members play specific roles in optimising the ProBE effort. Below are some of the roles and responsibilities of the members in relation to the ProBE assessment:

 <p>Develop, advocate and publish:</p> <ul style="list-style-type: none"> <li>Guidelines on Public Sector Website Management (Pengurusan Laman Web Agensi Sektor Awam)</li> <li>Guidelines on Public Sector Website Rationalisation Implementation (Garis Panduan Pelaksanaan Rasionalisasi Laman Web Sektor Awam)</li> </ul> <p>Manage:</p> <ul style="list-style-type: none"> <li>Website Selection for ProBE</li> <li>Rationalisation of government websites</li> <li>Government agencies websites improvement activities</li> </ul>	 <ul style="list-style-type: none"> <li>Develop training syllabus</li> <li>Conduct hands on training</li> </ul>	 <ul style="list-style-type: none"> <li>Conduct communication plan e.g. Briefing sessions, Facebook updates</li> <li>Develop ProBE model</li> <li>Implement ProBE exercise</li> <li>Conduct ProBE Audit</li> <li>Analyse and report ProBE findings</li> <li>Recommend way forward</li> </ul>
--	--	---

## SHIFT TOWARDS ProBE 2015

Similar to 2014, ProBE 2015 is based on the 7 Pillars of User Expectations which is modeled against the American Customer Satisfaction Index (ACSI). However, the 2015 assessment, in particular its methodology and criteria, has been further refined based on the following:

### Alignment to government goals and directions

ProBE is aligned to government goals and aspirations especially in attaining public service excellence via robust, up-to-date and citizen-centric online services. Decisions and advices given by members of MSC Malaysia Flagship Coordination Council (FCC) and the Implementation Committee (ICM) Meetings are key in guiding the future directions of ProBE.

### Benchmarking against the UN E-Government Survey

To improve the Malaysia eGovernment readiness at international level, ProBE is skewed towards UN E-Government Survey. For example, the definition of selected criteria is aligned with the survey's features.

### Catering to user feedback

To ensure citizen-centric Government Online Services (GOS), user feedback has been taken into consideration in improving the ProBE exercise via Citizen Satisfaction Survey conducted in 2014.

### ProBE 2014 Improvement Findings

ProBE 2015 has been improved based on the 2014 findings such as the elimination of criteria with already high levels of compliance, as this denotes maturity of adoption level.

## METHODOLOGY OF ASSESSMENT

ProBE is undertaken via a 9-step assessment methodology to ensure the integrity of the exercise of a whole.

1. Review and update criteria based on past year analysis, current trend and best practices
2. Identify and analyse websites for assessment rationalisation of websites undertaken by MAMPU
3. Approval of sub-agencies' webmasters and supervisors by Parent Agencies
4. Self-assessment undertaken by agencies' webmasters and updated into the Self-Assessment System
5. Submission of self-assessment by agencies' supervisors
6. Audit undertaken by MDEC
7. Review of result, analytics, key findings and recommendations
8. Endorsement by the Flagship Coordination Committee based on the recommendations of DGTWG
9. Announcement of result and availability of star rating reports on the ProBE Facebook and System, as well as MDEC website

For ProBE 2015, a new element is introduced i.e. the role of supervisor. This is to ensure that the mechanism of continuous monitoring and verification exist in each agencies, on top of that carried out by parent agencies. Hence, upon commencement of ProBE 2015, each agency must identify its supervisor and register them accordingly.

## PILLARS AND CRITERIA

The 7 Pillars of User Expectations in ProBE 2015 cover all aspects towards improving the delivery of GOS.

A new criterion called Downtime was added to the 31 criteria from ProBE 2014 based on the feedback and directive from the 39th FCC. It was timely for this addition as the inaccessibility of websites has become a major concern amongst GOS users.

These 32 criteria were then segregated into two categories namely Mandatory and Non-Mandatory Criteria.

For 2015, 4 Mandatory Criteria were introduced as follows:

- Loading Time
- Downtime
- Updated Content
- Responsiveness within Client Charter

The Mandatory Criteria has also been incorporated to help address the decline of Malaysia's ranking in the 2014 UN E-Government Survey.

### 7 PILLARS OF USER EXPECTATIONS

PILLAR 1: <b>SITE PERFORMANCE</b>	<b>ProBE: 7 Pillars of User Expectations</b>	PILLAR 5: <b>SEARCH</b>
PILLAR 2: <b>FUNCTIONALITY</b>		PILLAR 6: <b>ONLINE TRANSPARENCY</b>
PILLAR 3: <b>CONTENT</b>		PILLAR 7: <b>LOOK AND FEEL</b>
	PILLAR 4: <b>NAVIGATION</b>	

#### New Criterion

**Pillar:** Site Performance  
**Criterion Name:** Downtime  
**Definition:** Occasions whereby the website is not operational



## ProBE MANDATORY CRITERIA

1. <b>LOADING TIME</b>	The amount of time (in seconds) it takes for a page to load, from initiation of the page view (e.g. click on a page link) to load completion in the browser  (Source: <a href="https://support.google.com/analytics/answer/2383341?hl=en">https://support.google.com/analytics/answer/2383341?hl=en</a> )
2. <b>DOWNTIME</b>	Downtime refers to the occasions whereby the website is not operational and is not accessible to the users  (Source: <a href="http://whatis.techtarget.com/definition/uptime-and-downtime">http://whatis.techtarget.com/definition/uptime-and-downtime</a> )
3. <b>UPDATED CONTENT</b>	Update and review of information on the website. This mainly refers to information on the website being reviewed and updated on periodic basis.  (Source: <a href="https://www.wbginvestmentclimate.org/uploads/Global%20Investment%20Promotion%20Best%20Practices_web.pdf">https://www.wbginvestmentclimate.org/uploads/Global%20Investment%20Promotion%20Best%20Practices_web.pdf</a> )
4. <b>RESPONSIVENESS WITHIN CLIENT CHARTER</b>	Timeliness of the response provided by the agency, for the enquiries made by the users  (Source: <a href="http://www.bruceclay.com/blog/steps-update-website-content/">http://www.bruceclay.com/blog/steps-update-website-content/</a> )



ProBE 2015's set of criteria also went through enhancement on its definition and condition. As a starting point towards making them in-line with UN E-Government Survey, the 2014 features were scrutinised. From there, four criteria of ProBE 2014 were improved.

With regards to naming conventions, two criteria were given better names to reflect their definitions as well as conditions i.e. Updating Content and Responsiveness within Client Charter which were previously known as Updating Activities and Feedback Response respectively. For details of the criteria, please refer Pillars and Criteria Definitions in the Appendices.

### IMPROVED ProBE 2015 CRITERIA

- Number of Online Services
- Electronic Archive
- Contact Details
- Online Services Security

### IMPROVED ProBE 2015 NAMING CONVENTIONS

OLD	IMPROVED
Updating Activities	Updating Content
Feedback Response	Responsiveness within Client Charter



## ProBE PILLARS AND CRITERIA: 2014 vs 2015

	2014 CRITERIA	2015 CRITERIA
<b>PILLAR 1</b> <b>SITE PERFORMANCE</b> 	1. LOADING TIME	1. LOADING TIME 2. DOWNTIME
<b>PILLAR 2</b> <b>FUNCTIONALITY</b> 	2. AID, TOOLS AND HELP RESOURCES 3. FAQ 4. FEEDBACK FORM 5. FEEDBACK AUTO-NOTIFICATION 6. NUMBER OF ONLINE SERVICES 7. BROADCAST 8. ELECTRONIC ARCHIVE 9. MOBILE WEB/VERSION 10. W3C DISABILITY ACCESSIBILITY 11. NOTIFICATION OF TRANSACTION 12. NEW MEDIA	3. AID, TOOLS AND HELP RESOURCES 4. FAQ 5. FEEDBACK FORM 6. FEEDBACK AUTO-NOTIFICATION 7. NUMBER OF ONLINE SERVICES 8. BROADCAST 9. ELECTRONIC ARCHIVE 10. MOBILE WEB/VERSION 11. W3C DISABILITY ACCESSIBILITY 12. NOTIFICATION OF TRANSACTION 13. NEW MEDIA
<b>PILLAR 3</b> <b>CONTENT</b> 	13. ABOUT US 14. AUDIO/VIDEO 15. CONTACT DETAILS 16. MULTI-LANGUAGE 17. PUBLICATIONS 18. UPDATING ACTIVITIES (6 elements of updating)	14. ABOUT US 15. AUDIO/VIDEO 16. CONTACT DETAILS 17. MULTI-LANGUAGE 18. PUBLICATIONS 19. UPDATED CONTENTS
<b>PILLAR 4</b> <b>NAVIGATION</b> 	19. HOMEPAGE LENGTH 20. NO BROKEN LINK 21. PERSONALISATION 22. SITEMAP 23. LINK TO myGOV	20. HOMEPAGE LENGTH 21. NO BROKEN LINK 22. PERSONALISATION 23. SITEMAP 24. LINK TO myGOV
<b>PILLAR 5</b> <b>SEARCH</b> 	24. SEARCH WITHIN WEBSITE 25. SEARCHABLE DATABASE	25. SEARCH WITHIN WEBSITE 26. SEARCHABLE DATABASE
<b>PILLAR 6</b> <b>ONLINE TRANSPARENCY</b> 	26. CLIENT CHARTER 27. ACHIEVEMENTS OF CLIENT CHARTER 28. STATISTIC OF ONLINE SERVICES 29. RESPONSIVENESS WITHIN CLIENT CHARTER 30. ONLINE SERVICES SECURITY	27. CLIENT CHARTER 28. ACHIEVEMENTS OF CLIENT CHARTER 29. STATISTIC OF ONLINE SERVICES 30. RESPONSIVENESS WITHIN CLIENT CHARTER 31. ONLINE SERVICE SECURITY
<b>PILLAR 7</b> <b>LOOK AND FEEL</b> 	31. LOOK AND FEEL	32. LOOK AND FEEL

Note: Criteria in red texts denote Mandatory Criteria; Criteria in blue texts denote enhanced/improved existing criteria

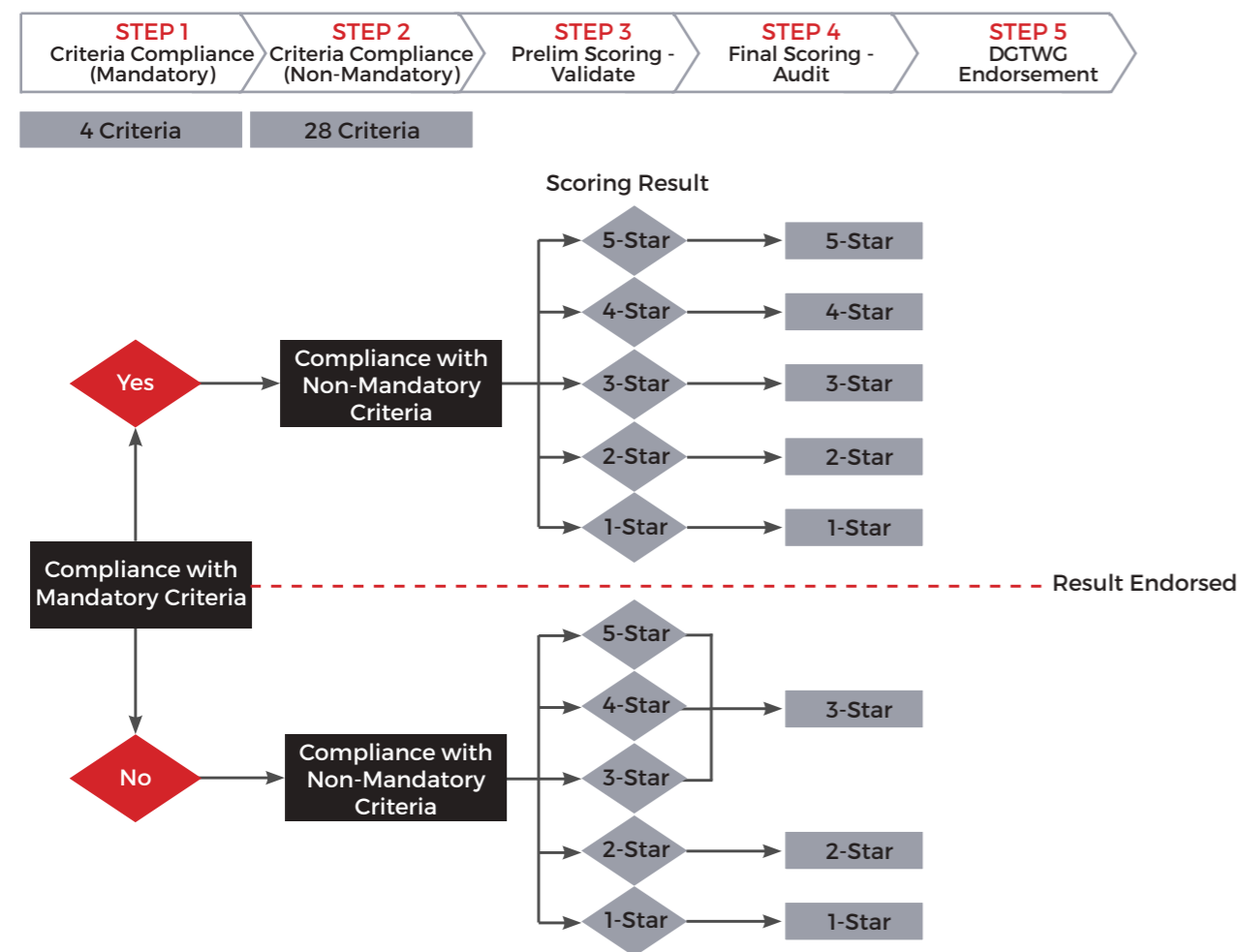
## SCORING MECHANISM

In terms of scoring, the 4 Mandatory Criteria are not allocated with any scores or weightage. Instead, there is compliance of pass or fail. Failing any of these four will cause a website to be moved down to a 3-Star rating.

Non-Mandatory Criteria, which are distributed amongst the remaining 6 pillars, carry their own score weightages. Totalling to 100 marks, Functionality pillar has the highest score allocation i.e. 44% with 11 criteria. This is followed by Online Transparency with 19%, Content and Navigation each carrying 15%, Search at 5% and Look and Feel with the balance of 2%.

ProBE Scoring is carried out meticulously with a step-by-step guide shared amongst the ministries and agencies as follows:

## PROCESS FLOW FOR ProBE 2015 SCORING



To explain the process flow better, as an example, if an agency obtained 80 marks for complying to the 28 Non-Mandatory Criteria, it is eligible to obtain 5-Star rating. However, if the agency failed any of the Mandatory Criteria, its final rating will automatically be moved down to a 3-Star.



## DESCRIPTION OF STAR RATING

### 1-STAR (1-19)

A static, working website with minimal information on the agency

### 2-STAR (20-39)

A basic dynamic website with a vast array of information on the agency

### 3-STAR (40-59)

A dynamic website which offers combination of information and limited online services

### 4-STAR (60-79)

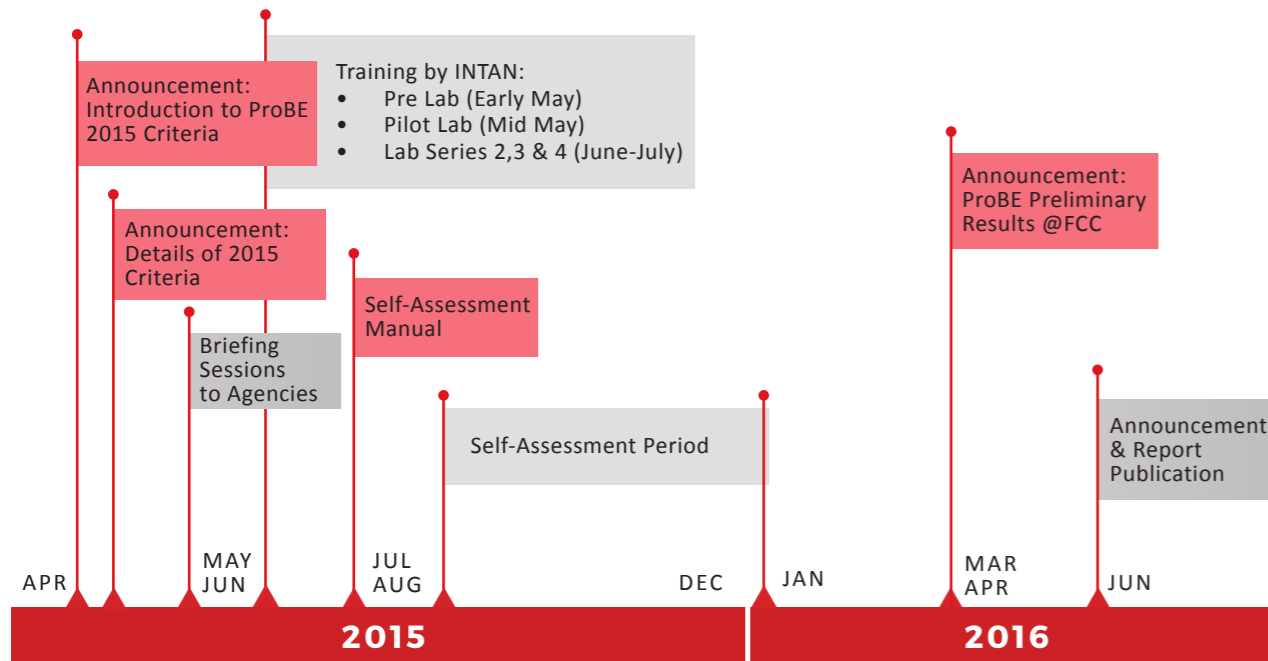
An interactive website with a two-way communication between government and citizen as well as providing convenience to its users

### 5-STAR (80-100)

An engaging website with various options offered to citizen ranging from interactive, user-friendliness to a variety of online services

### IMPLEMENTATION TIMELINE

ProBE 2015 was executed as per the following timeline.



### COMMUNICATION PLAN

For 2015, communication efforts were strengthened to ensure clarity, accuracy and timeliness of key messages and intent. Communication activities were carried out well in advance before the start of the self-assessment exercises in order to impart the right messaging and directions to senior government leadership in order for them to engage the right collaborations between communication officers and webmasters.

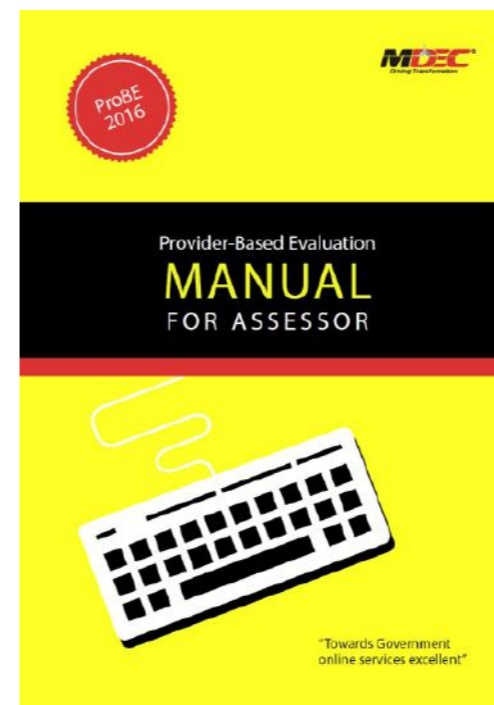
Some new areas that were looked into were the criteria announcement which was made as early as three months to facilitate better adoption given the ample time. To the senior levels, it is crucial in ensuring that ProBE receives the right attention by the right level stakeholder. This is because the effectiveness and efficiency of government websites are shared responsibilities of different divisions within the government agencies.



ProBE 2015 Briefing session conducted for government agencies on 22nd and 27th May 2015 in Cyberjaya

In consideration of the findings from ProBE 2014, the ProBE 2015 communications have been improved as follows:

- Enhanced self-assessment manual for agencies' reference when conducting the monthly self-assessment
- Briefing session conducted centrally to give opportunities to agencies for first-hand information and better comprehension
- Provision of webmaster hands-on training by INTAN focusing on the technical criteria
- Continuous communications via ProBE Facebook Page where its members consist of government webmasters
- Communications to higher management of government agencies via letters to notify them on the enhancement made on ProBE 2015 as well agencies' progress



ProBE 2015 Self-assessment Manual was made available to agencies prior to the commencement of the self-assessment period



ProBE Facebook page allows interaction between ProBE team and government webmasters for any enquiries and continuous support

### ProBE SELF-ASSESSMENT SYSTEM

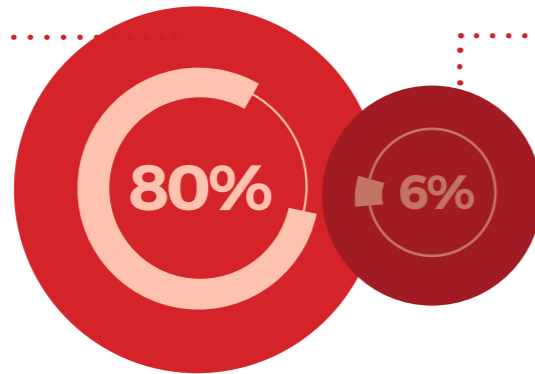


Since its implementation, the system has generated positive feedback from the government agencies, with 'promoting self-assessment' and 'easy to use' amongst its many encouraging comments.

### SELF-ASSESSMENT FEEDBACK

#### POSITIVE

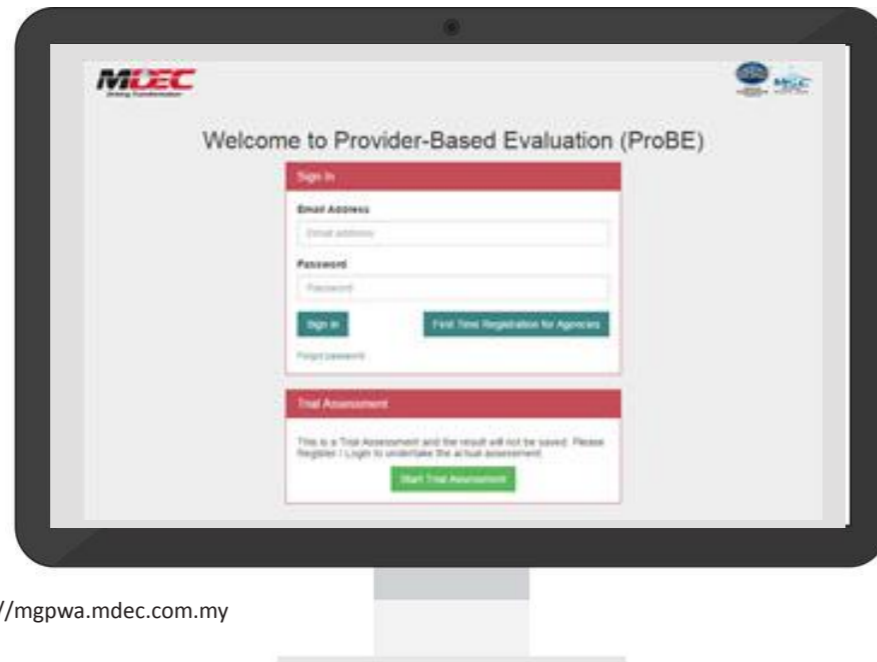
- Easy to use
- Promote self-monitoring
- Manual was clear-cut
- Fast system/website
- Works tremendously
- Manual is understandable



#### NEGATIVE

- Too many steps
- Takes whole day/2-3 days to complete
- There are broken links
- Repeated questions

For 2015, the system went through several minor improvements based on the feedback obtain from the users i.e. webmasters. Some comments were addressed by coupling the usage of the system with the self-assessment manual.



ProBE crucial tool is accessible at <https://mgpwa.mdec.com.my>



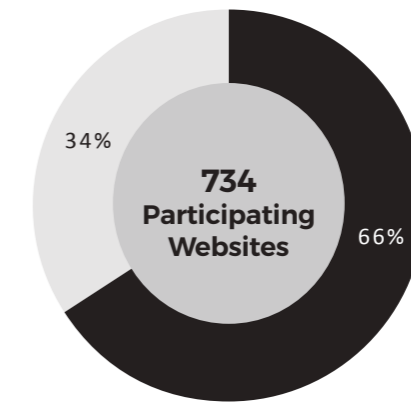


Result Analysis

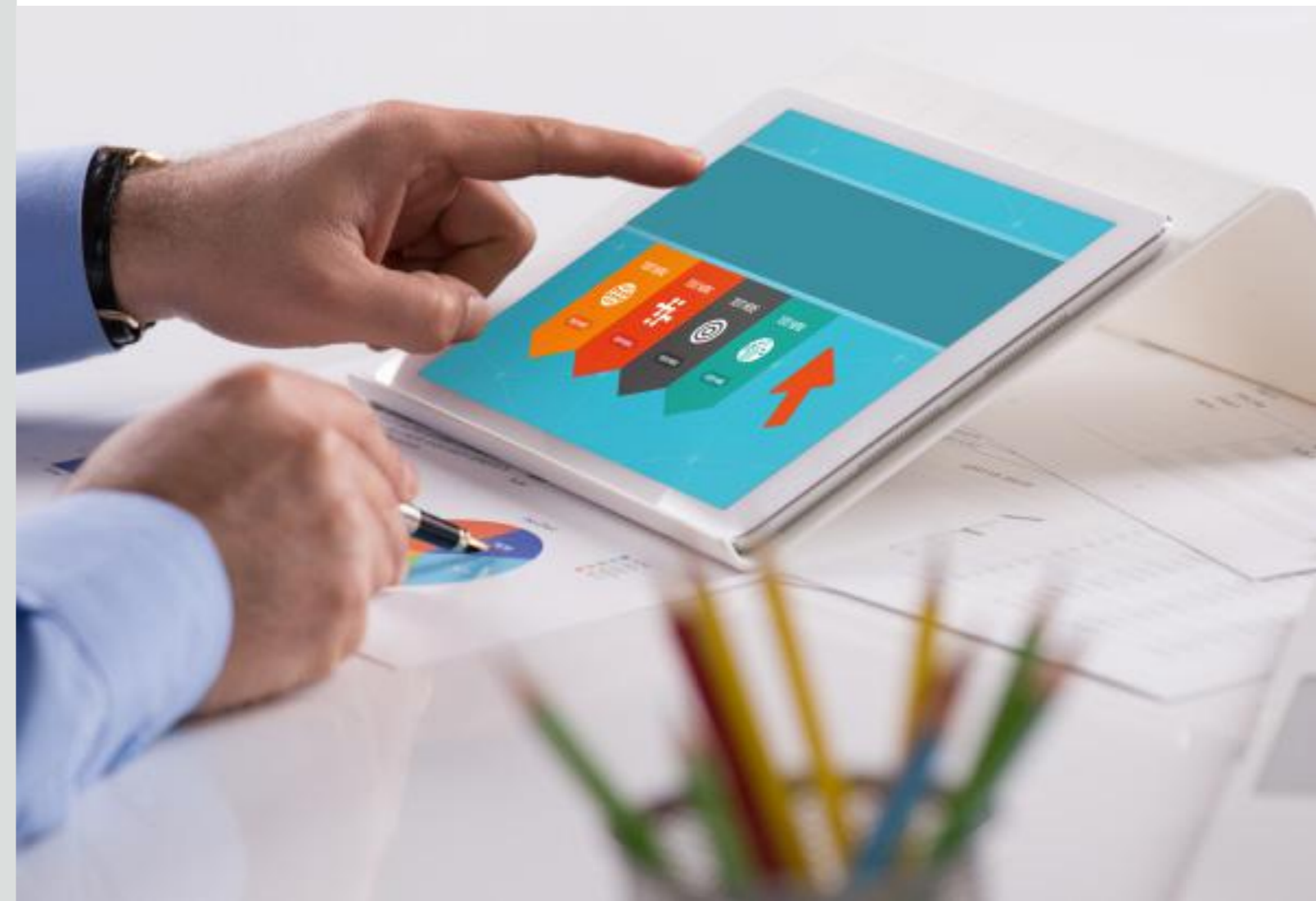
### ProBE 2015 OVERVIEW

For 2015, as a result of a better communication plan, all submissions were made on time. However, 49 websites did not participate due to non-submission of their self-assessment. Hence, only 734 websites were rated from the total of 783 websites shortlisted by MAMPU. Nonetheless, this is an improvement from the 2014 results by 4% (refer to table below).

	2015 OVERVIEW	2014 OVERVIEW
Shortlisted websites by MAMPU	783	1086
Participating websites	94% (734)	90% (981)
Non-participating websites	6% (49)	10% (105)
Inaccessible websites	3	8
Pillars of User Expectations	7	7
Criteria	32 (4 Mandatory Criteria 28 Non-Mandatory Criteria)	31



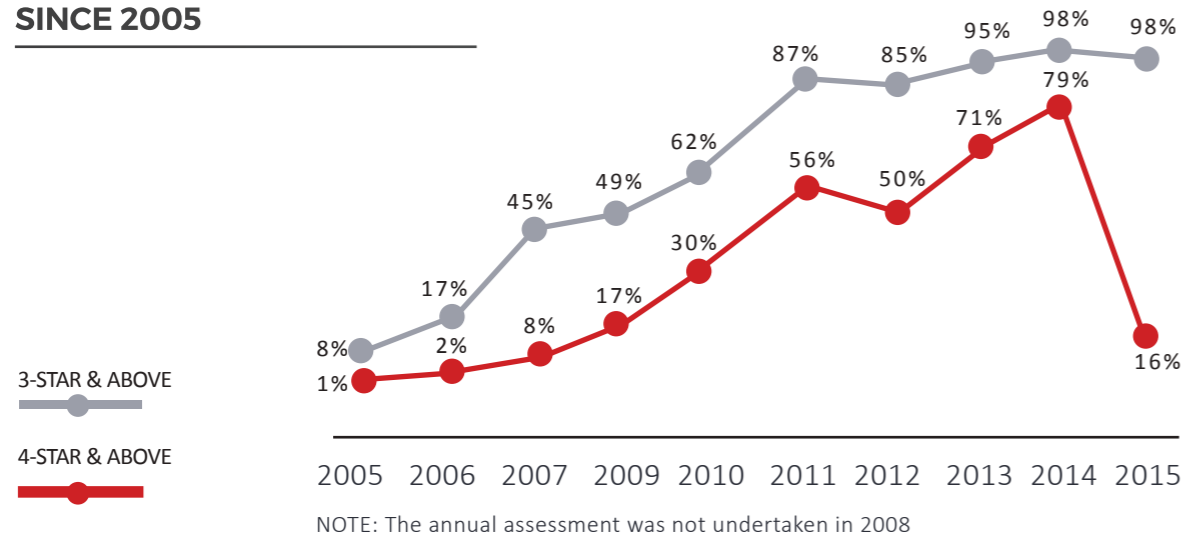
66% of the websites assessed were from the State level comprising state departments, local authorities and state statutory bodies. However, only 12 out of 13 State Governments participated. The remaining 34% is from the federal level, consisting of 24 Ministries, federal departments, universities and federal statutory bodies.



# ProBE 2015 vs ProBE 2014

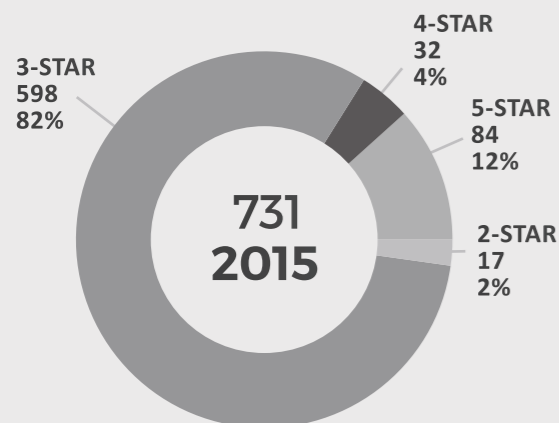
In 2015, there was a drastic drop in number of websites with 4-Star and above ratings. While the number of websites obtaining 3-Star and above maintained at 98%, the 4-Star and 5-Star rating dropped from 79% to 16%. This decline is mainly due to failure to comply to the Mandatory Criteria.

## STAR RATING PERFORMANCE SINCE 2005

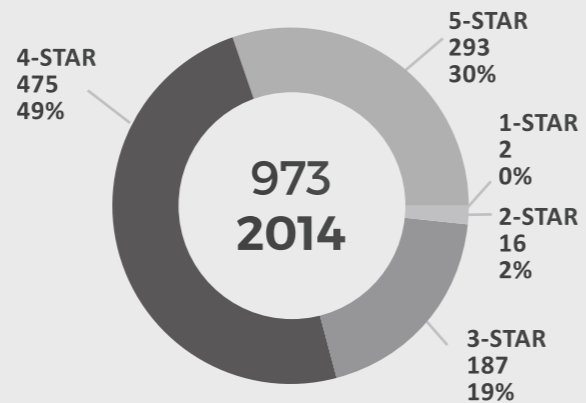


This fact is further shown in the breakdown of star rating awarded in 2014 vs 2015. It was noted that majority of the websites in 2015 were rated 3-Star as opposed to 4-Star in 2014. Interestingly, the second biggest cluster for both years was the 5-Star Rating.

