

2013 Malaysia Government Portal and Websites Assessment (MGPWA)

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ACKNOWLEDGEMENT

The Malaysia Government Portals and Websites Assessment (MGPWA) 2013 was completed successfully with close collaborations of various agencies that have shown impressive dedication and eagerness to continue working towards improving their services via portals and websites.

As the lead agency for MGPWA, Multimedia Development Corporation (MDeC) proffers our profound gratitude and acknowledgment to all the agencies that have collaborated and participated in undertaking the MGPWA exercise.

In particular, we would like to accentuate the dedication and tireless effort of several key agencies, namely:

- Electronic Government Development and Management Division (BPPEG) from Malaysian Administrative Modernisation and Management Planning Unit (MAMPU);
- Ministry of Science, Technology and Innovations (MOSTI);
- Public Service Department of Malaysia; and
- Economic Planning Unit (EPU).

EXECUTIVE SUMMARY

In 2005, Multimedia Development Corporation (MDeC) launched the first Malaysia Government Portals and Websites Assessment (MGPWA) with the aim to provide a “check-and-balance” assessment that not only offers the agencies a score-card of their online presence but also as a guidance to improve their services to serve the public effectively.

MGPWA has been conducted annually with the exception of the year 2008, and the reports are issued to all the agencies identified by the Government. After seven years, the MGPWA 2013 remains a significant initiative as a means to guide various types of Government agencies to improve their service delivery via portals and websites. In addition, the MGPWA initiative has played the role of an advocator for more agencies to expand its online government services.

To ensure that the MGPWA 2013 is up-to-date and remains relevant, MDeC with the support and advice from the Technical Working Group (TWG) comprised of MAMPU, MOSTI, PSD and EPU have made several key changes to the assessment criteria. In a nutshell, the changes are as follows:

- (i) **Introduction of new criteria:** Sub-agencies Gateway; Loading Time; Logging In; Copyright; and Disclaimer
- (ii) **Enhancement of existing criteria:** Number of Online Services; New Media; Contact Details; and Feedback Mechanism
- (iii) **Elimination of criteria:** Link to MSC Malaysia; Support Link; and Digital Certificate / Trust Mark

The TWG have also deliberated and revised the scope of assessment as described below:

- (i) **Format of Ranking:** Standard Competition Ranking format (1224 ranking)
- (ii) **Elimination of duplications of portals and websites:** Sub-division, Units, Office and Projects portals and websites by the parent are eliminated from the MGPWA exercise.

- (iii) **Categorisation of the Star Rating:** Specific definition of each Star from 1-Star to 5-Star. The categorisation will assist agencies to further understand the interpretation of each star rating accorded to them.

This year, 1,285 portals and websites were assessed from myGovernment portal for the MGPWA 2013 exercise after a thorough stage of verification and elimination. Nonetheless, 41 of the identified portals and websites were inaccessible and therefore were not accorded any star and categorised as “Non-Accessible” (N/A). In comparison to MGPWA 2012, the number of inaccessible portals and websites has significantly reduced by 50% and the team is optimistic that there will be very minimal number of inaccessible portals and websites in the next round of MGPWA.

The MGPWA 2013 reflected several outstanding accomplishments by the government agencies. The most notable accomplishment recorded is that this year, 92% of the portals and websites are rated 3-Star and above in comparison to only 8% in MGPWA 2005. This indicates that almost all the portals and websites are currently offering a combination of information and online services.

Another remarkable accomplishment is that majority of portals and websites (68%) are rated 4-Star and 5-Star, which are considered as interactive portals and websites providing two-way communications between the government and citizens.

It also marks the first year of zero 1-Star rated portals and websites. This is a significant shift that represents the fact that all government portals and websites have improved in terms of its qualities and services whereby it is now providing sufficient information for the public.

There are several key conclusions derived from the MGPWA 2013 with regards to the progress of portals and assessments. Although it is acknowledged that the overall assessment have reflected positive results, there are several areas of improvements that need to be considered and planned to raise the bar for excellent and effective governments portals websites.

1.0 INTRODUCTION

The eighth MGPWA commenced early this year led by MDeC and supported by the Technical Working Group (TWG), which comprises of members from MAMPU, MOSTI, PSD and EPU.

The process of MGPWA 2103 began with the analysis of current trends and technologies advancement in the field of portals and websites. The team also benchmarked the set of criteria against international best practices to confirm that the criteria are comprehensive and effective to measure the performance of portals and websites. Once the criteria were presented and endorsed by the TWG, the team kicked-off the individual assessment of portals and websites.

Upon completion of all the identified list of portals and websites derived from the myGovernment portal, the team will analyse the overall assessment results to determine the performance of MGPWA.

Apart from the actual assessment, based on the analyses and benchmarking exercises, the MGPWA team also outlined recommendations for further improvements of the portals and websites.

Once the results, key findings and recommendations were appraised and validated by the TWG members, the MGPWA 2013 report was composed and published for distribution to all of the agencies. The MGPWA report is an essential tool that aids agencies to gauge their yearly progress on the efforts undertaken to improve the respective portals and websites.

Although MGPWA is mainly known by the agencies for its assessment reports as well as the star ratings, it has also served beyond an assessment platform. The criteria set and endorsed by MGPWA are considered as the standard requirements for Government portals and websites in Malaysia. These criteria are used as basis to develop new portals and websites as well as enhancing the existing ones. Due to its consistent review and update each year, the criteria remain pertinent and au courant.

The capacity of MGPWA has also expanded as a mechanism to assure that the portals and websites are challenged to continually explore new ways of providing information and services beyond its traditional boundaries. This is apparent in the gradual but steady rise in the number of online, interactive

and e-payment services by the agencies.

MGWPA has proven to be a catalyst to achieve the goal of National Key Economic Area (NKEA) - Communication, Content & Infrastructure (CCI), for Entry Point Project (EPP) 6 Deepening of E-Government - 90% availability and usage of Government online services.

2.0 OBJECTIVES

The objectives of the MGPWA exercises have been steadfast since its inception in 2005. Over the years, the processes of the MGPWA have been strengthened and its methodologies have been reviewed to take into account new technologies, trends and best practices.

Its core objective is to serve as a tool to measure the quality of services provided by the portals and websites to the public. The portals and websites are examined against a set of criteria, which are consistently reviewed and updated as the years progressed.

As a quality measurement tool, MGPWA is able to make certain that portals and websites are appropriately maintained while incorporating various techniques and technology to deliver services to the citizens. It also provides the agencies a set of criteria that can be adopted as guidelines and to benchmark the services that are made available in the respective portals and services.

The MGPWA initiative not only focuses on services to the citizens (Government-to-Citizen) but also Government-to-Business and Government-to-Government services. The services are categorised and assessed accordingly in the MGPWA initiative.

The MGPWA 2013 was successfully completed and is expected to contribute towards the target of achieving 90% usage and availability of online Government services by 2015 set by EPP 6 Deepening of E-Government of the Content and Infrastructure NKEA.

3.0 SCOPE OF ASSESSMENT

The scope of assessment for MGPWA 2013 is divided into three main categories. Each category is interdependent and carries weight to the overall assessment result.

ASSESSMENT

In line with the standard practice, the identified list of portals and websites for the assessment were derived from the myGovernment portal. Due to the streamlining exercise, the number of portals and websites for 2013 is slightly less than the year before.

A total of 1,285 portals and websites were identified for the assessment that includes the 41 portals and websites categorised as Non-Accessible (N/A), 600 federal portals and 684 websites respectively. The myGovernment portal is the lone portal and website categorised as “Others”. Table 1 demonstrates the detail distribution of portals and websites assessed by MGPWA since 2005.

CATEGORY	2013	2012	2011	2010	2009	2007	2006	2005	
Federal	600	610	476	454	448	442	419	321	
State	684	737	678	683	714	681	628	578	
Others	1 myGov	1 myGov	1 myGov	6 ELX, Rilek, eSyariah, eServices, eProcurement MyEG	6 ELX, Rilek, eSyariah, eServices, eProcurement MyEG	8 myGov, eKL, OSC, ePBT, UPU, PEMUDAHA, I Cerve U, BLESS	6 ELX, Rilek, eSyariah, eServices, eProcurement MyEG	7 MyHealth ELX, Rilek, eSyariah, eServices, eProcurement MyEG	4 eProcurement MyEG, Rilek and eServices
				2 PMR, Khazanah Nasional	2 PMR, Khazanah Nasional	14 MPS	4 myGov, eKL, PMR & Khazanah Nasional	1 Pusat Maklumat Rakyat (PMR)	
TOTAL	1,285	1,348	1,155	1,145	1,192	1,133	1,055	903	

Table 1: Detailed distribution of portals and websites from 2005 - 2013



Figure 1: Distribution pattern of portals and websites from 2005 - 2013

BEST PRACTICES

MGPWA 2013 was benchmarked against a few international E-Government studies such as the Waseda University International e-Government Ranking and the United Nations E-Government Survey. However, the United Nations e-Government Survey is conducted every two years, and as it was conducted last year, the next Survey is due in 2014.

Thereby, the MGPWA 2013 is benchmarked against Waseda University International e-Government Ranking 2013, which was released in March this year in which Malaysia was ranked at 24th place.

The study by Waseda University has broader measurement indicator that covers network infrastructure and organisational structure of the country. Thereby the study provides a more comprehensive outlook of a country's perspective in terms of its E-Government initiatives.

One of the seven indicators measured by the International e-Government Ranking study, the "National Portal / Homepage" indicator has the most similarities to the MGPWA study. The MGPWA has also incorporated other criteria from the International e-Government Ranking such as elements of the "Required Interface-Functioning Applications" indicator although not comprehensively.

Nonetheless, despite the close resemblance of the criteria of MGPWA to the "National Portal / Homepage" indicator by the e-Government Ranking Study, Malaysia has yet to be placed as top ten countries in this category. This indicates that there are rooms for improvements in the MGPWA criteria of assessment as well as the assessment methodology.

4.0 METHODOLOGY

The methodology of conducting the MGPWA have been strengthened and improved over the last eight years. Figure 2 summarises the process flow of MGPWA 2013.

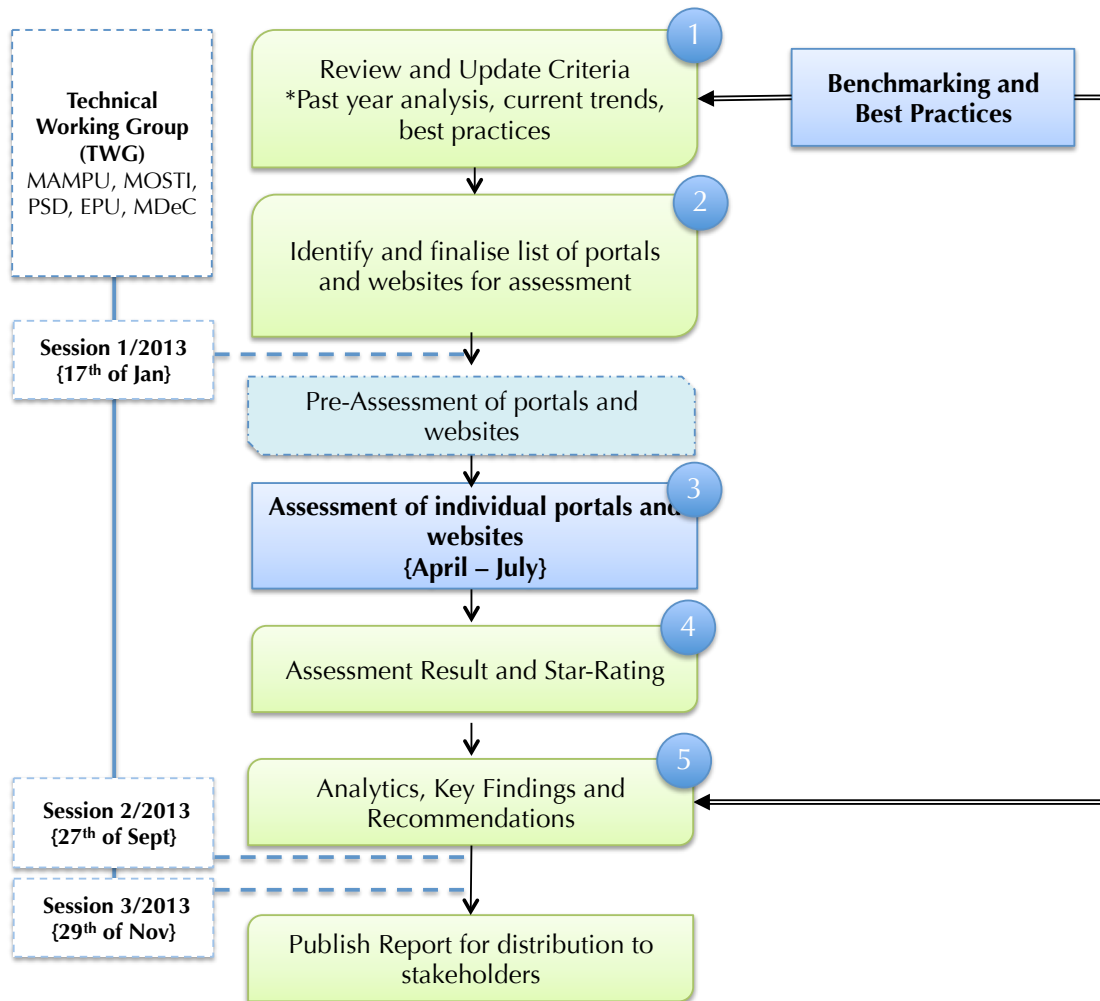


Figure 2: Methodology and Process Flow of MGPWA 2013

The MGPWA 2013 process began with the review of the criteria for assessment to ensure that the criteria is up-to-date and are comprehensive to cover all the bases for good portals and websites. In order to establish a set of criteria, the team had undertaken local and global researches in several areas such as:

- Explore latest technological advancement of portals and websites;
- Emerging new trends in portals and websites development;
- Emerging new content and services;

- Review of best practices by other organisations such as the Waseda University

Upon completion of the research period, the team then reviewed and updated the set of criteria to be presented to the TWG. Apart from the criteria, the team had also proposed the weightage for each of the criteria and the identified list of portals and websites to be assessed. The list was obtained from the myGovernment portal and was streamlined to avoid duplications.

The members of the TWG deliberated on the set of criteria, including the weightage of each criterion before a final set of criteria were approved. The TWG also endorsed the list of portals and websites for 2013 assessment exercise.

In the effort to further assist the agencies to understand the assessment approach and scoring of portals and websites, the MGPWA team has introduced the pre-assessment exercise. Agencies that were interested to conduct self-assessment of their portals and websites were briefed and provided with the MGPWA score-sheets. This process allowed the agencies to evaluate their own portals and websites according to the criteria. Upon completion of the self-assessment, the score-sheets were returned to the MGPWA team for confirmation. The team then attended to each agency to explain the accuracy of the self-assessment, assigned scores as well as the star rating.

Assessment of the identified portals and websites began in April 2013 and cease by end of July 2013. The team utilised specific tools for the assessment of all portals and websites and each assessment transaction is recorded appropriately.

The only pre-qualifying criterion is that the portals and websites must be accessible during the period of MGPWA assessment from April to July. All the inaccessible portals and websites during this period are categorised as “Non-Accessible” (N/A).

Following the completion of the individual assessments, each portal and website were individually rated with a Star. Once each of all the portals and websites were rated, the assessment stage of portals and websites for MGPWA was considered officially completed.

The data analytics exercise then began with each of the assessment results were thoroughly analysed to extract the key findings. Various conclusions from the results were chronicled and coupled with references to global best practices, a set of recommendations was put forward.

The final report comprises of the assessment result and analytics, as well as the recommendations were presented to the TWG for deliberation and endorsement. Upon approval of the TWG, the MGPWA 2013 report was published in both soft and hard copies for the distribution to the agencies.

ASSESSMENT

The assessment was carried out on the 1,285 identified portals and websites based on the TWG-approved set of criteria. The identified list of portals and websites had been streamlined to eliminate projects, offices, units, divisions of agencies and duplications of agencies. Sub-pages of a main portal or websites known as “No Specific Links” (NSL), however are not eliminated from the assessment but classified as N/A.

The 1,285 portals and websites were split into two categories namely (i) Portals; and (ii) Websites. In the previous MGPWA exercises, the categorisations were based on the identification phrases of the home pages. Therefore, a home page that has published as “The Official Portal of Ministry...” was categorised as portal and a home page that had published as “The Website of Ministry...” was categorised as Website.

However, in the continuous pursuit to improve the assessment methodology, this year the categorisation are no longer based on the identification phrases published on the home pages as the TWG has approved for the features of the sites to become the determination factor. For the MGPWA 2013, a site was only categorised as a portal if it is a gateway for sub-agencies. Otherwise, the site was categorised as a website. The full definition of portal and websites are as follows:

Portal

Portal is a term, generally synonymous with gateway, for a World Wide Web site that is or proposes to be a major starting site for users when they get connected to the Web or that users tend to visit as an anchor site. There are general portals and specialized or niche portals. Some major general

portals include Yahoo, Excite, Netscape, Lycos, CNET, Microsoft Network, and America Online's AOL.com. Examples of niche portals include Garden.com (for gardeners), Fool.com (for investors), and SearchNetworking.com (for network administrators).¹

Most portals have adopted the Yahoo style of content categories with a text-intensive, faster loading page that visitors will find easy to use and to return to. Companies with portal sites have attracted much stock market investor interest because portals are viewed as able to command large audiences and numbers of advertising viewers.

Typical services offered by portal sites include a directory of Web sites, a facility to search for other sites, news, weather information, e-mail, stock quotes, phone and map information, and sometimes a community forum

Website

A Web site is a collection of Web files on a particular subject that includes a beginning file called a home page. For example, most companies, organizations, or individuals that have Web sites have a single address that they give you. This is their home page address. From the home page, you can get to all the other pages on their site. For example, the Web site for IBM has the home page address of <http://www.ibm.com>. (In this case, the actual file name of the home page file doesn't have to be included because IBM has named this file index.html and told the server that this address really means <http://www.ibm.com/index.html>.)²

Another major change on the aspect of the categorisation was the elimination of the 10 points of bonus marks that were previously allocated to the portal category. This year, both categories have different set of criteria and are both allocated with 100 minimum scores.

Although the assessment criteria for the two categories (portal, website) are different, the main pillars remain the same. The main pillars and differences in the criteria including the points allocated for each of the pillars are summarised in Table 2 below.

¹ <http://searchcio-midmarket.techtarget.com/definition/portal>

² <http://searchcrm.techtarget.com/definition/Website>

PORTAL		PILLAR	WEBSITE	
	25	Content	30	Emphasis are given to <u>Publications, Electronic Archive, Broadcast, About Us, Audio/Video</u>
Additional Criterion: <u>Sub-agencies gateway</u>	40	Usability	45	Emphasis are given to <u>Homepage Length, Search within Portals/ Websites, Sitemap, No Broken Link, Personalisation, Language, W3C Disability Accessibility, Look and Feel</u>
Additional Criteria: <u>Logging In, Single Sign-On</u>	10	Security	5	
Emphasis are given to <u>New Media</u>	10	Participation	10	Emphasis are given to <u>Feedback Mechanism</u>
Emphasis are given to <u>Number of Online Services</u>	15	Services	10	
100		TOTAL SCORE	100	

Table 2: Summary of pillars and criteria for Portals and Websites Categories

The major changes in the assessment criteria were divided into three groups as follows:

- (i) Additional new assessment criteria: Sub-agencies Gateway; Loading Time; Logging In; Copyright; and Disclaimer

The new criteria added are based on the global best practices that add value to the portals and websites such as UN E-Government Survey. These criteria reflect the comprehensiveness and professionalism of the sites. Apart from the Sub-agencies gateway which is a major differentiation factor of portal from a website, the other criteria are common element of both portals and websites.

- (ii) Enhancement of existing criteria: Number of Online Services; New Media; Contact Details; and Feedback Mechanism

The enhancements of the criteria are to shift the portals and websites into providing more comprehensive and useful information and services. The enhancement of online services for example includes consolidation of e-Payment criterion, which is already one of the criteria in the World e-Government Ranking study by Waseda University. In the previous year, e-Payment criterion was available for portals only.

Another notable enhancement is the inclusion of new media, in line with the surge of new media availabilities that has spread the world of Internet such as tag clouds, data sharing, online pinboard and various new modes of media.

- (iii) Elimination of the criteria: Link to MSC Malaysia; Link to Digital Certificate / Trust Mark; and Support Link

As most portals and websites have complied to the linkages requirements and in consideration of the level of maturity of the portals and websites, this requirement has been removed from the main criteria of MGPWA this year.

The assessment were conducted and scores were assigned on each portals and websites based on these criteria. The scores were then used as basis for the assignment of star rating. The details of each of the assessment criteria for MGPWA are available in Appendix 1.

MGPWA 2013 has also moved a step ahead by defining each level of the star rating, as described in Table 3. The definitions will be useful for the agencies to summarise their position based on the star rating.

Star Rating	Definition of portals and websites
1-Star	A static, working website with minimal information on the agency
2-Star	A basic dynamic portal/website with a vast array of information on the agency
3-Star	A dynamic portal/website which offers combination of information and limited online services
4-Star	An interactive portal/website with a two-way communication between government and citizen as well as providing convenience to its users
5-Star	An engaging portal/website with various options offered to citizen ranging from interaction, user-friendliness to a variety of online services

Table 3: Definition of Star-Rating for Portals and Websites

Once star-rating assignment were completed, the team then ranked the portals and websites accordingly. Apart from the Overall Ranking of Portals and Websites, the derivations of sub-ranking are done as follows:-

- (i) Top Five Portals by scores;

- (ii) Top Five Websites by scores;
- (iii) Ministry;
- (iv) State;
- (v) University;
- (vi) Local Authority; and
- (vii) Managed Portal Services (MPS).

This year, another improvement to be highlighted is the adoption of the “1224” standard of ranking. For example, if there are three agencies sharing the first placement, then the fourth agencies will be ranked at fourth placement instead of second placement. This is to adopt a generally more accepted practice globally.

With regards to the name of the agencies used on the ranking list, the MGPWA have decided to reflect the name published by the respective portals and websites for identification purposes instead of the name published on the myGovernment portal. This is to address the gap between what appears on myGovernment portal and the agency portal or website.

BEST PRACTICES

Best practices refer to the practice or techniques that have positive results which are superior to those achieved with other practices. Due to this, other parties often benchmark against the best practices as a measure to achieve better results or improvements to the current practices.

Therefore, every year, the MGPWA ensure that it refers to the industry best practices especially other studies or assessment conducted globally. The benchmarking exercise was not only conducted on the placement or the ranking of the country but also the methodology, assessment criteria and tools as well as the presentation of studies.

By scrutinising the other studies, the MGPWA team was able to analyse the assessment and identify areas of improvement. In addition it provided perspective on the impact of the MGPWA to the country’s performance.

This year, only Waseda University has released its study result in March

2013. The E-Government Survey by United Nations Public Administration Network (UNPAN) is due next year while the World Economic Forum report has yet to be released.

The placement of Malaysia in the Waseda University ranking has slightly declined at 24th place from the 23rd place in 2012 from a total of 55 countries. The table below depicts the performance of Malaysia in the various studies from 2005 to 2013.

Year					
2002	59/190	NA	NA	21/198	20/23
2003	43/191	NA	NA	8/198	18/22
2004	42/191	NA	NA	83/198	17/22
2005	43/191	9/23	NA	157/198	19/22
2006	NA	14/32	19/122 (2006-2007)	36/198	Citizens' Trust Survey
2007	NA	15/32	21/131 (2007-2008)	25/198	14/22
2008	34/192	18/34	21/130 (2008-2009)	11/198	NA
2009	NA	22/34	24/133 (2009-2010)	NA	NA
2010	32/192	24/40	26/139 (2010-2011)	NA	NA
2011	NA	24/50	21/142 (2011-2012)	NA	NA
2012	40/190	23/55	25/144 (2012-2013)	NA	NA
2013	NA	24/55	NA	NA	NA

Table 4: Performance of Malaysia in various studies from 2005 - 2013

5.0 ASSESSMENT

This year, the MGPWA exercise assessed a total number of 1,285 portals and websites. The distribution showed 82% of websites assessed in comparison to only 18% of portals.

However, 41 portals and websites that represented 35% of the total portals

and websites were inaccessible during the assessment period due to several factors as identified in the Figure 3 below.

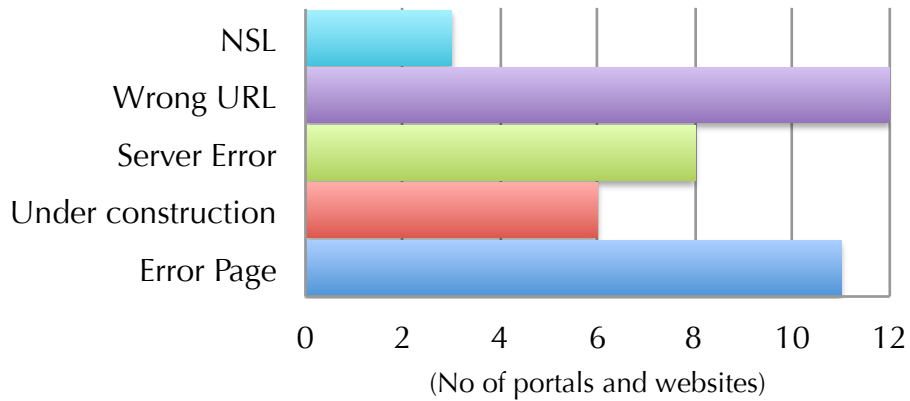


Figure 3: Distribution and factors of inaccessible portals and websites

The two main factors for inaccessibility are wrong “Uniform Resource Locator” (URL) and Error Page. The other factors are Server Error, Under Construction and No Specific Links. In comparison to 2012, the biggest factor of inaccessibility of portals and websites were Under Constructions, which have lessened significantly in 2013.

There is a marked difference in the distribution of portals and websites this year in comparison to MGPWA 2012 as illustrated in Figure 4 below. The distribution of portals and websites was quite even in the year 2012 whereas it has a significant difference in 2013 that is mainly caused by the re-definition and categorisation of portals this year. Almost 40% of the portals in MGPWA 2012 were re-categorised as websites in MGPWA 2013.

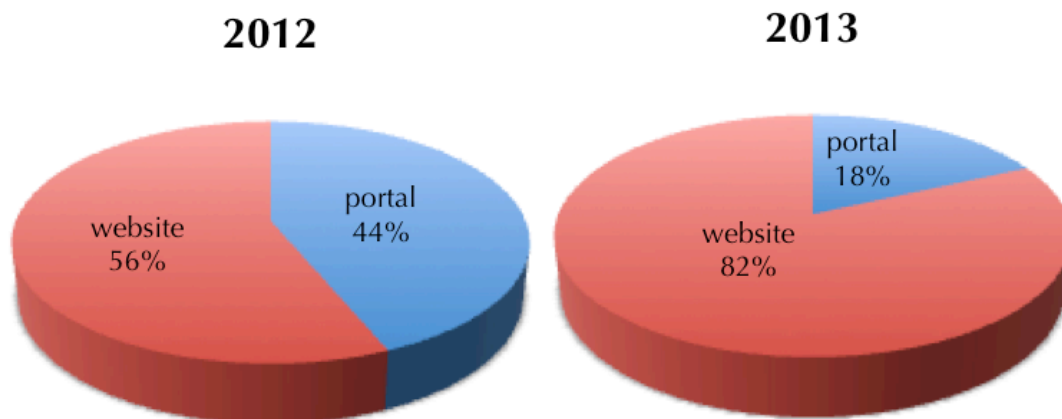


Figure 4: Distribution of Portals and Websites in 2012 and 2013

5.1 TOP FIVE PORTALS BY SCORE

As a result of the re-categorisation of portals in the MGPWA 2013 exercise, the number of portals has reduced greatly by 139%. This year, a total of 232 portals were assessed in comparison to 554 portals the year before. However, the performance of portals is still promising with highest score at 92 points achieved by three agencies namely Department of Agriculture Malaysia, Department of Irrigation and Drainage Malaysia, and myGovernment, which shared the number one ranking.

Only 13 agencies achieved the highest five positions this year in comparison to 24 agencies last year. Federal portals conquered the list with 10 portals followed by two state portals and one university portal unlike the prominent presence of Local Authorities portals in 2012.

Three agencies that were listed in the top portals list last year maintained their position without much difference in the scores. These agencies are Malaysian Rubber Board, Sarawak Government and Ministry of Urban Wellbeing, Housing and Local Government. Nonetheless, it is acknowledged that most of the portals in 2012 top list have been re-categorised as website in this assessment year.

Meanwhile, Federal Department of Town and Country Planning Peninsular Malaysia and Universiti Sains Islam Malaysia that are ranked at sixth and ninth positions respectively were both previously categorised as websites and had been upgraded as portal in MGPWA 2013.

All in all, the portals have displayed relatively good performances. Despite the decline in the percentage of 5-Star rated portals, the percentage of 3-Star and above has increased slightly. The number of 2-Star rated portals has also reduced tremendously by over 70%. Table 5 depicts the ranks, score and star rating of the thirteen top websites.

Ranking	Agency name	Score	Star
1	Department of Agriculture Malaysia	92	5
1	Department of Irrigation and Drainage Malaysia	92	5
1	myGovernment	92	5
4	Malaysian Rubber Board	91	5
4	Sarawak Government	91	5
6	Federal Department of Town and Country Planning Peninsular Malaysia	90	5
7	Ministry of Agriculture and Agro-Based Industry Malaysia	89	5
7	Perak Government	89	5
9	Council of Trust for the People (MARA)	88	5
9	Implementation Coordination Unit, Prime Minister's Department	88	5
9	Ministry of Education Malaysia	88	5
9	Ministry of Urban Wellbeing, Housing and Local Government	88	5
9	Universiti Sains Islam Malaysia	88	5

Table 5: Top Five Portals by Score

5.2 TOP FIVE WEBSITES BY SCORE

In total, 1,053 websites were assessed in MGPWA 2013. The surge in the number of websites this year is mainly due to the stringent definition of portal that resulted in many of the portals categorised as websites. The performance of websites have improved tremendously as the highest score attained in this round of assessment is 96 points while it was only 90 points previously.

Tapah District Council scored 96 points and tops the list of Top Five Websites by Score, followed by Tangkak District Council with a mere one point of difference. Six other agencies shared the third ranking at 94 points. In 2012, there were eleven websites that shared the Top Five Websites by Score but the number of websites has improved to 21 this year.

With the exception of Parliament of Malaysia website, all the other twenty websites were previously categorised as portals. In fact, Tapah District Council, Klang Municipal Council, National Craft Institute, Manjung Municipal Council and Public Services Commission of Malaysia were in the list of Top 5 Portals by Score last year.

Parliament of Malaysia website demonstrated the most outstanding advancement by leaping from 48 points the previous year to 94 points this year. Three other websites that had progressed remarkably are Tangkak District Council, Batu Pahat Municipal Council and National Institute of Entrepreneurship (INSKEN) that have improved their scores from the range of 80 points to over 90 points.

Generally, websites have presented an excellent progress this year whereby the percentage of 5-Star rated websites have surged tremendously as well the percentage of websites rated 3-Star and above. Another prominent improvement is the reduction in the number of 2-Star rated websites. The summary of top websites including its score and star rating is presented in the following Table 6.