## STAR RATING

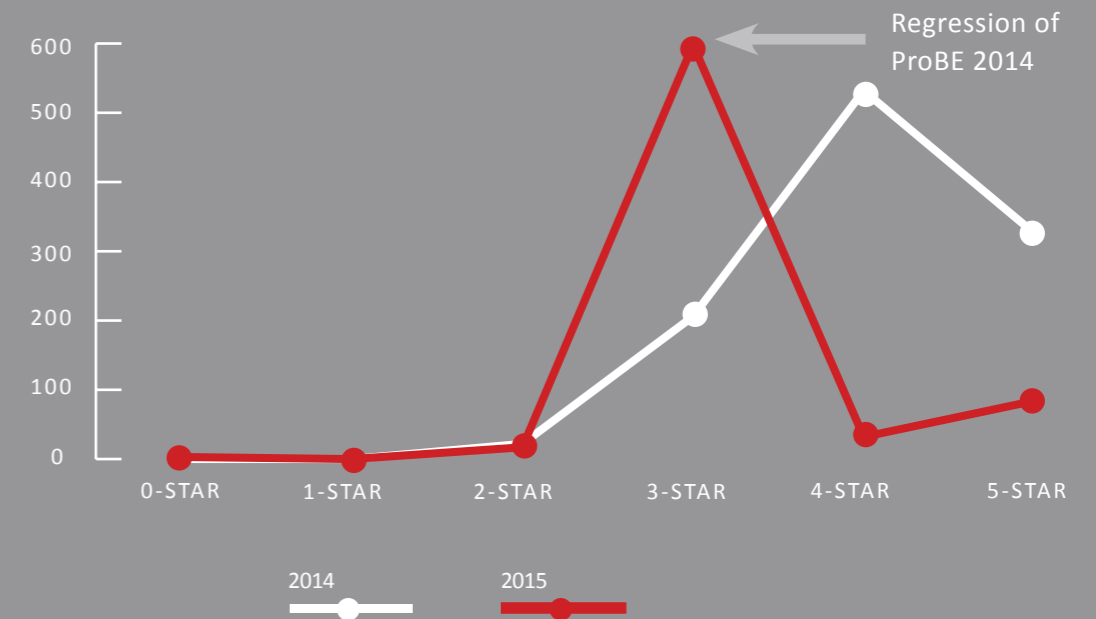


## STAR RATING



The decline also coincides with the apparent left-ward movement of the Star Rating performance from 2014 to 2015. However, this outcome was anticipated and the FCC was duly pre-empted.

## ProBE 2015 vs 2014 STAR RATING



### General Observation on ProBE 2015

- Lack of understanding on the definitions for online services, mobile web and mobile applications
- Inaccurate assessment of outdated or inactive social media
- Conditions for criteria compliance were not thoroughly assessed
- Low level of commitment amongst the webmasters due to time constraints
- Failure to comply to the Mandatory Criteria

### Mandatory Criteria Results

ProBE’s 4 Mandatory Criteria were chosen based on observations from GOS global best practices and endorsed by FCC. Failing any of these four criteria will cause a website to be moved down to a 3-Star rating.

For 2015, Loading Time and Updated Content maintained high scores similar to 2014. Although Loading Time dropped from 98% to 96% from 2014 to 2015, the scores were still high. On the other hand, Updated Content had its score increased from 84% to 87%.

Downtime, being a new introduction to the list of criteria naturally showed low scores. Audit result showed that some agencies were not aware they were supposed to track their website downtime, or even know how to. The low compliant also indicated that the both downtime and uptime of government websites were not tracked properly and declared accordingly in the self-assessment submissions.

Responsiveness Within Clients Charter, though still low in ratings, showed marked improvement as opposed to last year’s scores. Nevertheless, this criterion must be improved in order to maintain good Service Level Agreement (SLA) between the website providers with their respective visitors. In other words, ministries and agencies must respond to citizen enquiries as promised in their respective client charter.

The table below depicts the impact of Mandatory Criteria to ProBE 2015 assessment.

RATING	AUDITED RESULT	
	Pre-Application of Mandatory Criteria	Post-Application of Mandatory Criteria
5-Star	429	84
4-Star	220	32
3-Star	65	598
2-Star	17	17
N/A	3	3

#### LOADING TIME

2015: **96%** ↓

2014: 98%

#### DOWNTIME

2015: **32%**

2014: NOT MEASURED

#### UPDATED CONTENT

2015: **87%** ↑

2014: 84%




#### RESPONSIVENESS WITHIN CLIENT CHARTER

2015: **52%** ↑

2014: 25%

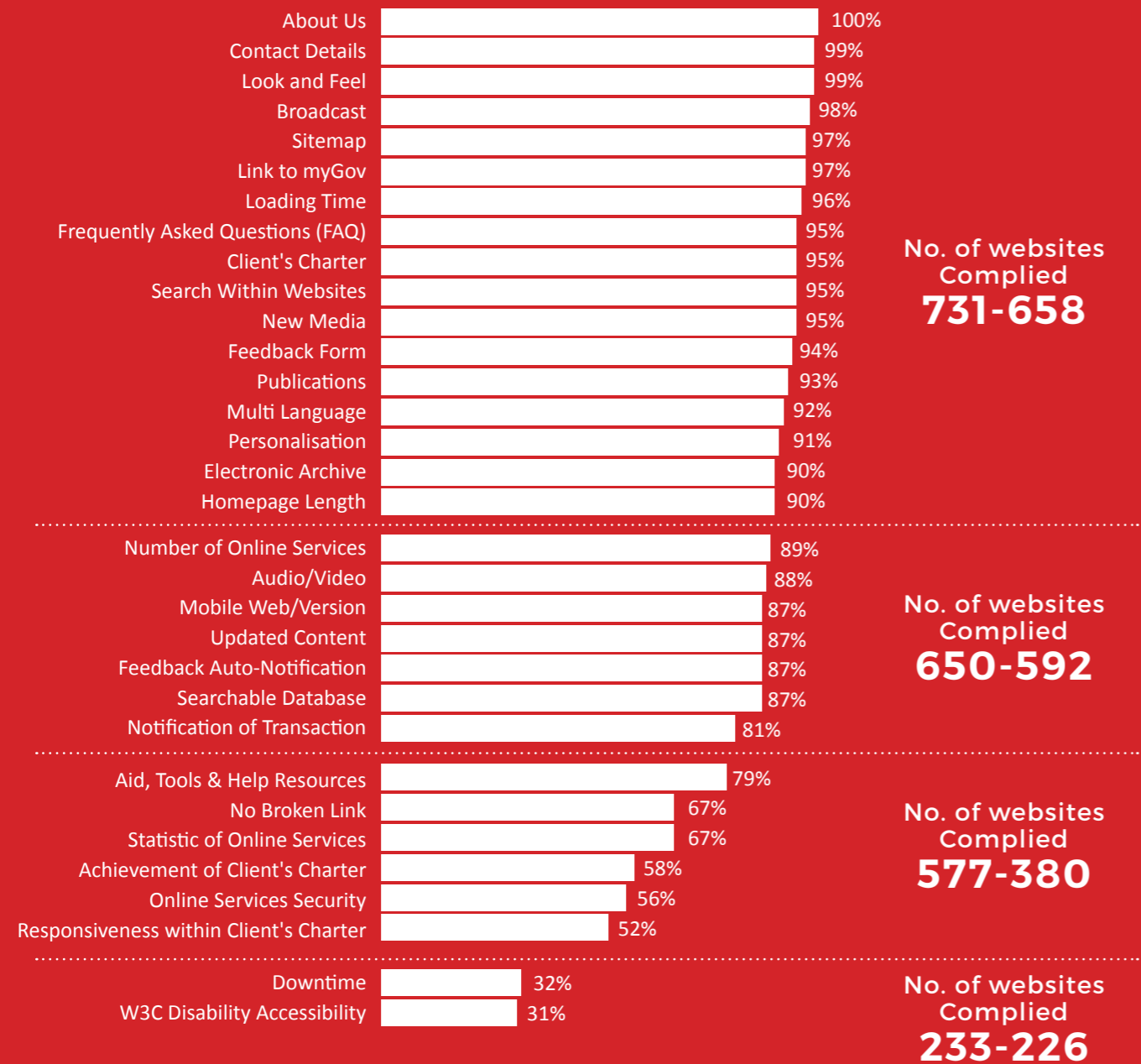
### Non-Mandatory Criteria Results: Low Compliance

Most low compliant criteria of 2014 have improved, though the percentage is still low. Intervention will need to take place via hands-on training, especially those which are aligned to UN E-Government Survey 2014 features and part of 2016 criteria.

CRITERIA	2015 COMPLIANCE	2014 COMPLIANCE
<b>PILLAR 2 FUNCTIONALITY</b> 		
AID, TOOLS AND HELP RESOURCES	79%	50%
W3C DISABILITY ACCESSIBILITY (UN FEATURES)	31%	31%
<b>PILLAR 4 NAVIGATION</b> 		
NO BROKEN LINK	67%	69%
<b>PILLAR 6 ONLINE TRANSPARENCY</b> 		
ACHIEVEMENTS OF CLIENT CHARTER	58%	52%
STATISTIC OF ONLINE SERVICES	67%	52%
ONLINE SERVICE SECURITY (UN FEATURES)	56%	36%

## CRITERIA PERFORMANCE

2015 showed marked improvement in many ProBE criteria. The exercise provided clear indication as to which area government websites need to improve. For instance, the lowest compliant criterion, W3C Disability Accessibility requires government websites to be friendlier to those with special needs.



Apart from that, displaying outdated achievement of client charter achievement as well as the statistic of online services also affected agencies compliance. This is also the same in the case of Mobile Web/Version. Agencies tend to pay little attention in providing information similar to that offered via desktop version. Another year-on-year issue that seemed not to improve much, is the combination of Malay and English Language found in the website content.

### MINISTRIES STAR RATING PERFORMANCE

Ministries that complied to all 4 Mandatory Criteria maintained their 5-Star Ratings. In fact, 2015 showed more Ministries being awarded 3-Stars instead of 4 and 5. Ministry of Rural and Regional Development, Ministry of Urban Wellbeing, Housing and Local Government, as well as the Ministry of Natural Resources and Environment maintained the top spots for both 2014 and 2015.

RATING	2015	2014
<b>5-STAR</b>	<ul style="list-style-type: none"> <li>Ministry of Rural and Regional Development</li> <li>Ministry of Urban Wellbeing, Housing and Local Government</li> <li>Ministry of Natural Resources and Environment</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Rural and Regional Development</li> <li>Ministry of Urban Wellbeing, Housing and Local Government</li> <li>Ministry of Natural Resources and Environment</li> <li>Ministry of Agriculture and Agro-Based Industry</li> <li>Ministry of Tourism and Culture Malaysia</li> <li>Ministry of Home Affairs</li> <li>Ministry of Foreign Affairs, Malaysia</li> <li>Ministry of International Trade and Industry</li> <li>Ministry of Defence</li> <li>Prime Minister's Department</li> <li>Ministry of Energy, Green Technology and Water</li> <li>Ministry of Women, Family and Community Development</li> <li>Ministry of Finance Malaysia</li> <li>Ministry of Domestic Trade, Co-Operatives and Consumerism</li> <li>Ministry of Works</li> <li>Ministry of Communications and Multimedia Malaysia</li> <li>Ministry of Transport</li> <li>Ministry of Youth and Sports</li> <li>Ministry of Federal Territories</li> <li>Ministry of Science, Technology and Innovation</li> </ul>
<b>4-STAR</b>	N/A	<ul style="list-style-type: none"> <li>Ministry of Education</li> <li>Ministry of Human Resources</li> <li>Ministry of Plantation Industries and Commodities</li> <li>Ministry of Health</li> </ul>
<b>3-STAR</b>	<ul style="list-style-type: none"> <li>Ministry of Agriculture and Agro-Based Industry</li> <li>Ministry of Tourism and Culture Malaysia</li> <li>Ministry of Home Affairs</li> <li>Ministry of Foreign Affairs, Malaysia</li> <li>Ministry of International Trade and Industry</li> <li>Ministry of Defence</li> <li>Prime Minister's Department</li> <li>Ministry of Energy, Green Technology and Water</li> <li>Ministry of Education</li> <li>Ministry of Women, Family and Community Development</li> <li>Ministry of Human Resources</li> <li>Ministry of Finance Malaysia</li> <li>Ministry of Domestic Trade, Co-Operatives and Consumerism</li> <li>Ministry of Works</li> <li>Ministry of Plantation Industries and Commodities</li> <li>Ministry of Health</li> <li>Ministry of Communications and Multimedia Malaysia</li> <li>Ministry of Transport</li> <li>Ministry of Youth and Sports</li> <li>Ministry of Federal Territories</li> <li>Ministry of Science, Technology and Innovation</li> </ul>	N/A
<b>2-STAR</b>	N/A	N/A
<b>1-STAR</b>	N/A	N/A

### STATE GOVERNMENT STAR RATING PERFORMANCE

At the State level, Penang, Kelantan and Pahang again emerged as Top 3 in the State Government Star Performance analysis. Despite the strict Mandatory Criteria, all three states retained their 5 Star Rating when others were pushed to lower star ratings.

RATING	2015	2014
<b>5-STAR</b>	<ul style="list-style-type: none"> <li>Penang State Government</li> <li>Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kelantan</li> <li>Pahang State Government</li> </ul>	<ul style="list-style-type: none"> <li>Penang State Government</li> <li>Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kelantan</li> <li>Pahang State Government</li> <li>Selangor State Government</li> <li>Office of The Johor State Secretary</li> <li>Negeri Sembilan State Government</li> <li>Perak State Government</li> <li>Melaka State Government</li> <li>Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kedah</li> <li>Sarawak State Government</li> </ul>
<b>4-STAR</b>	N/A	<ul style="list-style-type: none"> <li>Pejabat Setiausaha Kerajaan Negeri Terengganu</li> <li>Perlis State Government</li> </ul>
<b>3-STAR</b>	<ul style="list-style-type: none"> <li>Selangor State Government</li> <li>Office of The Johor State Secretary</li> <li>Negeri Sembilan State Government</li> <li>Perak State Government</li> <li>Melaka State Government</li> <li>Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kedah</li> <li>Sarawak State Government</li> <li>Pejabat Setiausaha Kerajaan Negeri Terengganu</li> <li>Perlis State Government</li> </ul>	
<b>2-STAR</b>	N/A	N/A
<b>1-STAR</b>	N/A	N/A
<b>NOT AVAILABLE</b>	<ul style="list-style-type: none"> <li>Sabah State Government</li> </ul>	<ul style="list-style-type: none"> <li>Sabah State Government</li> </ul>

## OVERALL STAR RATING PERFORMANCE ACCORDING TO PARENT AGENCIES

(By Alphabetical Order)

PARENT AGENCY	5-STAR	4-STAR	3-STAR	2-STAR	N/A
Melaka State Government			20		
Ministry of Agriculture and Agro-Based Industry	5		9		
Ministry of Communications and Multimedia Malaysia			8		
Ministry of Defence	1		9		
Ministry of Domestic Trade, Co-Operatives and Consumerism		1	5	1	
Ministry of Education			3		
Ministry of Energy, Green Technology and Water			1		
Ministry of Federal Territories			6		
Ministry of Finance Malaysia	3		3		
Ministry of Foreign Affairs, Malaysia	1		2		
Ministry of Health			1		
Ministry of Higher Education	2		23		
Ministry of Home Affairs	2		6		
Ministry of Human Resources	1		13		1
Ministry of International Trade and Industry	3		7		
Ministry of Natural Resources and Environment	3		9		
Ministry of Plantation Industries and Commodities	1		6		
Ministry of Rural and Regional Development	3		8		
Ministry of Science, Technology and Innovation	2		6		
Ministry of Tourism and Culture Malaysia			11		
Ministry of Transport	2		10		
Ministry of Urban Wellbeing, Housing and Local Government	3		5		
Ministry of Women, Family and Community Development		1	5		
Ministry of Works			4		
Ministry of Youth and Sports	1	2	4		
Negeri Sembilan State Government			32		
Office of The Johor State Secretary	3	1	24	4	
Pahang State Government	5	5	28		
Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kedah			49	2	1
Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kelantan	7	2	34		
Pejabat Setiausaha Kerajaan Negeri Terengganu	3	1	27	2	
Penang State Government	8	1	17		
Perak State Government			50		
Perlis State Government		1	6	4	
Prime Minister's Department	4	1	40		1
Sarawak State Government	20	17	67	4	
Selangor State Government	1		39		

### Parent Agencies' Roles and Responsibilities Towards Optimisation of Websites:

Parent agencies' Star Rating showed significant drop from 5-Star to 4 and 3-Stars in 2015. Again, this is due to the compulsory adherence to the 4 Mandatory Criteria. Parent agencies need to play more proactive roles in ensuring their websites are effective and efficient.

Such tasks should not be the sole responsibilities of their webmasters. While webmasters will manage and ensure efficient running of the websites, the efficiency in their communications will be the responsibility of combined departments.

- To assist sub-agencies in understanding assessment criteria and submit the self-assessment
- To monitor their sub-agencies performance on monthly basis
- To assist in improving sub-agencies website
- To ensure sub-agencies listing in Self-assessment System is updated



### MOST CONSISTENT PERFORMING WEBSITES

From the 84 websites that obtained the 5-Star rating, a very significant finding is that there are consistent performers i.e. those websites that hold the record of obtaining 5-Star for the past few years.

Tracking back to 2010, amongst the 84, seven websites have always topped the ranking with the highest level of star rating in the annual exercise even since the MGPWA years. Three websites are from the Federal level and the remaining are State agencies, varying from different types such as State Governments, Local Authorities and Statutory Bodies.

The point to note is that these top performers were able to adopt to the international best practices and the incorporation of stringent criteria of ProBE 2015.



#### TOP PERFORMING WEBSITES SINCE 2010

(By Alphabetical Order)

- City Council of Johor Bahru
- Ministry of Rural and Regional Development
- Ministry of Urban Wellbeing, Housing and Local
- myGovernment Portal
- Pejabat Menteri Besar dan Setiausaha Kerajaan, Kelantan
- Penang State Government
- South East Johor Development Authority

### MOST IMPROVED WEBSITES

Apart from the constant 5-Star achievers, it is also important to highlight the websites that have improved in performance despite the overall decline in ratings. In total, four websites have positively made progress with majority of them being Federal-level agencies.



#### SHIFT FROM 3-STAR (2014) TO 5-STAR (2015):

(By Alphabetical Order)

- Hospital Universiti Sains Malaysia (HUSM)
- Malaysian Nuclear Agency
- Pejabat Tanah dan Jajahan Bachok
- The People's Volunteer Corps



In conclusion, all websites need to put more emphasis on the Mandatory Criteria in order to perform well in ProBE. Failing to comply to these criteria will affect the quality of GOS. Those rated 2-Star and below especially the inaccessible ones, should look into rationalising their websites. Constant low ratings as well as failure to be accessed are clear indication that there are constraints within the agencies, causing the inability to comply to most of the criteria outlined in ProBE 2015.

Hence, in order to maintain high GOS quality, it is important that these criteria be kept stringent upon all websites concerned.



# Pillar 1 Site Performance

## PILLAR DEFINITION

Site Performance refers to the speed, consistency and reliability of loading pages on the website. Its criteria comprises:

<b>LOADING TIME</b>	The amount of time (in seconds) it takes for a page to load, from initiation of the page view (e.g. click on a page link) to load completion in the browser
<b>DOWNTIME</b>	Downtime refers to the occasions whereby the website is not operational and is not accessible to by the users

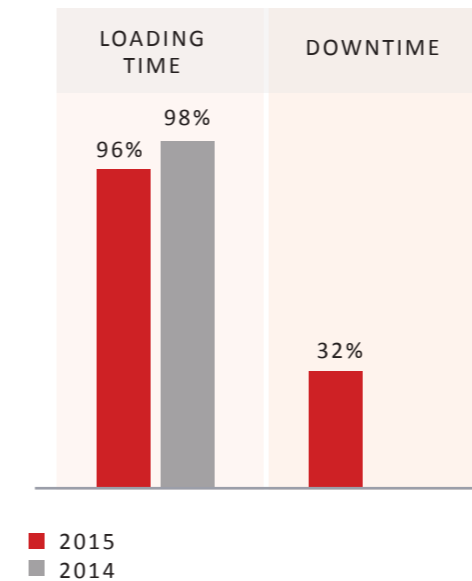


## Pillar 1: Site Performance

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
LOADING TIME	704	96%	960	98%
DOWNTIME	237	32%	N/A	N/A

PILLAR 1: SITE PERFORMANCE



## ProBE 2015 ANALYSIS

Pillar 1 saw an additional criterion for 2015 i.e. Downtime. The criterion essentially denotes the time when the website is unavailable to the users. This is very important - as being accessible to the users at any particular time is the most essential part of being online. Hence, the criterion has been parked as one of the 4 Mandatory Criteria.

As it is newly introduced, it is not surprising that the compliance level for this indicator is extremely very low at only 32%. Audit also showed that agencies do not know the measurement of website downtime, or even know how to track it. Hence, awareness on the importance to track the downtime and the exposure to the necessary tools to undertake the task as well as assistance on other areas related to it must be made by DGTWG members.

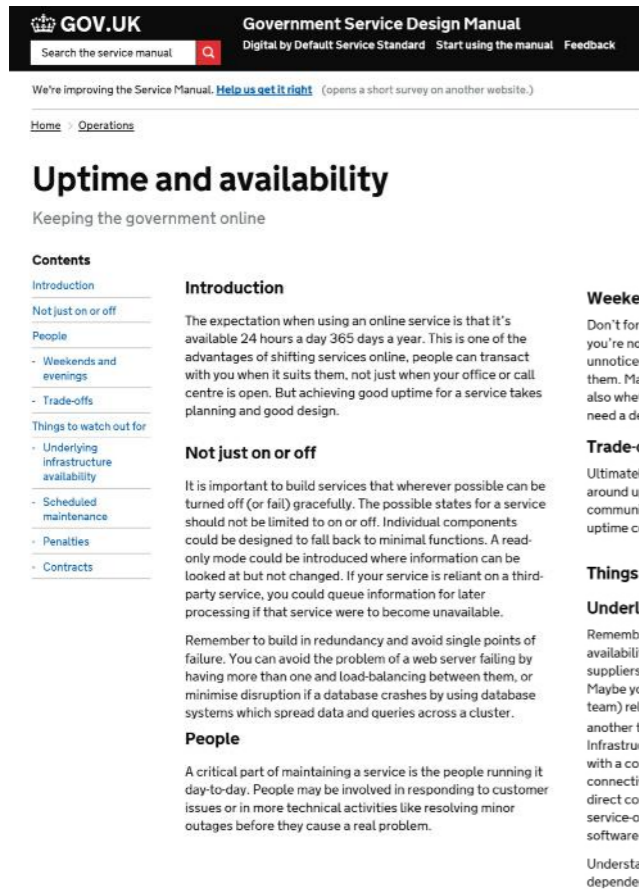
Likewise, the existing criterion, Loading Time, although showing a much better result of the two criteria, has somehow clocked in a lower achievement at 96% compliance, as opposed to the 2014 results of 98%. Webmasters could look into the technicalities of the websites back engine, for example, from the graphical layout perspective.

**BENCHMARKING AND RECOMMENDATIONS  
HIGHLIGHTS: DOWNTIME**

**www.gov.uk**

At the gov.uk website, uptime and availability are discussed to the fullest in the following areas :

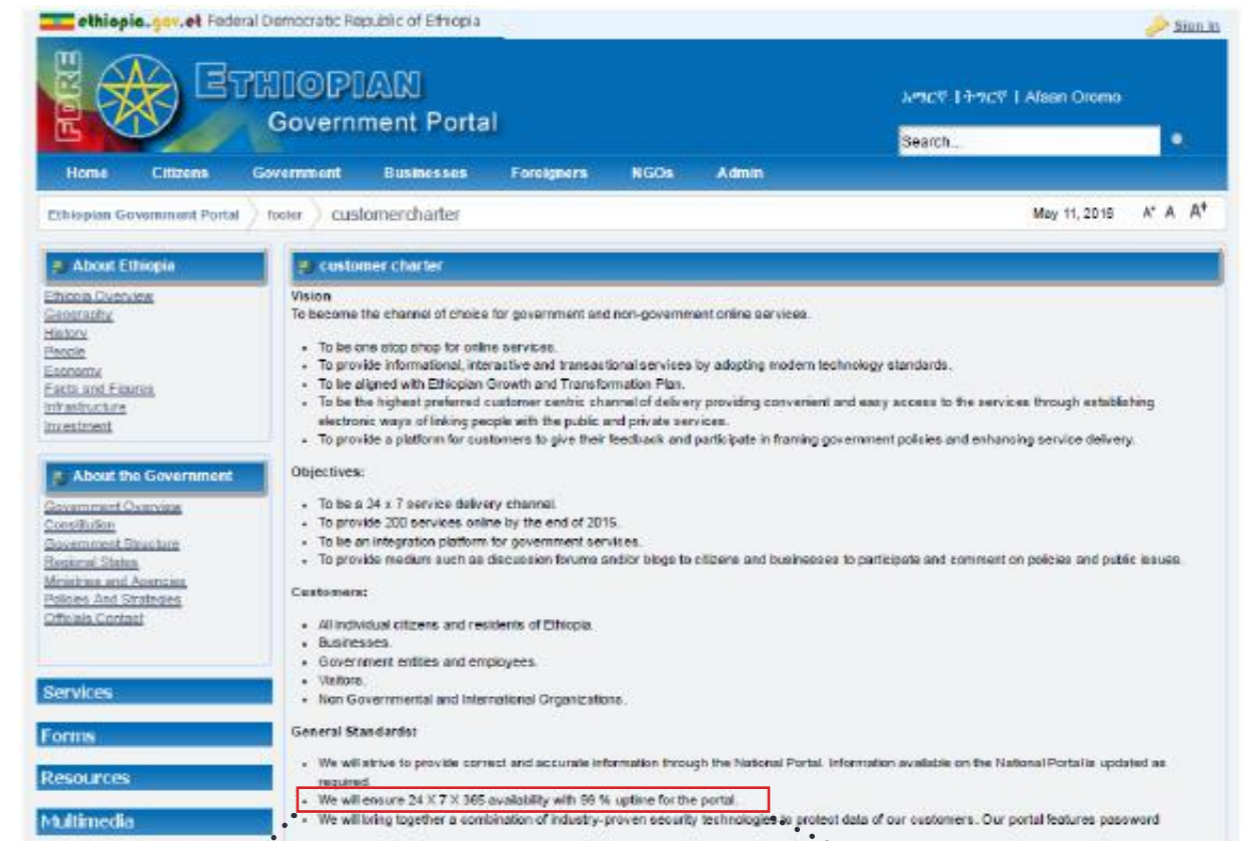
- People in charge of website day-to-day management and maintenance
- Dedicated 24/7 support capability
- Built-in redundancy and avoidance of single points of failure
- Underlying infrastructure availability
- Scheduled maintenance
- Ensure optimum contract terms, service level agreements and uptime guarantees



(Source : <https://www.gov.uk/service-manual/operations/uptime-and-availability.html>)

**www.ethiopia.gov.et**

As an added reassurance, the Ethiopian Government clearly indicates uptime availability as part of its Client Charter delivery.



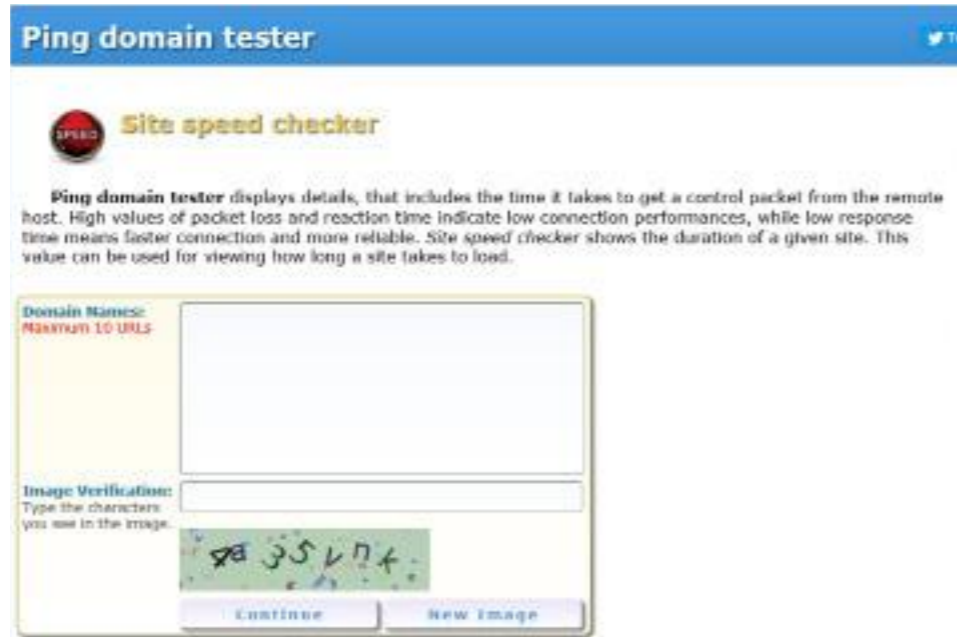
• We will ensure 24 X 7 X 365 availability with 99 % uptime for the portal.

(Source : <http://www.ethiopia.gov.et/web/pages/CustomerCharter>)

Government agencies can intervene by using trusted applications and tools to monitor loading time and troubleshoot downtime issues.

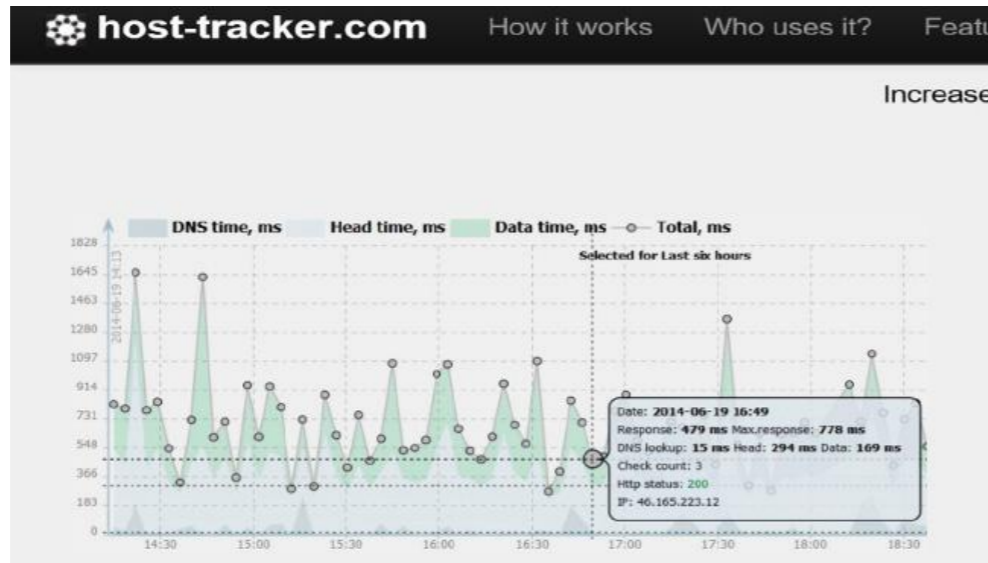
**LOADING TIME:  
seomastering.com**

Seomastering provides Search Engine Optimisation services and tools, that can also help track Loading Time.



**DOWNTIME:  
host-tracker.com**

Host Tracker is a website monitoring tool that enables you to immediately know when your website is inaccessible.