Ranking	Agency Name	Score	Star
1	Tapah District Council	96	5
2	Tangkak District Council	95	5
3	Farmers' Organisation Authority Malaysia	94	5
3	Kemubu Agriculture Development Authority	94	5
3	Klang Municipal Council	94	5
3	National Craft Institute	94	5
3	Parliament of Malaysia	94	5
3	Teluk Intan Municipal Council	94	5
9	Batu Gajah District Council	93	5
9	Batu Pahat Municipal Council	93	5
9	Economic Planning Unit	93	5
9	Fire and Rescue Department of Malaysia	93	5
9	Intellectual Property Corporation of Malaysia	93	5
9	Manjung Municipal Council	93	5
9	Nilai Municipal Council	93	5
9	Pengkalan Hulu District Council	93	5
9	Public Services Commission of Malaysia	93	5
18	National Institute of Entrepreneurship (INSKEN)	92	5
18	Sepang Municipal Council	92	5
18	Simpang Renggam District Council	92	5
18	Yan District Council	92	5

Table 6: Top Five Websites by Score

5.3 MINISTRY

As per the previous year, all the ministries of the Federal Government are represented by dedicated individual portals apart from myGovernment portal that act as the main Government gateway. The total number of portals declined by one due to the consolidation of Ministry of Education and Ministry of Higher Education into only one Ministry known as Ministry of Education Malaysia.

Ministry of Agriculture and Agro-Based Industry Malaysia tops the list with a total score of 89 points. It was followed closely by Ministry of Education Malaysia and Ministry of Urban Wellbeing, Housing and Local Government at 88 points and Prime Minister's Department at 87 points. These top four ministries displayed minimum changes from the previous assessment period.

The most remarkable performance was demonstrated by Ministry of Transport that had upgraded from 4-Star to 5-Star this year. Two other ministries that had also displayed noteworthy improvement in their respective scores are Ministry of Rural and Regional Development and Ministry of Domestic Trade, Co-Operatives and Consumerism.

Notwithstanding the great improvement showcased by several ministries, the overall star rating and scores of the ministry portals have revealed an evident decline. Three ministries were unable to retain their 5-Star ratings and slipped to 4-Star ratings this year namely Ministry of Defence Malaysia, Ministry of International Trade and Industry Malaysia and Ministry of Foreign Affairs Malaysia failed to maintain. Meanwhile, Ministry of Energy, Green Technology and Water retained its 4-Star rating with a slight increase in its score. Therefore, there are four 4-Star rated ministries portals this year in comparison to only two portals the year before.

Quite a number of portals have showed reduction in the total scores, however Ministry of Communications and Multimedia Malaysia, Ministry of Defence Malaysia and Ministry of International Trade and Industry Malaysia recorded the most significant decline.

Ministry of Finance Malaysia portal that had topped the list in 2012 too has shown decline in its total score and dropped to the fifth placement in the 2013 list. The full list of Ministry Portals is illustrated in Table 7.

Ranking	Agency Name	2013		2012		
		Score	Star	Ranking	Score	Star
1	Ministry of Agriculture and Agro-Based Industry Malaysia	89	5	5	96	5
2	Ministry of Education Malaysia	88	5	6	95	5
2	Ministry of Urban Wellbeing, Housing and Local Government	88	5	3	98	5
4	Prime Minister's Department	87	5	3	98	5
5	Ministry of Domestic Trade, Co-Operatives and Consumerism	86	5	12	83	5
5	Ministry of Finance Malaysia	86	5	1	101	5
5	Ministry of Women, Family and Community Development	86	5	11	85	5
5	Ministry of Works Malaysia	86	5	4	97	5
9	Ministry of Home Affairs	85	5	6	95	5
9	Ministry of Natural Resources and Environment (NRE)	85	5	2	99	5
9	Ministry of Rural and Regional Development	85	5	13	80	5
9	Ministry of Tourism and Culture Malaysia	85	5	9	90	5
13	Ministry of Plantation Industries and Commodities (MPIC)	82	5	10	87	5
14	Ministry of Communications and Multimedia Malaysia	81	5	4	97	5
14	Ministry of Federal Territories	81	5	10	87	5
14	Ministry of Health	81	5	9	90	5
14	Ministry of Science, Technology and Innovation	81	5	7	94	5
14	Ministry of Youth and Sports	81	5	8	91	5
19	Ministry of Human Resources	80	5	13	80	5
19	Ministry of Transport, Malaysia	80	5	15	73	4
21	Ministry of Defence Malaysia	79	4	5	96	5
22	Ministry of International Trade and Industry (MITI), Malaysia	78	4	4	97	5
23	Ministry of Foreign Affairs, Malaysia	77	4	11	85	5
24	Ministry of Energy, Green Technology and Water	73	4	14	75	4

Table 7: Full List of Ministry Portals

5.4 STATE

With the exception of the three Federal Territories Kuala Lumpur, Labuan and Putrajaya, all the other thirteen states are represented by respective state portals. The three federal territories are represented by portals under the Ministry of Federal Territories. All state portals are rated 5-Star and 4-Star this year whereas there was one 3-Star rated portal (Sabah State Government) in 2012.

Sarawak Government retained its position as the Top State portal. Meanwhile, Perak Government leaped to ranking number two in 2013 from number eight the year before. It also recorded the highest percentages of improvement in the scores together with Sabah State Government portal.

It is a different predicament for Kelantan State portal that had ranked number one with Sarawak Government in 2012. Its ranked has dropped to number eight in 2013 despite the steady placement in top three positions in the past three consecutive years from 2010 to 2012. Moreover, it also recorded the highest percentage of decline in the score among the state portals.

In summary, in spite of the improvement in the total scores by the state portals, three portals were unable to maintain its 5-Star ratings, which resulted in only eight 5-rated portals in 2013 in comparison to 11 portals in the previous year. The three state portals that had slipped from the 5-Star ratings to 4-Star ratings this year are Johor, Kedah and Pahang portals.

Table 8 illustrates the placement, scores and Star-rating of respective State Portals.

Ranking	Agency Name	2013		2012		
		Score	Star	Ranking	Score	Star
1	Sarawak Government	91	5	1	100	5
2	Perak Government	89	5	8	81	5
3	Negeri Sembilan State Government	87	5	2	95	5
4	Penang State Government	86	5	3	94	5
5	Selangor State Government	85	5	4	93	5
6	Kerajaan Negeri Terengganu	83	5	7	84	5
7	Melaka State	81	5	6	86	5
8	Kelantan State	80	5	1	100	5
9	Johor State	78	4	8	81	5
9	Kedah State	78	4	8	81	5
11	Kerajaan Negeri Pahang Darul Makmur	73	4	5	88	5
12	Sabah State Government	66	4	10	56	3
13	Kerajaan Negeri Perlis	61	4	9	72	4

Table 8: State Portals

5.5 LOCAL AUTHORITY

There are 135 local authorities websites assessed in the MGPWA 2013. Only one website was inaccessible for assessment this year which is an improvement from 14 websites last year.

The most notable indicator for local authorities websites is the fact that nine of websites made it into Overall Top 10 Websites. Tapah District Council ranked number one for the Overall Website ranking, followed by Tangkak District Council at number two, while Klang Municipal Council and Teluk Intan Municipal Council share the third ranking with four other websites. All the top five websites by score are 5-Star rated with scores higher than 90 points that reflects the high standard of local authorities websites.

Tapah District Council ranked number one in the list leaping from its third ranking last year. Tangkak District Council demonstrated significant upturn from its twenty-first ranking in 2012 to second ranking in 2013 assessment. Another local authority that have demonstrated similar upturn is Batu Pahat Municipal Council that had leaped from rank twenty third to rank five this year. Moreover, Batu Pahat Municipal Council also upgraded its star rating from 4-Star to 5-Star this year.

On the whole, Local Authorities websites have shown excellent improvement in the MGPWA 2013. It is noted that 96% of Local Authorities websites are rated 3-Star and above which indicates that almost all of the websites dynamic websites that offer combination of information and limited online services. This is also higher than the overall portals and websites percentage of 92%.

Ranking	Agency Name	2013		2012		
		Score	Star	Ranking	Score	Star
1	Tapah District Council	96	5	3	99	5
2	Tangkak District Council	95	5	21	81	5
3	Klang Municipal Council	94	5	2	100	5
3	Teluk Intan Municipal Council	94	5	5	97	5
5	Batu Gajah District Council	93	5	6	96	5
5	Batu Pahat Municipal Council	93	5	23	79	4
5	Manjung Municipal Council	93	5	1	101	5
5	Nilai Municipal Council	93	5	5	97	5
5	Pengkalan Hulu District Council	93	5	14	88	5
10	Sepang Municipal Council	92	5	7	95	5
10	Simpang Renggam District Council	92	5	6	96	5
10	Yan District Council	92	5	5	97	5

Table 9: Top Five Local Authorities by Scores

5.6 UNIVERSITY

The twenty universities portals that were assessed this year have shown dismal performance despite a promising one last year. Although all universities portals are rated 5-Star and 4-Star, almost half of the universities, nine of them were unable to retain their 5-Star ratings in 2012, which had slipped to 4-Star in 2013. Eight of these universities portals acquired their 5-Star rating last year and this year had reverted to their former 4-Star ratings from 2011.

Universiti Sains Islam Malaysia was ranked first among the universities this year leaping from its fifth position last year with significant improvement in the score. Universiti Teknikal Malaysia Melaka sustained its position on the second place with minimal improvement. On the other hand, Universiti Malaysia Sarawak (UNIMAS) recorded a much higher score, which resulted in

tremendous advancement by upgrading its star rating from 4-Star to 5-Star. This has caused the university portals to leap from its eleventh position in 2012 to second position in 2013.

Three universities portals namely Universiti Tun Hussein Onn Malaysia, Universiti Malaysia Terengganu and Universiti Utara Malaysia had shared the first placement in 2012. However, Universiti Tun Hussein Onn Malaysia and Universiti Malaysia Terengganu placements in 2013 are the eighth and ninth placements respectively. Meanwhile, Universiti Utara Malaysia had slipped further to the seventeenth position. All three universities have also slipped from its 5-Star rating to 4-Star ratings.

Albeit the exceptionally well progress of several universities portals, the overall performance of the portals was disheartening. Nine portals dropped their 5-Star ratings to 4-Star while another three 4-Star ratings portals were unable to improve their star rating. Table 10 illustrates the details of the university portals.

No	Agency Name	2013			2012		
		Score	Ranking	Star	Score	Ranking	Star
1	Universiti Sains Islam Malaysia	88	1	5	85	5	5
2	Universiti Teknikal Malaysia Melaka	86	2	5	93	2	5
3	Universiti Malaysia Sarawak (UNIMAS)	83	3	5	72	11	4
4	Universiti Putra Malaysia	83	3	5	92	3	5
5	International Islamic University Malaysia	82	5	5	73	10	4
6	Universiti Malaysia Pahang	82	5	5	77	9	4
7	Universiti Sultan Zainal Abidin	82	5	5	81	6	5
8	Universiti Tun Hussein Onn Malaysia	80	8	5	94	1	5
9	Universiti Malaysia Terengganu	79	9	4	94	1	5
10	Universiti Sains Malaysia	78	10	4	85	5	5
11	Universiti Teknologi MARA	77	11	4	68	12	4
12	National Defence University of Malaysia	76	12	4	79	8	4
13	University of Malaya	74	13	4	81	6	5

No	Agency Name	2013			2012		
		Score	Ranking	Star	Score	Ranking	Star
14	Universiti Malaysia Sabah	73	14	4	87	4	5
15	Universiti Malaysia Perlis	72	15	4	92	3	5
16	Universiti Teknologi Malaysia	70	16	4	81	6	5
17	Universiti Pendidikan Sultan Idris	69	17	4	80	7	5
18	Universiti Utara Malaysia	69	17	4	94	1	5
19	The National University of Malaysia	65	19	4	87	4	5
20	Universiti Malaysia Kelantan	60	20	4	72	11	4

Table 10: Full List of Universities Portals

5.7 MANAGED PORTAL SERVICES (MPS)

This year, there are 152 MPS total portals and websites of which two are not listed under the myGovernment portal and another two were eliminated due to its nature as division and project portals and websites. Therefore, only 148 portals and websites were assessed of which 137 are websites and only eleven are portals. Managed Portal Services (MPS) refers to the outsourcing of the management of the portal services to third party organisations whose core business are managing portals and websites. As expected from such services, all of the MPS portals and websites were rated 4-Star and above with 96% were rated 5-Star. The percentage of 5-Star portals and websites has risen from 90% the previous year.

Tapah District Council is on top of the MPS Top Five Portals and Websites by scores, followed by Tangkak District Council on the second place. The scores of the MPS agencies are clustered as illustrated by Table 11 whereby the top five scores are shared by 18 agencies. All the fourteen agencies that share the top five scores are also in the lists of the Top Five Portals as well Top Five Websites by scores.

Batu Pahat Municipal Council and National Institute of Entrepreneurship (INSKEN) have showcased the most notable improvement by acquiring the 5-Star ratings this year in comparison to 4-Star ratings in the previous year. Another outstanding improvement is demonstrated by Tangkak District Council that had leaped from the rank of twenty-second in 2012 to rank two in 2013.

However, it is noted that the existing MPS outsourcing initiative is ending by end of 2013. Therefore, as there are possibilities of agencies taking over the management of respective portals and services, it is imperative that these agencies ensure it has sufficient resources and capabilities to continue the excellent performance of their respective portals and websites.

Ranking	Agency Name	2013		2012		
		Score	Star	Ranking	Score	Star
1	Tapah District Council	96	5	4	99	5
2	Tangkak District Council	95	5	22	81	5
3	Farmers' Organisation Authority Malaysia	94	5	14	89	5
3	Kemubu Agriculture Development Authority	94	5	10	93	5
3	Klang Municipal Council	94	5	3	100	5
3	National Craft Institute	94	5	5	98	5
3	Teluk Intan Municipal Council	94	5	6	97	5
8	Batu Gajah District Council	93	5	7	96	5
8	Batu Pahat Municipal Council	93	5	24	79	4
8	Economic Planning Unit	93	5	7	96	5
8	Manjung Municipal Council	93	5	2	101	5
8	Nilai Municipal Council	93	5	6	97	5
8	Pengkalan Hulu District Council	93	5	15	88	5
14	Department of Agriculture Malaysia	92	5	13	90	5
14	National Institute of Entrepreneurship (INSKEN)	92	5	24	79	4
14	Sepang Municipal Council	92	5	8	95	5
14	Simpang Renggam District Council	92	5	7	96	5
14	Yan District Council	92	5	6	97	5

Table 11: Top Five MPS Portals and Websites by Scores

5.8 EXAMPLE OF GOOD PORTALS AND WEBSITES

Among the 1,285 portals and websites, there are several that are noteworthy portals and websites that have raised the bar for the others to follow. These portals and websites should be used as the benchmark for other agencies to evaluate themselves.

This year, the three portals that were ranked number one have been chosen as example of good portals namely Department of Agriculture Malaysia, Department of Irrigation and Drainage Malaysia and myGovernment portal. Meanwhile, Tapah District Council that was ranked number one for website was chosen as an example of a good website.

5.8.1 DEPARTMENT OF AGRICULTURE MALAYSIA

Department of Agriculture Malaysia scored 92 points in total with several outstanding performances. Last year, it had scored only 90 points and ranked at 13th placement.



Figure 5: The homepage of Department of Agriculture Malaysia

On the first impression, the portal has a soft and clear interface with simple but pleasing colour coordination. The news and announcement sections are up-to-date which provide the feeling of an updated portal. The main services are clearly displayed which includes e-Complaint, e-Services and Download section. The website also displays its Malay and English languages

pages seamlessly.

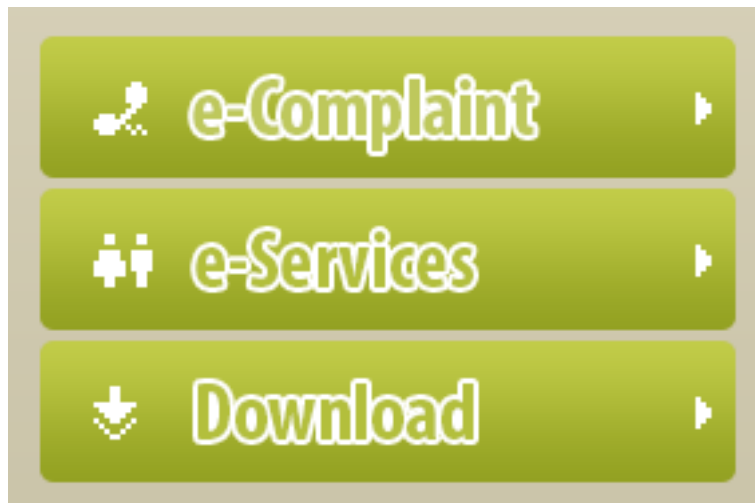


Figure 6: Quick display of the services on the Department of Agriculture Malaysia homepage

This year, it had recorded one of the lowest loading time of 2.9 seconds. Loading time is one of the critical elements of a good portal, as users usually get frustrated over lengthy loading time. Shorter loading time encourages more interaction on the portal and increases the possibility of users to explore and benefit from more services available on the portal.

There are over ten online services provided by the portal of which e-payment services are also incorporated. These online services are not only limited for Government-to-Citizens services but also Government-to-Business services. Examples of Government-to-Citizens services are Application to join the Agricultural Youth Entrepreneurs Incubator Programme (IUBT) and User Registration for “AgriBazaar”. For Government-to-Business services, the examples are Pesticide Import Permit and Pesticide Sale / Storing for Sale (Premise Licence) Licence Application.

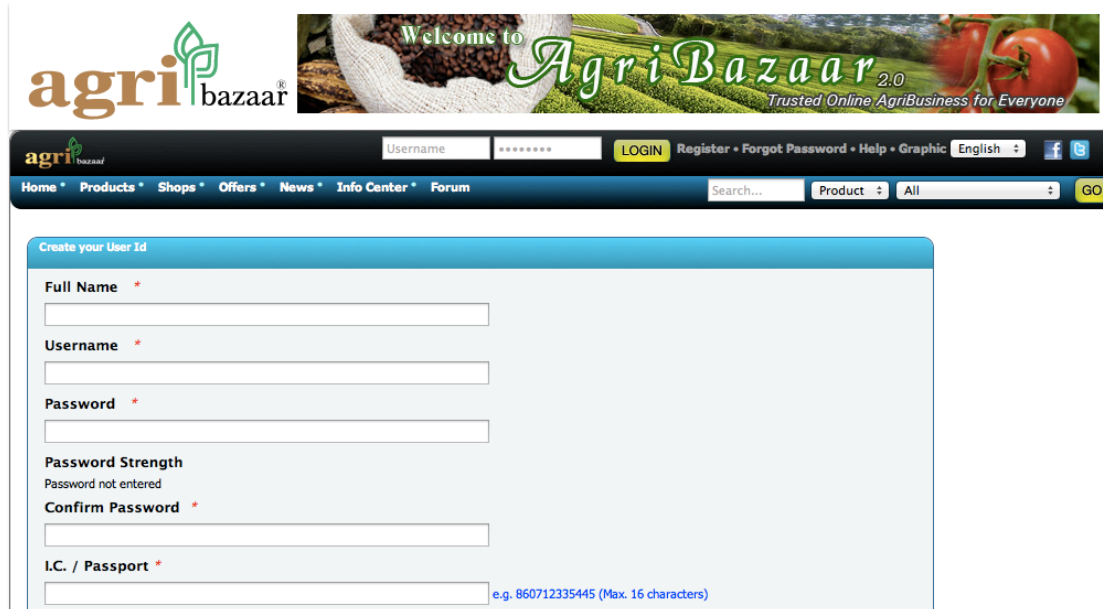


Figure 7: Example of Online Services on the homepage

Apart from these online services, single sign-on feature is also available on the portal. The portal provides a complete feedback mechanism whereby a feedback form is available with notification upon submission and a charter to respond within 3 working days.

5.8.2 DEPARTMENT OF IRRIGATION AND DRAINAGE MALAYSIA

The Department of Irrigation and Drainage Malaysia topped the list of Top Website in 2010 before it was categorised as portal in 2011 and ranked at 35th placement and scored 87 points. The website continued to improve as it was ranked in the 7th placement in 2012 with a total score of 96. This year, it tops the list of Top Portal sharing the first rank with Department of Agriculture Malaysia and myGovernment portal with a total score of 92 points.



Figure 8: The homepage of Department of Irrigation and Drainage Malaysia

The portal presents an attractive interface with a combination of colours, images and fonts. It has adopted a simple horizontal layout that is easy to navigate and displayed its main core business clearly at the most visible part of the page. Some of the outstanding features of this portal include its compliance to World Wide Web Consortium (W3C) Accessibility Disability (Color Contrast and Text Resize), updated news and announcements sections as well as clear calendar of events.

More than ten Government-to-Citizens online services are provided by the portal such as “Public InfoBanjir” and “Drought Info” that are very useful for the citizens. A single sign-on system is available on the portal, which is prominently displayed on its main page. Beside that, a comprehensive feedback mechanism with form, notification and a charter for 3- working days of respond time is available on its e-complaint section.

Real Time applications for Government-to-Government services such as “e-Plan” and “Contract Information System” (SMATRAK) are provided on the portal. Such services simplify access to applications by government agencies, as they only need to go the portal to be guided via secure access to these applications.



Figure 9: Example of clear display of the e-Payment services



Figure 10: Precise information and link to e-Plan online application

5.8.3 MYGOVERNMENT

myGovernment portal is the main Government portal for Malaysia that acts as the single gateway to Malaysian Government agencies. All agencies portals and websites are linked accordingly to the myGovernment portal. Throughout the years, myGovernment portal has consistently ranked in the Top Portal list. This year, it shares the top placement with a total score of

92 points.

The portal has upgraded the look and feel in 2013 whereby the interface was reorganised and categorised effectively with useful links provided in the main page. Most of the main services that are made available by government agencies are simplified and listed in the home page of the portal.



Figure 11: Homepage of the myGovernment portal

One of the strong features of the myGovernment portal is its ability to provide respond to the feedback and enquiries within the same day. As most citizens and businesses are demanding real time communication, respond within the same day is very much sought after and appreciated by the users of the portal.

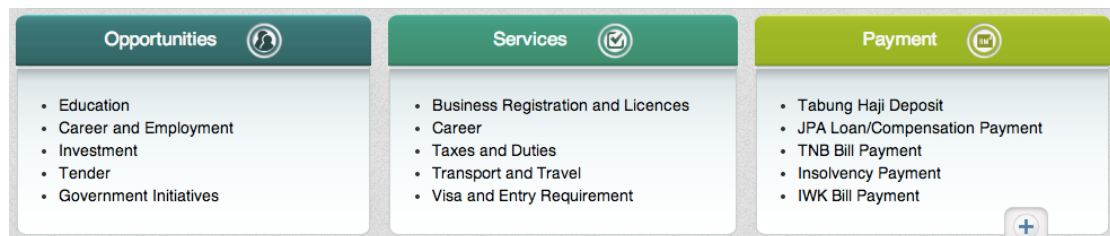


Figure 12: Categorisation of services for easier navigation

It must also be highlighted that even though myGovment portal have migrated to a newer version, users that have registered prior the upgrade are not expected to reregister, as a migration facility is made available for them. This presents the users of the portal with a seamless experience.

Another important feature of the myGovernment portal was it offers mobile applications that are easily downloadable and which may be stored on smartphones.

5.8.4 TAPAH DISTRICT COUNCIL

The Tapah District Council was previously categorised as a portal and had ranked 4th position in the MGPWA 2012 with a total score of 99 points. This year, categorised as a website, it has soared to the first position with a total of 96 points.



Figure 13: Attractive display of homepage of Majlis Daerah Tapah

The website presents a vibrant interface that is attractive and well organised. The identification of the website is also prominently displayed on the top. Most interestingly, the website has distinct looks for different audiences of businesses, citizens, Tapah residents as well as tourists.



Figure 14: Example of tailored page to cater to specific audience, ie citizens



Figure 15: Example of tailored page to cater to specific audience, ie tourists

The pages have lively photos, updated news and announcements as well useful linkages. The online services mainly cater to the citizens and e-payment options are also made available. Tapah District Council provides a platform for receiving feedback and all enquiries are responded within three working days.

5.9 STAR RATING

After an individual assessment is completed on a portal or website, score for each criterion is then totalled. The score determines the star rating of the

portal or website.

There are five star ratings from 1-Star to 5-Star. For a portal or website that is inaccessible, as the assessment was not conducted, the portal or website is categorised as “Non-Accessible” (N/A) and is not accorded with a Star-Rating. However, three attempts of accessing the portal or website will be undertaken during the period of assessment of April to July before it is categorised as N/A. The categorisation of scores for the star rating are summarised in Figure 16.

Star-Rating	Scores
★★★★★	80 - 100
★★★★	60 - 79
★★★	40 - 59
★★	20 - 39
★	1 - 19
N / A	0

Figure 16: Categorisation of Star-Rating

5.9.1 OVERALL STAR RATING

The MGPWA 2013 ended with an overall positive result on the star-ratings of the 1,285 portals and websites. Not only it marks the first year where all portals and websites are rated 2-Star and above, but also the number of 2-Star rated portals and websites had reduce by 63% from the previous year.

The figure below summarises the distribution of star rating of 2012 and 2013. There is a tremendous jump of 47% on the 4-Star rated portals and websites. This is nicely complemented by a 62% decline in 2-Star rated portals and websites as well as 100% removal of 1-Star portals and websites. In addition, there is almost 50% reduction in the number of non-accessible portals and websites.

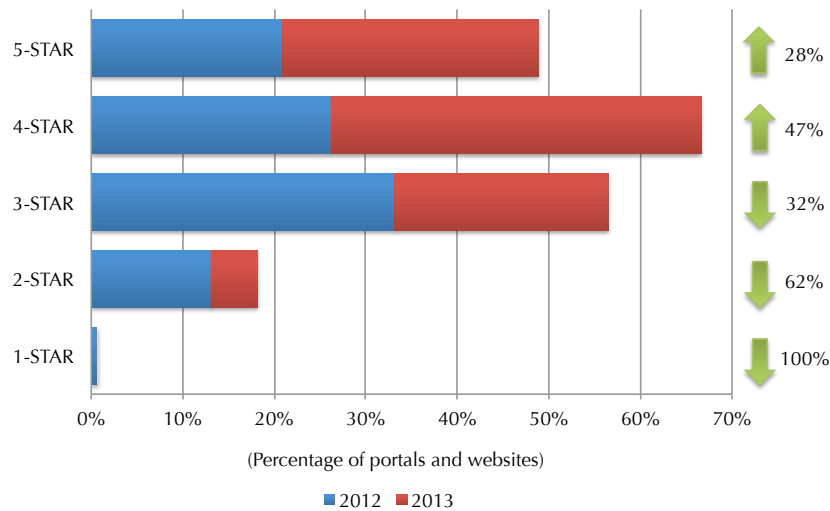


Figure 17: Comparisons of Star-Rating 2012 and 2013

The most outstanding reflection of the result is the fact that more than half (68%) of the portals or websites are rated 4-Star and above which indicates that majority of portals and websites are interactive with two-way communications between government and citizen as well as providing convenience to its users.

An even more outstanding conclusion is that 92% are rated 3-Star and above that clearly indicates that nine out of every ten websites have passed the basic requirements of a good portal or website. This is a huge leap from 2005 whereby only 8% of portals and websites were rated 3-Star. Table 12 summarises the distribution and percentages of star rating of portals and websites for 2013.

Star-Rating	Number of Portals / Websites	Percentage %
5-STAR	360	28
4-STAR	519	40
3-STAR	300	23
2-STAR	65	5
1-STAR	0	0
N/A	41	3
TOTAL	1285	100

Table 12: The distribution of star rating of portals and websites in 2013

Table 13 demonstrates the distribution of portals and websites according to

its star-ratings from 2005 to 2013 with emphasis on the majority of the star rating for respective years. A gradual shift from 2005 until 2013 can be clearly seen from the distribution of the star rating of portals and websites.

In 2005, during the first MGPWA exercise, the majority of portals and websites were rated 1-Star and 2-Star. Only 7% of the portals and websites were rated 3-Star and 1% were rated 4-Star portals and websites. There was no 5-Star rated portal or website.

Slight improvements were noted in the year 2006 by which there were less 1-Star rated and more 3-Star portals and websites. Nevertheless the number of 4-Star rated portals and websites remained very low and none of the portals and websites managed to acquire 5-Star rating.

The pattern shifted in 2007 and remained until 2009 whereby the majority of the portals and websites were rated 2-Star and 3-Star. The number of portals and websites rated 4-Star gradually increased too. However, there was a significant upturn on the number of portals and websites rated 5-Star in 2010 in comparison to 2007 and 2009.

Again, the pattern shifted four years later in 2011 and remained until last year MGPWA exercise whereby the majority of portals and websites were rated 3-Star and 4-Star. The number of portals and websites rated 1-Star had shrunk remarkably whereas the number of 5-Star rated portals and websites had grown larger.

Finally, this year, as mentioned above, the pattern has shifted yet again favourably as majority portals and websites were rated 4-Star and 5-Star. In addition, the number of 2-Star rated portals and websites had reduced greatly whereas there were neither 1-Star rated portals nor websites.

The number of inaccessible portals and websites had varied in earlier years of assessments. In spite of that, the number has dropped in 2013 from 81 to 41 in 2013.

YEAR	N/A	1-STAR	2-STAR	3-STAR	4-STAR	5-STAR
2005	50	343	440	61	9	0
2006	230	251	434	124	16	0
2007	81	165	412	387	85	3
2009	114	51	495	352	173	7
2010	91	31	374	328	220	101
2011	64	7	138	330	331	285
2012	81	8	177	447	354	281
2013	41	0	65	300	519	360

Note: The blue-shaded boxes represent the two major groups of portals and websites for each year

Table 13: The distribution of portals and websites for each category of Star from 2005 to 2013

5.9.2 STAR RATING ACCORDING TO PORTAL AND WEBSITE

The percentage of portals rated 3-Star and above has risen to 97% this year from 94% in 2012 despite the decline of 5-Star rated portals. In the meantime, the percentage of 4-Star rated portals has increased greatly by 20%.

One of the accomplishments of the portals is all the identified portals for assessment were accessible during assessment period and were rated accordingly. In addition, the number of 2-Star rated portals has decreased from 35 to only 8 portals this year.

Star-Rating	Number of Portals	
	2013	2012
5-STAR	71	240
4-STAR	105	142
3-STAR	48	137
2-STAR	8	35
1-STAR	0	0
TOTAL	232	554

Table 14: The distribution of star rating for portals for 2012 and 2013

Similar to portals, majority of the websites are rated 3-Star and above despite having a smaller percentage than portals at 94%. However, the percentage of 3-Star and above rated portals revealed a surge from 79% in 2012. There is also an improvement of 11% in the percentage of the 4-Star rated portals from the previous years.

Although the majority of websites are still in the 3-Star categories, the percentage of 3-Star rated websites has steadily declined over the years. It is predicted that the bulk of the websites will be moving towards 4-Star and 5-Star websites as the year progress.

Last year, there was eight websites rated 1-Star and it is a major accomplishment that this year there is no 1-Star rated websites recorded. Table 15 depicts the distribution of websites according to its star rating.

Star-Rating	Number of Websites	
	2013	2012
5-STAR	280	41
4-STAR	414	212
3-STAR	252	310
2-STAR	57	142
1-STAR	0	8
TOTAL	1012	713

Table 15: The distribution of star rating for websites for 2012 and 2013

5.9.3 STAR RATING ACCORDING TO FEDERAL AND STATE

The distribution pattern of star rating for federal and states are almost similar. In both categories, over 90% of the portals are rated 3-Star and above. However, federal portals and websites have a bigger percentage of 5-Star rating in comparison to states as indicated in Table 16 as follows:

Table 16 : The distribution of star rating of federal and state portals and websites

Star Rating	Federal portals and websites	State portals and websites
5-STAR	196	164
4-STAR	243	276
3-STAR	118	182
2-STAR	19	46
1-STAR	0	0

2013

The figure below clearly indicates the significant jump by the 4-Star and 5-Star rated federal portals and websites. Meanwhile, the number of 2-stars and 3-Stars portals have declined with no 1-Star rated portal and website recorded.