**Some of the important considerations when selecting an Online Tools:**



**Data Privacy and Security**

Critical to ensure that the selected tool will not compromise on security of the website. This includes potential invasion of privacy of the website users



**Reliability**

Agencies are required to ensure that the Online Tools subscribed are from a reputable organisation that offers continuity and are transparent of the extend of free services



# Pillar 2 Functionality



## PILLAR DEFINITION

Functionality refers to the usefulness, convenience and variety of online features and tools available on the website. Its criteria comprises:

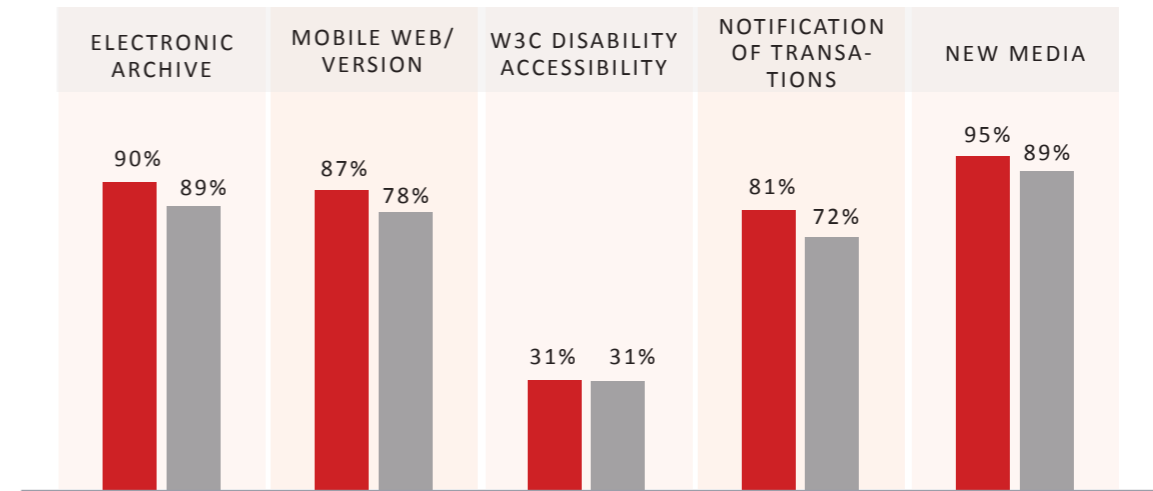
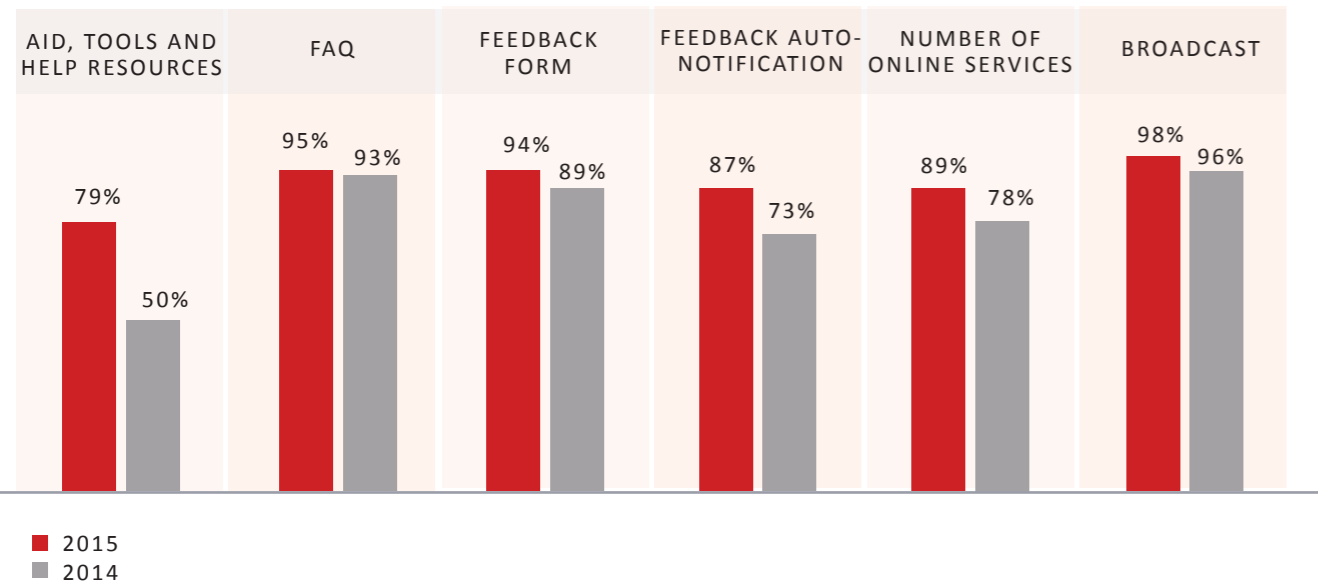
<b>AID, TOOLS AND HELP RESOURCES</b>	Information that will aid or help users when using online services available in the website
<b>FREQUENTLY ASKED QUESTIONS (FAQ)</b>	The provision of a list of questions that are frequently asked by the website users
<b>FEEDBACK FORM</b>	The opinion expressed by users with regards to the website functionality, usage experience or related agency's issues
<b>FEEDBACK AUTO-NOTIFICATION</b>	The notification prompted/displayed after the submission of feedback by a user. The notification must inform the user that the feedback has been sent/received and the time frame for response from the relevant officer
<b>NUMBER OF ONLINE SERVICES</b>	Online services are defined as services that can be fully transacted online
<b>BROADCAST</b>	Section where announcements, news or latest updates in the agency are being made
<b>ELECTRONIC ARCHIVE</b>	An accumulation of information in digital forms for a minimum of the previous 1 year
<b>MOBILE WEB/ VERSION</b>	A version of the website that is adjusted to be viewed using mobile devices such as smart phone, tab or iPad
<b>W3C DISABILITY ACCESSIBILITY</b>	The compliance of Level A of Web Content Accessibility Guidelines (WCAG) 2.0 that allows a disabled person to be able to use the website
<b>NOTIFICATION OF TRANSACTION</b>	The notification sent to each user after an online transaction is completed
<b>NEW MEDIA</b>	All that is related to Internet and interplay between technology, images and sounds

## Pillar 2: Functionality

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
AID, TOOLS AND HELP RESOURCES	581	79%	488	50%
FREQUENTLY ASKED QUESTIONS (FAQ)	696	95%	910	93%
FEEDBACK FORM	685	94%	872	89%
FEEDBACK AUTO- NOTIFICATION	638	87%	713	73%
NUMBER OF ONLINE SERVICES	651	89%	766	78%
BROADCAST	713	98%	938	96%
ELECTRONIC ARCHIVE	658	90%	872	89%
MOBILE WEB/ VERSION	639	87%	768	78%
W3C DISABILITY ACCESSIBILITY	227	31%	302	31%
NOTIFICATION OF TRANSACTION	594	81%	708	72%
NEW MEDIA	693	95%	869	89%

PILLAR 2: FUNCTIONALITY



**Aid, Tools & Help Resources Level of Compliance**

Non Complied 50% | Complied 50%

New Criterion adjustment and learning period and thus contributed to the low level of compliance

**W3C Disability Accessibility Level of Compliance**

Non Complied 69% | Complied 31%

The criterion has evolved since 2005 and aligned with the W3C organisation over the years

**Comparison of W3C Disability Accessibility Level of Compliance 2012 - 2014**

Condition revised from "Level AA" to "Level A" of Web Content Accessibility Guidelines (WCAG) 2.0 which has the basic features required by the disabled community. Two criteria, i.e. Text Resize and Minimum Contrast are no longer included in the 2014 assessment

Generally, only two criteria in this pillar are recent additions namely Electronic Archive and Aid, Tools and Help Resources in 2012 and 2014 respectively. All the other criteria were introduced from 2005 to 2007.

**ProBE 2015 ANALYSIS**

The 'Aid, Tools and Help Resources' criterion particularly showed a significant improvement from 50% compliance to 79% which is admirable since this criterion was adjusted last year and accepted as new in 2014.

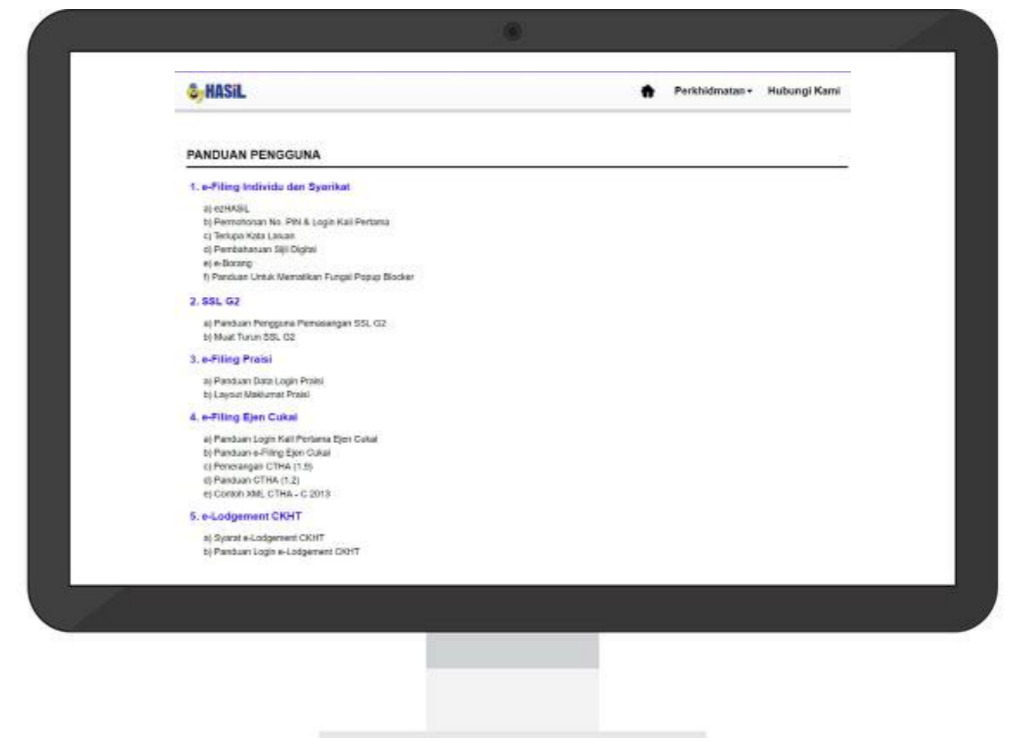
On the other hand, sensitivity towards those with special needs was still lacking as shown by no movement of emphasis on the 'W3C Disability Accessibility' criterion which is at 31%.

**BENCHMARKING AND RECOMMENDATION HIGHLIGHTS: AID, TOOLS AND HELP RESOURCES AND W3C DISABILITY ACCESSIBILITY**

**AID, TOOLS AND HELP RESOURCES:**

As part to promote better functionality to government websites, providing Aid, Tools and Help Resources will be much appreciated by the online visitors.

Many Malaysian websites and portals like those provided by the Inland Revenue and the Employee Provident Fund, provide such information.



(Source: <https://ez.hasil.gov.my/CI/>)

Source : ProBE 2014 Report



(Source : <http://www.kwsp.gov.my/portal/ms/member/online-services>)

Some international examples include those furnished by the Australian Government.

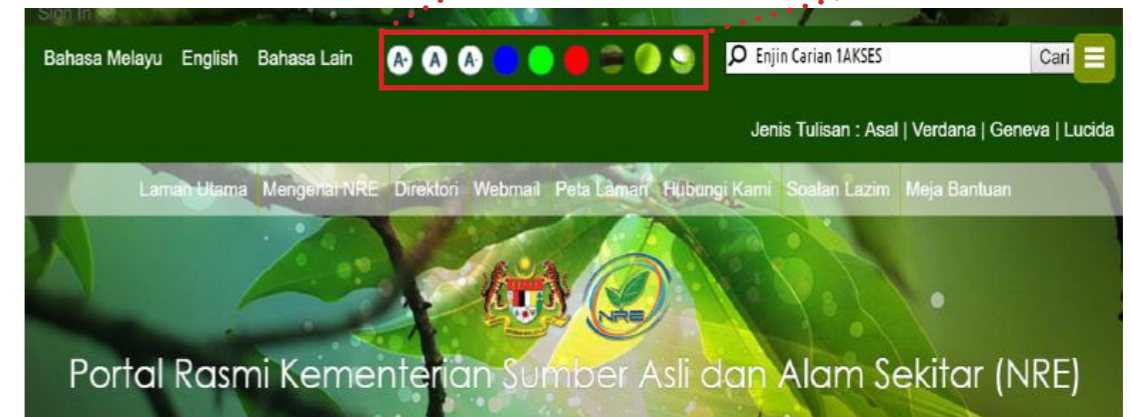


(Source : <https://www.humanservices.gov.au/customer/enablers/online-account-guides-and-video-demonstrations>)

**W3C DISABILITY ACCESSIBILITY:**

Malaysian websites too should stress on providing special needs friendly services like using the 'W3C Disability Accessibility' criterion, which not many ministries or agencies seem to adhere to.

Example of W3C Disability Accessibility features that allow customisation of font sizes and colours



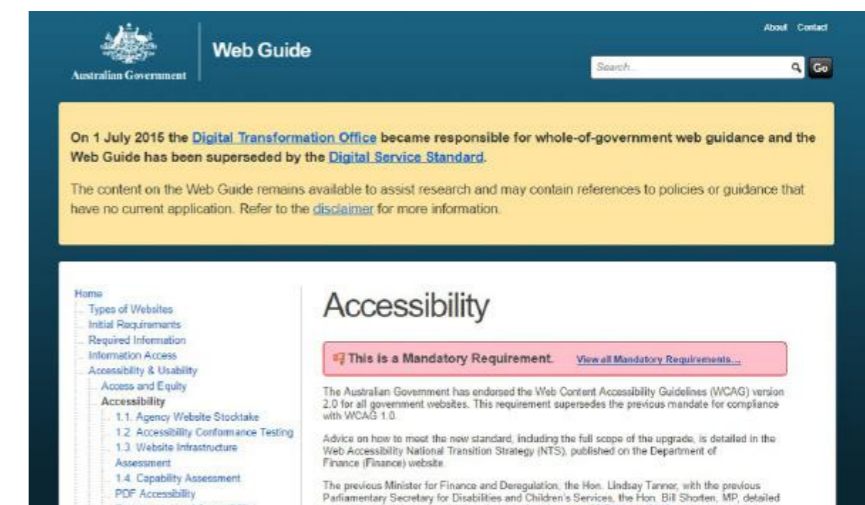
(Source: <http://www.nre.gov.my/ms-my/pages/default.aspx>)

We can also emulate international government websites that pay close attention in catering to those with disabilities and special needs. United States for example provides a separate website for their citizens of special needs to simplify the experience of using GOS.



(Source: <https://www.disability.gov/>)

Australia Government publishes guidelines to the government agencies in order to ensure that they are providing special needs-friendly websites.



(Source: <http://webguide.gov.au/accessibility-usability/accessibility/>)

# Pillar 3 Content

## PILLAR DEFINITION

Content refers to the accuracy, quality and freshness of news, information and content on the website. Its criteria includes:

<b>UPDATED CONTENT</b>	Update and review of information on the website
<b>ABOUT US</b>	A section of the website that provides fundamental information on the respective unit or department
<b>AUDIO/VIDEO</b>	A segment for video or media files containing audio or video that has both an in-time and out-time within a larger video element
<b>CONTACT DETAILS</b>	Information by which members of the public, business or entity can use to reach the agency <ul style="list-style-type: none"> <li>• Telephone – General telephone number of agency</li> <li>• Address – General mailing address</li> <li>• Email – General e-mail or webmaster email address</li> </ul>
<b>MULTI LANGUAGE</b>	Access of content in multiple language
<b>PUBLICATIONS</b>	Any official publications issued by agencies that are published or downloadable from the website

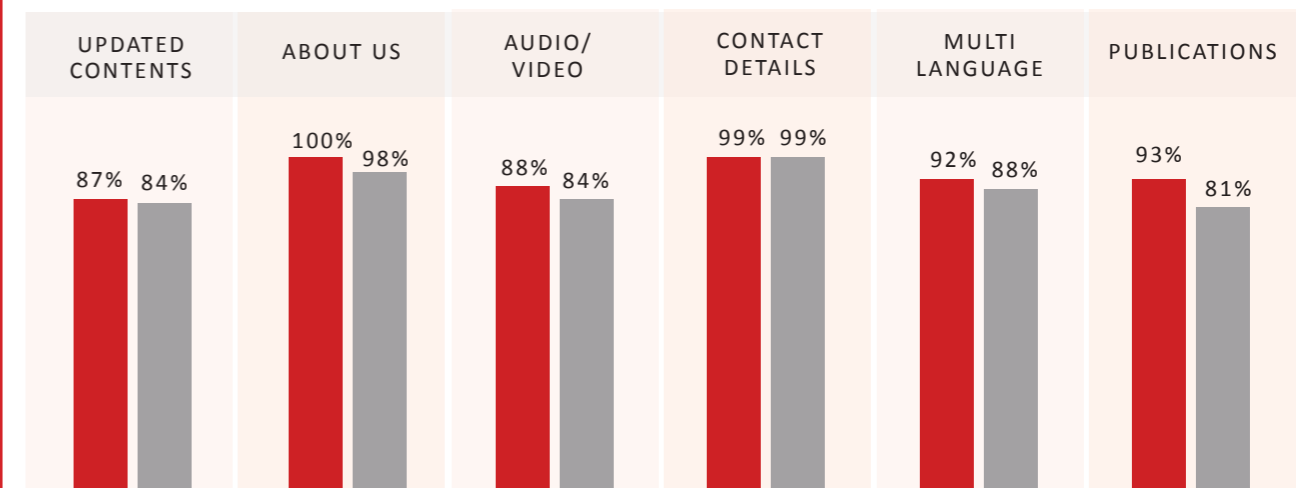


## Pillar 3: Content

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
UPDATED CONTENT	639	87%	827	84%
ABOUT US	730	100%	964	98%
AUDIO/VIDEO	643	88%	828	84%
CONTACT DETAILS	727	99%	966	99%
MULTI LANGUAGE	675	92%	860	88%
PUBLICATIONS	680	93%	794	81%

### PILLAR 3: CONTENT



■ 2015  
■ 2014



### ProBE 2015 ANALYSIS

2015 results for Content in general remained high.

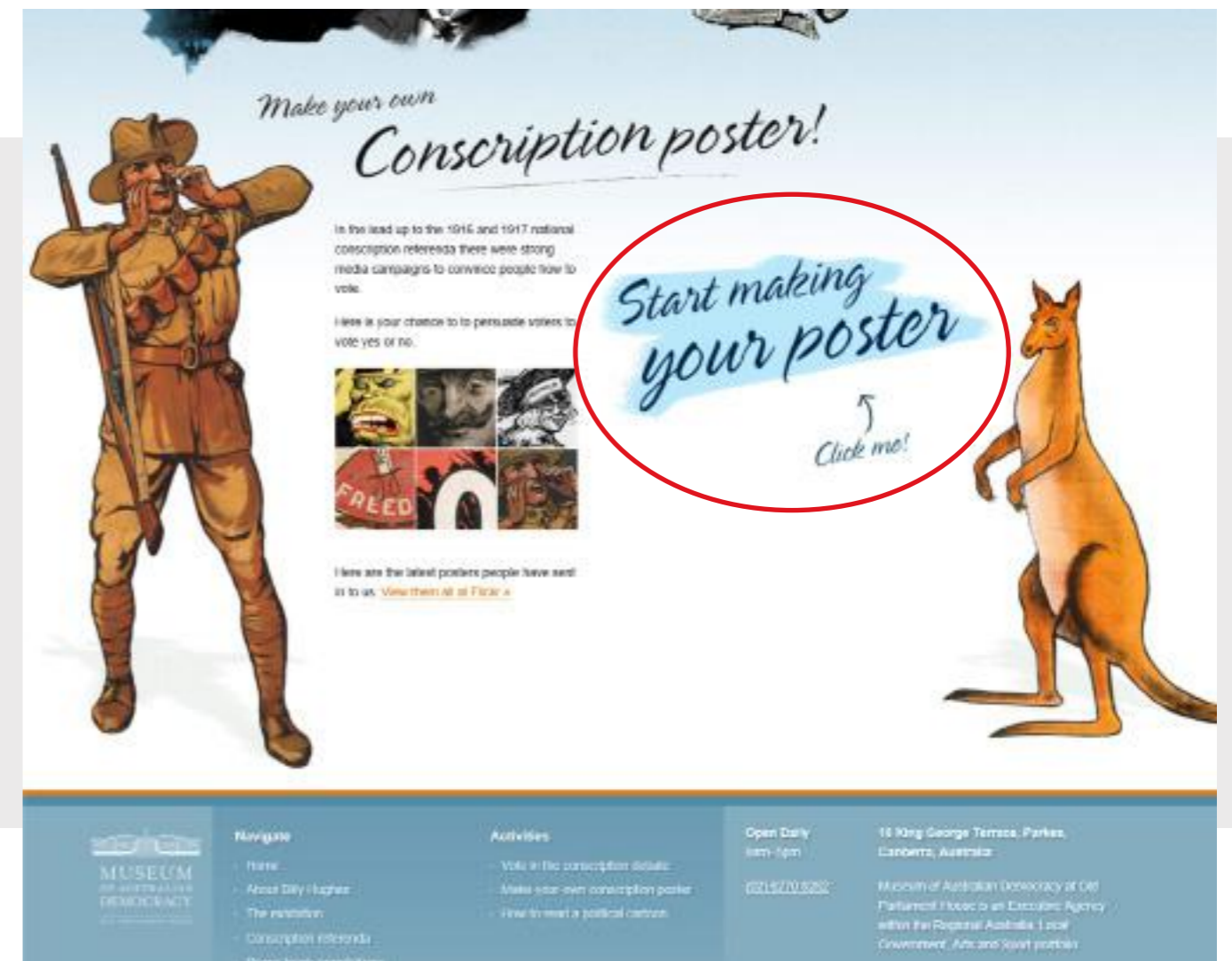
**BENCHMARKING AND RECOMMENDATION HIGHLIGHTS:  
UPDATED CONTENT**

Sometimes going beyond the normal content provision is needed to attract visitors to your site. As demonstrated by the Museum of Australian Democracy website, not only do you get up-to-date and interesting content, but also out-of-the-box activities to keep your audience engaged.



(Source: <http://billyhughes.moadoph.gov.au/>)

**Online poster making application as an added activity to attract viewers and website visitors**



(Source: <http://billyhughes.moadoph.gov.au/>)

# Pillar 4 Navigation

## PILLAR DEFINITION

Navigation refers to the organization of the site and options for navigation and how well the layout helps you find what you are looking for. This can be referred to the following criteria:

<b>HOMEPAGE LENGTH</b>	The size of the home page of the website
<b>NO BROKEN LINK</b>	A hyperlink that no longer points to its original destination. This could be for a variety of reasons such as the destination page has been moved or unavailable or the destination page has been renamed etc
<b>PERSONALISATION</b>	The delivery of appropriate content and services, tailored-made to the user's needs with the aim to improve the user's experience of a service
<b>SITEMAP</b>	Interactive table of contents whereby the content of the website are linked directly
<b>LINK TO MYGOV</b>	The hyperlink provided on the website to access the myGov portal

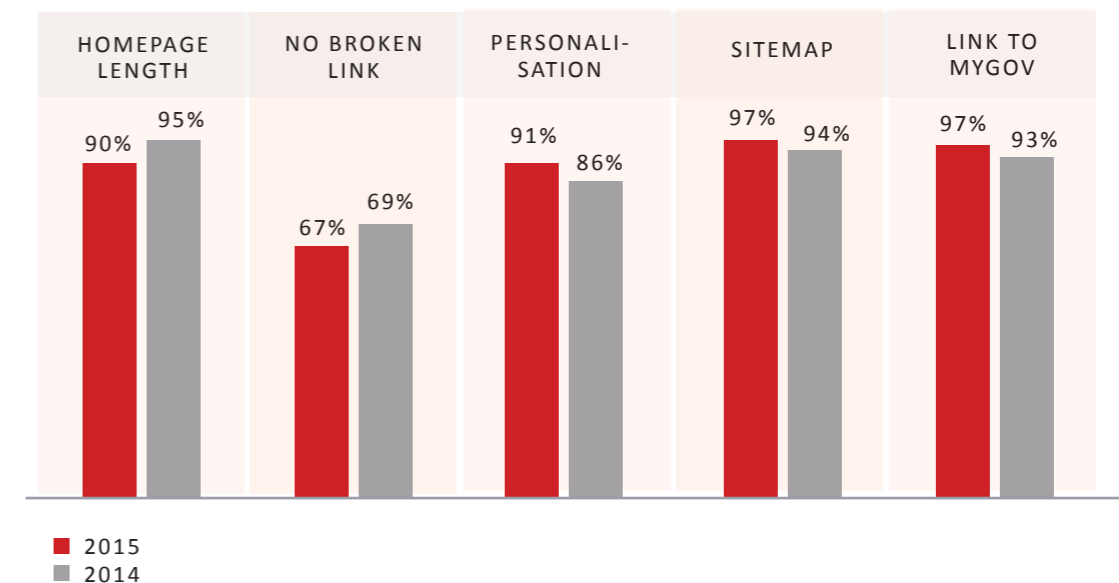


## Pillar 4: Navigation

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
HOMEPAGE LENGTH	655	90%	930	95%
NO BROKEN LINK	491	67%	679	69%
PERSONALISATION	664	91%	840	86%
SITEMAP	711	97%	919	94%
LINK TO MYGOV	708	97%	913	93%

### PILLAR 4: NAVIGATION



### ProBE 2015 ANALYSIS

All indicators showed positive compliance of more than 80% except for 'No Broken Link' at only 67%. This is a common mishap as links can be lost or changed when websites are updated. While most content providers pay attention to the details of their information, good working links are also important because it can mislead or stop visitors from moving from one page to another.

Personalisation however showed a good upward movement from 86% compliance in 2014 to 90% in 2015. This suggested that being different matters, in order to attract visitors to the sites.

**Highlights 2015**  
Broken Links: 240 sites with broken links out of 731 sites



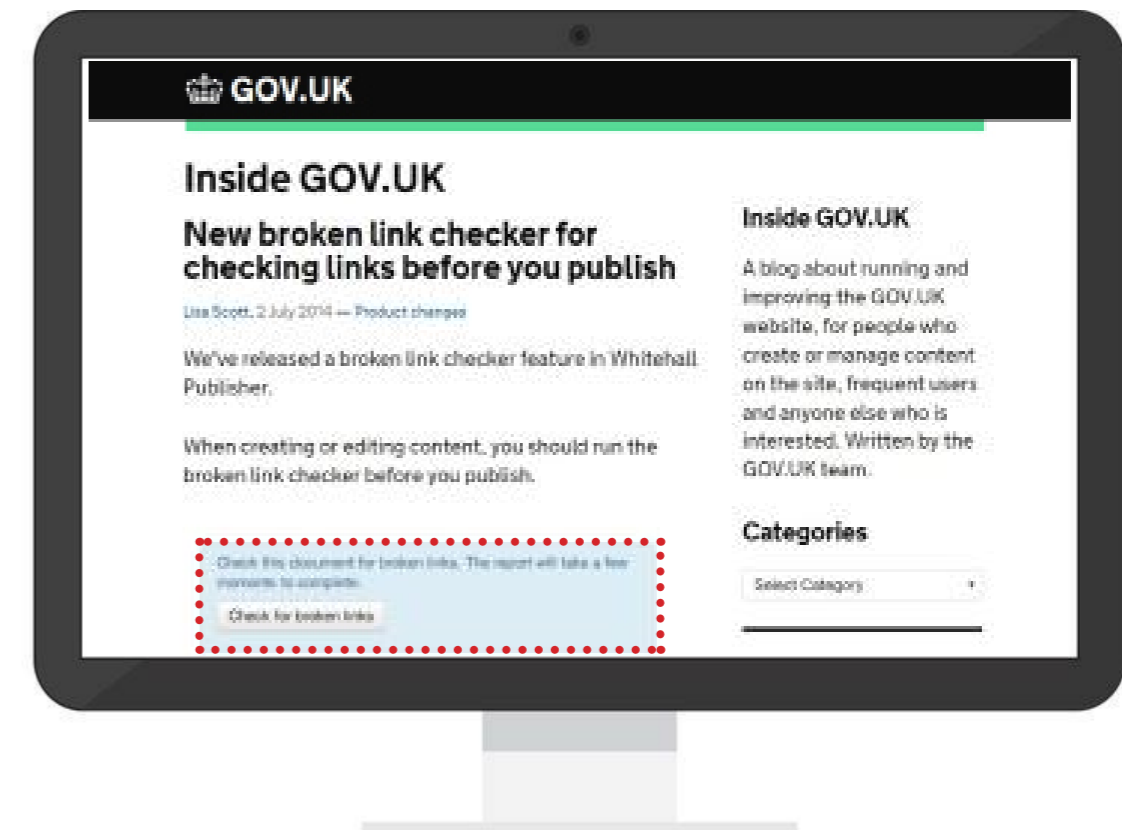
### BENCHMARKING AND RECOMMENDATION HIGHLIGHTS: NO BROKEN LINK

Broken Link can be monitored with tools and applications. An example would be that provided by Link Tiger.



(Source: <https://linktiger.com/>)

The UK government assists their government website providers ensure minimal broken links by providing their very own broken link checker for the utilisation of its agencies.



(Source: <https://insidegovuk.blog.gov.uk/2014/07/02/new-broken-link-checker-for-checking-links-before-you-publish/>)

# Pillar 5 Search

## PILLAR DEFINITION

Search refers to the relevance, organisation and quality of search results available on the sites. Although this element is not applicable universally, it is often extremely impactful websites where it is relevant. Criteria for this pillar includes:

### SEARCH WITHIN WEBSITES

The search function made available on the website for users to locate information using keywords within the websites only

### SEARCHABLE DATABASE

Refers to searches that access information in specific section or database within the websites

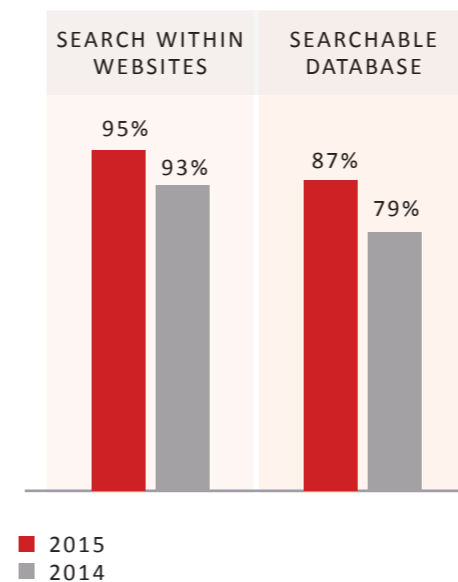


## Pillar 5: Search

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
SEARCH WITHIN WEBSITES	695	95%	915	93%
SEARCHABLE DATABASE	637	87%	779	79%

### PILLAR 5: SEARCH



### ProBE 2015 ANALYSIS

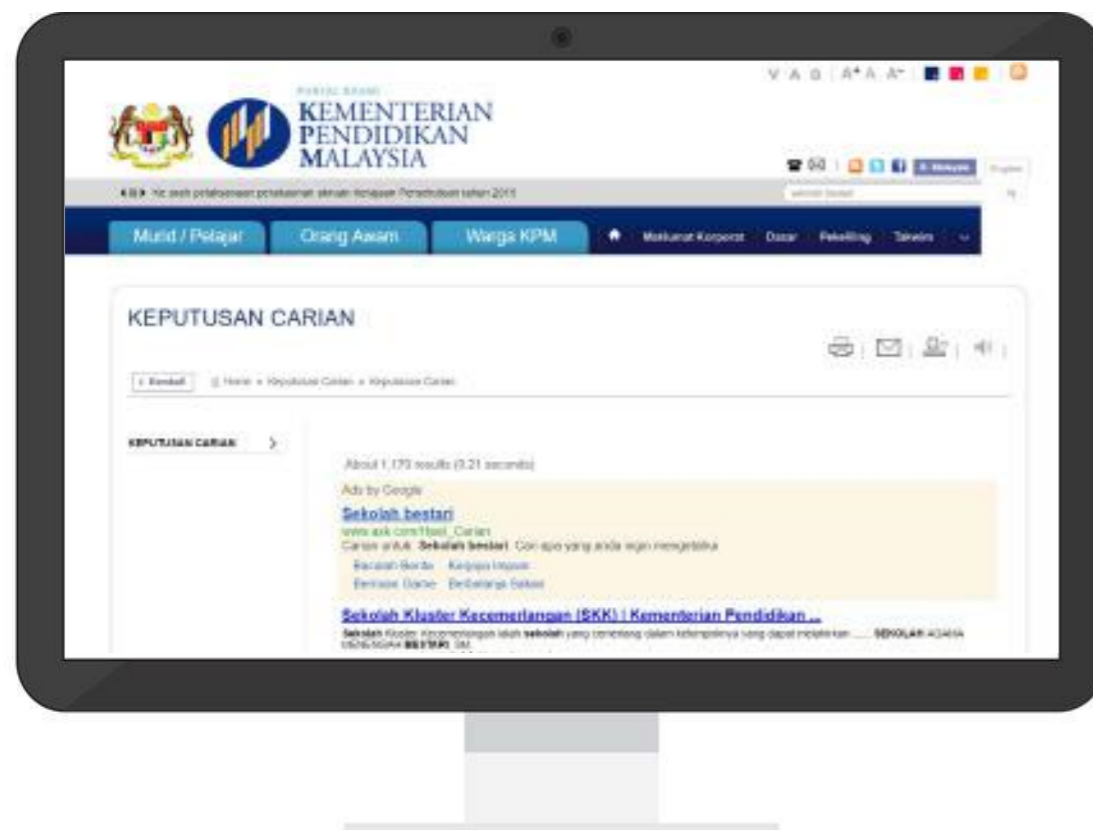
Results showed a steady upward progression of the two indicators, due to awareness on the importance of Search Functions.

### BENCHMARKING AND RECOMMENDATION HIGHLIGHTS: SEARCHABLE DATABASE

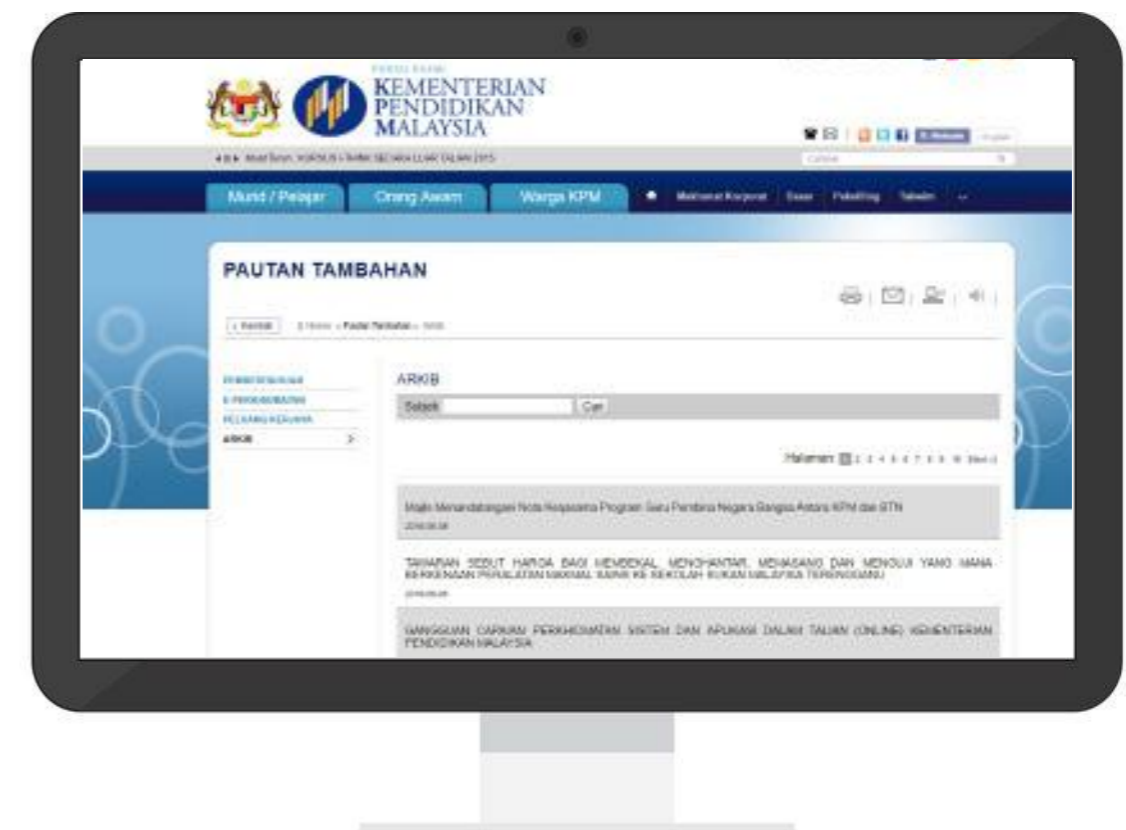
A search function must be easily found and announcements must be clearly seen or easy to spot.

### BENCHMARKING AND RECOMMENDATION HIGHLIGHTS: SEARCHABLE DATABASE

A search function must be easily found and announcements must be clearly seen or easy to spot.



(Source: <http://www.moe.gov.my/>)



(Source: <http://www.moe.gov.my/>)

# Pillar 6 Online Transparency

## PILLAR DEFINITION

Online Transparency refers to how thoroughly, quickly and accessible the website discloses information about what the agency is doing. This pillar is assessed via the following indicators:

<b>CLIENT CHARTER</b>	Framework that defines service standards of the agency
<b>ACHIEVEMENT OF CLIENT CHARTER</b>	The statistical information on the compliance to the indicators set in the Client Charter
<b>STATISTIC OF ONLINE SERVICES</b>	The statistical data collected on the usage of the online services provided by the website
<b>RESPONSIVENESS WITHIN CLIENT CHARTER</b>	The response provided by the agency for the enquiries made by users via the website
<b>ONLINE SERVICES SECURITY</b>	The security, authentication and protection of data sent via Internet Protocol while using online services

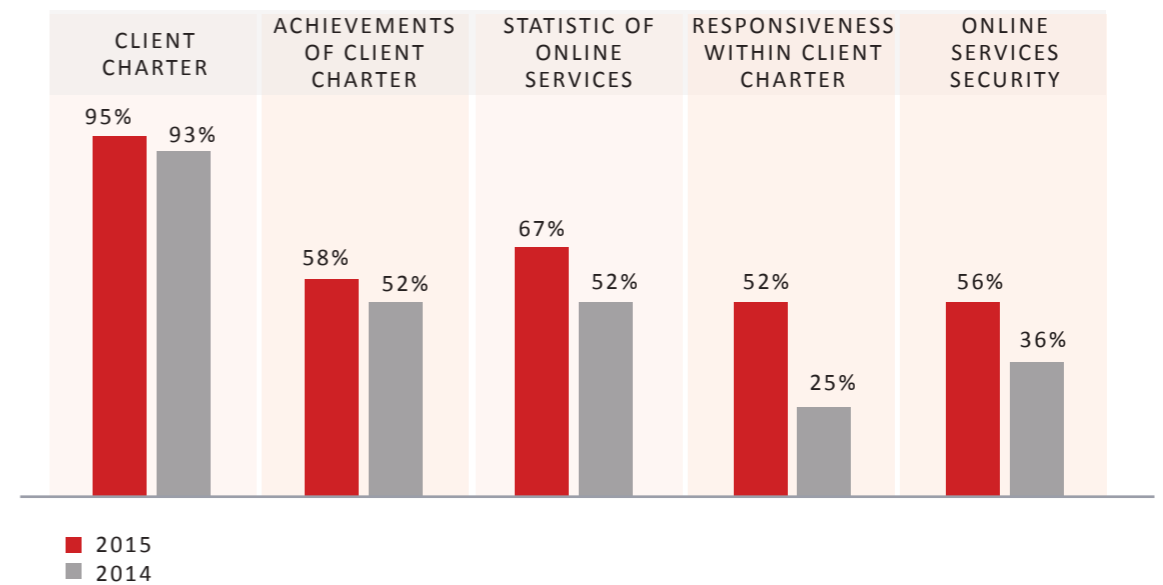


## Pillar 6: Online Transparency

### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
CLIENT CHARTER	696	95%	913	93%
ACHIEVEMENT OF CLIENT CHARTER	427	58%	515	52%
STATISTIC OF ONLINE SERVICES	488	67%	508	52%
RESPONSIVENESS WITHIN CLIENT CHARTER	381	52%	245	25%
ONLINE SERVICES SECURITY	406	56%	354	36%

PILLAR 6: ONLINE TRANSPARENCY



**ProBE 2015 ANALYSIS**

While most websites were transparent in providing information as indicated by the provision Client Charter and Statistics of Online Services, the actual results of the said areas seem low with only 58% for Client Charter achievement and low response time at only 52% compliance. The figures also did not move much from that in 2014.

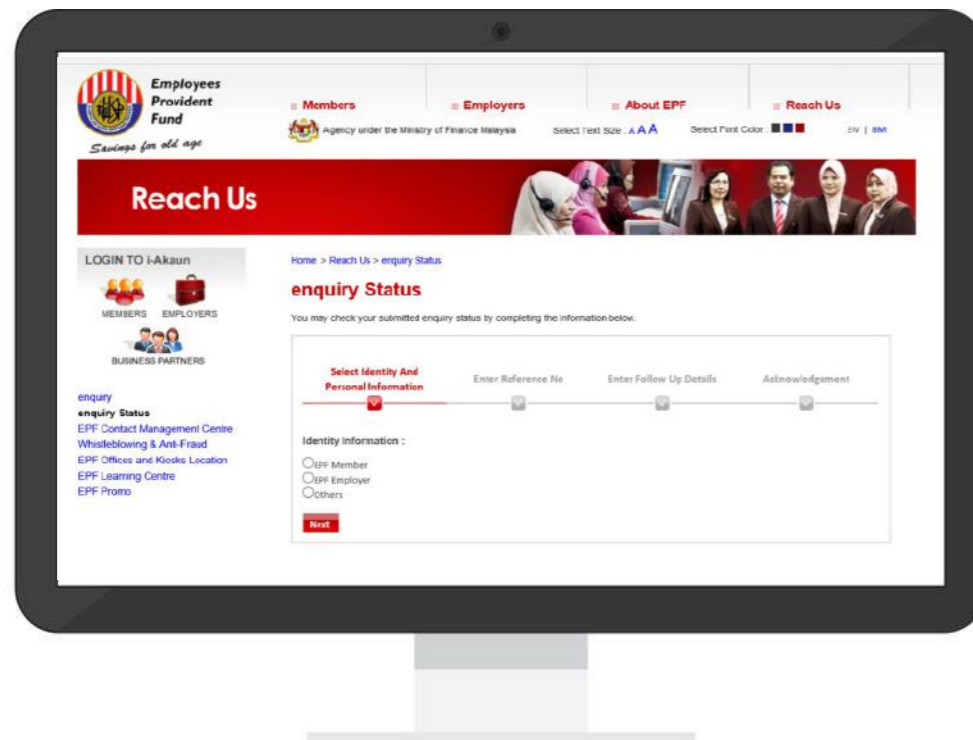
This seem to suggest that it might not be the fault of the overall structure of the websites but the quality of the service level delivery in itself. Hence, overcoming such results must not be the responsibility of the webmaster or IT Department alone, but also the responsibility of the other divisions like Corporate Strategy, Communications or such.

**BENCHMARKING AND RECOMMENDATION HIGHLIGHTS: RESPONSIVENESS WITHIN CLIENT CHARTER**

To further improve our responsiveness factor, Malaysia has to strengthen its enquiries handling mechanisms.

**Enquiry Tracker to See How Your Feedback Is Being Attended To**

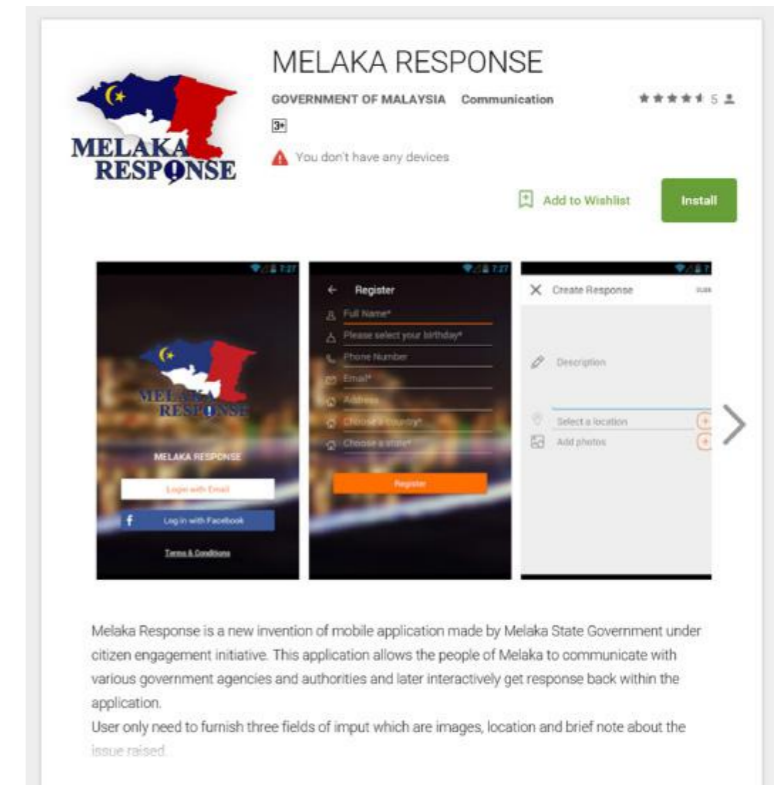
KWSP or the Inland Revenue provides an Enquiry Tracker for its customers to refer to when giving feedback or making enquiries.



(Source: <http://www.kwsp.gov.my/portal/en/reach-us/enquiry/enquiry-status>)

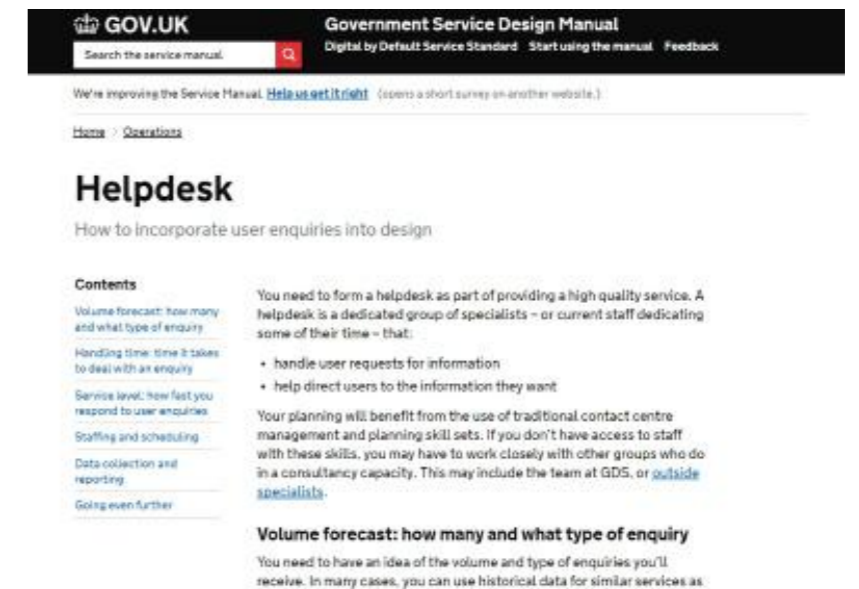
**Online Application to Increase Responsiveness to the People**

Melaka Response is a mobile application made by Melaka State Government under its citizen engagement initiative. This application allows the people of Melaka to communicate with various government agencies and authorities.



Melaka Response is a new invention of mobile application made by Melaka State Government under citizen engagement initiative. This application allows the people of Melaka to communicate with various government agencies and authorities and later interactively get response back within the application. User only need to furnish three fields of input which are images, location and brief note about the issue raised.

GOV.UK provides guidelines on how to incorporate user enquiries into government website designs, as additional help to webmasters.



(Source: <https://www.gov.uk/service-manual/operations/helpdesk.html>)

# Pillar 7

## Look and Feel

### PILLAR DEFINITION

Look and feel refer to the visual appeal of the websites and its consistency throughout the site.

**LOOK AND FEEL** How the website looks to the user and how it feels while browsing and interacting with it



### Pillar 7: Look and Feel

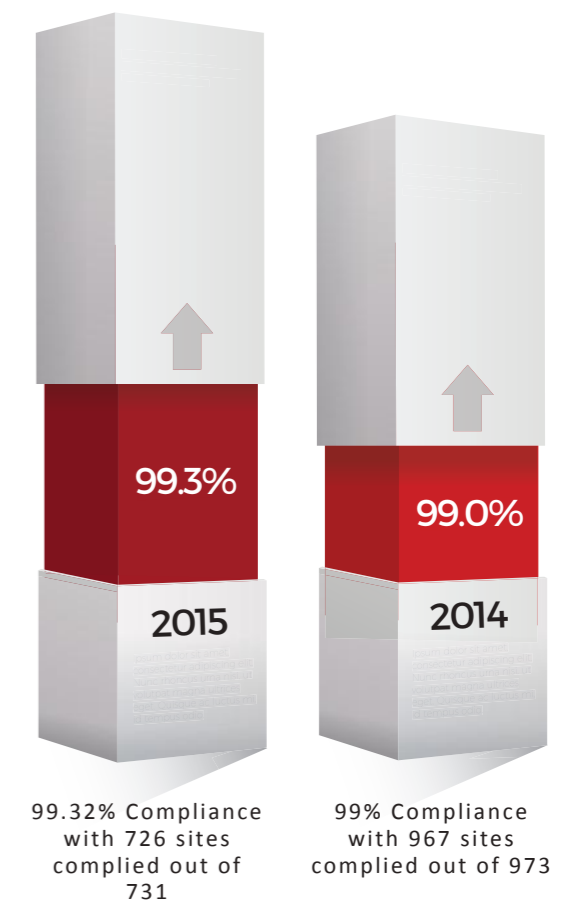
#### 2015 RESULTS vs 2014 RESULTS

CRITERIA	2015		2014	
	#	%	#	%
LOOK AND FEEL	726	99%	967	99%

#### ProBE 2015 ANALYSIS

This is possibly the easiest criteria to adhere to, as shown by the overall results of both 2015 and 2014.

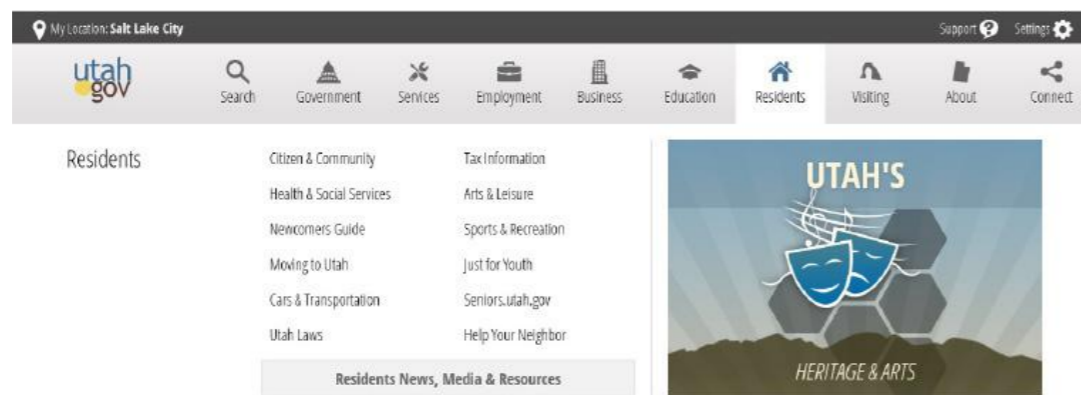
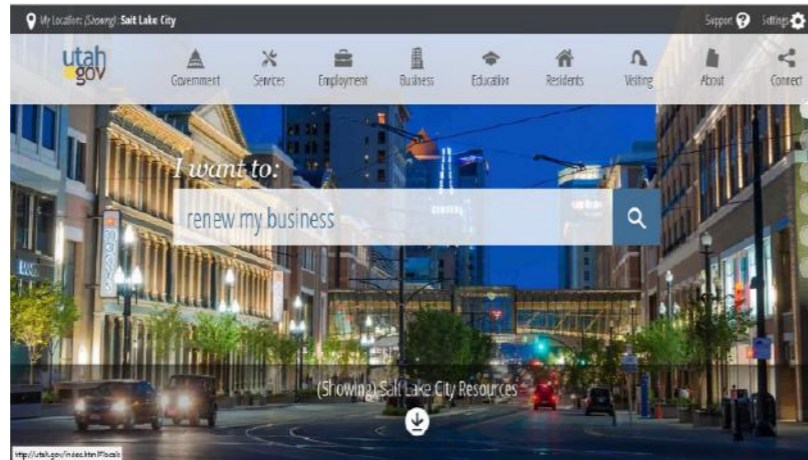
However, based on random audits, there is a need for the webmaster to ensure consistency between the Malay and English websites with regards to the position of navigation pane, buttons etc.



**BENCHMARKING AND RECOMMENDATIONS**

**Utah.gov Government**

Government websites do not need to look government-like, as how Utah.gov demonstrates. As user friendly and attractive as a travel portal, Utah still managed to address all areas pertinent to its citizen needs. It is no wonder that Utah was named winner of the Best Government Websites at the American Web Awards 2015. Malaysia Government webmasters should look at other websites to get inspired.



(Source: <http://www.utah.gov/index.html>)



Learning From Best Practices



## ABOUT UN E-GOVERNMENT SURVEY

YEAR START: 2001

MEMBER STATES: 193

### OBJECTIVES:

- A tool for decision makers to identify their areas of strengths and challenges in eGovernment
- To guide in developing eGovernment policies and strategies

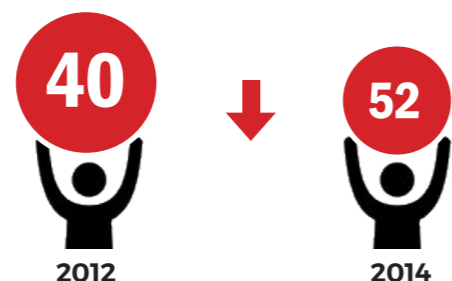
**2014**  
**EGDI: 0.6115**

**2012**  
**EGDI: 0.6703**

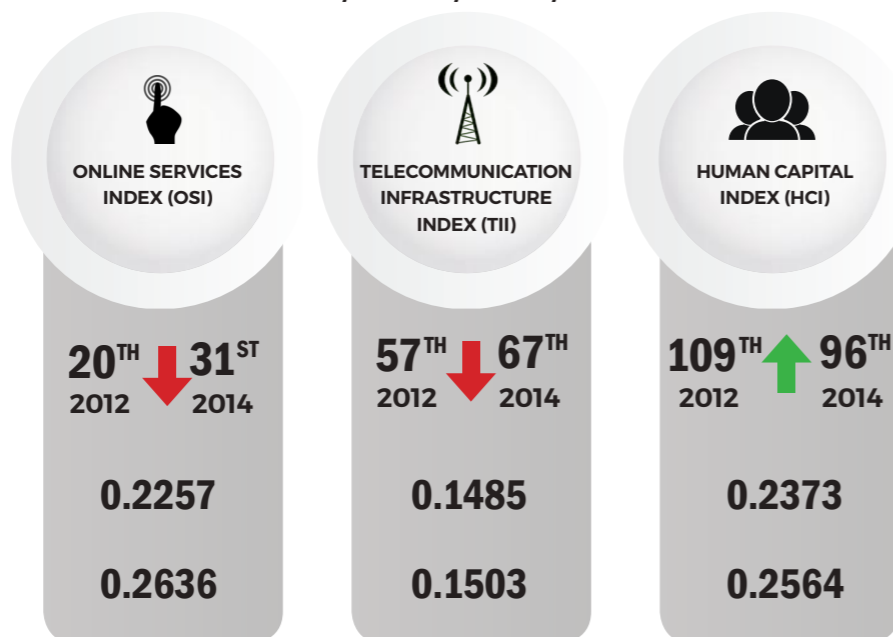
## BENCHMARKING TO INTERNATIONAL BEST PRACTICES AND TRENDS: 2014 UN E-GOVERNMENT SURVEY

Benchmarking and aligning of ProBE to international best practices and trends allows Malaysia to gauge the true status of its government websites. This allows better design and development of government websites and other online services.

### UN E-GOVERNMENT SURVEY 2014 RESULT



#### E-GOVERNMENT DEVELOPMENT INDEX (EGDI) = 1/3 OSI + 1/3 TII + 1/3 HCI



(Source: MDEC; Presented at the 38th FCC)

As example, ProBE criteria were benchmarked against the biennial UN E-Government Survey.

UN E-Government survey analysed member countries via three indices – Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI).

## HOW TO IMPROVE WEBSITE RANKING

### IMPROVE LOADTIME

Improve website load time, ie. total time it takes to load the complete webpage

### KEEP THE PAGE LIGHT

Keep the homepage as light as possible and avoid heavy image files

### UPDATE REGULARLY

Update your website regularly so that it gets better indexed by Search Engines

### KEYWORDS WITH TAGS

Articles as well as information on the website should have certain keywords containing H1, H2, H3 tags



The ProBE 2015 criteria were further assessed against the national portals of the top 3 OSI countries, namely, France, Singapore and South Korea. It was interesting to note that from the exercise, the following are their common traits:

- Simple and clean layout
- Minimal use of texts in content
- Easy to understand sentences
- Accessible at any given point of time and place
- User- friendly/centric design

The additional learning from the UN E-Government Survey are its 6 Thematic Areas:



1. Multi-channel Service Delivery
2. Expanding Usage
3. Open Government Data
4. Whole of Government
5. E-Participation
6. Digital Divide and Vulnerable Groups

The following are some global references based on the above thematic areas for Malaysia to learn from.

### MULTICHANNEL SERVICE DELIVERY

The provision of public services by various means in an integrated and coordinated way. Citizens can make selections according to their needs and circumstances and receive consistent information and services across channels resulting in an increase in their satisfaction and trust in government.

### EXPANDING USAGE

How governments encourage their citizens to use online public services. As examples whether a government promotes easy access to their services via the Internet, through kiosks, community centers, post offices, libraries or public spaces

### OPEN GOVERNMENT DATA

Presence of links to national open data portal, availability of datasets in non-proprietary formats (eg. CSV instead of excel), availability of sectoral datasets and the opportunity for public to propose new datasets

### WHOLE OF GOVERNMENT

An approach where government agencies and organisations share objectives across organisational boundaries, as opposed to working solely within their own organisation.

### E-PARTICIPATION

Elements whereby government websites have information (eg. sharing of datasets), consultation (eg. announcements on bidding or procurement activities) and decision making services online (eg. decision making engagements on education etc)

### DIGITAL DIVIDE AND VULNERABLE GROUPS

Extend survey questions to assess services for vulnerable groups like the poor, illiterate, disabled, elderly, immigrants, women and youth

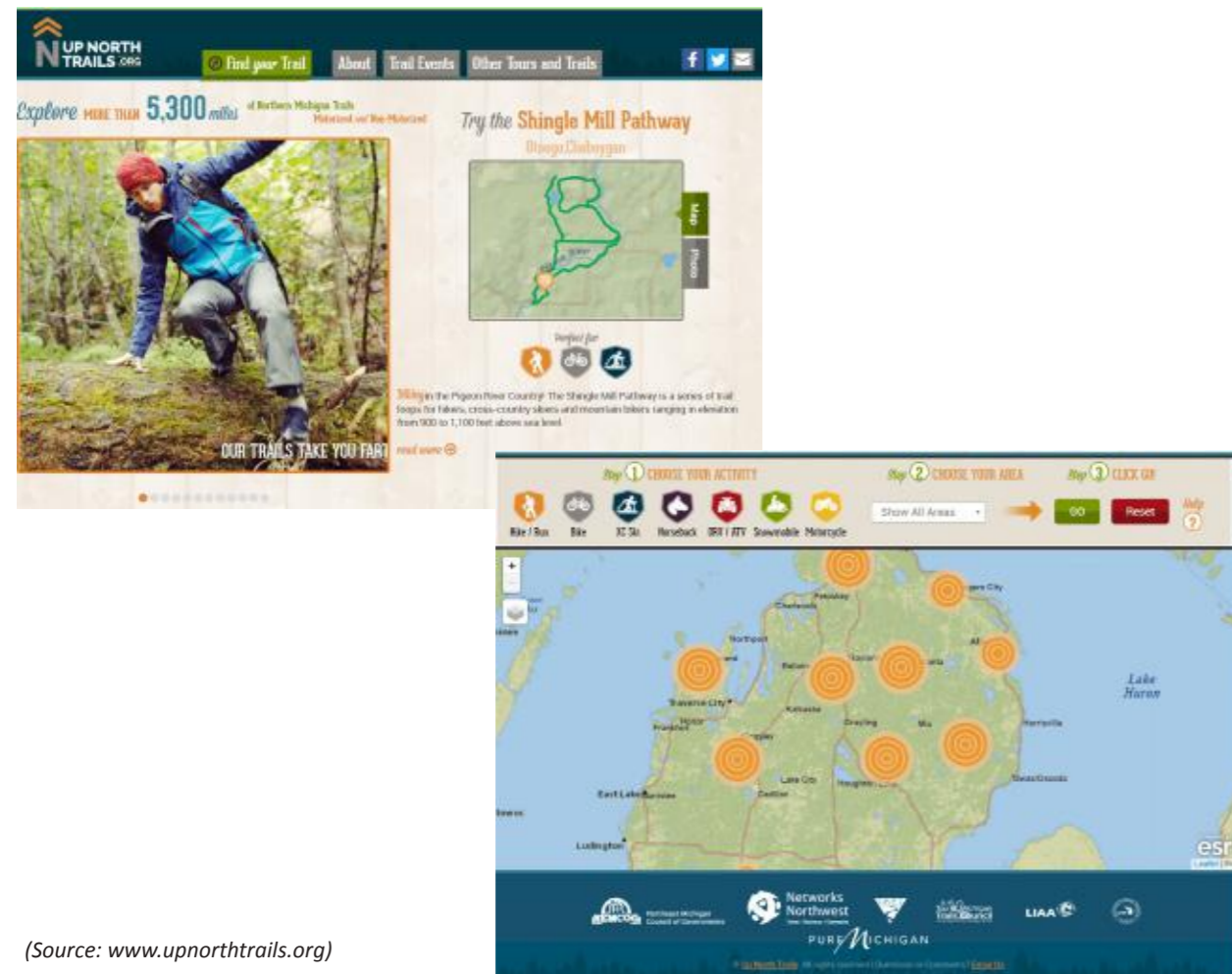


**UP NORTH TRAILS**

www.upnorthtrails.org is an in-depth website, catered to increase northern Michigan's tourism by giving users access to trails, regardless of size, terrain, or who manages or owns the trail. It provides outdoor enthusiasts a one-stop user's guide to 5,300 miles of trails across Michigan's northern lower peninsula.

The locals and tourists can match their desired outdoor activities — hiking, horseback riding, snowmobiling and snowshoeing — to any number of trails in a 21-county region in northern Michigan, regardless of the season.

The Northeast and Northwest Councils of Government collaborated to identify all trails, including information on their location, length, points of interest, photos of trailheads, as well as weather updates for each area — and make them conveniently accessible via both websites and mobile applications.

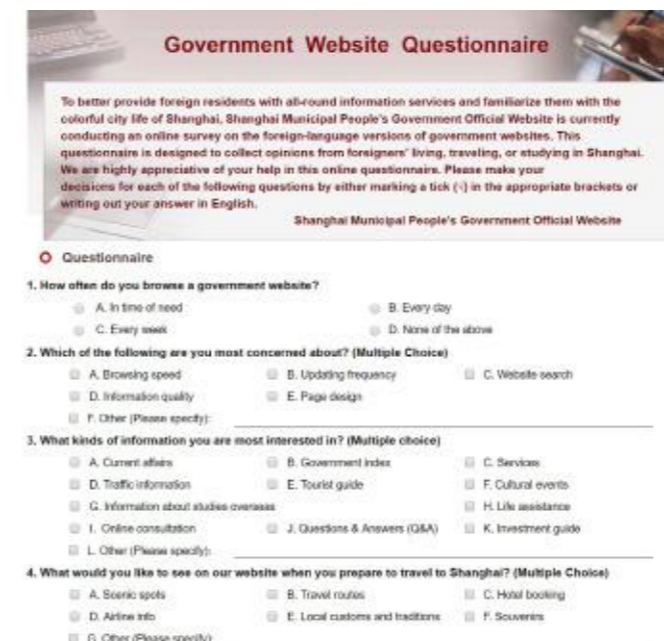
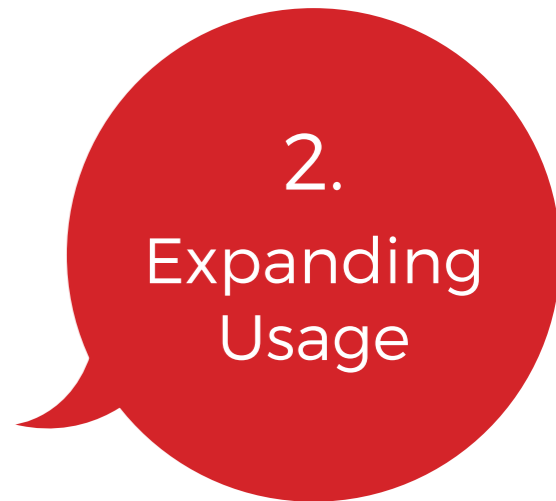


(Source: www.upnorthtrails.org)

**SHANGHAI MUNICIPAL COUNCIL**

Shanghai Municipal People's Government Official website conducts online surveys on their foreign-language versions of government websites in order to encourage foreign visitors' use of national online public services. The questionnaire is designed to collect opinions from foreigners living, travelling or studying in Shanghai.

This is Shanghai Municipal Council's way of reaching out to their extended communities — in this case, their foreign residents and visitors — in order to better provide them with better all-round information services and to familiarise them with the colorful city life of Shanghai.



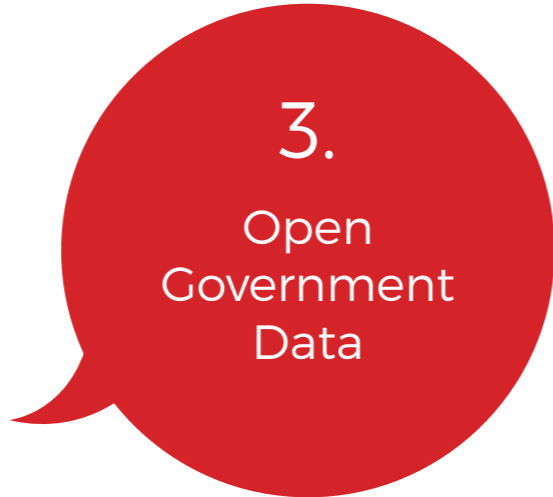
(Source: http://ssxm.sh.gov.cn)

**DATA USA**

Governments are publishing their datasets, eager to share the value of the data they have. However, it is not always easy for organisations and citizens to make sense of these data and use them.

A website has been built specifically to help citizens, businesses and policymakers understand and visualise data published by the United States Government. The project, conducted by the Massachusetts Institute of Technology Media Lab, is called Data USA.

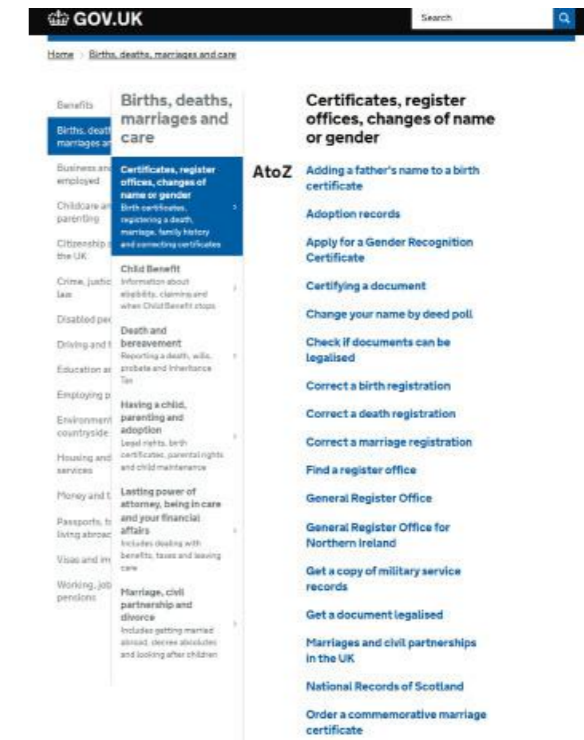
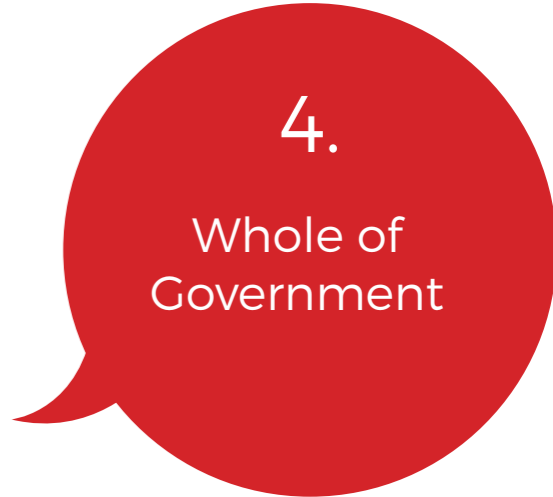
The tool uses interactive graphics, charts and maps to make it easier for people to interpret data without specialist skills. It shows visualisations first, which tell the story, and then allows users to click through to the underlying data to further examine them. This enables citizens and those concerns to understand what the data means before they can use it.



(Source: <http://datausa.io>)

**GOV.UK**

GOV.UK is built upon the concept of a single window website. That is as user-centric as a website can get. There is no further need to go to individual agency websites to answer your needs. GOV.UK places every possible scenario in one single window.