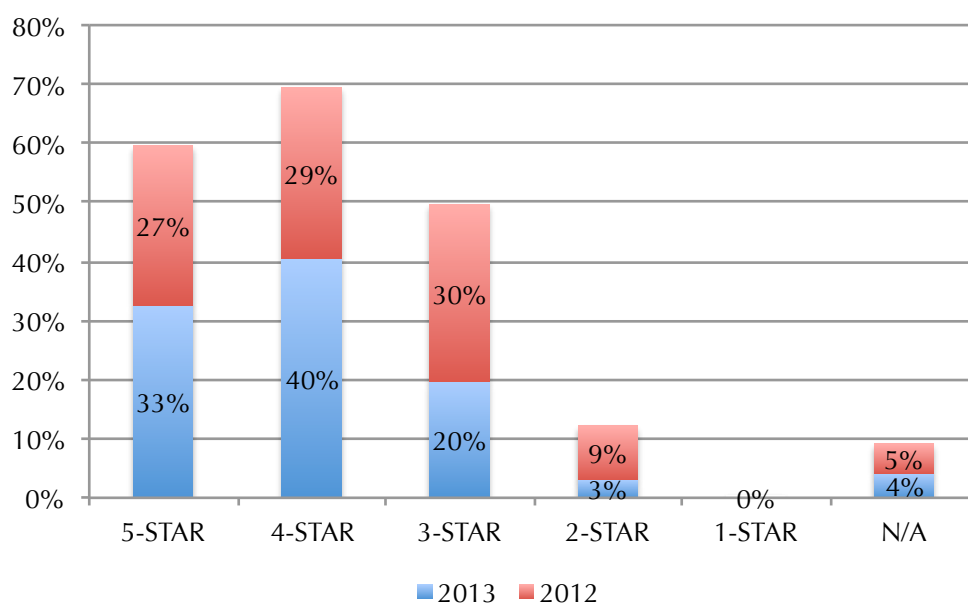


Figure 18: Comparisons of star rating of federal portals and websites 2012 and 2013

Similarly, state portals and websites have recorded decline in 2-Star and 3-Star portals and websites. This is mainly due to the higher number of portals and websites rated 3-Star and above.

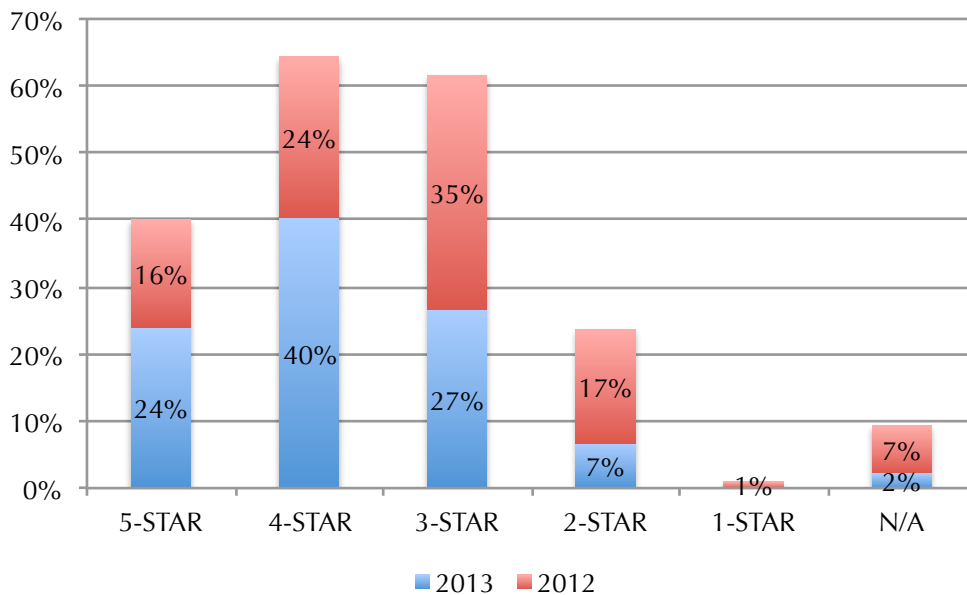


Figure 19: Comparisons of star rating of state portals and websites 2012 and 2013

5.9.4 STAR RATING ACCORDING TO MINISTRIES AND STATES

MGPWA 2013 also provides indication of the performance of federal agencies or state agencies in managing all the portals and website that are under the same wings. Table 17 showcases the tabulation of portals and websites in accordance to its main parents either from federal agencies or state agencies.

Ministry of Urban Wellbeing, Housing and Local Government has shown an excellent result by having all the eight portals and websites under its parental group acquiring 5-Star rating. Apart from Ministry of Urban Wellbeing, Housing and Local Government, none of the other federal or state agencies have similar outstanding result.

Ministry of Rural and Regional Development for instance have thirteen total portals and websites of which are 5-Star (85%) and 4-Star (8%) rated portals and websites. Nevertheless, 8% of its portals and websites were inaccessible during the period of assessment and were categorised as “Non-Accessible” (N/A). In comparison to 2012, all thirteen portals and websites under Ministry of Rural and Regional Development were rated 5-Star and 4-Star, with over 90% of these portals and websites were rated 5-Star.

Other agencies that have performed well are Ministry of Domestic Trade, Co-operatives and Consumerism, Ministry of Foreign Affairs and Ministry of Tourism and Culture Malaysia whereby all portals and websites under these agencies are rated 4-Star and 5-Star only without any inaccessible websites.

Meanwhile, with regards to the states, Perak State topped the list whereby 98% of its total of fifty-five portals and websites were rated 3-Star and above. Only one portal/website is rated 2-Star and none was inaccessible. Another state that has high number of portals and websites rated 3-Star and above is Penang State at 97%. Unfortunately, one of the portal / website was inaccessible during the assessment period.

This year, Ministry of Health recorded the biggest percentage of inaccessible website this year with 7% of its portals and websites were inaccessible during the period of assessment. Most of its portals and websites are rated 3-Star and above at 89%, while 4% are rated 2-Star.

In comparison to MGPWA 2012, the number of agencies with inaccessible portals and websites increased from 18 agencies to 20 agencies in 2013. Pahang had the biggest percentage of inaccessible portals and websites (30%) in 2012 but has shown tremendous improvement whereby there were only 2% inaccessible portals and websites this year.

PARENTS	Total Portals / Websites	% of 5-star	Number of Portals/Websites					
			5-Star	4-Star	3-Star	2-Star	1-Star	N/A
Ministry of Education	126	32	40	68	14	2	0	2
Sarawak	114	28	32	57	24	0	0	1
Prime Minister's Department	56	45	25	23	4	1	0	3
Perak	55	35	19	22	13	1	0	0
Kelantan	44	39	17	21	5	1	0	0
Johor	42	38	16	11	10	2	0	3
Selangor	49	29	14	23	8	1	0	3
Negeri Sembilan	37	38	14	18	3	2	0	0
Penang	30	47	14	11	4	0	0	1
Ministry of Agriculture & Agro-Based Industry Malaysia	20	70	14	3	1	1	0	1
Ministry of Communication and Multimedia Malaysia	23	57	13	6	4	0	0	0
Ministry of Health	126	9	11	66	35	5	0	9
Pahang	50	22	11	19	17	2	0	1
Ministry of Natural Resources and Environment	18	61	11	5	2	0	0	0
Ministry of Rural and Regional Development	13	85	11	1	0	0	0	1
Kedah	56	18	10	33	9	2	0	2
Terengganu	41	24	10	21	9	1	0	0
Ministry of Finance	29	31	9	10	7	1	0	2

PARENTS	Total Portals / Websites	% of 5-star	Number of Portals/Websites					
			5-Star	4-Star	3-Star	2-Star	1-Star	N/A
Ministry of Urban Wellbeing , Housing and Local Government	8	100	8	0	0	0	0	0
Ministry of Human Resource	15	47	7	6	2	0	0	0
Melaka	38	16	6	17	14	0	0	1
Ministry of Transport, Malaysia	17	35	6	6	3	0	0	2
Ministry of Home Affairs	9	67	6	2	1	0	0	0
Ministry of Plantation Industries and Commodities (MPIC)	13	38	5	3	4	0	0	1
Ministry of Works Malaysia	8	63	5	2	1	0	0	0
Ministry of Women, Family and Community Development	9	56	5	2	0	0	0	2
Ministry of Federal Territories	7	71	5	0	1	0	0	1
Ministry of Domestic Trade, Co-operatives and Consumerism	7	57	4	3	0	0	0	0
Ministry of Youth and Sports	45	7	3	8	29	5	0	0
Ministry of International Trade and Industry	14	21	3	6	3	1	0	1
Ministry of Science, Technology and Innovation	16	13	2	8	3	3	0	0
Perlis	20	5	1	8	7	2	0	2
Ministry of Defence	10	10	1	6	3	0	0	0
Ministry of Foreign Affairs	3	33	1	2	0	0	0	0
Ministry of Tourism and Culture Malaysia	2	50	1	1	0	0	0	0
Sabah	108	0	0	15	59	32	0	2
Ministry of Energy, Green Technology and Water	7	0	0	6	1	0	0	0

Table 17: The distribution of star rating of portals and websites according to its parents

6.0 BEST PRACTICES: WASEDA UNIVERSITY 2013 “INTERNATIONAL E-GOVERNMENT RANKING”

Waseda University has been conducting the annual worldwide monitoring and surveying of the development of E-Government known as International e-Government Ranking for nine consecutive years. As per the previous year, fifty-five countries were monitored and surveyed for the 2013 assessment and the result was released in March 2013.

This year, Malaysia was ranked at the twenty-fourth place, a slight drop from its twenty-third placement last year despite the improvement in the total score. This has also affected the placement in the APEC Ranking that had also slipped by one position. This is the second year whereby the study had divided the countries based on the international organisation groups. As an APEC member country, Malaysia and twenty other economies members are ranked based on the total score of the study.

Singapore leads both the list of overall ranking and the APEC ranking with the total score of ninety-four points. Since 2007, Singapore has been consistently ranked in the top 2 positions in tight competition with United Kingdom and United States of America. This year, Finland was ranked second trailing closely behind Singapore with 93.18 points.

Malaysia has not been able to find its way back to the top 10 positions since the first International e-Government Ranking in 2005 in which it was ranked at the ninth position. Since 2010, Malaysia has been consistently ranked at the twenty-fourth position except for its only improvement to twenty-third position last year. Table 18 illustrates the progress of Malaysia since the first International e-Government Ranking in 2005 until 2013.

Year	Ranking	Score	APEC Ranking
2013	24/55	66.26	10/20
2012	23/55	67.1	9/20
2011	24/50	67.37	-
2010	24/40	63.5	-
2009	22/34	63.38	-
2008	18/34	49.4	-
2007	15/32	53.41	-
2006	14/32	N/A	-
2005	9/23	0.925 (index)	-

Table 18: The progress of Malaysia in the International e-Government Ranking by Waseda University from 2005 to 2013

There are seven main indicators used to rank the e-Government development of countries in the world of which these main indicators remain the same throughout the years to ensure backward compatibility. The indicators are summarised in the Table 19 below.

No	Indicators	Dimensions	Remark
1	Network Preparedness/ Infrastructure	1-1 Internet Users 1-2 Broadband Subscribers 1-3 Mobile Cellular Subscribers 1-4 PC Users	Total Score: 10%
2	Management Optimization/ Efficiency	2-1 Optimization Awareness 2-2 Integrated Enterprise Architecture 2-3 Administrative and Budgetary Systems	Total Score: 20%
3	Required Interface-Functioning Applications	3-1 Cyber Laws 3-2 e-Tender systems 3-3 e-Tax system 3-4 e-Payment system 3-5 e-Voting system 3-6 Social Security service 3-7 Civil Registration 3-8 e-Health system	Total Score: 20%
4	National Portal /Homepage	4-1 Navigation 4-2 Interactivity 4-3 Interface 4-4 Technical	Total Score: 15%
5	Government CIO	5-1 GCIO Presence 5-2 GCIO Mandate 5-3 CIO Organizations 5-4 CIO Development Programs	
6	e-Government Promotion	6-1 Legal Mechanism 6-2 Enabling Mechanism 6-3 Support Mechanism 6-4 Assessment Mechanism	Total Score: 10%
7	e-Participation/ Digital Inclusion	7-1 e-Information and Mechanisms 7-2 Consultation 7-3 Decision-Making	

Table 19: Main indicators and the dimensions of International e-Government Ranking by Waseda University

It is imperative to highlight that the study conducted by Waseda University covers a bigger spectrum of e-government unlike the MGPWA exercise. In the context of the International e-Government Ranking, MGPWA main criteria are mostly covered in one of the indicators namely indicator number four known as “National Portal / Homepage” which carries a total score of 15% only from the overall score of the study.

The MGPWA criteria of assessment has extensively adopted the “National Portal / Homepage” indicator. All the four sub-indicators namely “Interface”, “Navigation”, “Interactivity” and “Technical” have been part of the MGPWA criteria of assessment since 2005. Some of the similarities in the measurement criteria of the International e-Government Ranking and MGPWA are demonstrated below:

- (i) “Interface”: Layout, Text, Color, Consistency, Multi-Language provision, Print and Multimedia functions
- (ii) “Navigation”: Site Map, Search Engine and Help functions
- (iii) “Interactivity”: Full Contact Information, e-mail function provision, social network service (SNS), Online Community Services and Online Polls
- (iv) “Technical”: Innovations provided by the portals or websites

Nevertheless, it is critical to also acknowledge that despite the extensive and continuous efforts of MGPWA and the agencies in improving its portals and services, Malaysia is still unable to be in the top ten list of the National Portal indicator. By acknowledging this fact, the MGPWA team and all the agencies must take a step further to analyse the factors that have affected the performance of the portals and websites during the International e-Government Ranking assessment. Some of the factors that have been identified by the team are the lack of consistency in monitoring and maintenance of the portals and websites throughout the year as well as the inconsistency in the languages of web content.

This year, the MGPWA have also made additional review on its assessment criteria following the footsteps of the International e-Government Ranking study. The e-payment services, which was previously a criterion for the portal category only has been reassigned as a sub-criterion under the

“Number Online Services” criteria for both portal and website categories in the MGPWA 2013 exercise. This is inline with the “Required Interface-functioning Applications” indicator of the International e-Government Ranking study.

The e-payment services criterion contributes 20% to the total score of the “Online Services” criteria. The adoption of the indicator into MGPWA scope of assessment proved to be beneficial as it provided the outlook of slow but steady growth of provision of e-payment services by our portals and websites.

Apart from the measurement indicator, a similarity noted from the release of International e-Government Ranking is the emphasis on the “one-stop-service” portals in the study. This year, the MGPWA has initiated the re-categorisation of portals and websites whereby it has released the definitions prior to the assessment period. Similarly, the Waseda University too had emphasised on the need to move towards “one-stop-service” portals in their study.

The Waseda University has also identified several new trends of e-Government developments from its study which are categorised into several main sections as follows:

- (i) **Cloud Computing:** Refers to the delivery of computing as a service rather than a product, whereby shared resources, software, and information are provided to computers and other devices as a metered service over a network. The study suggested that public sector is advised to take the opportunity of the adoption of new architectures such as cloud computing and service-oriented architecture in the public sector. Through cloud computing, e-Government can rapidly deploy applications where the underlying technology components can expand and contract with the natural ebb and flow of the business life cycle.
- (ii) **Mobile government and Social Media:** The provisions of services through mobile technologies are no longer optional for many government services. The main trends on e-Government in all developed government are integrated social media with privacy protection issues. Governments around the globe are starting to actively connect with citizens or businesses to exchange information

interactively via social media.

- (iii) **Open Government / Big Data:** The open government agenda is transforming the way the governments around the world manage their services. The Open Government have distinct characteristics such as friendly access of public service, real-time government information and services, availability of social media applications for government and public interactions, utilization of open data, providing transparent e-Government services and the applications of global standards

Meanwhile, big data refers to huge datasets and data analytics that are used for managing services such as e-Health, Space, Disaster as well as e-Government.

- (iv) **Business Continuity Plan (BCP) for disaster management:** In the recent years, many governments have learned the valuable lessons to establish BCP to ensure that an organisation's critical core functions can continue to be executed in the event of a major disruption or disaster. The organisation is more resilient, survives the event and is able to minimize the impacts and / or damages on its operations. To recover all the activities and databases, it is necessary for e-Government to prepare BCP for disaster management.
- (v) **Digital Inclusion in Ageing Society:** Refers to both inclusive ICT and the use of ICT to achieve wider inclusion objectives by focusing on the participation of all individuals and communities in all aspects of the information society.
- (vi) **Cyber Security and National ID card:** Cyber security and National ID are natural approaches to manage the increasing attempts of cyber-attacks as well as to manage multiple agencies providing services to citizens.