(Source: <http://www.gov.uk>)

# 5. E-Participation

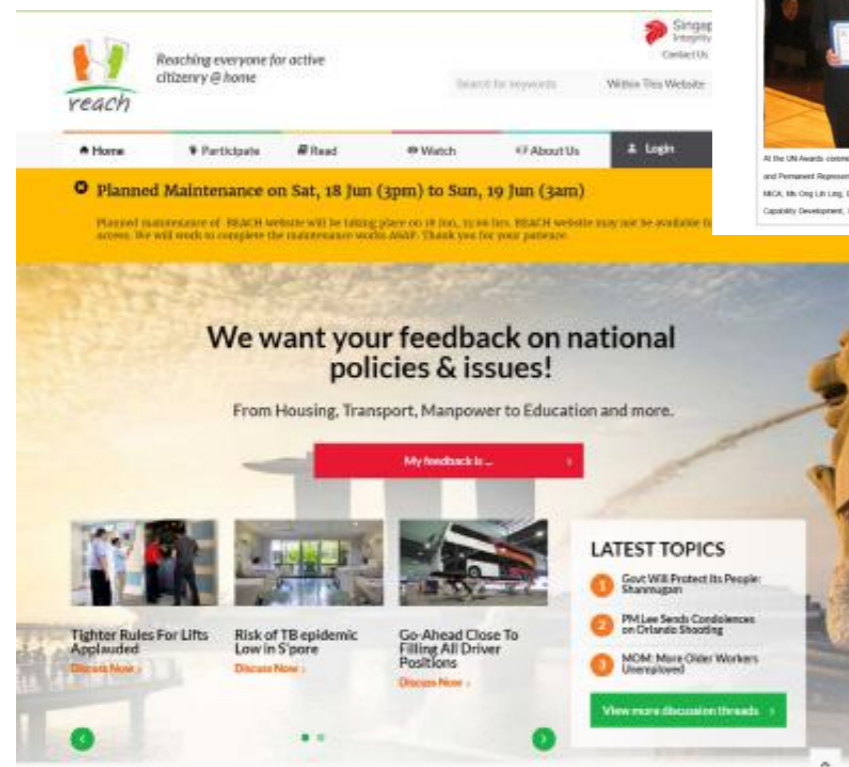
## REACHING EVERYONE FOR ACTIVE CITIZENRY@HOME (REACH)

Singaporeans are increasingly going online to express their personal views via popular social media platforms such as Facebook and Twitter.

As such, the Government has worked on widening and deepening its eEngagement efforts to tap on the wisdom and resources of the netizens through E-Participation on policy feedback, idea contribution and general issues.

This is in-line with the nation's vision is 'To be a Collaborative Government that Co-creates and Connects with Our People' via its eGov2015 masterplan.

As an example, online platform REACH (Reaching Everyone for Active Citizenry@Home) was launched in response to a growing need to keep Singaporeans located all over the world to remain in touch with current issues happening locally.



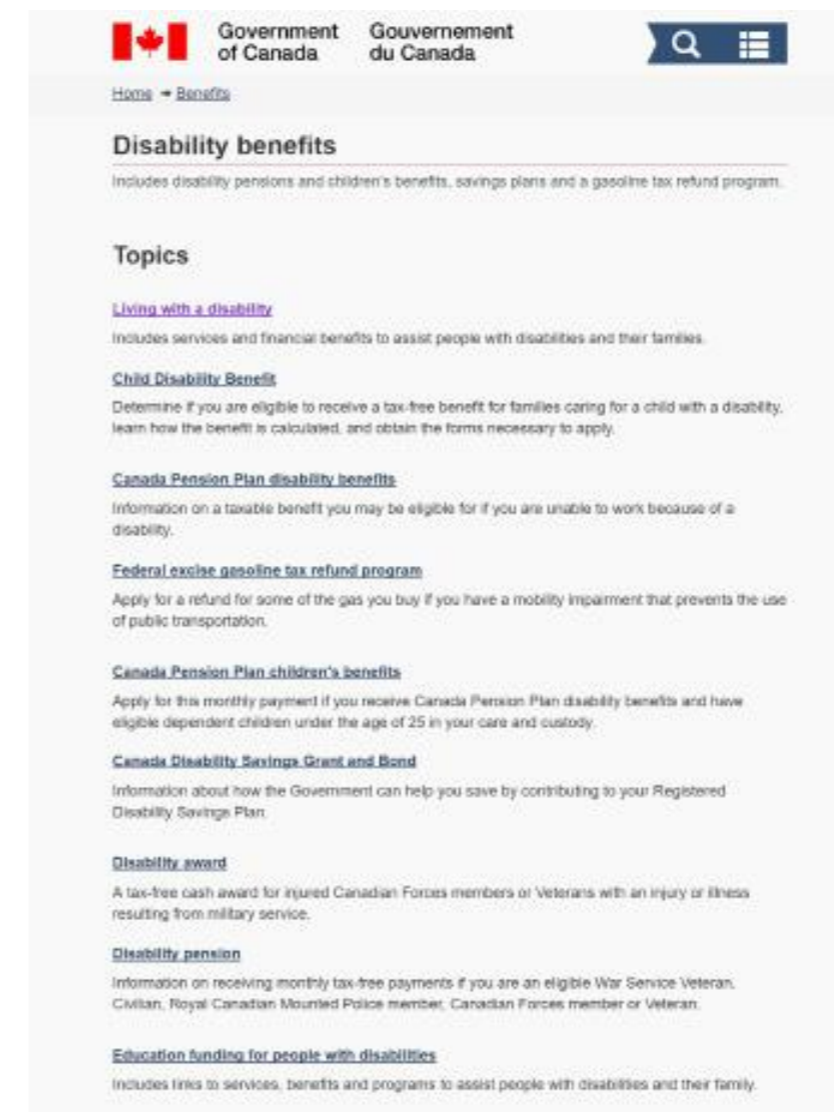
(Source: <http://www.reach.gov.sg>)

# 6. Digital Divide and Vulnerable Groups

## GOVERNMENT OF CANADA: PERSONS WITH DISABILITIES ONLINE

Canada places equal importance on all its citizens, including those with special needs. For instance, the official Canadian Government website has a special site for the disabled - Persons with Disabilities Online ([www.pwd-online.ca](http://www.pwd-online.ca)).

The site provides integrated access to information, programs and services for persons with disabilities, their families, their caregivers, service providers and all Canadians. It is committed to equitable access to information, regardless of the technologies used.



(Source: <http://www.pwd-online.gc.ca>)

While the Malaysian government is fast gearing up towards piloting a single window initiative, other government agencies can also start their individual efforts, with the intent of improving their own respective GOS.

The previous examples can serve as references for government agencies to improve their respective websites, while at the same time gauge public perception towards their organisations.

For instance, having an E-Participation module within an agency website will show the respective agency's seriousness in including citizens' recommendations in their agendas. At the same time, it will also serve as a measuring stick on citizen sentiments for the said agency.

Extensive and continuous efforts to enrich government websites must be in place as part of government efforts towards attaining GOS delivery excellence. In conclusion, such efforts will benefit the citizens and improve Malaysia government performance in the global arena.



Moving Forward



# Key Recommendations

## GOVERNANCE WITHIN AGENCY

In the context of ProBE 2015, proper internal governance is key, amongst others, to ensure good alignment between information shared by agencies on their websites and the vision, mission or client charter of the respective agencies.

In line with the Public Sector Agency Website Management guideline (2015) produced by MAMPU, agencies must form their Website Technical Committee, led by respective agencies' IT managers as well as a Website Management Committee, chaired by the agencies' corporate communication senior officer and attended by members from the agencies' main functions or divisions. From the various engagement conducted by MDEC, it was observed that many agencies' Website Management Committee functions reactively and do not fulfil the roles prescribed in the above guideline.

Both committees above should be put in place and meet proactively at regular frequency to discuss, consult, design and develop user-centric website and user-centric content.



## CRITERIA ADHERENCE

Based on the ProBE 2015 result analysis, better adherence to the Mandatory Criteria is crucial to ensure satisfactory Star rating. Familiarisation and good understanding of the application and assessment of the Mandatory Criteria would help ensure agencies' compliance.

For instance, Downtime criterion requires an agency to identify their website's uptime service level agreement (SLA) as well as declaring the downtime occurrence every month of the self-assessment period.

Familiarisation with the Non-Mandatory criteria and requirement would aid agencies' understanding on how these criteria are weighted and assessed. It is strongly recommended for agencies to review the information and guidelines published annually on ProBE, for e.g. ProBE Manual and ProBE Report.

## SOLICITING USER FEEDBACK

Moving forward to achieve citizen-centric GOS, agencies must solicit feedbacks from citizen and GOS user, on a continuous basis.

For example, when there is a need to improve the website design, agency can conduct a quick survey to get feedback from actual users or engage users in focus group sessions in order to mine deeper insights and to better understand the type of improvement(s) expected by the users.

Another option for agencies to consider would be to test pilot services with actual users. The involvement of users in the process of developing, designing and revamping would lead to higher satisfaction level thus encouraging higher usage of GOS.



## MAIN READING/REFERENCE

There are various recommended reading to assist agencies in developing and enhancing good government websites.

They are as follows:

- Reference that will aid agencies to comply with the 7 Pillars of User Expectations.
  - ProBE report
  - Self-Assessment Manual
- Garis Panduan Pengurusan Laman Web Agensi Sektor Awam
- UN E-Government Survey

The ProBE documents can be obtained from ProBE Facebook Closed-Group whereas the guideline is available for download at MAMPU website. As for the survey which highlights many good initiatives that could be exemplary improvement, agencies can retrieve them from the United Nations website.

## BENCHMARKING ACTIVITIES

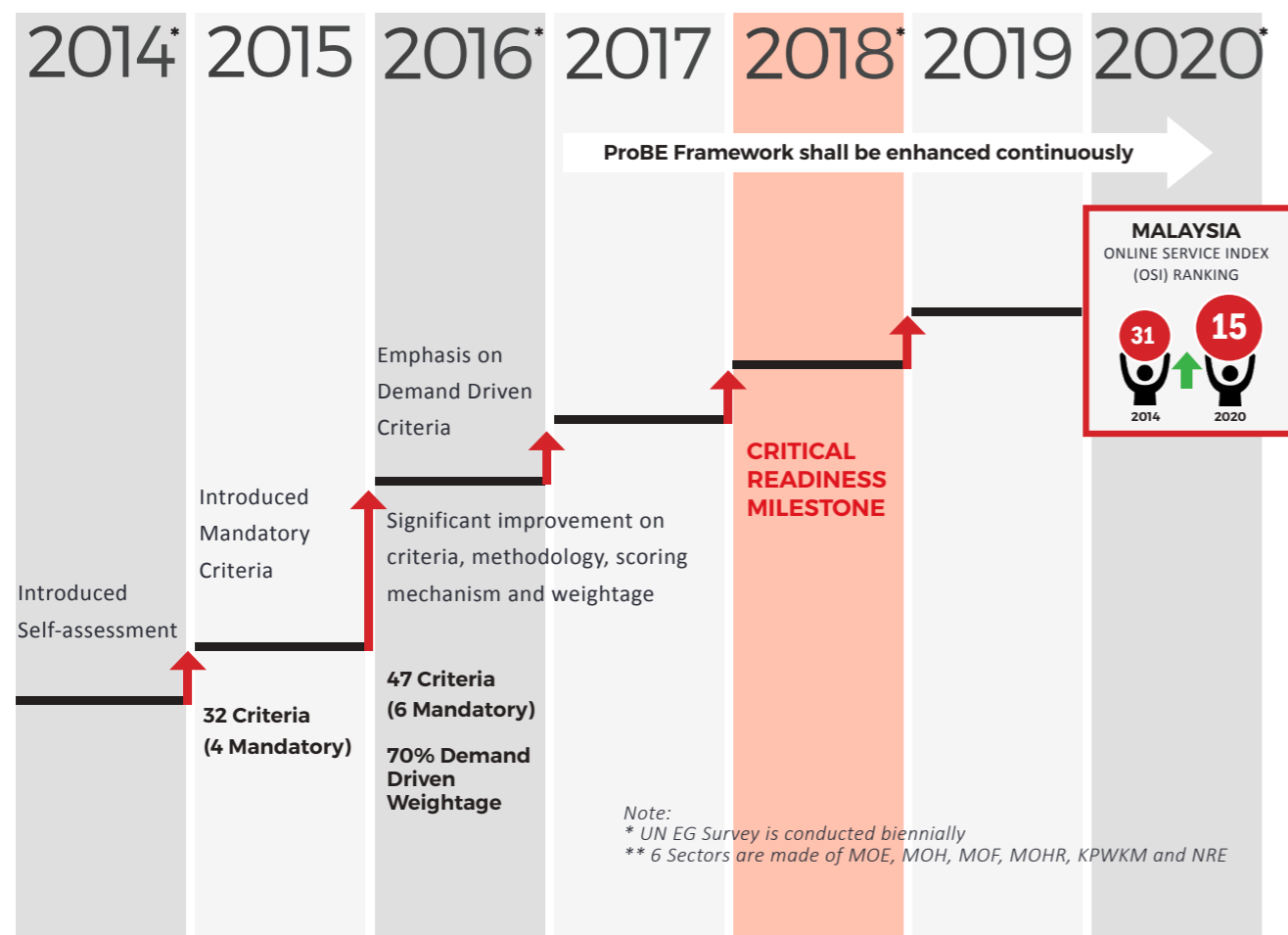
Agencies are recommended to conduct their own benchmarking activities against agencies from other countries that provides similar services. Benchmarking against top ranking OSI governments or leading UN E-Government Survey countries such as France, South Korea and Singapore would assist better understanding of their GOS maturity level.

Such comparisons can also identify common state-of-the-art technology used, as well as design, navigation, features, structure and contents adopted and implemented in the website. There are also available website benchmarking tools in market that can be utilised for this purpose.

# ProBE 2016

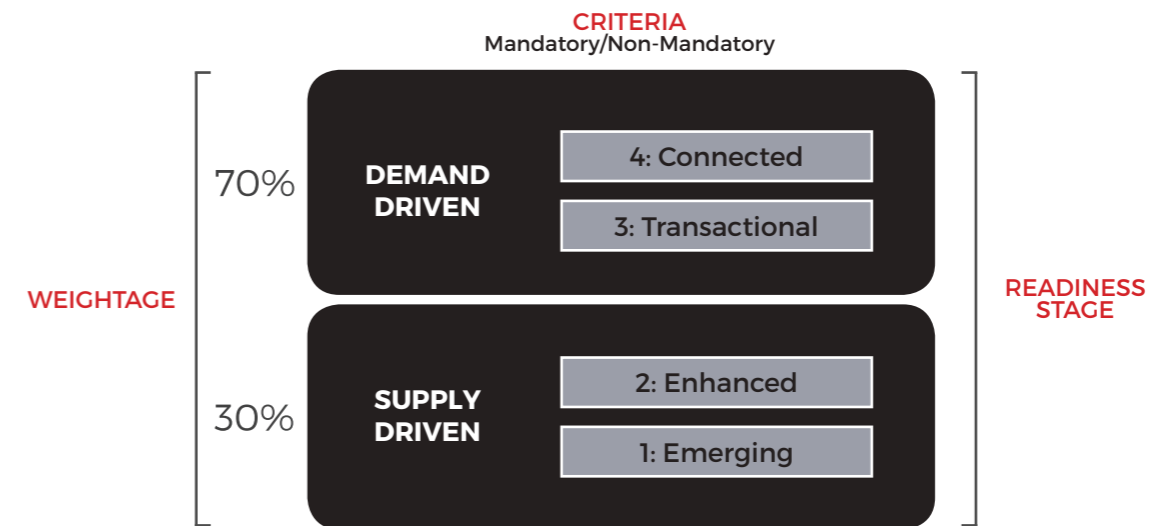
Moving forward, ProBE will be further aligned with UN E-Government Survey. As per the diagram below, the 5-year plan beginning 2016 will commence with the emphasis on demand driven criteria – with 70% weightage allocated to demand driven criteria and only 30% to supply driven.

The demand driven criteria will also be aligned to the 6 thematic areas discussed in the previous chapter. The ultimate intent is that ProBE and its subsequent website improvement efforts would contribute towards achieving citizen-centric GOS and obtaining the Top 15 position amongst 193 member states at the Online Service Index (OSI) of 2020 UN E-Government Survey.

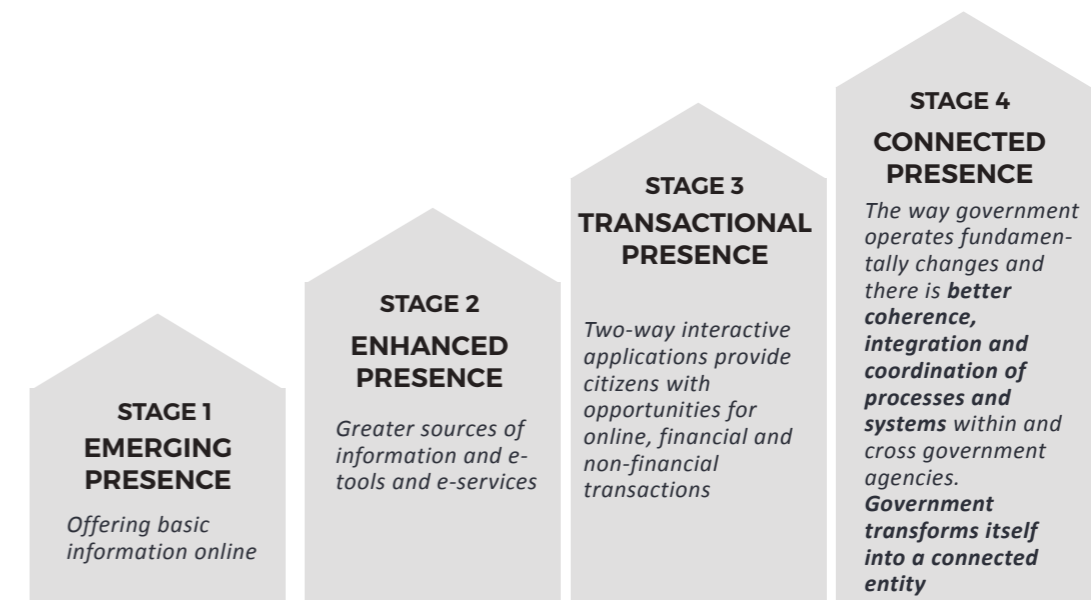


As a key contributor towards assessing the Online Service Index (OSI) progression, the criteria, both supply and demand driven, will be segregated according to its 4 stages namely Emerging, Enhanced, Transactional and Connected. The first two stages i.e. Emerging and Enhanced will make up the supply driven area and the other two will make up the demand driven.

## UN E-GOVERNMENT 4 STAGES OF WEBSITE READINESS



This will be aligned to the UN E-Government Online Service Readiness stages of Emerging, Enhanced, Transactional and Connected.





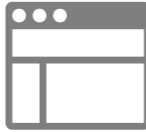




For 2016, ProBE will also be evaluated and enhanced to cover 47 criteria instead of just the 32 in 2015. Below is the categorisation of criteria according to the 4 Stages of Readiness. As depicted in the table, the Demand driven criteria are made of new criteria government agencies will have to emphasis on, especially given the fact that these two stages make up 70% of the score weightage.

**OVERVIEW OF ProBE 2016 CRITERIA: VIA READINESS STAGES**

	MANDATORY CRITERIA	NON-MANDATORY CRITERIA		
<b>EMERGING</b>	1. LOADING TIME 3. DOWNTIME 3. UPDATED CONTENT	7. FAQ 8. MULTIPLE LANGUAGES FOR CONTENT 9. ABOUT US 10. PUBLICATIONS 11. SEARCH FUNCTION	12. SEARCHABLE DATABASE 13. CLIENT CHARTER 14. LOOK AND FEEL 15. LINK TO OTHER WEBSITES 16. FIND INFORMATION WITHIN 3 CLICKS	17. FIND WEBSITES USING SEARCH TOOL 18. SITEMAP 19. CONTACT DETAILS 20. PUBLICING A CIO OR EQUIVALENT
<b>ENHANCED</b>	4. ACTIVE HYPERLINK	21. W3C DISABILITY ACESIBILITY 22. AUDIO/VIDEO 23. ACHIEVEMENT OF CLIENT CHARTER 24. USER OPINION FEATURES 25. ADVANCED SEARCH	26. PRIVACY POLICY STATEMENT/DATA PROTECTION ACT 27. PERSONALISATION	
<b>TRANSACTIONAL</b>		28. NOTIFICATION OF TRANSACTION 29. AID, TOOLS AND HELP RESOURCES 30. ONLINE SERVICES SECURITY 31. NUMBER OF ONLINE SERVICES	32. STATISTIC OF ONLINE SERVICES 33. MULTI-LANGUAGE FOR ONLINE SERVICES	
<b>CONNECTED</b>	5. MOBILE WEB/VERSION 6. RESPONSIVENESS TO ENQUIRIES	34. FEEDBACK FORM 35. BROADCAST 36. ELECTRONIC ARCHIVE 37. UPDATES VIA EMAIL OR RSS 38. DATASET GUIDELINES 39. ONLINE E-PARTICIPATION POLICY/GUIDELINE 40. ONLINE PROCUREMENT ANNOUNCEMENT 41. FEEDBACK AUTO-NOTIFICATION	42. FREEDOM OF INFORMATION 43. PRESENCE OF DATASETS 44. PRESENCE OF E-CONSULTATION MECHANISM 45. PRESENCE OF E-DECISION MAKING TOOLS 46. PROMOTION OF E-PARTICIPATION INITIATIVE 47. MOBILE APPS	

Having said that, the 7 Pillars of User Expectations will always be relevant in ProBE. Below is the segregation of the 47 criteria according to these pillars. This table will also be able to aid agencies to identify the new added criteria.

**OVERVIEW OF ProBE 2016 CRITERIA: VIA PILLARS**

	MANDATORY CRITERIA	NON-MANDATORY CRITERIA
<b>PILLAR 1</b> <b>SITE PERFORMANCE</b> 	1. LOADING TIME (5 Seconds) 2. DOWNTIME	
<b>PILLAR 2</b> <b>FUNCTIONALITY</b> 	3. MOBILE WEB/VERSION	7. MOBILE APPS 8. NUMBER OF ONLINE SERVICES 9. NOTIFICATION OF TRANSACTION 10. AID, TOOLS AND HELP RESOURCES 11. ONLINE SERVICE SECURITY 12. BROADCAST 13. ELECTRONIC ARCHIVE 14. W3C DISABILITY ACCESSIBILITY 15. FAQ 16. FEEDBACK FORM 17. FEEDBACK AUTO-NOTIFICATION 18. USER OPINION FEATURES 19. UPDATES VIA EMAIL OR RSS
<b>PILLAR 3</b> <b>CONTENT</b> 	4. UPDATED CONTENT	20. AUDIO/VIDEO 21. MULTI-LANGUAGE FOR CONTENT 22. MULTI-LANGUAGE FOR ONLINE SERVICES 23. PUBLICISING AN AGENCY CIO OR EQUIVALENT 24. CONTACT DETAILS 25. PRESENCE OF DATASETS 26. DATASET GUIDELINES 27. ABOUT US 28. PUBLICATIONS
<b>PILLAR 4</b> <b>NAVIGATION</b> 	5. ACTIVE HYPERLINK	29. PERSONALISATION 30. SITEMAP 31. LINKS TO OTHER WEBSITES 32. FIND INFORMATION WITHIN 3 CLICKS
<b>PILLAR 5</b> <b>SEARCH</b> 		33. SEARCH FUNCTION 34. ADVANCED SEARCH 35. SEARCHABLE DATABASE 36. FIND WEBSITE USING SEARCH TOOL
<b>PILLAR 6</b> <b>ONLINE TRANSPARENCY</b> 	6. RESPONSIVENESS TO ENQUIRIES	37. CLIENT CHARTER 38. ACHIEVEMENT OF CLIENT CHARTER 39. STATISTIC OF ONLINE SERVICES 40. FREEDOME OF INFORMATION 41. PRIVACY POLICY STATEMENT/DATA PROTECTION ACT 42. ONLINE PROCUREMENT ANNOUNCEMENT 43. ONLINE E-PARTICIPATION POLICY/GUIDELINE 44. PROMOTION OF E-PARTICIPATION INITIATIVE 45. PRESENCE OF E-CONSULTATION MECHANISM 46. PRESENCE OF E-DECISION MAKING TOOLS
<b>PILLAR 7</b> <b>LOOK AND FEEL</b> 		47. LOOK AND FEEL

On top of the newly-introduced criteria, Mandatory Criteria is further strengthened with an addition of two criteria. For ProBE 2015, some criteria were made mandatory based on citizen feedback obtained from a Focus Group conducted then. From the same Focus Group, it was found that Mobile Web/Version and Active Hyperlink are also very crucial to users when using government websites. Hence, these additional two criteria are introduced for 2016 implementation.

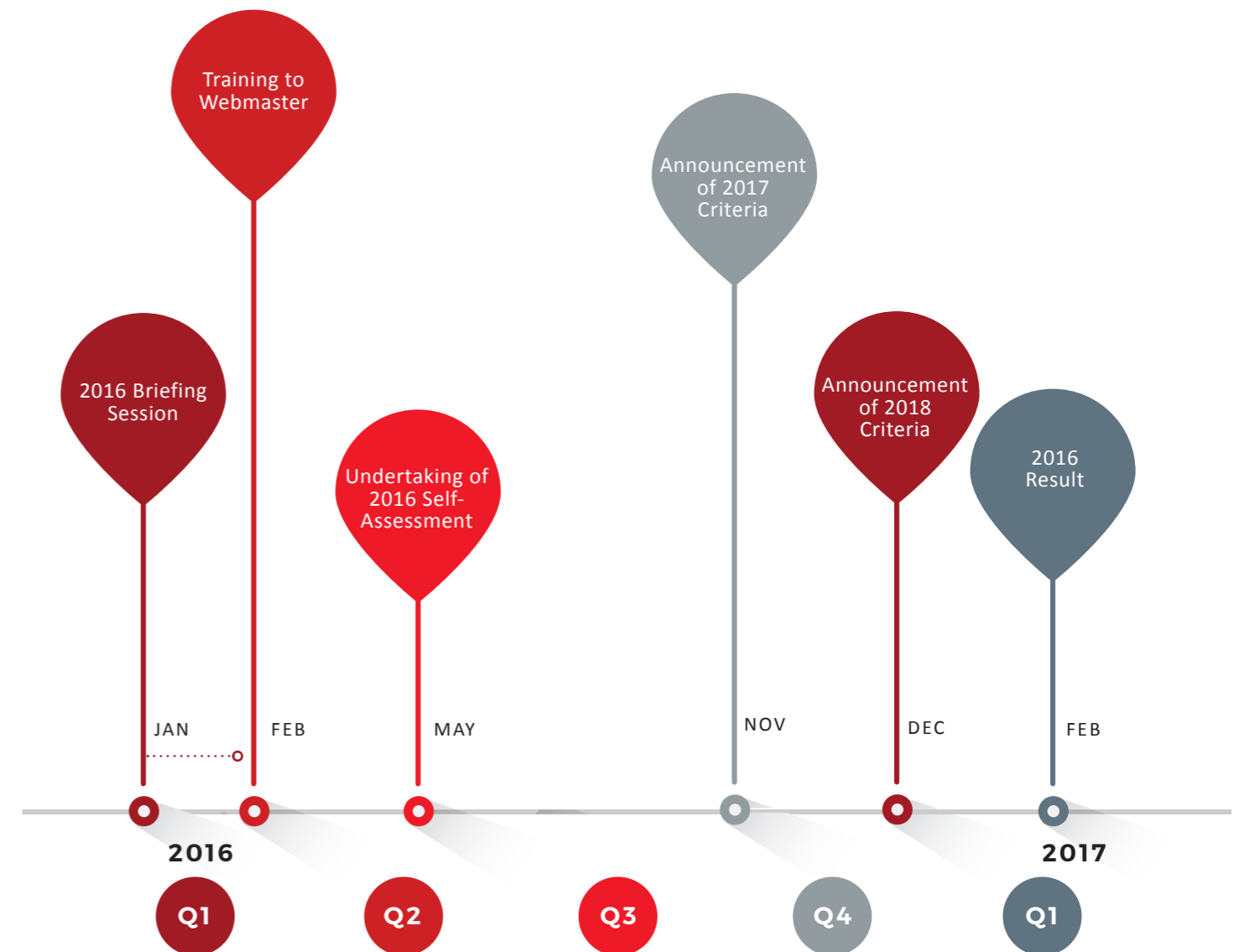
Selection of Criteria is based on user expectations and global standards



CRITERIA	2015 TARGET	2016 TARGET
LOADING TIME	10 seconds and below	<b>5 seconds and below</b>
DOWNTIME	<ul style="list-style-type: none"> <li>Agencies with SLA: Downtime is within the <b>stipulated SLA</b></li> <li>Agencies <b>without SLA: Downtime is within 0.5%</b> (43 hours and 48 mins)</li> </ul>	Continue
UPDATED CONTENT	Updated Information in 6 Sections: <ol style="list-style-type: none"> <li>News, Activities, Updated Events</li> <li>Announcement, Information and Broadcast</li> <li>Newspaper clippings, press statements or articles</li> <li>Poster/Banner</li> <li>Tender/Quotation. Recruitment announcement</li> <li>Ministers, Deputy Ministers and Senior Management of Agencies</li> </ol>	Updated Information in <b>7 Sections</b> . Inclusion of an additional item ie. <b>News and/or updates on government policies</b>
RESPONSIVENESS TO ENQUIRIES	Proper response to users' enquiries within the time limit set by the respective Agencies' Client Charter	Proper response is as per Client's Charter should not exceed <b>7 working days</b> *
MOBILE WEB <b>NEW!</b>	Not Applicable	Website <b>must utilise responsive web design</b> **
ACTIVE HYPERLINK <b>NEW!</b>	Not Applicable	Hyperlinks within the website must be <b>active</b>

\* As per Panduan Pengurusan Perhubungan Pelanggan of Pekeliling Kemajuan Pentadbiran Awam Bilangan 1 Tahun 2008  
 \*\* Layout changes based on the size and capabilities of the device

With the further enhancement and strengthening of the ProBE methodology and mechanisms, ProBE 2016 is expected to commence its implementation cycle as early as January 2016.