Malaysia will continue its pursuit to benchmark against international studies such as the International e-Government Ranking by Waseda University to ensure that it is up to date with new developments surrounding the e-Government services as well as an indicator of its performance and effectiveness of the MGPWA exercises.

7.0 KEY FINDINGS

7.1 PROGRESS OF STAR RATING

With regards to the star rating, the portals and websites have shown tremendous improvement from the previous years. Table 20 clearly indicates the improvements in the number of portals and websites rated 4-Star and 5-Star.

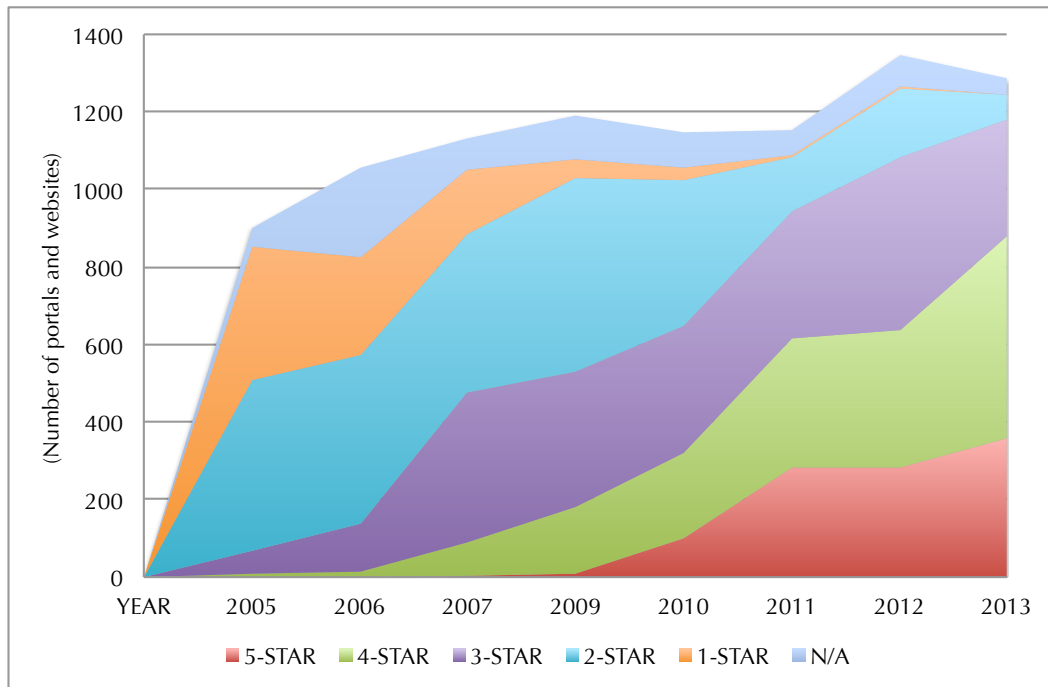


Figure 20: Distribution of the star rating for portals and websites from 2005 to 2013

This has resulted in significant decline of the numbers of portals and websites rated 2-Star and 3-Star. Moreover, it marks the first year whereby there is no longer portal or website rated with 1-Star.

YEAR	N/A	1-STAR	2-STAR	3-STAR	4-STAR	5-STAR
2012	6%	1%	13%	33%	26%	21%
2013	3%	0%	5%	23%	40%	28%

Table 20: Distribution of the star rating for portals and websites in 2012 and 2013

Figure 20 illustrates the progress of star rating from 2005 to 2013. The most outstanding item to note is the emergence of the 5-Star rated portals and websites from 2009 and gradually representing the majority of portals and websites. Meanwhile, 1-Star rated portals and websites have slowly disappeared from the scene since 2012 when it was very prominent in 2005

and 2006.

Most importantly, the rise in the number of portals and websites also signify the quality of these portals and websites have increased immensely. This conclusion is derived from the fact that the criteria of MGPWA have evolved considerably from 2005 to 2013. Most of the criteria have been redefined and are stringent from the initial criteria set in 2005.

For instance, this year, five new criteria have been added to the existing ones while another four existing criteria have been enhanced. Nevertheless, despite the stringent criteria, the number of portals and websites rated 4-Star and 5-Star has increased significantly by 45%. This reflects that the quality of the portals and websites have also improved significantly as well as the impact of the criteria of MGPWA in raising the bar for quality portals and websites in the country.

Apart from the criteria, the MGPWA methodologies have also been elevated, from the first step of assessing the criteria to qualifying agencies for assessment until the final assignment of ranking. Each process have been meticulously scrutinised and improved not only to ensure the MGPWA is up to the world standard but also transparent to the participants of the exercise.

It must be acknowledged that notwithstanding the rigorous exercise to raise the standard of the MGPWA, the agencies are not discouraged but have risen to taking parallel efforts to continue to build on their portals and websites to meet the higher standards set by MGPWA.

7.2 EXTENDING ONLINE SERVICES

The online services provided by the portals and websites are not only assessed based on its availability, but also the quality of the online services provided. The MGPWA exercises scrutinise to ensure that these services are free of errors that enable it to be accessible by the users at all times. Apart from that, the width of the services was also examined to encourage various types of services with emphasis for those that cater to the citizens.

Score	Portals	Websites	Total Portal & Website	Percentage
10	102	-	102	8%
9	7	-	7	1%
8	5	-	5	0%
7	7	-	7	1%
6	8	-	8	1%
5	17	464	481	39%
4	10	79	89	7%
3	11	131	142	11%
2	22	151	173	14%
1	17	111	128	10%
0	26	76	102	8%
TOTAL	232	1009	1244	100%

Table 21: Analysis of Government Online Services

This year, only a slight improvement is recorded in terms of the number of portals and services providing online services. However, majority of portals and websites were rated perfect score of five and ten respectively which indicate that most portals and websites that are providing online services are offering quality online services in the perspectives of variety and accessibility. The number of portals and websites providing online services has also increased despite less numbers of portals and websites assessed this year.

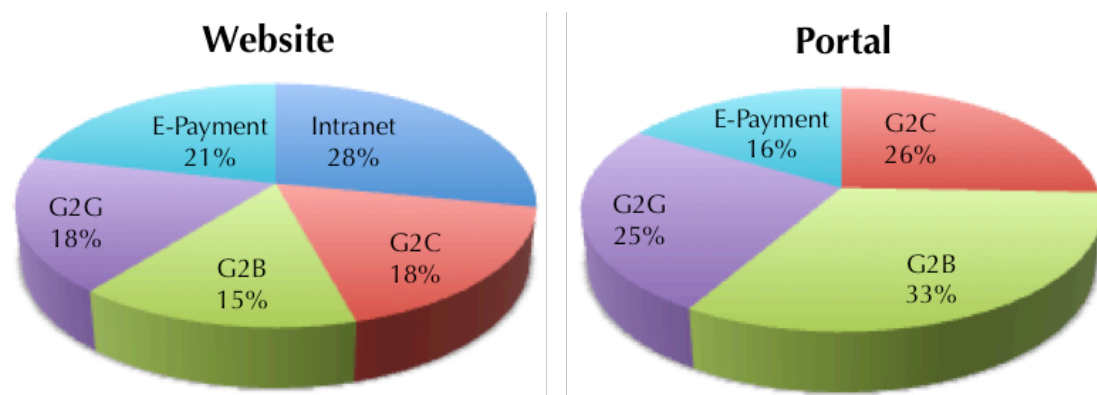


Figure 21: Categories of online services for Portals and Websites

The progress of online services has declined slightly from 2012, whereby except for the score five that has recorded a significant jump, the rest of scores from six to ten have declined noticeably.

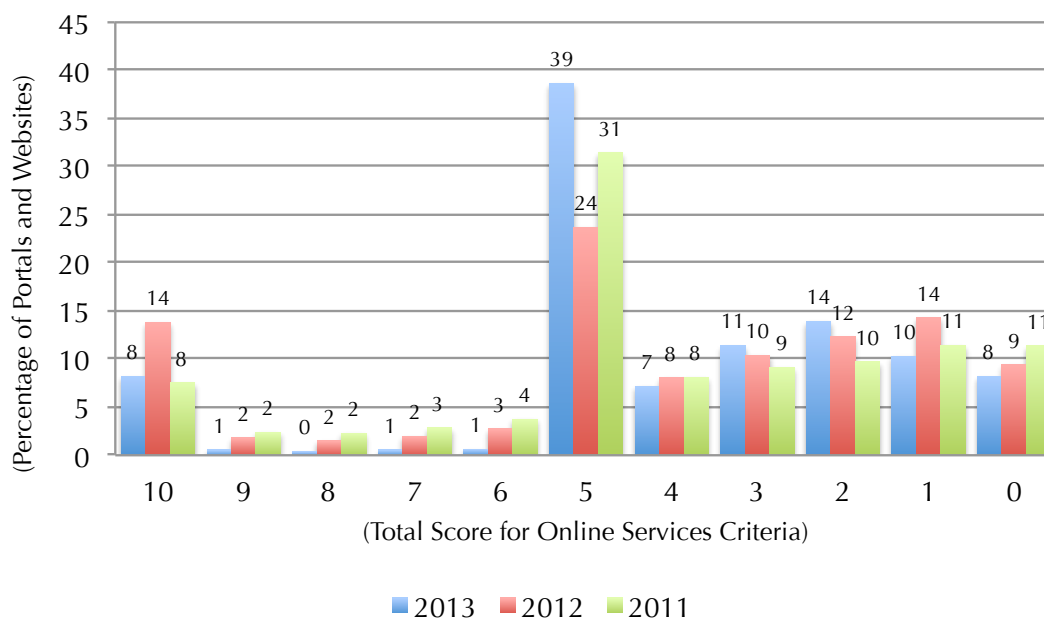


Figure 22: Progress of Government Online Services according to total scores from 2011 to 2013

7.3 PROGRESS OF E-PAYMENT

Due to the widely used online applications in public and private sectors, e-payment has become an integral part of most portals and websites. Many users associate online applications with the availability of e-payment for a complete online experience. Following this trend, government portals and websites too have slowly yet steadily offering e-payment services. Taking into consideration the very limited payment channels in the traditional government setting whereby all payment must be made over the counter by cash only, the emergence of e-payment services that not only allow credit card transactions but also internet banking transfer have in fact reflect positively on the willingness and ability of government to transform their service delivery. Today, many government agencies are providing options for the citizens and businesses to simplify their government services transactions from the comfort of their homes or business premises. Without

a doubt, e-payment services are one of the greatest achievements of government portals and websites.

In the previous years, the e-payment criterion was placed under the bonus section of portals and therefore had not captured such services provided by the websites. This year, the MGPWA criteria have been strengthened to include e-payment as part of the online services criterion for both portals and websites.

It must be identified that for the websites category, the sudden growth in the statistics of e-payment services is not only contributed by the inclusion of the criterion this year but it is mainly due to the re-categorisation of a large number of portals as websites in this year of assessment.

This year, the number of e-payment services declined considerably by 34% compared to 2012 despite the significant growth from 2011. One of the reasons may be due to the realignment of services by agencies in ensuring effective services as well as the capability of portals and website to manage the e-payment services.

It is also noted that the number of portals and websites providing e-payment services is very low at 18% only. This indicates that a large majority of portals and websites are still providing information and offline services. Figure 23 illustrate the progress of e-Payment from 2011 to 2013.

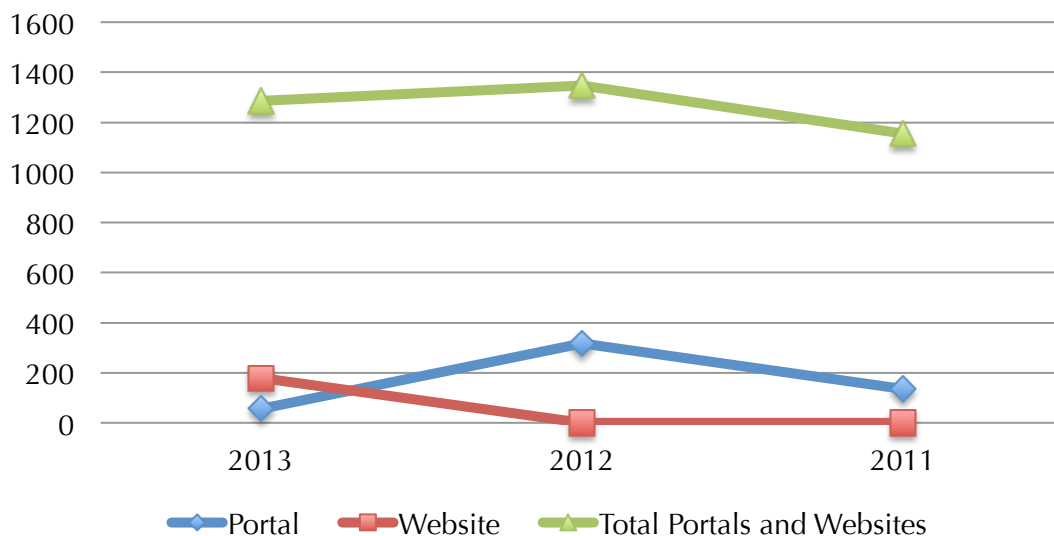


Figure 23: Progress of E-Payment from 2011 to 2013

For the e-payment services, the preferred payment channel is Online Banking that stem from the large number of users of online banking in Malaysia. Credit card facility, which used to be the main channel of payment percentage of usage are insignificant for both portals and websites. The Financial Process Exchange (FPX) however, is more prominent for the portals in comparison the websites.

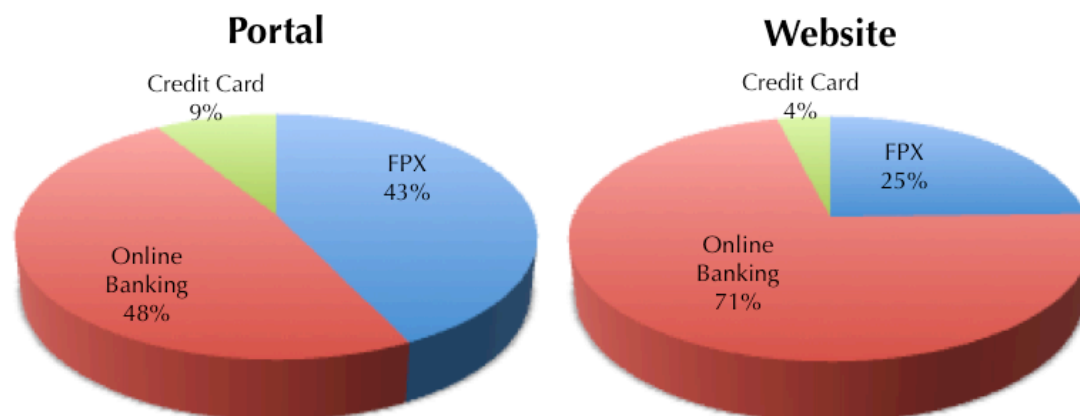


Figure 24: Categories of payment channels for e-payment services for portals and websites

7.4 UPDATING ACTIVITIES

For any portals and websites, the first impression is very much associated to their up-to-date content. Usually this is prominent in the news and announcement sections whereby the users are able to gauge whether the portals or websites are frequently updated.

The MGPWA 2013 focuses on three types of activities as follows:

- (i) News, Latest Activity, Announcement, Information, Pronouncement, News Clippings, Press Release, News Articles, Posters, Banners, Quotation, Tender, Job Vacancies, Information of Administration and Senior Management Officers
- (ii) Achievement of Client's Charter
- (iii) Statistic of Online Services

The figure below indicates less updating activities on portals and websites since 2011. It is a cause for concern as frequent updates is a key element to ensure that the information shared on portals and websites are relevant to the users at the point of interaction. Agencies are strongly urged to

formulate appropriate strategies and optimise its resources to ensure that the updating of activities to be prioritised accordingly.

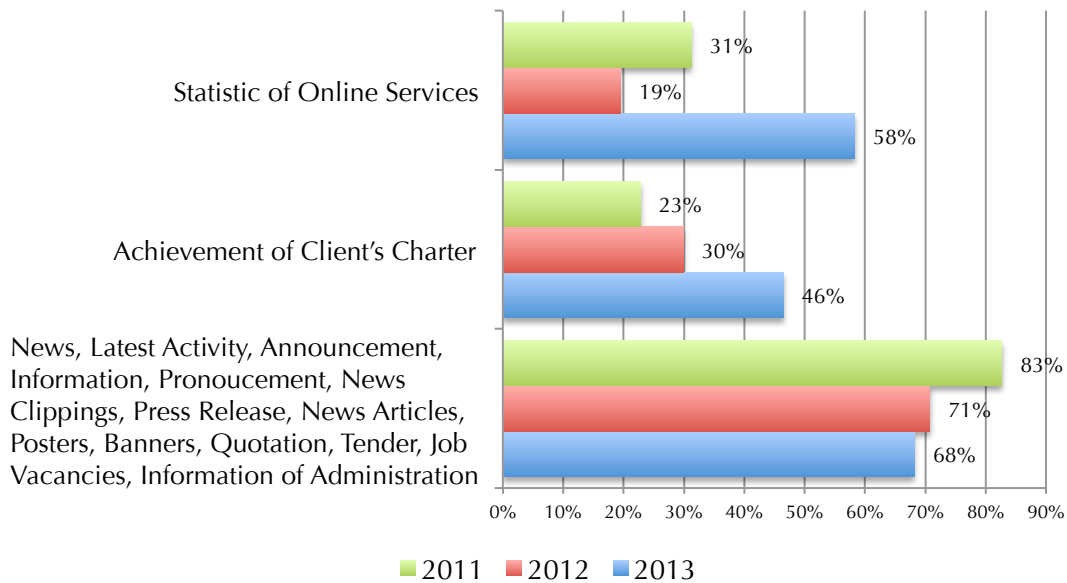


Figure 25: Summary of updating activities of portals and websites from 2011 to 2013

Nevertheless, the updating of statistics of online services as well as achievement of client's charter recorded remarkable improvement from the previous years. Although both updating activities are still less active than updating of news and announcements, but it shows that the agencies are taking the efforts to update the content regularly.

7.5 W3C DISABILITY ACCESS

Accessibility by everyone regardless of disability is an essential aspect of the Internet. Communication and interaction barriers that are faced by people in physical world can be overcome by appropriate web technologies, tools and designs. To achieve this, the World Wide Web Consortium (W3C) via its Web Accessibility Initiative (WAI) have developed guidelines and resources to assist make the Internet accessible for disabled people that includes auditory, cognitive, neurological, physical, speech, and visual disabilities.

The MGPWA 2013 focuses on three basic aspects of W3C Disability Access guidelines, which are conformance to Level "A" of Web Content Accessibility Guidelines 2.0, minimum contrast level of the portals and websites, and the option for text resize. Level "A" conformance requires for

information and user interface components to be presented to users in ways they can perceive. There are four main requirements comprises of text alternatives, time-based media, adaptable and distinguishable content.

Overall, the conformance of portals and websites to the standards of W3C Disability Access are discouraging. At best, only 140 portals and websites conformed to the minimum contrast requirement, which is a mere 11% from all the portals and websites assessed. Although there is a remarkable increase from only 2% the year before, the conformance level is still very low.

With regards to Level “A” conformance, 3% of the portals and websites conformed to the guidelines that represent very minimal progress of less than 1% from last year. The minimum contrast level recorded the highest improvement of 9% and the only sub-criterion that surpass the 10% mark. Meanwhile, the text resize option is only provided by 9.6% of the portals and websites despite improvement from 2012.

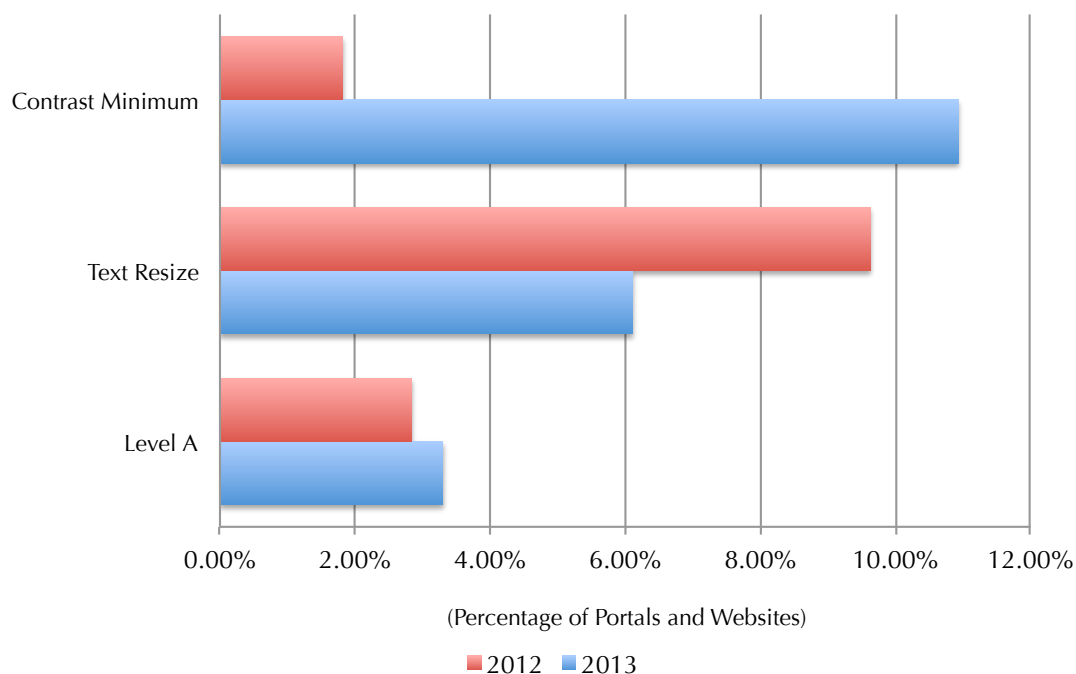


Figure 26: Summary of comparison for the W3C basic assessment for portals and websites

One of the key findings for this criterion is the main agencies that deal directly with people with disability did not score any marks for the conformance to W3C Disability Access. It is definitely a point of reflection for all the agencies particularly agencies that provide specific services for the disabled groups as it leave the impression that the agencies are not

concerned to make the portals and websites accessible for the citizens who are in need of such services.

7.6 NEW MEDIA

New media is known to be effective in engaging more users for portals and websites. More often than not, new media initiate interactivity with users via comments and feedback forms. This information is valuable for agencies to understand the needs of its portals and websites users.

In 2013, majority of the portals and websites uses five new media that is a vast improvement whilst in 2012 most of the portals and websites had no new media. Overall, there is improvement in the number of new media in the portals and websites.

However, it must be reminded that most important factor for successful new media engagements is consistent updates by the portals and websites. Lack of updates will lead to abandonment of users from participating in the new media channel. The new media engagement growth by portals and websites must be accompanied by consistent updates in order for the agencies to benefit from it.

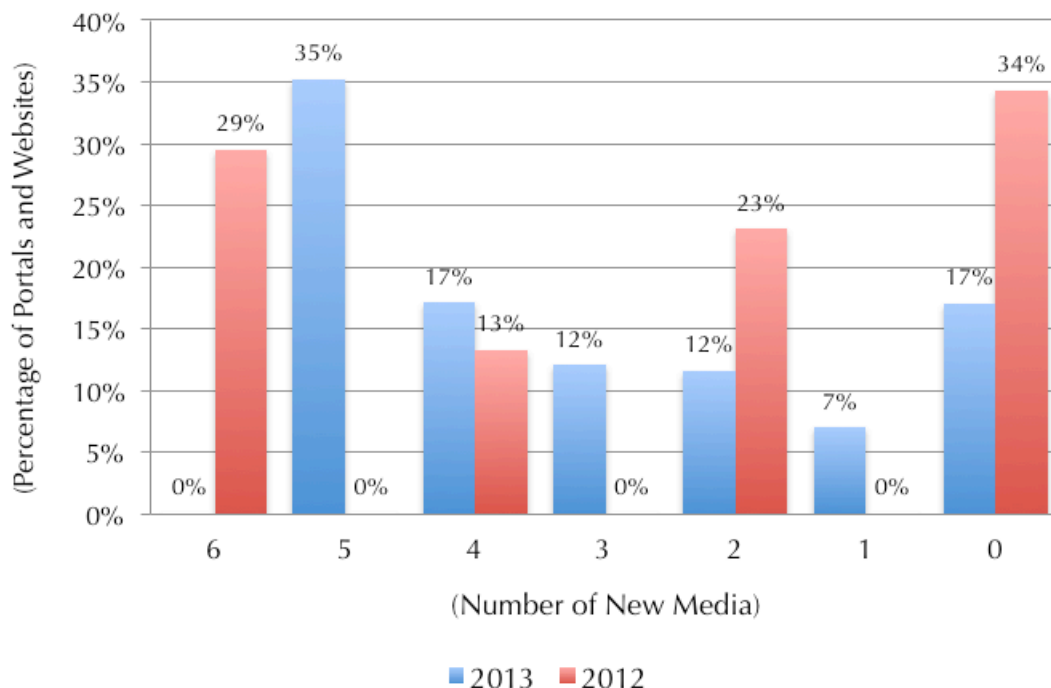


Figure 27: Comparison of new media by portals and websites for 2012 and 2013

7.7 LANGUAGE

The MGPWA 2013 exercise has taken a stringent approach in the assessment of language criteria in consideration of the importance of encouraging agencies to emphasise their efforts on the language used in the portals and websites. This has resulted in 173 portals and websites not granted any score due to the use of mixed languages in most of their web content, as well as utilising online translator for translation without appropriate editing.

In consideration of the fact that Malay Language is the national language and the official correspondence language for government agencies, it is expected that all agencies should provide Malay Language content in their respective portals and websites. However, only 573 portals and websites have scored full marks for Malay Language content.

The result for English Language content was far worse as only 71 portals and websites managed to attain full scores. A mere 30 portals and websites were given full scores for both Malay and English languages, which accounted for 2% of total portals and websites.

Nonetheless, the number of portals and websites that have scored full marks for Malay and a third language is quite promising at 324 portals and websites. There are also 31 portals and websites that only scored marks for its third language web content for the users and not the official Malay Language.

Another worrying revelation is that the key agencies that have high engagement with foreign nationals did not manage to achieve full marks for English Language content. In consideration of the amount of critical information provided for its audience and customers such as visa requirement and permits, this is an astounding revelation.

A discouraging discovery during the assessment period is that most of the agencies have only focused on making certain of the usage of appropriate language on its web content from April to July only. The practice of inconsistency will only lead to users of the portals and websites losing their trust on the information and affects the credibility of the agencies.

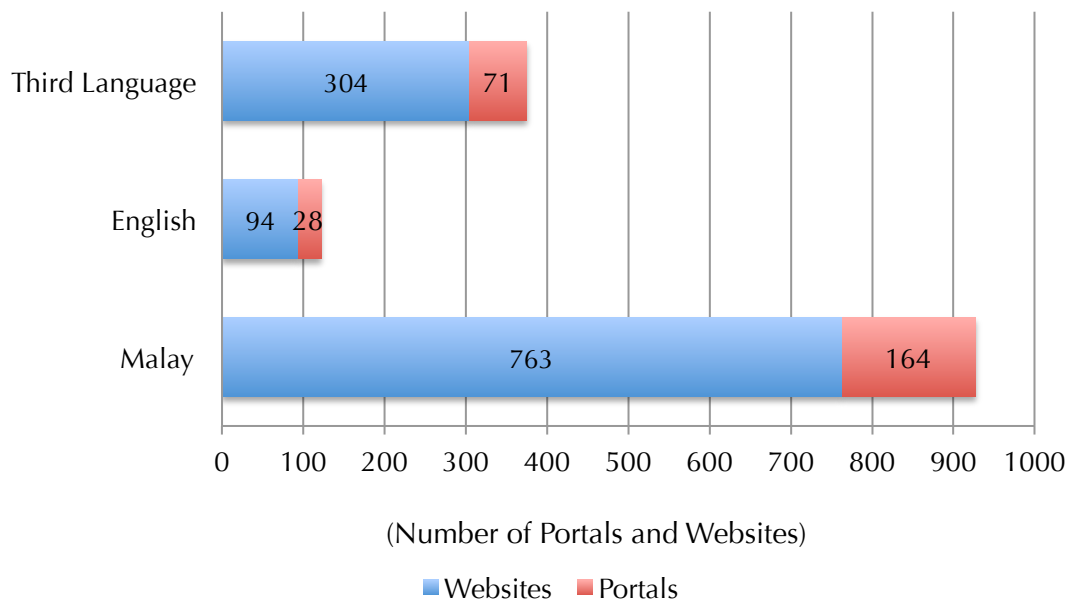


Figure 28: Languages of web-content by portals and websites

7.8 MOBILE WEB

Mobile web refers to the provision of Internet browser from mobile devices, such as a smart phones or tablets that are connected to a mobile network or other wireless network. Mobile web simplify the content of the portals and websites to cater to the slower Internet speed and smart phone capabilities unlike the personal computer or notebook. It also automatically re-adjusts the webpage screen size for easier reading on smaller screen of mobile devices.

To cater to the increasing demand of smart phone users, many of the agencies have initiated mobile web for their online services. The trend has taken off well, as this year mobile web services are available on 50% of portals and websites. The figure below demonstrates the step progress of mobile applications by government portals and agencies.

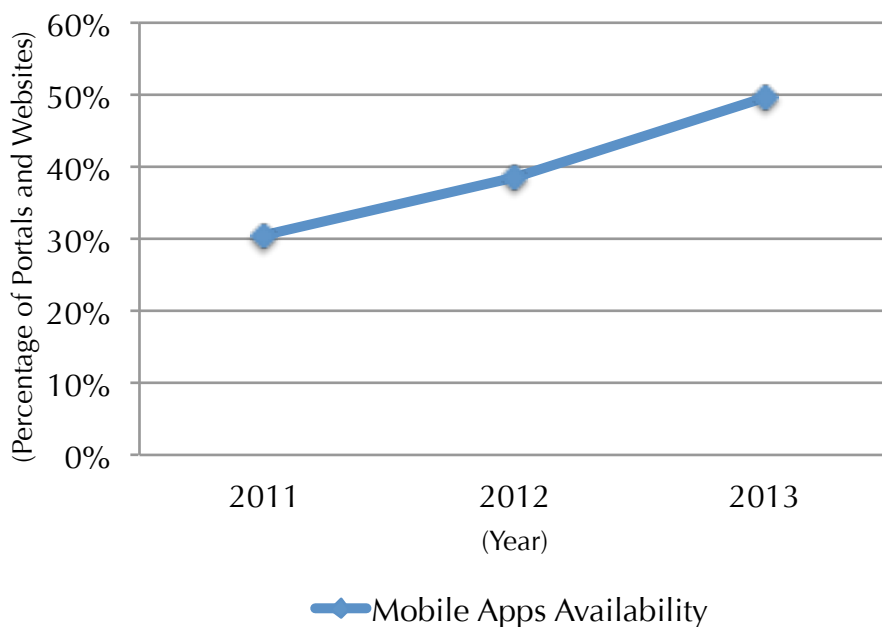


Figure 29: Percentage of mobile web availability from 2011 to 2013

Albeit the admirable attempts by the agencies to provide mobile web options to the users, it was detected that many of the agencies did not broadcast this information on the portals and websites. This led to poor utilisation of the mobile web services by the users and do not do justice to the efforts and investment spent on developing the service.

There are also agencies that had neglected to update their mobile web links on the portals and websites. Out-dated or broken links led users to wrong mobile web address that not only frustrate the users but also dampen their desire to use these services in the future.