# Appendix 1: Acronym



## ACRONYM

<b>DGTWG</b>	Digital Government Technical Working Group
<b>E-Government</b>	Electronic Government
<b>eGovernment</b>	Electronic Government
<b>EPU</b>	Economic Planning Unit
<b>FCC</b>	The Flagship Coordination Committee
<b>GOS</b>	Government Online Services
<b>INTAN</b>	National Institute of Public Administration
<b>MCMM</b>	Ministry of Communications and Multimedia Malaysia
<b>MUWHLG</b>	Ministry of Urban Wellbeing, Housing and Local Government
<b>MWFCD</b>	Ministry of Women, Family and Community Development
<b>IRBM</b>	Inland Revenue Board of Malaysia
<b>MAMPU</b>	Malaysian Administrative Modernisation and Management Planning Unit
<b>MDEC</b>	Malaysia Digital Economy Corporation
<b>MGPWA</b>	Malaysia Government Portals and Websites Assessment
<b>MOE</b>	Ministry of Education
<b>MOF</b>	Ministry of Finance
<b>MOH</b>	Ministry of Health
<b>MOHR</b>	Ministry of Human Resources
<b>MUSE</b>	Malaysia User Satisfaction Evaluation
<b>myGov</b>	myGovernment Portal
<b>MNRE</b>	Ministry of National Resources and Environment
<b>PEMANDU</b>	Performance Management Delivery Unit
<b>ProBE</b>	Provider-Based Evaluation
<b>PSD</b>	Public Service Department
<b>SPA</b>	Public Services Commission of Malaysia
<b>UN</b>	United Nations
<b>UNDPADM</b>	United Nations Division for Public Administration and Development Management
<b>W3C</b>	World Wide Web Consortium

# Appendix 2: Pillars and Criteria Definition



## Pillar 1: Site Performance

Site Performance refers to the speed, consistency and reliability of loading pages on the website. Its criteria comprises:

<b>LOADING TIME</b>	The amount of time (in seconds) it takes for a page to load, from initiation of the page view (e.g. click on a page link) to load completion in the browser
<b>DOWNTIME</b>	Downtime refers to the occasions whereby the website is not operational and is not accessible to by the users

## Pillar 2: Functionality

Functionality refers to the usefulness, convenience and variety of online features and tools available on the website. Its criteria comprises:

<b>AID, TOOLS AND HELP RESOURCES</b>	Information that will aid or help users when using online services available in the website
<b>FREQUENTLY ASKED QUESTIONS (FAQ)</b>	The provision of a list of questions that are frequently asked by the website users
<b>FEEDBACK FORM</b>	The opinion expressed by users with regards to the website functionality, usage experience or related agency's issues
<b>FEEDBACK AUTO-NOTIFICATION</b>	The notification prompted/displayed after the submission of feedback by a user. The notification must inform the user that the feedback has been sent/received and the time frame for response from the relevant officer
<b>NUMBER OF ONLINE SERVICES</b>	Online services are defined as services that can be fully transacted online
<b>BROADCAST</b>	Section where announcements, news or latest updates in the agency are being made
<b>ELECTRONIC ARCHIVE</b>	An accumulation of information in digital forms for a minimum of the previous 1 year
<b>MOBILE WEB/VERSION</b>	A version of the website that is adjusted to be viewed using mobile devices such as smart phone, tab or iPad
<b>W3C DISABILITY ACCESSIBILITY</b>	The compliance of Level A of Web Content Accessibility Guidelines (WCAG) 2.0 that allows a disabled person to be able to use the website
<b>NOTIFICATION OF TRANSACTION</b>	The notification sent to each user after an online transaction is completed
<b>NEW MEDIA</b>	All that is related to Internet and interplay between technology, images and sounds

### Pillar 3: Content

Content refers to the accuracy, quality and freshness of news, information and content on the website. Its criteria includes:

<b>UPDATED CONTENT</b>	Update and review of information on the website
<b>ABOUT US</b>	A section of the website that provides fundamental information on the respective unit or department
<b>AUDIO/VIDEO</b>	A segment for video or media files containing audio or video that has both an in-time and out-time within a larger video element
<b>CONTACT DETAILS</b>	Information by which members of the public, business or entity can use to reach the agency <ul style="list-style-type: none"> <li>• Telephone – General telephone number of agency</li> <li>• Address – General mailing address</li> <li>• Email – General e-mail or webmaster email address</li> </ul>
<b>MULTI LANGUAGE</b>	Access of content in multiple language
<b>PUBLICATIONS</b>	Any official publications issued by agencies that are published or downloadable from the website

### Pillar 4: Navigation

Navigation refers to the organization of the site and options for navigation and how well the layout helps you find what you are looking for. This can be referred to the following criteria:

<b>HOMEPAGE LENGTH</b>	The size of the home page of the website
<b>NO BROKEN LINK</b>	A hyperlink that no longer points to its original destination. This could be for a variety of reasons such as the destination page has been moved or unavailable or the destination page has been renamed etc
<b>PERSONALISATION</b>	The delivery of appropriate content and services, tailored-made to the user's needs with the aim to improve the user's experience of a service
<b>SITEMAP</b>	Interactive table of contents whereby the content of the website are linked directly
<b>LINK TO MYGOV</b>	The hyperlink provided on the website to access the myGov portal

### Pillar 5: Site Performance

Search refers to the relevance, organisation and quality of search results available on the sites. Although this element is not applicable universally, it is often extremely impactful websites where it is relevant. Criteria for this pillar includes:

<b>SEARCH WITHIN WEBSITES</b>	The search function made available on the website for users to locate information using keywords within the websites only
<b>SEARCHABLE DATABASE</b>	Refers to searches that access information in specific section or database within the websites

### Pillar 6: Online Transparency

Online Transparency refers to how thoroughly, quickly and accessible the website discloses information about what the agency is doing. This pillar is assessed via the following indicators:

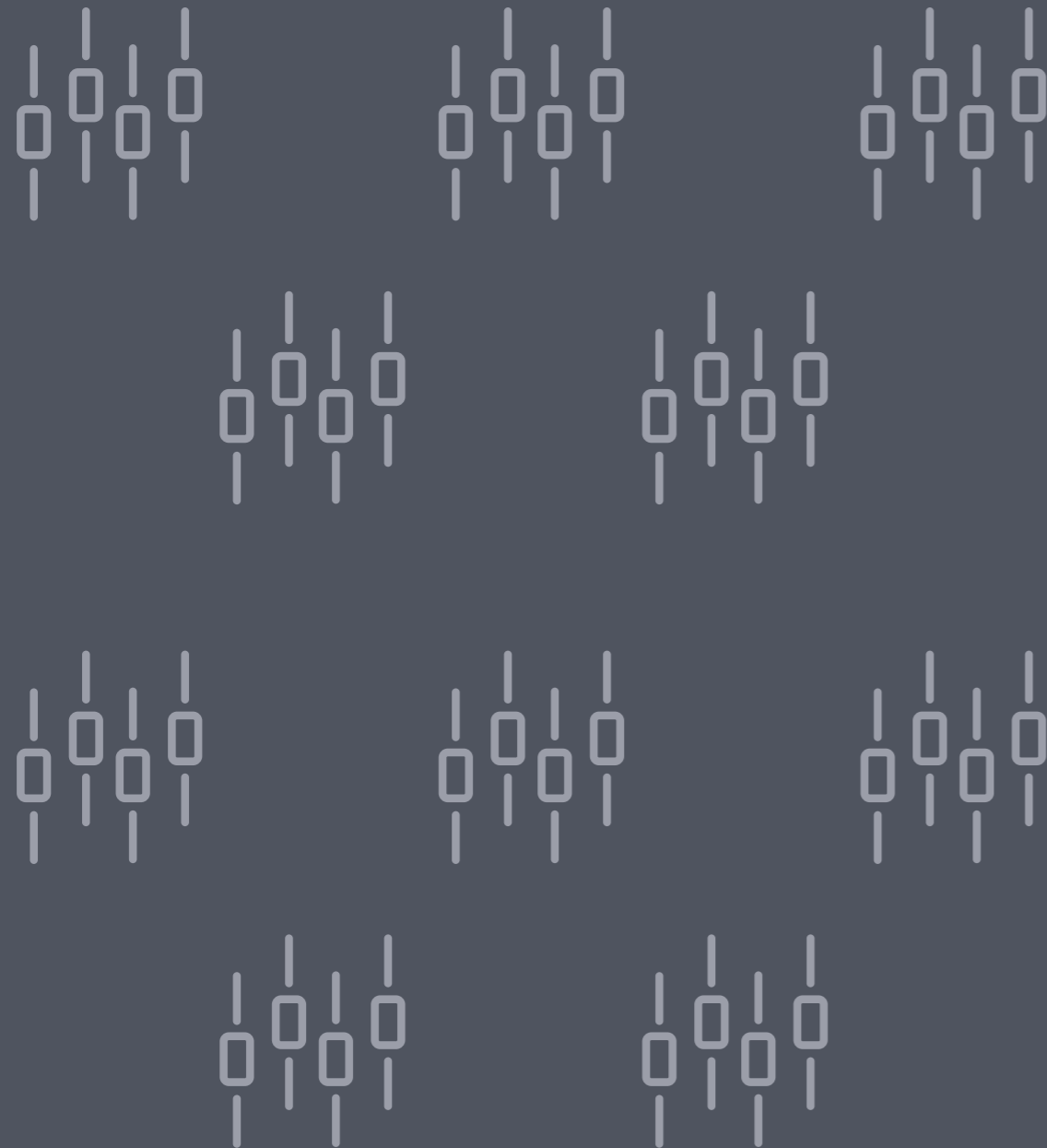
<b>CLIENT CHARTER</b>	Framework that defines service standards of the agency
<b>ACHIEVEMENT OF CLIENT CHARTER</b>	The statistical information on the compliance to the indicators set in the Client's Charter
<b>STATISTIC OF ONLINE SERVICES</b>	The statistical data collected on the usage of the online services provided by the website
<b>RESPONSIVENESS WITHIN CLIENT CHARTER</b>	The response provided by the agency for the enquiries made by users via the website
<b>ONLINE SERVICES SECURITY</b>	The security, authentication and protection of data sent via Internet Protocol while using online services

### Pillar 7: Look and Feel

Look and feel refer to the visual appeal of the websites and its consistency throughout the site.

<b>LOOK AND FEEL</b>	How the website looks to the user and how it feels while browsing and interacting with it
----------------------	---

# Appendix 3: Data Tables



## 5-STAR RATING

(By Alphabetical Order)

AGENCY NAME	URL
Accountant General's Department of Malaysia	<a href="http://www.anm.gov.my">http://www.anm.gov.my</a>
Bintulu Port Authority	<a href="http://www.bpa.gov.my">http://www.bpa.gov.my</a>
Cameron Highlands District and Land Office	<a href="http://pdtchighlands.pahang.gov.my/">http://pdtchighlands.pahang.gov.my/</a>
City Council of Johor Bahru	<a href="http://www.mbjb.gov.my/">http://www.mbjb.gov.my/</a>
Department of Civil Aviation	<a href="http://www.dca.gov.my">http://www.dca.gov.my</a>
Department of Environment	<a href="http://www.doe.gov.my">http://www.doe.gov.my</a>
Department of Fisheries Malaysia	<a href="http://www.dof.gov.my">http://www.dof.gov.my</a>
Department of Insolvency Malaysia	<a href="http://www.insolvensi.gov.my">http://www.insolvensi.gov.my</a>
Department of Lands And Mines Penang	<a href="http://ptg.penang.gov.my/index.php/en/">http://ptg.penang.gov.my/index.php/en/</a>
Department of Orang Asli	<a href="http://www.jakoa.gov.my/">http://www.jakoa.gov.my/</a>
Department of Standards Malaysia	<a href="http://www.jsm.gov.my/">http://www.jsm.gov.my/</a>
Dewan Bandaraya Kuching Utara	<a href="http://www.dbku.sarawak.gov.my">http://www.dbku.sarawak.gov.my</a>
Economic Planning Unit	<a href="http://www.epu.gov.my/">http://www.epu.gov.my/</a>
Education Service Commission	<a href="http://www.spp.gov.my/">http://www.spp.gov.my/</a>
Farmers Organization Authority	<a href="http://www.lpp.gov.my">http://www.lpp.gov.my</a>
Federal Agricultural Marketing Authority	<a href="http://www.fama.gov.my">http://www.fama.gov.my</a>
Forestry Department Peninsular Malaysia	<a href="http://www.forestry.gov.my">http://www.forestry.gov.my</a>
Hospital Universiti Sains Malaysia (HUSM)	<a href="http://h.usm.my/">http://h.usm.my/</a>
Inland Revenue Board Of Malaysia	<a href="http://www.hasil.gov.my">http://www.hasil.gov.my</a>
Jabatan Pertanian Sarawak	<a href="http://www.doa.sarawak.gov.my">http://www.doa.sarawak.gov.my</a>
Johor Mufti Department	<a href="http://mufti.johor.gov.my/">http://mufti.johor.gov.my/</a>
Johor State Forestry Department	<a href="http://www.forestry.gov.my/johor">http://www.forestry.gov.my/johor</a>
Kementerian Kemudahan Awam	<a href="http://www.mpu.sarawak.gov.my">http://www.mpu.sarawak.gov.my</a>
Kementerian Pembangunan Luar Bandar	<a href="http://www.mrd.sarawak.gov.my">http://www.mrd.sarawak.gov.my</a>
Langkawi Development Authority	<a href="http://www.lada.gov.my">http://www.lada.gov.my</a>
Lembaga Pelabuhan Miri	<a href="http://www.miriport.gov.my">http://www.miriport.gov.my</a>
Lembaga Pembangunan dan Lindungan Tanah	<a href="http://www.pelita.sarawak.gov.my">http://www.pelita.sarawak.gov.my</a>
Majlis Bandaraya Kuching Selatan	<a href="http://www.mbks.gov.my">http://www.mbks.gov.my</a>
Majlis Bandaraya Miri	<a href="http://www.miricouncil.gov.my">http://www.miricouncil.gov.my</a>
Malaysia Pineapple Industry Board	<a href="http://www.mpib.gov.my">http://www.mpib.gov.my</a>
Malaysian Industrial Development Finance Berhad (MIDF)	<a href="http://www.midf.com.my/">http://www.midf.com.my/</a>
Malaysian Investment Development Authority (MIDA)	<a href="http://www.mida.gov.my">http://www.mida.gov.my</a>

**5-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Malaysian Nuclear Agency	<a href="http://www.nuclearmalaysia.gov.my/">http://www.nuclearmalaysia.gov.my/</a>
Malaysian Palm Oil Board	<a href="http://www.mpob.gov.my">http://www.mpob.gov.my</a>
Ministry of Land Development Sarawak	<a href="http://www.mlds.sarawak.gov.my">http://www.mlds.sarawak.gov.my</a>
Ministry of Natural Resources and Environment	<a href="http://www.nre.gov.my">http://www.nre.gov.my</a>
Ministry of Rural and Regional Development	<a href="http://www.rurallink.gov.my/">http://www.rurallink.gov.my/</a>
Ministry of Urban Wellbeing, Housing and Local Government	<a href="http://www.kpkt.gov.my">http://www.kpkt.gov.my</a>
myGovernment Portal	<a href="http://www.malaysia.gov.my">http://www.malaysia.gov.my</a>
National Housing Department	<a href="http://ehome.kpkt.gov.my">http://ehome.kpkt.gov.my</a>
National Solid Waste Management Department	<a href="http://jpspn.kpkt.gov.my">http://jpspn.kpkt.gov.my</a>
National Sports Institute	<a href="http://www.isn.gov.my">http://www.isn.gov.my</a>
Pahang Director's Office of Lands and Mines	<a href="http://ptg.pahang.gov.my/">http://ptg.pahang.gov.my/</a>
Pahang Public Works Department	<a href="http://jkr.pahang.gov.my/">http://jkr.pahang.gov.my/</a>
Pahang State Government	<a href="http://www.pahang.gov.my">http://www.pahang.gov.my</a>
Pahang State Library	<a href="http://www.pahanglibrary.gov.my/">http://www.pahanglibrary.gov.my/</a>
Pejabat Daerah Dalat	<a href="http://www.dalatdo.sarawak.gov.my">http://www.dalatdo.sarawak.gov.my</a>
Pejabat Daerah Dan Tanah Kemaman	<a href="http://pdkemaman.terengganu.gov.my">http://pdkemaman.terengganu.gov.my</a>
Pejabat Daerah dan Tanah Setiu	<a href="http://pdtsetiu.terengganu.gov.my">http://pdtsetiu.terengganu.gov.my</a>
Pejabat Daerah Mukah	<a href="http://www.mukahdo.sarawak.gov.my">http://www.mukahdo.sarawak.gov.my</a>
Pejabat Daerah Selangau	<a href="http://www.selangau.do.sarawak.gov.my">http://www.selangau.do.sarawak.gov.my</a>
Pejabat Daerah Sibul	<a href="http://www.sibudo.sarawak.gov.my">http://www.sibudo.sarawak.gov.my</a>
Pejabat Daerah Simunjan	<a href="http://www.simunjando.sarawak.gov.my">http://www.simunjando.sarawak.gov.my</a>
Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kelantan	<a href="http://www.kelantan.gov.my/">http://www.kelantan.gov.my/</a>
Pejabat Residen Bahagian Betong	<a href="http://www.betongro.sarawak.gov.my">http://www.betongro.sarawak.gov.my</a>
Pejabat Residen Bahagian Bintulu	<a href="http://www.bintuluro.sarawak.gov.my">http://www.bintuluro.sarawak.gov.my</a>
Pejabat Residen Bahagian Samarahan	<a href="http://www.samarahanro.sarawak.gov.my">http://www.samarahanro.sarawak.gov.my</a>
Pejabat Tanah dan Jajahan Bachok	<a href="http://www.ptjb.kelantan.gov.my/">http://www.ptjb.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Gua Musang	<a href="http://www.ptjgm.kelantan.gov.my/">http://www.ptjgm.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Jeli	<a href="http://www.ptjj.kelantan.gov.my/">http://www.ptjj.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Kuala Krai	<a href="http://www.ptjkk.kelantan.gov.my/">http://www.ptjkk.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Tumpat	<a href="http://www.ptjt.kelantan.gov.my/">http://www.ptjt.kelantan.gov.my/</a>
Penang Development Corporation (PDC)	<a href="http://www.pdc.gov.my/">http://www.pdc.gov.my/</a>

**5-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Penang North Wellesly District and Land Office	<a href="http://spu.penang.gov.my">http://spu.penang.gov.my</a>
Penang State Forestry Department	<a href="http://jhn.penang.gov.my/">http://jhn.penang.gov.my/</a>
Penang State Government	<a href="http://www.penang.gov.my">http://www.penang.gov.my</a>
Penang State Museum	<a href="http://www.penangmuseum.gov.my/">http://www.penangmuseum.gov.my/</a>
Penang State Religious Council	<a href="http://www.mainpp.gov.my/">http://www.mainpp.gov.my/</a>
Perbadanan Perpustakaan Awam Negeri Terengganu	<a href="http://www.trglib.gov.my">http://www.trglib.gov.my</a>
Public Service Commission Sarawak	<a href="http://www.psc.sarawak.gov.my/">http://www.psc.sarawak.gov.my/</a>
Pustaka Negeri Sarawak	<a href="http://www.pustaka-sarawak.com">http://www.pustaka-sarawak.com</a>
Royal Malaysian Police	<a href="http://www.rmp.gov.my">http://www.rmp.gov.my</a>
Sarawak State Attorney-General's Chambers	<a href="http://www.sag.sarawak.gov.my">http://www.sag.sarawak.gov.my</a>
Science and Technology Research Institute for Defence	<a href="http://www.stride.gov.my/v1/index.php/ms/">http://www.stride.gov.my/v1/index.php/ms/</a>
Seberang Perai Municipal Council	<a href="http://www3.mpsp.gov.my/">http://www3.mpsp.gov.my/</a>
Selangor Waters Management Authority	<a href="http://www.luas.gov.my/">http://www.luas.gov.my/</a>
Small Medium Enterprise Development Bank (SME Bank)	<a href="http://www.smebank.com.my/">http://www.smebank.com.my/</a>
Social Security Organisation	<a href="http://www.perkeso.gov.my">http://www.perkeso.gov.my</a>
South East Johor Development Authority	<a href="http://www.kejora.gov.my/">http://www.kejora.gov.my/</a>
Southeast Asia Regional Center for Counter -Terrorism (SEARCCT)	<a href="http://www.searcct.gov.my">http://www.searcct.gov.my</a>
Technical University of Malaysia Malacca	<a href="http://www.utem.edu.my">http://www.utem.edu.my</a>
TEKUN Nasional	<a href="http://www.tekun.gov.my">http://www.tekun.gov.my</a>
The People's Volunteer Corps	<a href="http://www.rela.gov.my">http://www.rela.gov.my</a>
Yayasan Islam Kelantan	<a href="http://www.yik.edu.my/">http://www.yik.edu.my/</a>

**4-STAR RATING**

(By Alphabetical Order)

AGENCY NAME	URL
Bera District and Land Office	<a href="http://pdtbera.pahang.gov.my/">http://pdtbera.pahang.gov.my/</a>
Department of Irrigation and Drainage, Perlis	<a href="http://www.jpserlis.gov.my">http://www.jpserlis.gov.my</a>
Department of Women Development	<a href="http://www.mywanita.gov.my">http://www.mywanita.gov.my</a>
Institute for Youth Research Malaysia	<a href="http://www.iyres.gov.my">http://www.iyres.gov.my</a>
Jabatan Perhutanan Negeri Terengganu	<a href="http://trgforestry.terengganu.gov.my">http://trgforestry.terengganu.gov.my</a>
Johor State Religious Council	<a href="http://www.maij.gov.my/">http://www.maij.gov.my/</a>
Kementerian Kerajaan Tempatan dan Pembangunan Komuniti	<a href="http://www.kktpk.sarawak.gov.my/">http://www.kktpk.sarawak.gov.my/</a>
Kuantan District and Land Office	<a href="http://pdtkuantan.pahang.gov.my/">http://pdtkuantan.pahang.gov.my/</a>
Majlis Daerah Dalat dan Mukah	<a href="http://www.mukah-dalatdc.sarawak.gov.my">http://www.mukah-dalatdc.sarawak.gov.my</a>
Majlis Daerah Kanowit	<a href="http://www.kanowitdc.sarawak.gov.my">http://www.kanowitdc.sarawak.gov.my</a>
Majlis Daerah Kapit	<a href="http://www.kapitdc.sarawak.gov.my">http://www.kapitdc.sarawak.gov.my</a>
Malaysian Maritime Enforcement Agency	<a href="https://www.mmea.gov.my">https://www.mmea.gov.my</a>
Ministry of Tourism Sarawak	<a href="http://www.mot.sarawak.gov.my">http://www.mot.sarawak.gov.my</a>
National Sports Council	<a href="http://www.nsc.gov.my">http://www.nsc.gov.my</a>
Pahang State Forestry Department	<a href="http://forestry.pahang.gov.my/">http://forestry.pahang.gov.my/</a>
Pahang Town and Rural Planning Department	<a href="http://jpbd.pahang.gov.my/">http://jpbd.pahang.gov.my/</a>
Pejabat Daerah Asajaya	<a href="http://www.asajayado.sarawak.gov.my">http://www.asajayado.sarawak.gov.my</a>
Pejabat Daerah Bau	<a href="http://www.baudo.sarawak.gov.my">http://www.baudo.sarawak.gov.my</a>
Pejabat Daerah Belaga	<a href="http://www.belagado.sarawak.gov.my">http://www.belagado.sarawak.gov.my</a>
Pejabat Daerah Kanowit	<a href="http://www.kanowitdo.sarawak.gov.my">http://www.kanowitdo.sarawak.gov.my</a>
Pejabat Daerah Kapit	<a href="http://www.kapitdo.sarawak.gov.my">http://www.kapitdo.sarawak.gov.my</a>
Pejabat Daerah Saratok	<a href="http://www.saratokdo.sarawak.gov.my">http://www.saratokdo.sarawak.gov.my</a>
Pejabat Pengarah Tanah dan Galian Negeri Kelantan	<a href="http://ptg.kelantan.gov.my/">http://ptg.kelantan.gov.my/</a>
Pejabat Residen Bahagian Kapit	<a href="http://www.kapitro.sarawak.gov.my">http://www.kapitro.sarawak.gov.my</a>
Pejabat Residen Bahagian Kuching	<a href="http://www.kuchingro.sarawak.gov.my">http://www.kuchingro.sarawak.gov.my</a>
Pejabat Residen Bahagian Miri	<a href="http://www.miri.sarawak.gov.my">http://www.miri.sarawak.gov.my</a>
Pejabat Setiausaha Kewangan Negeri	<a href="http://www.sfs.sarawak.gov.my">http://www.sfs.sarawak.gov.my</a>
Penang Social Welfare Department	<a href="http://jkm.penang.gov.my/">http://jkm.penang.gov.my/</a>
Perbadanan Nasional Berhad	<a href="http://www.pns.com.my">http://www.pns.com.my</a>
Perbadanan Perpustakaan Awam Negeri Kelantan	<a href="http://www.kelantanlibrary.gov.my/">http://www.kelantanlibrary.gov.my/</a>
Tioman Development Authority	<a href="http://www.tioman.gov.my/">http://www.tioman.gov.my/</a>
Yayasan Sarawak	<a href="http://yayasansarawak.org.my">http://yayasansarawak.org.my</a>

**3-STAR RATING**

(By Alphabetical Order)

AGENCY NAME	URL
Academy of Sciences Malaysia	<a href="http://www.akademisains.gov.my/">http://www.akademisains.gov.my/</a>
Alor Gajah District and Land Office	<a href="http://www.pdtag.gov.my/">http://www.pdtag.gov.my/</a>
Alor Gajah Municipal Council	<a href="http://www.mpag.gov.my">http://www.mpag.gov.my</a>
Ampang Jaya Municipal Council	<a href="http://www.mpaj.gov.my/">http://www.mpaj.gov.my/</a>
Armed Forces Fund Board	<a href="http://www.ltat.org.my/web/tat/index.html">http://www.ltat.org.my/web/tat/index.html</a>
Atomic Energy Licencing Board	<a href="http://www.aelb.gov.my/">http://www.aelb.gov.my/</a>
Attorney General's Chambers	<a href="http://www.agc.gov.my/">http://www.agc.gov.my/</a>
Batu Gajah District And Land Office	<a href="http://pdtbatugajah.perak.gov.my">http://pdtbatugajah.perak.gov.my</a>
Batu Gajah District Council	<a href="http://www.mdbg.gov.my/web/guest/home">http://www.mdbg.gov.my/web/guest/home</a>
Bentong District and Land Office	<a href="http://pdtbentong.pahang.gov.my/">http://pdtbentong.pahang.gov.my/</a>
Bentong Municipal Council	<a href="http://www.mpbentong.gov.my/">http://www.mpbentong.gov.my/</a>
Bera District Council	<a href="http://www.mdbera.gov.my/">http://www.mdbera.gov.my/</a>
Cameron Highlands District Council	<a href="http://www.mdcameron.gov.my/">http://www.mdcameron.gov.my/</a>
Centre for Instructor and Advanced Skills (CIASST)	<a href="http://www.ciastr.gov.my/v3/index.php">http://www.ciastr.gov.my/v3/index.php</a>
City Council of Penang Island	<a href="http://www.mbpp.gov.my/">http://www.mbpp.gov.my/</a>
Community Development Department	<a href="http://www.kemas.gov.my/index.php/my/">http://www.kemas.gov.my/index.php/my/</a>
Companies Commission of Malaysia	<a href="http://www.ssm.com.my">http://www.ssm.com.my</a>
Construction Industry Development Board	<a href="http://www.cidb.gov.my">http://www.cidb.gov.my</a>
Cooperative College of Malaysia	<a href="http://www.mkm.edu.my">http://www.mkm.edu.my</a>
Cooperative Commission of Malaysia	<a href="http://www.skm.gov.my">http://www.skm.gov.my</a>
Department of Agriculture Malaysia	<a href="http://www.doa.gov.my">http://www.doa.gov.my</a>
Department of Awqaf, Zakat, and Hajj (JAWHAR)	<a href="http://www.jawhar.gov.my">http://www.jawhar.gov.my</a>
Department of Broadcasting	<a href="http://www.rtm.gov.my">http://www.rtm.gov.my</a>
Department of Chemistry Malaysia	<a href="http://www.kimia.gov.my/">http://www.kimia.gov.my/</a>
Department of Director General of Lands And Mines (Federal)	<a href="http://www.jkptg.gov.my">http://www.jkptg.gov.my</a>
Department of Information	<a href="http://www.penerangan.gov.my">http://www.penerangan.gov.my</a>
Department of Irrigation and Drainage	<a href="http://www.water.gov.my">http://www.water.gov.my</a>
Department of Irrigation and Drainage Melaka	<a href="http://jps.melaka.gov.my">http://jps.melaka.gov.my</a>
Department of Irrigation And Drainage Selangor	<a href="http://water.selangor.gov.my/web_ver2/index.php">http://water.selangor.gov.my/web_ver2/index.php</a>
Department of Irrigation and Drainage, Johor	<a href="http://jps.johor.gov.my/">http://jps.johor.gov.my/</a>
Department of Irrigation and Drainage, Perak	<a href="http://www.jpserak.gov.my/Web/Page/Home.aspx">http://www.jpserak.gov.my/Web/Page/Home.aspx</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Department of Islamic Development Malaysia	<a href="http://www.islam.gov.my">http://www.islam.gov.my</a>
Department of Marine Park Malaysia	<a href="http://www.dmpm.nre.gov.my">http://www.dmpm.nre.gov.my</a>
Department of Museums Malaysia	<a href="http://www.jmm.gov.my">http://www.jmm.gov.my</a>
Department of National Heritage	<a href="http://www.heritage.gov.my">http://www.heritage.gov.my</a>
Department of Social Welfare	<a href="http://www.jkm.gov.my/">http://www.jkm.gov.my/</a>
Department of Special Affairs	<a href="http://www.jasa.gov.my">http://www.jasa.gov.my</a>
Department of Statistics, Malaysia	<a href="https://www.statistics.gov.my">https://www.statistics.gov.my</a>
Department of Survey and Mapping Malaysia	<a href="https://www.jupem.gov.my">https://www.jupem.gov.my</a>
Department of Town and Country Planning Johor State	<a href="http://jpbj.johor.gov.my/">http://jpbj.johor.gov.my/</a>
Department of Veteran Affairs	<a href="http://www.jhev.gov.my/">http://www.jhev.gov.my/</a>
Department of Veterinary Services	<a href="http://www.dvs.gov.my">http://www.dvs.gov.my</a>
Department of Veterinary Services Penang	<a href="http://www.jpvp.gov.my">http://www.jpvp.gov.my</a>
Department of Wildlife and National Parks	<a href="http://www.wildlife.gov.my">http://www.wildlife.gov.my</a>
Dewan Negeri dan Majlis Mesyuarat Kerajaan Negeri Kedah	<a href="http://mmk.kedah.gov.my">http://mmk.kedah.gov.my</a>
Dewan Undangan Negeri Sarawak	<a href="http://www.dun.sarawak.gov.my">http://www.dun.sarawak.gov.my</a>
District Council of Kota Tinggi	<a href="http://www.mdkt.gov.my/">http://www.mdkt.gov.my/</a>
District Council of Labis	<a href="http://www.mdlabis.gov.my/">http://www.mdlabis.gov.my/</a>
District Council of Pontian	<a href="http://www.mdpontian.gov.my/">http://www.mdpontian.gov.my/</a>
District Council of Segamat	<a href="http://www.mdsegamat.gov.my/">http://www.mdsegamat.gov.my/</a>
District Council of Simpang Renggam	<a href="http://www.mdsrenggam.gov.my/">http://www.mdsrenggam.gov.my/</a>
District Council of Tangkak	<a href="http://www.mdtangkak.gov.my/">http://www.mdtangkak.gov.my/</a>
District Council of Yong Peng	<a href="http://www.mdyp.gov.my/">http://www.mdyp.gov.my/</a>
District Office Of Johor	<a href="http://pdnj.johor.gov.my/">http://pdnj.johor.gov.my/</a>
Election Commission Malaysia	<a href="http://www.spr.gov.my/">http://www.spr.gov.my/</a>
Federal Department of Town and Country Planning Peninsular Malaysia	<a href="http://www.townplan.gov.my">http://www.townplan.gov.my</a>
Federal Land Consolidation and Rehabilitation Authority	<a href="http://www.felcra.com.my/">http://www.felcra.com.my/</a>
Federal Land Development Authority	<a href="http://www.felda.net.my/">http://www.felda.net.my/</a>
Federal Territories Director Of Lands And Mines Office	<a href="http://www.ptgwp.gov.my/">http://www.ptgwp.gov.my/</a>
Federal Territories Sports Council	<a href="http://www.wipers.gov.my">http://www.wipers.gov.my</a>
Federal Territory Islamic Affairs Department	<a href="http://www.jawi.gov.my/">http://www.jawi.gov.my/</a>
Federal Territory Islamic Religious Council	<a href="http://www.maiwp.gov.my">http://www.maiwp.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Fire And Rescue Department of Malaysia	<a href="http://www.bomba.gov.my">http://www.bomba.gov.my</a>
Fisheries Development Authority of Malaysia	<a href="http://www.lkim.gov.my">http://www.lkim.gov.my</a>
Forest Research Institute Malaysia	<a href="http://www.frim.gov.my">http://www.frim.gov.my</a>
GEMAS (K) District and Land Office	<a href="http://pdkgemas.ns.gov.my">http://pdkgemas.ns.gov.my</a>
Gerik District And Land Office	<a href="http://pdtgerik.perak.gov.my/my/">http://pdtgerik.perak.gov.my/my/</a>
Gerik District Council	<a href="http://www.gerik.gov.my/home">http://www.gerik.gov.my/home</a>
Gombak District/Land Office	<a href="http://www.selangor.gov.my/gombak">http://www.selangor.gov.my/gombak</a>
Halal Industry Development Corporation (HDC)	<a href="http://www.hdcglobal.com">http://www.hdcglobal.com</a>
Hang Tuah Jaya Municipal Council	<a href="http://www.mphtj.gov.my">http://www.mphtj.gov.my</a>
Housing Development Corporation (HDC)	<a href="http://www.hdc.sarawak.gov.my">http://www.hdc.sarawak.gov.my</a>
Hulu Langat District/Land Office	<a href="http://www.selangor.gov.my/hululangat">http://www.selangor.gov.my/hululangat</a>
Hulu Selangor District Council	<a href="http://www.mdhs.gov.my/">http://www.mdhs.gov.my/</a>
Hulu Selangor District/Land Office	<a href="http://www.selangor.gov.my/huluselangor">http://www.selangor.gov.my/huluselangor</a>
Human Resources Development Fund	<a href="http://www.hrdf.com.my">http://www.hrdf.com.my</a>
Human Rights Commission of Malaysia (SUHAKAM)	<a href="http://www.suhakam.org.my">http://www.suhakam.org.my</a>
Immigration Department of Malaysia	<a href="http://www.imi.gov.my">http://www.imi.gov.my</a>
Implementation Coordination Unit	<a href="http://www.icu.gov.my/">http://www.icu.gov.my/</a>
Industrial Court of Malaysia	<a href="http://www.mp.gov.my">http://www.mp.gov.my</a>
Institut Sosial Malaysia	<a href="http://www.ism.gov.my">http://www.ism.gov.my</a>
Institute for Rural Advancement	<a href="http://www.infra.gov.my/index.php/BM/">http://www.infra.gov.my/index.php/BM/</a>
Institute Of Diplomacy and Foreign Relationship (IDFR)	<a href="http://www.idfr.gov.my">http://www.idfr.gov.my</a>
Institute of Islamic Understanding Malaysia	<a href="http://www.ikim.gov.my/">http://www.ikim.gov.my/</a>
Institute of Language and Literature	<a href="http://dbp.gov.my">http://dbp.gov.my</a>
Intellectual Property of Malaysia	<a href="http://www.myipo.gov.my">http://www.myipo.gov.my</a>
International Islamic University of Malaysia (IIUM)	<a href="http://www.iium.edu.my/">http://www.iium.edu.my/</a>
Ipoh City Council	<a href="http://www.mbi.gov.my/web/guest/home">http://www.mbi.gov.my/web/guest/home</a>
Ipoh District And Land Office	<a href="http://pdtipoh.perak.gov.my">http://pdtipoh.perak.gov.my</a>
Islamic Religious Council and Malay Customs Perak Darul Ridzuan	<a href="http://www.maiamp.gov.my/maiamp/maipk/index.php">http://www.maiamp.gov.my/maiamp/maipk/index.php</a>
Islamic Religious Department of Malacca	<a href="http://jaim.melaka.gov.my">http://jaim.melaka.gov.my</a>
Istana Budaya	<a href="http://www.istanabudaya.gov.my">http://www.istanabudaya.gov.my</a>
Jabatan Agama Islam Sarawak	<a href="http://www.jais.sarawak.gov.my">http://www.jais.sarawak.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Jabatan Air Negeri Kelantan	<a href="http://www.jank.kelantan.gov.my/">http://www.jank.kelantan.gov.my/</a>
Jabatan Bekalan Air Negeri Terengganu	<a href="http://jba.terengganu.gov.my">http://jba.terengganu.gov.my</a>
Jabatan Hal Ehwal Agama Islam Negeri Kelantan	<a href="http://www.jaheaik.gov.my/">http://www.jaheaik.gov.my/</a>
Jabatan Hal Ehwal Kesatuan Sekerja	<a href="http://jheks.mohr.gov.my">http://jheks.mohr.gov.my</a>
Jabatan Kebajikan Masyarakat Negeri Kedah	<a href="http://webjabatan.kedah.gov.my/jkkm">http://webjabatan.kedah.gov.my/jkkm</a>
Jabatan Kebajikan Masyarakat Negeri Kelantan	<a href="http://www.jkm.kelantan.gov.my/">http://www.jkm.kelantan.gov.my/</a>
Jabatan Kebajikan Masyarakat Negeri Sarawak	<a href="http://www.welfare.sarawak.gov.my">http://www.welfare.sarawak.gov.my</a>
Jabatan Kebajikan Masyarakat Negeri Terengganu	<a href="http://jkm.terengganu.gov.my">http://jkm.terengganu.gov.my</a>
Jabatan Kehakiman Syariah	<a href="http://www.syariah.sarawak.gov.my">http://www.syariah.sarawak.gov.my</a>
Jabatan Kehakiman Syariah Negeri Kedah	<a href="http://kedah.jksm.gov.my">http://kedah.jksm.gov.my</a>
Jabatan Kehakiman Syariah Negeri Kelantan	<a href="http://www.jksn.kelantan.gov.my/">http://www.jksn.kelantan.gov.my/</a>
Jabatan Kehakiman Syariah Negeri Terengganu	<a href="http://syariah.terengganu.gov.my">http://syariah.terengganu.gov.my</a>
Jabatan Kerja Raya Negeri Kelantan	<a href="http://kelantan.jkr.gov.my/">http://kelantan.jkr.gov.my/</a>
Jabatan Kerja Raya Negeri Terengganu	<a href="http://www.jkr.terengganu.gov.my">http://www.jkr.terengganu.gov.my</a>
Jabatan Kerja Raya Sarawak	<a href="http://www.jkr.sarawak.gov.my">http://www.jkr.sarawak.gov.my</a>
Jabatan Ketua Menteri	<a href="http://www.jkm.sarawak.gov.my">http://www.jkm.sarawak.gov.my</a>
Jabatan Mufti Negeri Kelantan	<a href="http://mufti.kelantan.gov.my/">http://mufti.kelantan.gov.my/</a>
Jabatan Mufti Sarawak	<a href="http://www.muftinegeri.sarawak.gov.my">http://www.muftinegeri.sarawak.gov.my</a>
Jabatan Muzium Negeri Sarawak	<a href="http://www.museum.sarawak.gov.my">http://www.museum.sarawak.gov.my</a>
Jabatan Pengairan dan Saliran Negeri Kedah	<a href="http://www.didkedah.gov.my">http://www.didkedah.gov.my</a>
Jabatan Pengairan dan Saliran Negeri Kelantan	<a href="http://did.kelantan.gov.my/">http://did.kelantan.gov.my/</a>
Jabatan Pengairan dan Saliran Negeri Sarawak	<a href="http://www.did.sarawak.gov.my">http://www.did.sarawak.gov.my</a>
Jabatan Pengairan dan Saliran Negeri Terengganu	<a href="http://jpsweb.terengganu.gov.my">http://jpsweb.terengganu.gov.my</a>
Jabatan Perancang Bandar dan Desa Negeri Kelantan	<a href="http://www.jpbd.kelantan.gov.my/">http://www.jpbd.kelantan.gov.my/</a>
Jabatan Perancang Bandar dan Desa Terengganu	<a href="http://www.jpbdtrg.gov.my">http://www.jpbdtrg.gov.my</a>
Jabatan Perbendaharaan Negeri Sarawak	<a href="http://www.treasury.sarawak.gov.my">http://www.treasury.sarawak.gov.my</a>
Jabatan Perhutanan Negeri	<a href="http://www.forestry.sarawak.gov.my">http://www.forestry.sarawak.gov.my</a>
Jabatan Perhutanan Negeri Kedah	<a href="http://www.kedforestry.gov.my">http://www.kedforestry.gov.my</a>
Jabatan Perhutanan Negeri Kelantan	<a href="http://www.jpkn.kelantan.gov.my/">http://www.jpkn.kelantan.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Jabatan Perkhidmatan Pembetungan Sarawak	<a href="http://www.ssd.sarawak.gov.my">http://www.ssd.sarawak.gov.my</a>
Jabatan Pertanian Negeri Kedah	<a href="http://pertanian.kedah.gov.my">http://pertanian.kedah.gov.my</a>
Jabatan Pertanian Negeri Kelantan	<a href="http://www.jpkn.kelantan.gov.my/">http://www.jpkn.kelantan.gov.my/</a>
Jabatan Pertanian Negeri Terengganu	<a href="http://doa.terengganu.gov.my">http://doa.terengganu.gov.my</a>
Jabatan Tanah dan Survei	<a href="http://www.landsurvey.sarawak.gov.my">http://www.landsurvey.sarawak.gov.my</a>
Jabatan Wanita dan Keluarga Sarawak	<a href="http://www.birwanita.sarawak.gov.my">http://www.birwanita.sarawak.gov.my</a>
Jasin District and Land Office	<a href="http://www.pdtjasin.gov.my">http://www.pdtjasin.gov.my</a>
Jasin Municipal Council	<a href="http://www.mpjasin.gov.my/">http://www.mpjasin.gov.my/</a>
Jelebu District and Land Office	<a href="http://jelebu.ns.gov.my/">http://jelebu.ns.gov.my/</a>
Jelebu District Council	<a href="http://www.mdjelebu.gov.my/web/guest/home">http://www.mdjelebu.gov.my/web/guest/home</a>
Jempol District and Land Office	<a href="http://pdtjempol.ns.gov.my">http://pdtjempol.ns.gov.my</a>
Jempol District Council	<a href="http://www.mdjl.gov.my/web/guest/home">http://www.mdjl.gov.my/web/guest/home</a>
Jerantut District and Land Office	<a href="http://pdtjerantut.pahang.gov.my/">http://pdtjerantut.pahang.gov.my/</a>
Jerantut District Council	<a href="http://www.mdjerantut.gov.my/">http://www.mdjerantut.gov.my/</a>
Johor Agriculture Department	<a href="http://pertanian.johor.gov.my/">http://pertanian.johor.gov.my/</a>
Johor Education Foundation	<a href="http://www.ypj.gov.my/">http://www.ypj.gov.my/</a>
Johor Land and Mines Department	<a href="http://ptj.johor.gov.my/">http://ptj.johor.gov.my/</a>
Johor Office of State Treasury	<a href="http://pnj.johor.gov.my/">http://pnj.johor.gov.my/</a>
Johor Port Authority	<a href="http://www.lpj.gov.my">http://www.lpj.gov.my</a>
Johor Public Services Commission	<a href="http://spaj.johor.gov.my/">http://spaj.johor.gov.my/</a>
Johor Syariah Judiciary Department	<a href="http://syariah.johor.gov.my/">http://syariah.johor.gov.my/</a>
Judicial and Legal Training Institute	<a href="http://www.ilkap.gov.my/">http://www.ilkap.gov.my/</a>
Judicial Appointment Commission (JAC)	<a href="http://www.jac.gov.my">http://www.jac.gov.my</a>
Kajang Municipal Council	<a href="http://www.mpkj.gov.my/">http://www.mpkj.gov.my/</a>
Kampar District And Land Office	<a href="http://pdtkampar.perak.gov.my/">http://pdtkampar.perak.gov.my/</a>
Kampar District Council	<a href="http://www.mdkampar.gov.my/home">http://www.mdkampar.gov.my/home</a>
Kampung Bharu Development Corporation	<a href="http://www.pkb.gov.my">http://www.pkb.gov.my</a>
Kampung Gajah District And Land Office	<a href="http://www.pdtkampunggajah.perak.gov.my">http://www.pdtkampunggajah.perak.gov.my</a>
Kangar Municipal Council	<a href="http://www.mpkangar.gov.my/">http://www.mpkangar.gov.my/</a>
Kedah Regional Development Authority (KEDA)	<a href="http://www.keda.gov.my/">http://www.keda.gov.my/</a>
Kementerian Kebajikan, Wanita dan Pembangunan Keluarga	<a href="http://www.kkwpk.sarawak.gov.my/">http://www.kkwpk.sarawak.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Kementerian Pembangunan Infrastruktur and Perhubungan	<a href="http://www.midcom.sarawak.gov.my">http://www.midcom.sarawak.gov.my</a>
Kementerian Pemodenan Pertanian	<a href="http://www.moma.sarawak.gov.my">http://www.moma.sarawak.gov.my</a>
Kementerian Perancangan Sumber dan Alam Sekitar	<a href="http://www.kpps.sarawak.gov.my">http://www.kpps.sarawak.gov.my</a>
Kementerian Perumahan Sarawak	<a href="http://www.minhousing.sarawak.gov.my">http://www.minhousing.sarawak.gov.my</a>
Kemubu Agricultural Development Authority	<a href="http://www.kada.gov.my">http://www.kada.gov.my</a>
Kerian District And Land Office	<a href="http://pdtkerian.perak.gov.my">http://pdtkerian.perak.gov.my</a>
Kerian District Council	<a href="http://mdkerian.gov.my/web/guest/home">http://mdkerian.gov.my/web/guest/home</a>
Klang District/Land Office	<a href="http://www.selangor.gov.my/klang">http://www.selangor.gov.my/klang</a>
Klang Municipal Council	<a href="http://www.mpklang.gov.my">http://www.mpklang.gov.my</a>
Kuala Kangsar District and Land Office	<a href="http://pdtkualakangsar.perak.gov.my/my">http://pdtkualakangsar.perak.gov.my/my</a>
Kuala Kangsar Municipal Council	<a href="http://www.mpkkpk.gov.my/">http://www.mpkkpk.gov.my/</a>
Kuala Langat District Council	<a href="http://www.mdkl.gov.my/">http://www.mdkl.gov.my/</a>
Kuala Langat District/Land Office	<a href="http://www.selangor.gov.my/kualalangat">http://www.selangor.gov.my/kualalangat</a>
Kuala Lumpur City Hall	<a href="http://www.dbkl.gov.my">http://www.dbkl.gov.my</a>
Kuala Pilah District and Land Office	<a href="http://pilah.ns.gov.my">http://pilah.ns.gov.my</a>
Kuala Pilah District Council	<a href="http://www.mdcp.gov.my/web/guest/home">http://www.mdcp.gov.my/web/guest/home</a>
Kuala Selangor District Council	<a href="http://www.mdks.gov.my/">http://www.mdks.gov.my/</a>
Kuala Selangor District/Land Office	<a href="http://kualaselangor.selangor.gov.my/">http://kualaselangor.selangor.gov.my/</a>
Kuantan Municipal Council	<a href="http://www.mpk.gov.my/">http://www.mpk.gov.my/</a>
Kuantan Port Authority	<a href="http://www.lpkn.gov.my">http://www.lpkn.gov.my</a>
Labour Department Peninsular Malaysia	<a href="http://jtksm.mohr.gov.my">http://jtksm.mohr.gov.my</a>
Labour Department Sabah	<a href="http://jtksbh.mohr.gov.my">http://jtksbh.mohr.gov.my</a>
Labour Department Sarawak	<a href="http://jtkswk.mohr.gov.my">http://jtkswk.mohr.gov.my</a>
Labuan Corporation	<a href="http://www.pl.gov.my">http://www.pl.gov.my</a>
Land Public Transport Commision	<a href="http://www.spad.gov.my/">http://www.spad.gov.my/</a>
Legal Affairs Division	<a href="http://www.bheuu.gov.my/">http://www.bheuu.gov.my/</a>
Legal Aid Department	<a href="https://www.jbg.gov.my">https://www.jbg.gov.my</a>
Lembaga Air Kuching	<a href="http://www.kwb.gov.my">http://www.kwb.gov.my</a>
Lembaga Biasiswa Negeri Kedah	<a href="http://www.lbnk.gov.my/">http://www.lbnk.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Lembaga Kemajuan Bintulu	<a href="http://www.bda.gov.my">http://www.bda.gov.my</a>
Lembaga Maktab Mahmud Negeri Kedah	<a href="http://www.lmm.gov.my">http://www.lmm.gov.my</a>
Lembaga Muzium Negeri Terengganu	<a href="http://museum.terengganu.gov.my">http://museum.terengganu.gov.my</a>
Lembaga Pelabuhan Kuching	<a href="http://www.kpa.gov.my">http://www.kpa.gov.my</a>
Lembaga Pelabuhan Rajang	<a href="http://www.rajangport.gov.my">http://www.rajangport.gov.my</a>
Lembaga Pelancongan Sarawak	<a href="http://www.stb.sarawak.gov.my">http://www.stb.sarawak.gov.my</a>
Lembaga Sumber Air Negeri Kedah	<a href="http://lsan.kedah.gov.my">http://lsan.kedah.gov.my</a>
Lembaga Sumber Asli dan Alam Sekitar Sarawak	<a href="http://www.nreb.gov.my">http://www.nreb.gov.my</a>
Lembaga Sungai-Sungai Sarawak	<a href="http://www.srb.sarawak.gov.my">http://www.srb.sarawak.gov.my</a>
Lembaga Zakat Selangor	<a href="http://www.zakatselangor.com.my/">http://www.zakatselangor.com.my/</a>
Lenggong District And Land Office	<a href="http://pdtlenggong.perak.gov.my">http://pdtlenggong.perak.gov.my</a>
Lenggong District Council	<a href="http://mdlg.gov.my/web/guest/home">http://mdlg.gov.my/web/guest/home</a>
Lipis District and Land Office	<a href="http://pdtlipis.pahang.gov.my/">http://pdtlipis.pahang.gov.my/</a>
Lipis District Council	<a href="http://www.mdlipis.gov.my/">http://www.mdlipis.gov.my/</a>
Local Government Department	<a href="http://jkt.kpkt.gov.my">http://jkt.kpkt.gov.my</a>
Majlis Agama Islam Negeri Kedah	<a href="http://www.maik.gov.my">http://www.maik.gov.my</a>
Majlis Agama Islam dan Adat Istiadat Melayu Kelantan	<a href="http://www.e-maik.my/">http://www.e-maik.my/</a>
Majlis Agama Islam dan Adat Istiadat Melayu Negeri Perlis	<a href="http://www.maips.gov.my/">http://www.maips.gov.my/</a>
Majlis Agama Islam dan Adat Melayu Terengganu	<a href="http://www.maidam.gov.my">http://www.maidam.gov.my</a>
Majlis Bandaraya Alor Setar	<a href="http://www.mbas.gov.my">http://www.mbas.gov.my</a>
Majlis Bandaraya Kuala Terengganu	<a href="http://mbkt.terengganu.gov.my">http://mbkt.terengganu.gov.my</a>
Majlis Daerah Baling	<a href="http://www.mdbaling.gov.my">http://www.mdbaling.gov.my</a>
Majlis Daerah Bandar Baharu	<a href="http://www.mdbb.gov.my">http://www.mdbb.gov.my</a>
Majlis Daerah Bau	<a href="http://www.baudc.sarawak.gov.my">http://www.baudc.sarawak.gov.my</a>
Majlis Daerah Besut	<a href="http://mdb.terengganu.gov.my">http://mdb.terengganu.gov.my</a>
Majlis Daerah Betong	<a href="http://www.betongdc.sarawak.gov.my">http://www.betongdc.sarawak.gov.my</a>
Majlis Daerah Dabong	<a href="http://www.mddabong.gov.my/">http://www.mddabong.gov.my/</a>
Majlis Daerah Gua Musang	<a href="http://www.mdgm.gov.my/">http://www.mdgm.gov.my/</a>
Majlis Daerah Hulu Terengganu	<a href="http://mdht.terengganu.gov.my">http://mdht.terengganu.gov.my</a>
Majlis Daerah Jeli	<a href="http://www.mdjeli.gov.my/">http://www.mdjeli.gov.my/</a>
Majlis Daerah Keteroh	<a href="http://www.mdketereh.gov.my/">http://www.mdketereh.gov.my/</a>
Majlis Daerah Kuala Krai	<a href="http://www.mdkkrai.gov.my/">http://www.mdkkrai.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Majlis Daerah Kubang Pasu	<a href="http://www.mdkubangpasu.gov.my">http://www.mdkubangpasu.gov.my</a>
Majlis Daerah Lawas	<a href="http://www.lawasdc.sarawak.gov.my">http://www.lawasdc.sarawak.gov.my</a>
Majlis Daerah Limbang	<a href="http://www.limbangdc.sarawak.gov.my">http://www.limbangdc.sarawak.gov.my</a>
Majlis Daerah Luar Bandar Sibu	<a href="http://www.srdc.gov.my">http://www.srdc.gov.my</a>
Majlis Daerah Lubok Antu	<a href="http://www.lubokantudc.sarawak.gov.my">http://www.lubokantudc.sarawak.gov.my</a>
Majlis Daerah Lundu	<a href="http://www.lundudc.sarawak.gov.my">http://www.lundudc.sarawak.gov.my</a>
Majlis Daerah Machang	<a href="http://www.mdmachang.gov.my/">http://www.mdmachang.gov.my/</a>
Majlis Daerah Maradong dan Julau	<a href="http://www.maradong-julaudc.sarawak.gov.my/">http://www.maradong-julaudc.sarawak.gov.my/</a>
Majlis Daerah Marang	<a href="http://mdmarang.gov.my">http://mdmarang.gov.my</a>
Majlis Daerah Padang Terap	<a href="http://www.mdptk.gov.my">http://www.mdptk.gov.my</a>
Majlis Daerah Pasir Mas	<a href="http://www.mdpmas.gov.my/">http://www.mdpmas.gov.my/</a>
Majlis Daerah Pasir Puteh	<a href="http://www.mdpputeh.gov.my/">http://www.mdpputeh.gov.my/</a>
Majlis Daerah Pendang	<a href="http://www.mdpendang.gov.my">http://www.mdpendang.gov.my</a>
Majlis Daerah Saratok	<a href="http://www.saratokdc.sarawak.gov.my/">http://www.saratokdc.sarawak.gov.my/</a>
Majlis Daerah Sarikei	<a href="http://www.sarkeidc.sarawak.gov.my">http://www.sarkeidc.sarawak.gov.my</a>
Majlis Daerah Serian	<a href="http://www.seriandc.sarawak.gov.my/">http://www.seriandc.sarawak.gov.my/</a>
Majlis Daerah Setiu	<a href="http://mds.terengganu.gov.my">http://mds.terengganu.gov.my</a>
Majlis Daerah Sik	<a href="http://www.mdsik.gov.my">http://www.mdsik.gov.my</a>
Majlis Daerah Simunjan	<a href="http://www.simunjandc.sarawak.gov.my">http://www.simunjandc.sarawak.gov.my</a>
Majlis Daerah Subis	<a href="http://www.mdsubis.sarawak.gov.my">http://www.mdsubis.sarawak.gov.my</a>
Majlis Daerah Tanah Merah	<a href="http://www.mdtanahmerah.gov.my/">http://www.mdtanahmerah.gov.my/</a>
Majlis Daerah Tumpat	<a href="http://www.mdtumpat.gov.my/">http://www.mdtumpat.gov.my/</a>
Majlis Daerah Yan	<a href="http://www.mdyan.gov.my">http://www.mdyan.gov.my</a>
Majlis Perbandaran Dungun	<a href="http://mpd.terengganu.gov.my">http://mpd.terengganu.gov.my</a>
Majlis Perbandaran Kemaman	<a href="http://mpk.terengganu.gov.my">http://mpk.terengganu.gov.my</a>
Majlis Perbandaran Kota Bharu Bandar Raya Islam	<a href="http://www.mpkbbri.gov.my/">http://www.mpkbbri.gov.my/</a>
Majlis Perbandaran Kulim	<a href="http://www.mpkk.gov.my">http://www.mpkk.gov.my</a>
Majlis Perbandaran Langkawi	<a href="http://www.mplbp.gov.my">http://www.mplbp.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Majlis Perbandaran Padawan	<a href="http://www.mpp.sarawak.gov.my">http://www.mpp.sarawak.gov.my</a>
Majlis Perbandaran Sibu	<a href="http://www.smc.gov.my">http://www.smc.gov.my</a>
Majlis Perbandaran Sungai Petani	<a href="http://www.mpspk.gov.my">http://www.mpspk.gov.my</a>
Malay Customs and Heritage Corporation Selangor	<a href="http://www.padat.gov.my/v2/index.php/my/">http://www.padat.gov.my/v2/index.php/my/</a>
Malaysia Agricultural Research and Development Institute	<a href="http://www.mardi.gov.my">http://www.mardi.gov.my</a>
Malaysia Automotive Institute (MAI)	<a href="http://www.mai.org.my/">http://www.mai.org.my/</a>
Malaysia Civil Defence Department	<a href="http://www.civildefence.gov.my">http://www.civildefence.gov.my</a>
Malaysia External Trade Development Corporation (MATRADE)	<a href="http://www.matrade.gov.my/">http://www.matrade.gov.my/</a>
Malaysia Highway Authority	<a href="http://www.llm.gov.my">http://www.llm.gov.my</a>
Malaysia Institute of Road Safety Research	<a href="http://www.miros.gov.my">http://www.miros.gov.my</a>
Malaysia Productivity Corporation (MPC)	<a href="http://www.mpc.gov.my">http://www.mpc.gov.my</a>
Malaysia Qualifications Agency (MQA)	<a href="http://www.mqa.gov.my/">http://www.mqa.gov.my/</a>
Malaysia Sports Commissioner Office	<a href="http://pps.kbs.gov.my">http://pps.kbs.gov.my</a>
Malaysian Administrative Modernisation and Management Planning Unit	<a href="http://www.mampu.gov.my/">http://www.mampu.gov.my/</a>
Malaysian Anti-Corruption Commission	<a href="http://www.sprm.gov.my/">http://www.sprm.gov.my/</a>
Malaysian Armed Forces Headquarters	<a href="http://www.mafhq.mil.my/index.php/ms/">http://www.mafhq.mil.my/index.php/ms/</a>
Malaysian Army	<a href="http://army.mod.gov.my/">http://army.mod.gov.my/</a>
Malaysian Cocoa Board	<a href="http://www.koko.gov.my/lkm/index.cfm">http://www.koko.gov.my/lkm/index.cfm</a>
Malaysian Examination Council	<a href="http://www.mpm.edu.my/">http://www.mpm.edu.my/</a>
Malaysian Handicraft Development Corporation	<a href="http://www.kraftangan.gov.my">http://www.kraftangan.gov.my</a>
Malaysian Industry Government Group for High Technology (MIGHT)	<a href="http://www.might.org.my">http://www.might.org.my</a>
Malaysian Institute of Integrity	<a href="http://www.iim.org.My">http://www.iim.org.My</a>
Malaysian Meteorological Department	<a href="http://www.met.gov.my/">http://www.met.gov.my/</a>
Malaysian National News Agency	<a href="http://www.bernama.com">http://www.bernama.com</a>
Malaysian Pepper Board	<a href="http://www.mpb.gov.my">www.mpb.gov.my</a>
Malaysian Quarantine and Inspection Services	<a href="http://www.maqis.gov.my">http://www.maqis.gov.my</a>
Malaysian Remote Sensing Agency	<a href="http://www.remotesensing.gov.my/">http://www.remotesensing.gov.my/</a>
Malaysian Rubber Board	<a href="http://www.lgm.gov.my">http://www.lgm.gov.my</a>
Malaysian Timber Industry Board	<a href="http://www.mtib.gov.my/">http://www.mtib.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Manjung Land and District Office	<a href="http://pdtmanjung.perak.gov.my/">http://pdtmanjung.perak.gov.my/</a>
Manjung Municipal Council	<a href="http://www.mpm.gov.my/home">http://www.mpm.gov.my/home</a>
Manpower Department	<a href="http://www.jtm.gov.my">http://www.jtm.gov.my</a>
MARA University of Technology	<a href="http://www.uitm.edu.my">http://www.uitm.edu.my</a>
Maran District and Land Office	<a href="http://pdtmaran.pahang.gov.my/">http://pdtmaran.pahang.gov.my/</a>
Maran District Council	<a href="http://www.mdmaran.gov.my/">http://www.mdmaran.gov.my/</a>
Marine Department of Malaysia	<a href="http://www.marine.gov.my">http://www.marine.gov.my</a>
Melaka Historic City Council	<a href="http://www.mmbm.gov.my/">http://www.mmbm.gov.my/</a>
Melaka Housing Board	<a href="http://lpm.melaka.gov.my">http://lpm.melaka.gov.my</a>
Melaka Land and Mines Office	<a href="http://ptg.melaka.gov.my">http://ptg.melaka.gov.my</a>
Melaka Public Library	<a href="http://www.perpustam.gov.my">http://www.perpustam.gov.my</a>
Melaka State Development Corporation	<a href="http://www.pknm.gov.my/">http://www.pknm.gov.my/</a>
Melaka State Finance and Treasury Department	<a href="http://jkpnm.melaka.gov.my">http://jkpnm.melaka.gov.my</a>
Melaka State Government	<a href="http://www.melaka.gov.my">http://www.melaka.gov.my</a>
Melaka State Veterinary Services Department	<a href="http://jpvmelaka.gov.my">http://jpvmelaka.gov.my</a>
Melaka Syariah Court	<a href="http://www.mahsyariahmelaka.gov.my">http://www.mahsyariahmelaka.gov.my</a>
Melaka Tengah District and Land Office	<a href="http://www.pdtmt.gov.my">http://www.pdtmt.gov.my</a>
Minerals and Geoscience Department Malaysia	<a href="http://www.jmg.gov.my">http://www.jmg.gov.my</a>
Ministry of Agriculture and Agro-Based Industry	<a href="http://www.moa.gov.my">http://www.moa.gov.my</a>
Ministry of Communications and Multimedia Malaysia	<a href="http://www.kkmm.gov.my">http://www.kkmm.gov.my</a>
Ministry of Defence	<a href="http://www.mod.gov.my">http://www.mod.gov.my</a>
Ministry of Domestic Trade, Co-Operatives and Consumerism	<a href="http://www.kpdnkk.gov.my">http://www.kpdnkk.gov.my</a>
Ministry of Education	<a href="http://www.moe.gov.my">http://www.moe.gov.my</a>
Ministry of Energy, Green Technology and Water	<a href="http://www.kettha.gov.my/portal/index.php">http://www.kettha.gov.my/portal/index.php</a>
Ministry of Federal Territories	<a href="http://www.kwp.gov.my">http://www.kwp.gov.my</a>
Ministry of Finance Malaysia	<a href="http://www.treasury.gov.my">www.treasury.gov.my</a>
Ministry of Foreign Affairs, Malaysia	<a href="http://www.kln.gov.my">http://www.kln.gov.my</a>
Ministry of Health	<a href="http://www.moh.gov.my">http://www.moh.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Ministry of Home Affairs	<a href="http://www.moha.gov.my">http://www.moha.gov.my</a>
Ministry of Human Resources	<a href="http://www.mohr.gov.my">http://www.mohr.gov.my</a>
Ministry of Industrial Development (MID) Sarawak	<a href="http://www.mid.sarawak.gov.my">http://www.mid.sarawak.gov.my</a>
Ministry of International Trade and Industry	<a href="http://www.miti.gov.my">http://www.miti.gov.my</a>
Ministry of Plantation Industries and Commodities	<a href="http://www.mpic.gov.my">http://www.mpic.gov.my</a>
Ministry of Science, Technology and Innovation	<a href="http://www.mosti.gov.my">http://www.mosti.gov.my</a>
Ministry of Social Development	<a href="http://www.kps.sarawak.gov.my">http://www.kps.sarawak.gov.my</a>
Ministry of Tourism and Culture Malaysia	<a href="http://www.motac.gov.my">http://www.motac.gov.my</a>
Ministry of Transport	<a href="http://www.mot.gov.my">http://www.mot.gov.my</a>
Ministry of Women, Family and Community Development	<a href="http://www.kpwkm.gov.my/">http://www.kpwkm.gov.my/</a>
Ministry of Works	<a href="http://www.kkr.gov.my">http://www.kkr.gov.my</a>
Ministry of Youth and Sports	<a href="http://www.kbs.gov.my">http://www.kbs.gov.my</a>
Muda Agricultural Development Authority	<a href="http://www.mada.gov.my">http://www.mada.gov.my</a>
Municipal Council of Batu Pahat	<a href="http://www.mpbp.gov.my/">http://www.mpbp.gov.my/</a>
Municipal Council of Johor Bahru Tengah	<a href="http://www.mpjbt.gov.my/">http://www.mpjbt.gov.my/</a>
Municipal Council of Kluang	<a href="http://www.mpkluang.gov.my/">http://www.mpkluang.gov.my/</a>
Municipal Council of Kulai	<a href="http://www.mpkulai.gov.my/">http://www.mpkulai.gov.my/</a>
Municipal Council of Muar	<a href="http://www.mpmuar.gov.my/">http://www.mpmuar.gov.my/</a>
Municipal Council of Pasir Gudang	<a href="http://www.mppg.gov.my/">http://www.mppg.gov.my/</a>
NAM Institute for the Empowerment of Malaysia	<a href="http://www.niew.gov.my/">http://www.niew.gov.my/</a>
National Academy of Arts, Culture and Heritage	<a href="http://www.aswara.edu.my">http://www.aswara.edu.my</a>
National Anti Drugs Agency	<a href="http://www.adk.gov.my">http://www.adk.gov.my</a>
National Archives of Malaysia	<a href="http://www.arkib.gov.my">http://www.arkib.gov.my</a>
National Audit Department	<a href="https://www.audit.gov.my">https://www.audit.gov.my</a>
National Civics Bureau	<a href="http://www.btn.gov.my/">http://www.btn.gov.my/</a>
National Craft Institute	<a href="http://www.ikn.gov.my">http://www.ikn.gov.my</a>
National Defence University of Malaysia (UPNM)	<a href="http://www.upnm.edu.my">http://www.upnm.edu.my</a>
National Department for Culture and Arts	<a href="http://www.jkkn.gov.my">http://www.jkkn.gov.my</a>
National Film Development Corporation Malaysia	<a href="http://www.finans.gov.my">http://www.finans.gov.my</a>
National Higher Education Fund Corporation (PTPTN)	<a href="http://www.ptptn.gov.my">http://www.ptptn.gov.my</a>
National Hydraulic Research Institute of Malaysia	<a href="http://www.nahrim.gov.my">http://www.nahrim.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
National Hydrographic Centre	<a href="http://www.hydro.gov.my/index.php/ms/">http://www.hydro.gov.my/index.php/ms/</a>
National Institute for Public Administration (INTAN)	<a href="http://www.intanbk.intan.my">http://www.intanbk.intan.my</a>
National Institute of Land And Survey	<a href="http://www.instun.gov.my">http://www.instun.gov.my</a>
National Institute of Occupational Safety and Health	<a href="http://www.niosh.com.my">http://www.niosh.com.my</a>
National Kenaf and Tobacco Board (NKTB)	<a href="http://www.lktn.gov.my">http://www.lktn.gov.my</a>
National Landscape Department	<a href="http://jln.kpkt.gov.my">http://jln.kpkt.gov.my</a>
National Library of Malaysia	<a href="http://www.pnm.gov.my">http://www.pnm.gov.my</a>
National Population And Family Development Board	<a href="http://www.lppkn.gov.my">http://www.lppkn.gov.my</a>
National Registration Department	<a href="http://www.jpn.gov.my">http://www.jpn.gov.my</a>
National Service Training Department	<a href="http://www.khidmatnegara.gov.my/">http://www.khidmatnegara.gov.my/</a>
National Unity and Integration Department	<a href="http://www.jpnn.gov.my/">http://www.jpnn.gov.my/</a>
National University Of Malaysia (UKM)	<a href="http://www.ukm.my">http://www.ukm.my</a>
National Visual Art Development Board	<a href="http://www.artgallery.gov.my">http://www.artgallery.gov.my</a>
Negeri Sembilan Agriculture Department	<a href="http://www.ns.gov.my/jabatan/pertanian">http://www.ns.gov.my/jabatan/pertanian</a>
Negeri Sembilan Development Corporation	<a href="http://www.pkns.gov.my/">http://www.pkns.gov.my/</a>
Negeri Sembilan Financial Office	<a href="http://www.ns.gov.my/pkwns/">http://www.ns.gov.my/pkwns/</a>
Negeri Sembilan Foundation	<a href="http://www.yns.gov.my/v6/">http://www.yns.gov.my/v6/</a>
Negeri Sembilan Irrigation and Drainage Department	<a href="http://www.ns.gov.my/jabatan/jpsns/">http://www.ns.gov.my/jabatan/jpsns/</a>
Negeri Sembilan Islamic Religious Affairs Department	<a href="http://jheains.ns.gov.my/">http://jheains.ns.gov.my/</a>
Negeri Sembilan Land and Mines Office	<a href="http://www.ns.gov.my/ptgns/">http://www.ns.gov.my/ptgns/</a>
Negeri Sembilan Mufti Department	<a href="http://www.muftins.gov.my/">http://www.muftins.gov.my/</a>
Negeri Sembilan Public Works Department	<a href="http://jkrns.ns.gov.my/">http://jkrns.ns.gov.my/</a>
Negeri Sembilan Social Welfare Department	<a href="http://jkmns.ns.gov.my/">http://jkmns.ns.gov.my/</a>
Negeri Sembilan State Government	<a href="http://www.ns.gov.my/">http://www.ns.gov.my/</a>
Negeri Sembilan State Library	<a href="http://nslibrary.gov.my/">http://nslibrary.gov.my/</a>
Negeri Sembilan State Museum	<a href="http://lmns.ns.gov.my/">http://lmns.ns.gov.my/</a>
Negeri Sembilan Syariah Judicial Department	<a href="http://jksns.ns.gov.my/">http://jksns.ns.gov.my/</a>
Negeri Sembilan Town and Rural Planning Department	<a href="http://www.ns.gov.my/jabatan/jpbdns/">http://www.ns.gov.my/jabatan/jpbdns/</a>
Negeri Sembilan Veterinary Services Department	<a href="http://dvsns.ns.gov.my/">http://dvsns.ns.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Nilai Municipal Council	<a href="http://www.mpn.gov.my/home">http://www.mpn.gov.my/home</a>
Occupational Safety and Health Department	<a href="http://www.dosh.gov.my">http://www.dosh.gov.my</a>
Office of the Chief Registrar	<a href="http://www.kehakiman.gov.my/">http://www.kehakiman.gov.my/</a>
Office of The Johor State Secretary	<a href="http://www.johor.gov.my/">http://www.johor.gov.my/</a>
Pahang Agriculture Department	<a href="http://agri.pahang.gov.my/">http://agri.pahang.gov.my/</a>
Pahang Foundation	<a href="http://www.yip.org.my/">http://www.yip.org.my/</a>
Pahang Islamic Religious Affairs Department	<a href="http://jaip.pahang.gov.my/">http://jaip.pahang.gov.my/</a>
Pahang Mufti Department	<a href="http://mufti.pahang.gov.my/">http://mufti.pahang.gov.my/</a>
Pahang Public Services Commission	<a href="http://spa.pahang.gov.my/">http://spa.pahang.gov.my/</a>
Pahang Social Welfare Department	<a href="http://jkm.pahang.gov.my/">http://jkm.pahang.gov.my/</a>
Pahang State Development Corporation	<a href="http://www.pknp.gov.my/">http://www.pknp.gov.my/</a>
Pahang Veterinary Services Department	<a href="http://vetphg.pahang.gov.my/">http://vetphg.pahang.gov.my/</a>
Parliament of Malaysia	<a href="http://www.parlimen.gov.my/">http://www.parlimen.gov.my/</a>
Pejabat Daerah Betong	<a href="http://www.betongdo.sarawak.gov.my">http://www.betongdo.sarawak.gov.my</a>
Pejabat Daerah Bintulu	<a href="http://www.bintuludo.sarawak.gov.my">http://www.bintuludo.sarawak.gov.my</a>
Pejabat Daerah dan Tanah Bandar Baharu	<a href="http://webjabatan.kedah.gov.my/pdbb">http://webjabatan.kedah.gov.my/pdbb</a>
Pejabat Daerah dan Tanah Besut	<a href="http://pdtbesut.terengganu.gov.my">http://pdtbesut.terengganu.gov.my</a>
Pejabat Daerah dan Tanah Dungun	<a href="http://pdtdungun.terengganu.gov.my">http://pdtdungun.terengganu.gov.my</a>
Pejabat Daerah Dan Tanah Hulu Terengganu	<a href="http://pdtht.terengganu.gov.my">http://pdtht.terengganu.gov.my</a>
Pejabat Daerah dan Tanah Kuala Terengganu	<a href="http://pdtkt.terengganu.gov.my">http://pdtkt.terengganu.gov.my</a>
Pejabat Daerah dan Tanah Marang	<a href="http://pdtmarang.terengganu.gov.my">http://pdtmarang.terengganu.gov.my</a>
Pejabat Daerah dan Tanah Pendang	<a href="http://webjabatan.kedah.gov.my/pdp">http://webjabatan.kedah.gov.my/pdp</a>
Pejabat Daerah dan Tanah Pokok Sena	<a href="http://webjabatan.kedah.gov.my/pdps">http://webjabatan.kedah.gov.my/pdps</a>
Pejabat Daerah dan Tanah Sik	<a href="http://webjabatan.kedah.gov.my/pds">http://webjabatan.kedah.gov.my/pds</a>
Pejabat Daerah dan Tanah Yan	<a href="http://webjabatan.kedah.gov.my/pdy">http://webjabatan.kedah.gov.my/pdy</a>
Pejabat Daerah Daro	<a href="http://www.darodo.sarawak.gov.my">http://www.darodo.sarawak.gov.my</a>
Pejabat Daerah Kota Setar	<a href="http://webjabatan.kedah.gov.my/pdks">http://webjabatan.kedah.gov.my/pdks</a>
Pejabat Daerah Kuala Muda	<a href="http://webjabatan.kedah.gov.my/pdkm">http://webjabatan.kedah.gov.my/pdkm</a>
Pejabat Daerah Kubang Pasu	<a href="http://webjabatan.kedah.gov.my/pdkp">http://webjabatan.kedah.gov.my/pdkp</a>
Pejabat Daerah Kuching	<a href="http://www.kuchingdo.sarawak.gov.my">http://www.kuchingdo.sarawak.gov.my</a>
Pejabat Daerah Kulim	<a href="http://webjabatan.kedah.gov.my/pdk">http://webjabatan.kedah.gov.my/pdk</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Pejabat Daerah Langkawi	<a href="http://webjabatan.kedah.gov.my/pdl">http://webjabatan.kedah.gov.my/pdl</a>
Pejabat Daerah Lawas	<a href="http://www.lawasdo.sarawak.gov.my">http://www.lawasdo.sarawak.gov.my</a>
Pejabat Daerah Lubok Antu	<a href="http://www.lubokantudo.sarawak.gov.my">http://www.lubokantudo.sarawak.gov.my</a>
Pejabat Daerah Matu	<a href="http://www.matudo.sarawak.gov.my">http://www.matudo.sarawak.gov.my</a>
Pejabat Daerah Padang Terap	<a href="http://webjabatan.kedah.gov.my/pdpt">http://webjabatan.kedah.gov.my/pdpt</a>
Pejabat Daerah Samarahan	<a href="http://www.samarahando.sarawak.gov.my">http://www.samarahando.sarawak.gov.my</a>
Pejabat Daerah Sri Aman	<a href="http://www.sriamando.sarawak.gov.my">http://www.sriamando.sarawak.gov.my</a>
Pejabat Ketua Menteri	<a href="http://www.cm.sarawak.gov.my">http://www.cm.sarawak.gov.my</a>
Pejabat Kewangan dan Perbendaharaan Negeri Pahang	<a href="http://pkn.pahang.gov.my/">http://pkn.pahang.gov.my/</a>
Pejabat Menteri Besar dan Setiausaha Kerajaan Negeri Kedah	<a href="http://www.kedah.gov.my">http://www.kedah.gov.my</a>
Pejabat Mufti Wilayah Persekutuan	<a href="http://www.muftiwp.gov.my/">http://www.muftiwp.gov.my/</a>
Pejabat Pembangunan Negeri Kelantan	<a href="http://www.ppn.kelantan.gov.my/">http://www.ppn.kelantan.gov.my/</a>
Pejabat Pengarah Tanah dan Galian Negeri Kedah	<a href="http://www.ptgkedah.gov.my">http://www.ptgkedah.gov.my</a>
Pejabat Perbendaharaan Negeri Kelantan	<a href="http://www.pkn.kelantan.gov.my/">http://www.pkn.kelantan.gov.my/</a>
Pejabat Perbendaharaan Negeri Terengganu	<a href="http://perbendaharaan.terengganu.gov.my/">http://perbendaharaan.terengganu.gov.my/</a>
Pejabat Residen Bahagian Limbang	<a href="http://www.limbangrdo.sarawak.gov.my/">http://www.limbangrdo.sarawak.gov.my/</a>
Pejabat Residen Bahagian Sarikei	<a href="http://www.sarikei.sarawak.gov.my">http://www.sarikei.sarawak.gov.my</a>
Pejabat Residen Bahagian Sibul	<a href="http://www.residensibu.sarawak.gov.my">http://www.residensibu.sarawak.gov.my</a>
Pejabat Residen Bahagian Sri Aman	<a href="http://www.sriamanro.sarawak.gov.my">http://www.sriamanro.sarawak.gov.my</a>
Pejabat Setiausaha Kerajaan Negeri	<a href="http://www.ss.sarawak.gov.my">http://www.ss.sarawak.gov.my</a>
Pejabat Setiausaha Kerajaan Negeri Terengganu	<a href="http://www.terengganu.gov.my">http://www.terengganu.gov.my</a>
Pejabat Tanah Baling	<a href="http://webjabatan.kedah.gov.my/ptb">http://webjabatan.kedah.gov.my/ptb</a>
Pejabat Tanah dan Galian Negeri Terengganu	<a href="http://ptgweb.terengganu.gov.my">http://ptgweb.terengganu.gov.my</a>
Pejabat Tanah dan Jajahan Kota Bharu	<a href="http://www.ptjkb.kelantan.gov.my/">http://www.ptjkb.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Machang	<a href="http://www.ptjm.kelantan.gov.my/">http://www.ptjm.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Pasir Mas	<a href="http://www.ptjpm.kelantan.gov.my/">http://www.ptjpm.kelantan.gov.my/</a>
Pejabat Tanah dan Jajahan Pasir Puteh	<a href="http://www.ptjpp.kelantan.gov.my/">http://www.ptjpp.kelantan.gov.my/</a>
Pejabat Tanah Kota Setar	<a href="http://webjabatan.kedah.gov.my/ptks">http://webjabatan.kedah.gov.my/ptks</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Pejabat Tanah Kuala Muda	<a href="http://webjabatan.kedah.gov.my/ptkm">http://webjabatan.kedah.gov.my/ptkm</a>
Pejabat Tanah Kubang Pasu	<a href="http://webjabatan.kedah.gov.my/ptkp">http://webjabatan.kedah.gov.my/ptkp</a>
Pejabat Tanah Kulim	<a href="http://webjabatan.kedah.gov.my/ptk">http://webjabatan.kedah.gov.my/ptk</a>
Pejabat Tanah Langkawi	<a href="http://webjabatan.kedah.gov.my/ptl">http://webjabatan.kedah.gov.my/ptl</a>
Pejabat Tanah Padang Terap	<a href="http://webjabatan.kedah.gov.my/ptpt">http://webjabatan.kedah.gov.my/ptpt</a>
Pejabat Tanah Pendang	<a href="http://webjabatan.kedah.gov.my/ptp">http://webjabatan.kedah.gov.my/ptp</a>
Pejabat Tanah Pokok Sena	<a href="http://webjabatan.kedah.gov.my/ptps">http://webjabatan.kedah.gov.my/ptps</a>
Pejabat Tanah Sik	<a href="http://webjabatan.kedah.gov.my/pts">http://webjabatan.kedah.gov.my/pts</a>
Pejabat Tanah Yan	<a href="http://webjabatan.kedah.gov.my/pty">http://webjabatan.kedah.gov.my/pty</a>
Pekan District Council	<a href="http://www.mdpekan.gov.my/">http://www.mdpekan.gov.my/</a>
Penang Agriculture Department	<a href="http://jpn.penang.gov.my/">http://jpn.penang.gov.my/</a>
Penang Botanic Gardens	<a href="http://botanicalgardens.penang.gov.my/">http://botanicalgardens.penang.gov.my/</a>
Penang Central Seberang Perai District and Land Office	<a href="http://spt.penang.gov.my">http://spt.penang.gov.my</a>
Penang Irrigation and Drainage Department	<a href="http://jps.penang.gov.my/">http://jps.penang.gov.my/</a>
Penang Islamic Religious Affairs Department	<a href="http://jaipp.penang.gov.my/">http://jaipp.penang.gov.my/</a>
Penang North East District and Land Office	<a href="http://dtl.penang.gov.my">http://dtl.penang.gov.my</a>
Penang Port Commission	<a href="http://www.penangport.gov.my/">http://www.penangport.gov.my/</a>
Penang Public Library Corporation	<a href="http://www.penanglib.gov.my/">http://www.penanglib.gov.my/</a>
Penang Public Works Department	<a href="http://ppinang.jkr.gov.my/">http://ppinang.jkr.gov.my/</a>
Penang South West District and Land Office	<a href="http://dbd.penang.gov.my">http://dbd.penang.gov.my</a>
Penang Southern Seberang Perai District and Land Office	<a href="http://sps.penang.gov.my">http://sps.penang.gov.my</a>
Penang Sports Council	<a href="http://msnpp.penang.gov.my/">http://msnpp.penang.gov.my/</a>
Penang State Finance Department	<a href="http://jkn.penang.gov.my/">http://jkn.penang.gov.my/</a>
Penang State Mufti Department	<a href="http://mufti.penang.gov.my/">http://mufti.penang.gov.my/</a>
Penang Syariah Judiciary Department	<a href="http://www.jksnpp.gov.my/">http://www.jksnpp.gov.my/</a>
Penang Town and Rural Planning Department	<a href="http://jpbd.penang.gov.my/">http://jpbd.penang.gov.my/</a>
Pengkalan Hulu District And Land Office	<a href="http://pdtpengkalanhulu.perak.gov.my/">http://pdtpengkalanhulu.perak.gov.my/</a>
Pengkalan Hulu District Council	<a href="http://www.mdph.gov.my/home">http://www.mdph.gov.my/home</a>
Perak Agriculture Department	<a href="http://www.pertanianperak.gov.my/">http://www.pertanianperak.gov.my/</a>
Perak Darul Ridzuan Town and Country Planning Department	<a href="http://jpbd.perak.gov.my/jpbd/">http://jpbd.perak.gov.my/jpbd/</a>
Perak Foundation	<a href="http://www.yayasanperak.gov.my/">http://www.yayasanperak.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Perak Islamic Religious Affairs Department	<a href="http://jaipk.perak.gov.my/">http://jaipk.perak.gov.my/</a>
Perak Land and Mines Office	<a href="http://ptg.perak.gov.my/">http://ptg.perak.gov.my/</a>
Perak Office of State Treasury	<a href="http://kewangan.perak.gov.my">http://kewangan.perak.gov.my</a>
Perak Public Works Department	<a href="http://www.jkrperak.gov.my/">http://www.jkrperak.gov.my/</a>
Perak Social Welfare Department	<a href="http://kebijakan.perak.gov.my/">http://kebijakan.perak.gov.my/</a>
Perak State Forestry Department	<a href="http://jpbd.perak.gov.my/perak_jpbd2/">http://jpbd.perak.gov.my/perak_jpbd2/</a>
Perak State Government	<a href="http://www.perak.gov.my/">http://www.perak.gov.my/</a>
Perak State Library	<a href="http://ppanpk.perak.gov.my/">http://ppanpk.perak.gov.my/</a>
Perak State Public Service Commision	<a href="http://spa.perak.gov.my/">http://spa.perak.gov.my/</a>
Perak Syariah Judiciary Department	<a href="http://syariah.perak.gov.my/">http://syariah.perak.gov.my/</a>
Perak Tengah, Seri Iskandar District Council	<a href="http://www.mdpt.gov.my/">http://www.mdpt.gov.my/</a>
Perak Veterinary Services Department	<a href="http://www.jpvpk.gov.my/">http://www.jpvpk.gov.my/</a>
Perak Water Board	<a href="http://www.lap.com.my/">http://www.lap.com.my/</a>
Perbadanan Kemajuan Bukit Fraser	<a href="http://www.pkbf.gov.my/">http://www.pkbf.gov.my/</a>
Perbadanan Kemajuan Iktisad Negeri Kelantan (PKINK)	<a href="http://www.pkink.gov.my/">http://www.pkink.gov.my/</a>
Perbadanan Kemajuan Negeri Kedah (PKNK)	<a href="http://www.pknk.gov.my">http://www.pknk.gov.my</a>
Perbadanan Memajukan Iktisad Negeri Terengganu (PMINT)	<a href="http://www.pmint.gov.my">http://www.pmint.gov.my</a>
Perbadanan Menteri Besar Kelantan	<a href="http://www.pmbk.gov.my/">http://www.pmbk.gov.my/</a>
Perbadanan Muzium Negeri Kelantan	<a href="http://www.muzium.kelantan.gov.my/">http://www.muzium.kelantan.gov.my/</a>
Perbadanan Pembangunan Ekonomi Sarawak	<a href="http://www.sedc.com.my">http://www.sedc.com.my</a>
Perbadanan Perpustakaan Awam Negeri Kedah	<a href="http://www.kedahlib.gov.my">http://www.kedahlib.gov.my</a>
Perbadanan Stadium Negeri Sarawak	<a href="http://www.stadiumcorp.sarawak.gov.my">http://www.stadiumcorp.sarawak.gov.my</a>
Perlis Agriculture Department	<a href="http://pertanian.perlis.gov.my/">http://pertanian.perlis.gov.my/</a>
Perlis State Government	<a href="http://www.perlis.gov.my/">http://www.perlis.gov.my/</a>
Perlis Syariah Court	<a href="http://perlis.jksm.gov.my/jksnperlis">http://perlis.jksm.gov.my/jksnperlis</a>
Personel Data Protection Department	<a href="http://www.pdp.gov.my/">http://www.pdp.gov.my/</a>
Pertubuhan Peladang Negeri Sarawak	<a href="http://www.peladang.sarawak.gov.my">http://www.peladang.sarawak.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Petaling District/Land Office	<a href="http://www.selangor.gov.my/petaling">http://www.selangor.gov.my/petaling</a>
Petaling Jaya City Council	<a href="http://www.mbpj.gov.my/">http://www.mbpj.gov.my/</a>
Pihak Berkuasa Tempatan Taman Perindustrian Hi-Tech Kulim	<a href="http://www.pbttphkt.gov.my">http://www.pbttphkt.gov.my</a>
Port Dickson District and Land Office	<a href="http://www.ns.gov.my/daerah/pd/">http://www.ns.gov.my/daerah/pd/</a>
Port Dickson Municipal Council	<a href="http://www.mppd.gov.my/web/guest/home">http://www.mppd.gov.my/web/guest/home</a>
Port Klang Authority	<a href="http://www.pka.gov.my">http://www.pka.gov.my</a>
Prime Minister's Department	<a href="http://www.jpm.gov.my">http://www.jpm.gov.my</a>
Prime Minister's Office	<a href="http://www.pmo.gov.my/">http://www.pmo.gov.my/</a>
Prisons Department of Malaysia	<a href="http://www.prison.gov.my">http://www.prison.gov.my</a>
Property And Land Management Division	<a href="http://www.bph.gov.my">http://www.bph.gov.my</a>
Public Complaints Bureau	<a href="http://www.pcb.gov.my">http://www.pcb.gov.my</a>
Public Private Partnership Unit	<a href="http://www.ukas.gov.my/">http://www.ukas.gov.my/</a>
Public Service Department of Malaysia	<a href="http://www.jpa.gov.my">http://www.jpa.gov.my</a>
Public Services Commission of Malaysia	<a href="http://www.spa.gov.my/">http://www.spa.gov.my/</a>
Public Works Department Malaysia	<a href="http://www.jkr.gov.my">http://www.jkr.gov.my</a>
Public Works Department of Kedah	<a href="http://www.jkrkedah.gov.my">http://www.jkrkedah.gov.my</a>
Public Works Department of Melaka State	<a href="http://www.jkrmlk.gov.my">http://www.jkrmlk.gov.my</a>
Pusat Kepelebagaan Biologi Sarawak	<a href="http://www.sbc.org.my/">http://www.sbc.org.my/</a>
Putrajaya Corporation	<a href="http://www.ppj.gov.my">http://www.ppj.gov.my</a>
Railway Asset Corporation	<a href="http://www.rac.gov.my">http://www.rac.gov.my</a>
Raub District and Land Office	<a href="http://pdtraub.pahang.gov.my/">http://pdtraub.pahang.gov.my/</a>
Raub District Council	<a href="http://www.mdraub.gov.my/">http://www.mdraub.gov.my/</a>
Registrar of Youth	<a href="http://roy.kbs.gov.my">http://roy.kbs.gov.my</a>
Rembau District and Land Office	<a href="http://www.ns.gov.my/daerah/rembau/">http://www.ns.gov.my/daerah/rembau/</a>
Rembau District Council	<a href="http://www.mdr.gov.my/web/guest/home">http://www.mdr.gov.my/web/guest/home</a>
Road Safety Department	<a href="http://www.jkjr.gov.my">http://www.jkjr.gov.my</a>
Road Transport Department Malaysia	<a href="http://www.jpj.gov.my">http://www.jpj.gov.my</a>
Rompin District and Land Office	<a href="http://pdtrompin.pahang.gov.my/">http://pdtrompin.pahang.gov.my/</a>
Rompin District Council	<a href="http://www.mdrompin.gov.my/">http://www.mdrompin.gov.my/</a>
Royal Malaysian Customs Department	<a href="http://www.customs.gov.my">http://www.customs.gov.my</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Royal Malaysian Air Force	<a href="http://www.airforce.gov.my/">http://www.airforce.gov.my/</a>
Royal Malaysian Navy	<a href="http://www.navy.mil.my/">http://www.navy.mil.my/</a>
Rubber Industry Smallholders Development Authority	<a href="http://www.risda.gov.my/index.php/my/">http://www.risda.gov.my/index.php/my/</a>
Sabah Federal Secretary Office	<a href="http://www.psupsabah.gov.my/">http://www.psupsabah.gov.my/</a>
Sabak Bernam District Council	<a href="http://www.mdsb.gov.my/">http://www.mdsb.gov.my/</a>
Sabak Bernam District/Land Office	<a href="http://www.selangor.gov.my/sabakbernam">http://www.selangor.gov.my/sabakbernam</a>
Sarawak Federal Secretary Office	<a href="http://www.supsrwk.gov.my/">http://www.supsrwk.gov.my/</a>
Sarawak State Government	<a href="http://www.sarawak.gov.my">http://www.sarawak.gov.my</a>
Sarawak Timber Industry Development Corporation	<a href="http://www.sarawaktimber.gov.my">http://www.sarawaktimber.gov.my</a>
Selama District And Land Office	<a href="http://pdtselama.perak.gov.my/">http://pdtselama.perak.gov.my/</a>
Selama District Council	<a href="http://www.mdselama.gov.my/home">http://www.mdselama.gov.my/home</a>
Selangor Agriculture Department	<a href="http://pertanian.selangor.gov.my/main.php">http://pertanian.selangor.gov.my/main.php</a>
Selangor Housing and Property Authority	<a href="http://lphs.selangor.gov.my/">http://lphs.selangor.gov.my/</a>
Selangor Islamic Religious Council	<a href="http://www.mais.gov.my">http://www.mais.gov.my</a>
Selangor Land and Mines Office	<a href="http://ptg.selangor.gov.my/">http://ptg.selangor.gov.my/</a>
Selangor Mufti Department	<a href="http://www.muftiselangor.gov.my/ms/">http://www.muftiselangor.gov.my/ms/</a>
Selangor Public Services Commission	<a href="http://spn.selangor.gov.my">http://spn.selangor.gov.my</a>
Selangor State Development Corporation	<a href="http://www.pkns.gov.my/index.php/my/">http://www.pkns.gov.my/index.php/my/</a>
Selangor State Forestry Department	<a href="http://forestry.selangor.gov.my/index.php/my/">http://forestry.selangor.gov.my/index.php/my/</a>
Selangor State Government	<a href="http://www.selangor.gov.my/">http://www.selangor.gov.my/</a>
Selangor State Library	<a href="http://www.ppas.gov.my/">http://www.ppas.gov.my/</a>
Selangor State Religious Department	<a href="http://www.jais.gov.my/">http://www.jais.gov.my/</a>
Selangor Syariah Judiciary Department	<a href="http://www.jakess.gov.my/v4/index.php">http://www.jakess.gov.my/v4/index.php</a>
Selangor Treasury	<a href="http://pwn.selangor.gov.my">http://pwn.selangor.gov.my</a>
Selangor Town and Country Planning Department	<a href="http://jpbdselangor.gov.my/">http://jpbdselangor.gov.my/</a>
Selangor Veterinary Services Department	<a href="http://www.dvssel.gov.my/">http://www.dvssel.gov.my/</a>
Selayang Municipal Council	<a href="http://www.mps.gov.my/">http://www.mps.gov.my/</a>
Sepang District/Land Office	<a href="http://www.selangor.gov.my/sepang">http://www.selangor.gov.my/sepang</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Sepang Municipal Council	<a href="http://www.mpsepang.gov.my/">http://www.mpsepang.gov.my/</a>
Seremban District and Land Office	<a href="http://www.ns.gov.my/daerah/seremban/">http://www.ns.gov.my/daerah/seremban/</a>
Seremban Municipal Council	<a href="http://www.mpsns.gov.my/web/guest/home">http://www.mpsns.gov.my/web/guest/home</a>
Seri Iskandar District And Land Office	<a href="http://pdtseriiskandar.perak.gov.my/">http://pdtseriiskandar.perak.gov.my/</a>
Serian District Office	<a href="http://www.seriando.sarawak.gov.my">http://www.seriando.sarawak.gov.my</a>
Shah Alam City Council	<a href="http://www.mbsa.gov.my/">http://www.mbsa.gov.my/</a>
Sibu Water Board	<a href="http://www.swb.gov.my">http://www.swb.gov.my</a>
Skills Development Department	<a href="http://www.dsd.gov.my">http://www.dsd.gov.my</a>
Skills Development Fund Corporation	<a href="http://www.ptpk.gov.my">http://www.ptpk.gov.my</a>
Slim River District And Land Office	<a href="http://pdtslimriver.perak.gov.my/my/">http://pdtslimriver.perak.gov.my/my/</a>
Small And Medium Enterprise Corporation Malaysia (SME Corp. Malaysia)	<a href="http://www.smecorp.gov.my">http://www.smecorp.gov.my</a>
Solid Waste and Public Cleansing Management Corporation	<a href="http://www.swcorp.gov.my">http://www.swcorp.gov.my</a>
South Kelantan Development Authority	<a href="http://www.kesedar.gov.my/">http://www.kesedar.gov.my/</a>
Stadium Malaysia Corporation	<a href="http://www.stadium.gov.my">http://www.stadium.gov.my</a>
State Land and Mineral Department	<a href="http://ptg.ptgps.gov.my">http://ptg.ptgps.gov.my</a>
Subang Jaya Municipal Council	<a href="http://www.mpsj.gov.my/">http://www.mpsj.gov.my/</a>
Sultan Idris Education University (UPSI)	<a href="http://www.upsi.edu.my/">http://www.upsi.edu.my/</a>
Sultan Zainal Abidin University	<a href="http://www.unisza.edu.my">http://www.unisza.edu.my</a>
Sungai Siput District And Land Office	<a href="http://pdtungaisiput.perak.gov.my/my/">http://pdtungaisiput.perak.gov.my/my/</a>
Suruhanjaya Perkhidmatan Negeri Kelantan	<a href="http://www.spn.kelantan.gov.my/">http://www.spn.kelantan.gov.my/</a>
Suruhanjaya Perkhidmatan Negeri Terengganu	<a href="http://spn.terengganu.gov.my">http://spn.terengganu.gov.my</a>
Syariah Judiciary Department Malaysia	<a href="http://www.jksm.gov.my">http://www.jksm.gov.my</a>
T.Y.T. Yang Di-Pertua Negeri of Melaka Office	<a href="http://www.tytmelaka.gov.my/">http://www.tytmelaka.gov.my/</a>
Tabung Baitulmal Sarawak	<a href="https://www.tbs.org.my">https://www.tbs.org.my</a>
Taiping District and Land Office	<a href="http://pdttaiping.perak.gov.my/">http://pdttaiping.perak.gov.my/</a>
Taiping Municipal Council	<a href="http://www.mptaiping.gov.my">http://www.mptaiping.gov.my</a>
Taman Botani Shah Alam	<a href="http://www.tbnsa.gov.my/en/web/guest/home">http://www.tbnsa.gov.my/en/web/guest/home</a>
Tampin District and Land Office	<a href="http://www.ns.gov.my/daerah/tampin/">http://www.ns.gov.my/daerah/tampin/</a>
Tampin District Council	<a href="http://www.mdtampin.gov.my/web/guest/home">http://www.mdtampin.gov.my/web/guest/home</a>
Tanah Merah Land and District Office	<a href="http://www.ptjtm.kelantan.gov.my/">http://www.ptjtm.kelantan.gov.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Tanjong Malim District Council	<a href="http://www.mdtm.gov.my/">http://www.mdtm.gov.my/</a>
Tapah District And Land Office	<a href="http://pdttapah.perak.gov.my/">http://pdttapah.perak.gov.my/</a>
Tapah District Council	<a href="http://www.mdtapah.gov.my/home">http://www.mdtapah.gov.my/home</a>
Teluk Intan District And Land Office	<a href="http://pdttelukintan.perak.gov.my">http://pdttelukintan.perak.gov.my</a>
Teluk Intan Municipal Council	<a href="http://www.mpti.gov.my/home">http://www.mpti.gov.my/home</a>
Temerloh District and Land Office	<a href="http://pdttemerloh.pahang.gov.my/">http://pdttemerloh.pahang.gov.my/</a>
Temerloh Municipal Council	<a href="http://www.mpt.gov.my/">http://www.mpt.gov.my/</a>
Terengganu Tengah Development Authority	<a href="http://ketengah.gov.my/">http://ketengah.gov.my/</a>
The Council Of Trustfor The People	<a href="http://www.mara.gov.my/">http://www.mara.gov.my/</a>
The Registrar of Societies Malaysia	<a href="http://www.ros.gov.my">http://www.ros.gov.my</a>
The Special Taskforce To Facilitate Business (PEMUDAH)	<a href="http://www.pemudah.gov.my/">http://www.pemudah.gov.my/</a>
Tun Abdul Razak Broadcasting and Information Institute Tun Abdul Razak (IPPTAR)	<a href="http://www.ipptar.gov.my">http://www.ipptar.gov.my</a>
Tun Hussein Onn University of Malaysia	<a href="http://www.uthm.edu.my/v2/">http://www.uthm.edu.my/v2/</a>
Unit Peneraju Agenda Bumiputera (TERAJU)	<a href="http://www.teraju.gov.my/">http://www.teraju.gov.my/</a>
Universiti Kebangsaan Malaysia Medical Centre	<a href="http://www.ppukm.ukm.my">http://www.ppukm.ukm.my</a>
Universiti Sains Islam Malaysia (USIM)	<a href="http://www.usim.edu.my">http://www.usim.edu.my</a>
Universiti Utara Malaysia (UUM)	<a href="http://www.uum.edu.my">http://www.uum.edu.my</a>
University Malaya Medical Centre (UMMC)	<a href="http://www.ummc.edu.my">http://www.ummc.edu.my</a>
University of Malaya	<a href="http://www.um.edu.my">http://www.um.edu.my</a>
University of Malaysia, Kelantan	<a href="http://www.umk.edu.my">http://www.umk.edu.my</a>
University of Malaysia, Pahang	<a href="http://www.ump.edu.my/">http://www.ump.edu.my/</a>
University of Malaysia, Perlis	<a href="http://www.unimap.edu.my">http://www.unimap.edu.my</a>
University of Malaysia, Sabah	<a href="http://www.ums.edu.my">http://www.ums.edu.my</a>
University of Malaysia, Sarawak	<a href="http://www.unimas.my">http://www.unimas.my</a>
University of Malaysia, Terengganu	<a href="http://www.umt.edu.my">http://www.umt.edu.my</a>
University of Putra Malaysia	<a href="http://www.upm.edu.my">http://www.upm.edu.my</a>
University of Science Malaysia	<a href="http://www.usm.my">http://www.usm.my</a>
University of Technology, Malaysia	<a href="http://www.utm.my/">http://www.utm.my/</a>

**3-STAR RATING (CONTD.)**

(By Alphabetical Order)

AGENCY NAME	URL
Valuation and Property Services Department	<a href="http://www.jp-ph.gov.my">http://www.jp-ph.gov.my</a>
Yayasan Bina Upaya Darul Ridzuan	<a href="http://www.yayasanbinaupaya.com/ybunew/">http://www.yayasanbinaupaya.com/ybunew/</a>
Yayasan Kelantan Darul Naim	<a href="http://www.yakin.kelantan.gov.my/">http://www.yakin.kelantan.gov.my/</a>
Yayasan Melaka	<a href="http://www.yayasanmelaka.gov.my">http://www.yayasanmelaka.gov.my</a>
Yayasan Pembangunan Keluarga Darul Takzim	<a href="http://ypkdt.org.my">http://ypkdt.org.my</a>
Yayasan Pembangunan Keluarga Negeri Terengganu	<a href="http://www.ypkt.gov.my">http://www.ypkt.gov.my</a>

**2-STAR RATING**

(By Alphabetical Order)

AGENCY NAME	URL
Islamic Religious Affairs Department of Perlis	<a href="http://islam.perlis.gov.my/">http://islam.perlis.gov.my/</a>
Jabatan Hal Ehwal Agama Islam Negeri Kedah	<a href="http://www.jaik.gov.my">http://www.jaik.gov.my</a>
Jabatan Perkhidmatan Veterinar Negeri Johor	<a href="http://veterinar.johor.gov.my/">http://veterinar.johor.gov.my/</a>
Johor Biotechnology and Biodiversity Corporation	<a href="http://www.jbiotech.gov.my">http://www.jbiotech.gov.my</a>
Johor Islamic Corporation	<a href="http://www.pij.gov.my/">http://www.pij.gov.my/</a>
Lembaga Penyatuan dan Pemulihan Tanah Sarawak	<a href="http://www.salcra.gov.my">http://www.salcra.gov.my</a>
Mahkamah Bumiputera Sarawak	<a href="http://www.nativecourt.sarawak.gov.my">http://www.nativecourt.sarawak.gov.my</a>
Majlis Daerah Samarahan	<a href="http://www.samarahandc.sarawak.gov.my">http://www.samarahandc.sarawak.gov.my</a>
Malaysia Competition Commission	<a href="http://www.mycs.gov.my">http://www.mycs.gov.my</a>
Pejabat Tanah Bandar Baharu	<a href="http://webjabatan.kedah.gov.my/ptbb">http://webjabatan.kedah.gov.my/ptbb</a>
Pejabat Yang Di-Pertua Negeri Sarawak	<a href="http://www.tyt.sarawak.gov.my">http://www.tyt.sarawak.gov.my</a>
Perlis Mufti Department	<a href="http://mufti.perlis.gov.my">http://mufti.perlis.gov.my</a>
Perlis State Forestry Department	<a href="http://perlisforestry.gov.my/">http://perlisforestry.gov.my/</a>
Perlis State Treasury	<a href="http://perbendaharaan.perlis.gov.my">http://perbendaharaan.perlis.gov.my</a>
Yayasan Islam Terengganu	<a href="http://yit.gov.my">http://yit.gov.my</a>
Yayasan Terengganu	<a href="http://www.ytrg.terengganu.gov.my">http://www.ytrg.terengganu.gov.my</a>
Yayasan Warisan Johor	<a href="http://www.ywj.gov.my/">http://www.ywj.gov.my/</a>

**NOT ACCESSIBLE**

(By Alphabetical Order)

AGENCY NAME	URL
Federal Territory Syariah Court	<a href="http://www.mswp.gov.my/">http://www.mswp.gov.my/</a>
Jabatan Perancang Bandar dan Desa Negeri Kedah	<a href="http://jpbd.kedah.gov.my">http://jpbd.kedah.gov.my</a>
Jabatan Perhubungan Perusahaan	<a href="http://jpp.mohr.gov.my">http://jpp.mohr.gov.my</a>