Good mobile web services are the ones that are simple yet cover the essential information and services provided by the agencies. Layout of text and images need to be optimised to fit into smaller screen which most of the time requires reducing the size of the text and even uploading lower image resolutions. Horizontal scrolling and zoom options are some of major mistakes made in mobile web that causes inconveniences to the users. The key factor for mobile web is the short loading time in consideration to the fact that most mobile users are on limited mobile data plan or wireless network.

8.0 WAY FORWARD AND RECOMMENDATIONS

Upon detail analysis, reflections and taking into considerations current trends as well as best practices, several way forward and recommendations are outlined, as follows:

- (i) **Provision of additional public services via portals and websites:** It is estimated that the Internet penetration rate is currently at 65.8 Internet user per 100 people³ which indicates that about 66% of the population have access to the Internet. By providing more services online, the Government are able to cater to majority of the public through its portals and services.
- (ii) **Adoption of mobile web and mobile application:** Of the 66% of public who are accessing the Internet, it is estimated that 63% of them are accessing the Internet via smart phones⁴. Thereby, adoption of both mobile web and mobile applications will simplify the access of the portals and websites that includes online services. This in turn will increase the possibility of citizens utilising the services.
- (iii) **E-Payment:** As more online services are made available online, the payment channels also need to be broadened. In the 2011 Government E-Payments Adoption Ranking (GEAR) study⁵, Malaysia ranked at number 29 from 62 countries that were included in the study. Taking into consideration our placement on the study, there is definitely room for improvement.
- (iv) **Updating Activities:** Portals and websites need to stay up-to-date and relevant to the current environment and issues. A portal or website that is not continuously updated and enhanced will lose its visitors over a period of time. Thereby, consistent updating is crucial to keep the citizens engaged and to ensure increase of usage and adoption.

³ <http://www.thesundaily.my/news/820932>)

⁴ http://www.eiu.com/Handlers/WhitepaperHandler.ashx?fi=2011_Government_e-payments_adoption_ranking_and_report.pdf&mode=wp&campaignid=epayments2011

- (v) Compliance to W3C Disability Accessibility standards: Fundamentally, the web is designed to be accessed by everyone regardless of their physical abilities. The W3C Disability Accessibility provides guidelines and techniques that describe accessibility solutions for Web software and Web developers that are considered the international standard for Web accessibility. Conforming to the standards ensures that people with disabilities are able to utilise the services provided by the portals and services as well. It is critical for all agencies especially to key agencies that have high engagements with disabled citizens to step up and conform to at least the minimum standards as these citizens are potentially in dire need of online services in comparison to the other groups of citizens.

- (vi) Inclusion of New Media: New media refers to on-demand access to content anytime, anywhere, on any digital device, as well as interactive user feedback, creative participation. Another aspect of new media is the real-time generation of new content. To be able to capitalise the new media, portals and websites must strive to leverage on the implementation of latest technology. However, agencies are advised to ensure that it prioritise accordingly on initiating services via new media, as consistency is key in new media engagement. Thereby, once it has initiated such engagement, the agencies need to be able to follow-through and manage public engagement professionally and efficiently.

- (vii) Improvement on Loading Time: Loading time of each page of the portals and websites determine the length of time it serves the public. In short, loading time is very much similar to the physical queue at the service counter. The longer the loading time literally means the longer a person needs to wait at the queue. In order to gauge the ideal loading time, portals and websites are recommended to benchmark against the private sectors that are providing a wider range of online services variety. The slow loading time of portals and websites has caused delay in the MGPWA exercise as the examiners were required to spend lengthy time for each page to fully load.

- (viii) Improvement on the Languages: Languages used on the portals and websites must reflect formal written languages, which are easily understood by the audiences. Instances of combining two languages are unacceptable and should be immediately rectified by respective agencies. The agencies are also strongly urged to improve on the English language section to ensure that the message is appropriately delivered especially since English Language is widely used in the country.
- (ix) Inclusion of satisfaction survey: Satisfaction survey is one of the most effective feedback mechanisms to gauge whether the level of services provided is acceptable to the audience. It is also used as an indicator whether the services provided are sufficient and meet the expectation of the public. Agencies are encouraged to ensure that satisfaction survey is provided for at least the main online services that must be analysed and forwarded for actions accordingly.
- (x) Inclusion for e-Participation: e-Participation refers to the use of information and communication technologies to broaden and deepen participation by enabling citizens to connect with one another and the Government. Although most portals and websites have included some forms of e-participation, there are new forms of e-participation that may be incorporated to reach out to wider audience.
- (xi) Consistency in monitoring and maintenance of portal and websites: In view of the nature of portals and websites that are available to serve the public at all hours of every day of the year, it is critical that agencies are diligent in the efforts to ensure that the information and services made available are monitored and maintained accordingly. It is a major concern that there are agencies that have only attended to their portals and websites deligently during the MGPWA assessment period of April to July each year. Although the reflection of star rating and placements of the MGPWA is valuable for the agencies, the main purpose of publishing the portals and websites remain to serve the public. Therefore, if this purpose is not served

excellently throughout the year, the star rating and placement are no longer meaningful.

9.0 CONCLUSION

The MGPWA exercise in 2013 ended with several major improvements that serve as a testament of the effectiveness of the annual exercise since 2005. This year, for the first time, over 90% of portals and websites were rated 3-Star and above. To top, portals have demonstrated outstanding performance with 97% of the portals are rated 3-Star. This reflects highly on the quality of portals produced by the agencies.

Therefore, the focus of the MGPWA need also be apportioned appropriately to not only on uplifting the portals and websites to meet the standard requirements but also to ensuring that these portals and websites are able to maintain the excellent performance. The challenge for MGPWA exercise in 2014 will definitely lie in the further enhancement of the criteria to measure the ability of agencies to consistently produce high quality portals and websites. Mechanism needs to be in place to capture the performance of agencies across the years to ensure consistency.

Nevertheless, the performance of the minority portals and websites that have not been able to at least meet the basic requirements of 3-Star rating needs to be further analysed. The MGPWA exercise must be utilised as an empowerment tool for these agencies to secure necessary resources and support to uplift the portals and websites to provide improved services to the respective audiences. In addition, the agencies that are unable to meet the basic standards of MGPWA must step forward to identify the gaps and reach out should advance support is needed.

It is also distinctively clear that despite the many improvements of the MGPWA exercises over the years, the objective of MGPWA remains steadfast to serve as a tool to ensure that portals and websites are able to cater to public needs in the easiest and friendliest approach. To achieve the objective, MGPWA has also extended its scope beyond concentrating on the front-end services of portals and websites to include the back-end operations as well.

Another exceptional highlight of the MGPWA is the aggressive inclusion of e-participation that paves the way for more channels for the Government to reach the citizens. Interaction of government and citizens encourages discussions and provide citizens with avenues to reach out to the Government.

As the agencies continue in the pursuits to improve the portals and websites, it is vital that the services provided cater to the needs of the respective audiences. In order to meet the expectations of the users, agencies are highly encouraged to utilise tools such as satisfaction survey to identify the satisfaction level of the users. This will also ensure that the agencies efforts and investments are synced with the needs of the users that are utilising the services.

Finally, as more online services are made available on the portals and websites, it is imperative that the agencies conduct rigorous and consistent promotional and outreach programs to increase the level of awareness of those services. As more businesses and citizens utilise the online services, the investment in terms of efforts and resources will be justifiable and deemed beneficial.

10.0 APPENDICES

Appendix 1: Criteria of Assessment

Pillar	Criteria	Definition
CONTENT	Contact Details	Phone Contact Phone number that allows citizens to contact the respective government unit
		Address Address information that allows citizen to contact the respective government unit
		Email <ul style="list-style-type: none"> ▪ Email address that allows citizens to contact the respective government unit/department ▪ This may include webmasters and the officers, who are in-charge of the government-related services
	Official Phrase	The phrase must be displayed on the government websites/portals
	Counter	A tool to count the number of hits/visits of a portal/website
	Publications	<ul style="list-style-type: none"> ▪ Publications are referred to information available via online or downloadable manner. Thus, offline publications are not considered here ▪ If majority of publications/databases are not available/ non-accessible online or experiencing faulty link, then it should not be considered here ▪ Publication is usually explicitly stated as "publication" or sometimes "information" in a website ▪ If it is an abstract, then it is not considered as publication ▪ Articles/news clipping are not considered as publication

Pillar	Criteria	Definition
CONTENT	Electronic Archive	<ul style="list-style-type: none"> ▪ Archive of articles, news clipping, publications etc ▪ Recommended archive starting from 1 year back
	Broadcast	<ul style="list-style-type: none"> ▪ Latest section of announcement is compulsory with the news and information on agency
	Client's Charter	<ul style="list-style-type: none"> ▪ Client's charter is a requisite in the portal/website and must be made available for visitor's viewing. ▪ Must be measurable
	About Us	<ul style="list-style-type: none"> ▪ Basically it provides information on the respective government unit/ department ▪ It could either be explicitly stated under "About Us" section or in the introduction page
	Audio / Video	<ul style="list-style-type: none"> ▪ Streaming/downloaded audio clips are clips with sound only and are meant to be recorded for listening purpose ▪ Background sound is not an audio clip ▪ Streaming/downloaded video clips are clips with sound and moving picture and are meant to be recorded for viewing purpose ▪ Flash is not considered as a video clip. ▪ Flash in the cover page is not considered as a video clip ▪ Both audio and video clip must be related to the agency
Mobile Web	<ul style="list-style-type: none"> ▪ A web version that is only suitable to be viewed using mobile devices. ▪ The version must be simpler than desktop version ▪ Announcement on the features must be displayed and make available in the portal/website 	

PILLAR	CRITERIA	DEFINITION
USABILITY	Homepage Length	<ul style="list-style-type: none"> ▪ Scrolling down of a portal/website must be 3 page or less ▪ Measurement is via Page Down button ▪ Resolution: max 1280x800
	Search Within Portals/Websites	<ul style="list-style-type: none"> ▪ A facility to seek general information of a portal/website by typing in the queries ▪ The search function must be internal, that is within the agency portal/website. ▪ Example: Search box
	Link to myGov	<ul style="list-style-type: none"> ▪ Each agency must provide link to myGovernment portal
	Sub-agencies Gateway	<ul style="list-style-type: none"> ▪ Portals directory of sub-agencies ▪ Hyperlink of sub-agencies must be included
	Sitemap	<ul style="list-style-type: none"> ▪ Text organized model of a portal/website's content that allows user to navigate through the portal/website to find information they are looking for
	No Broken Link	<ul style="list-style-type: none"> ▪ The hyperlink on a particular portal/website that does not function, non-existence, e.g. URL has been changed, or the page has been moved
	Updating Activities	<p>6 elements of Updating Activities:</p> <ul style="list-style-type: none"> (i) <i>Berita, aktiviti dan peristiwa terkini.</i> (ii) <i>Pengumuman, makluman dan hebahan</i> (iii) <i>Keratan, kenyataan dan rencana akhbar</i> (iv) <i>Poster/Banner</i> (v) <i>Tawaran tender, sebutharga dan jawatan kosong</i> (vi) <i>Maklumat Menteri, timbalan Menteri Ketua agensi</i>

PILLAR	CRITERIA	DEFINITION
USABILITY	Updating Activities	Achievement of Client’s Charter <ul style="list-style-type: none"> ▪ To make the achievement available together with the Client’s Charter on monthly basis ▪ Display of at least two achievements from the past consecutive months
		Statistic of Online Services <ul style="list-style-type: none"> ▪ To provide updated number of transaction for all of the online services provided and listed in the portals/websites on monthly basis ▪ Statistic must be updated 2 months before existing
	Personalisation	<ul style="list-style-type: none"> ▪ Dedicated section in the portal/website that caters to a specific audience for better organisation and navigation ▪ Provide links so that users can view type of information tailored to their needs; i.e. students, parents, teachers, and partners. ▪ A quick and easy way to direct citizens to the information or services they are seeking
	Language	Malay Language <ul style="list-style-type: none"> ▪ Malay Language content is mandatory for every portal/website
		English Language <ul style="list-style-type: none"> ▪ English language is encouraged to be included in the portal/website. ▪ The whole content of a portal/website must be translated into the particular language, be it foreign or Malay language. Discrepancy between the content and its translation are also to be avoided. ▪ The English Language content that utilises translation tool / software must be edited accordingly

PILLAR	CRITERIA	DEFINITION
USABILITY		Third Language <ul style="list-style-type: none"> ▪ Other language is optional ▪ Provision of content in third / other language optional ▪ The use of translation tool / software must be properly administered and content need to be edited accordingly. A disclaimer on the usage of translation tool / software to be included.
	W3C Disability Accessibility	Level "A" <ul style="list-style-type: none"> ▪ Conformance to Level "A" of Web Content Accessibility Guidelines (WCAG) 2.0.
		Resize Text <ul style="list-style-type: none"> ▪ Functionality for users with poor eyesight to adjust the text size of a portal/ website according to his/her preferences. Refer to Resize Text of Level AA WCAG 2.0
		Contrast Minimum <ul style="list-style-type: none"> ▪ Functionality for users who suffer color-blindness to adjust text and background colours for easier reading and utilization of portal/website. Refer to Contrast Minimum of Level AA WCAG 2.0
	Loading Time	<ul style="list-style-type: none"> ▪ Loading time of homepage should not exceed 10 seconds ▪ Assessment and validation will be undertaken during peak hours
	Look and Feel	<ul style="list-style-type: none"> ▪ Maintaining the same look and feel of every page on the portals/websites ▪ Consistencies in header, footer and side panels
SECURITY	Logging In	<ul style="list-style-type: none"> ▪ Login features to portal users (General login) ▪ Login to system/application is not considered

PILLAR	CRITERIA	DEFINITION
SECURITY	Single Sign-On	<ul style="list-style-type: none"> ▪ Mechanism of which a user enters one username and password that can access all or several online services provided in the portals ▪ To announce the availability of SSO feature on the portals.
	Security and Privacy Policy	<ul style="list-style-type: none"> ▪ Statement of security and privacy must be displayed for visitor's viewing ▪ Disclaimer and terms and conditions are not considered as privacy statement
	Copyright	<ul style="list-style-type: none"> ▪ Copyright statement must be displayed to inform on the IP matter
	Disclaimer	<ul style="list-style-type: none"> ▪ To notify user on the disclaimer statement
	Feedback Mechanism	<p>Feedback/ Comment</p> <ul style="list-style-type: none"> ▪ Feedback/Comment is defined as opinions expressed by users with regards to the portal/website functionality, usage experienced or matters in regards to agency ▪ Complaint cannot be considered as part of this criterion <hr/> <p>Feedback Auto-Notification</p> <ul style="list-style-type: none"> ▪ Notification will be prompted to visitors upon submission of feedback forms, comments or enquiries on the website ▪ Reference number is encouraged to be included with the response for tracking purposes ▪ Include the timeline of when agencies will come back to users ▪ Example: Upon submission of comment/feedback, a pop-up window will be prompted

PILLAR	CRITERIA	DEFINITION
SECURITY	Feedback Mechanism	Feedback Response <ul style="list-style-type: none"> ▪ Agency has to respond within 3 working days upon submission of feedback/ comment by a visitor
PARTICIPATION	New Media	<ul style="list-style-type: none"> ▪ All that is related to Internet and interplay between technology, images and sounds ▪ Feature Additional Technology/ Web 2.0 is now part of this criterion
SERVICES	Frequently Asked Questions (FAQs)	<ul style="list-style-type: none"> ▪ FAQ section should be created in order to answer citizen's enquiry/concern ▪ It is advisable for a portal/website to provide contacts (e.g. email) for other questions that are not listed in the FAQ
	Number of Online Services	<ul style="list-style-type: none"> ▪ Online services are defined as services that can be fully transacted online without having to physically visit the government, unit/department, bank, post office, etc ▪ Services must be provided within the portal/website domain ▪ They maybe services of G2B, G2C or G2G oriented ▪ Intranet will be taken into consideration for website category only ▪ E-payment is considered as online services
	Searchable Database	<ul style="list-style-type: none"> ▪ Searchable database would be counted only if they involve in accessing information that result in a specific government service response. ▪ Example: Staff directory is considered as a database if the contact information is available.

Appendix 2: "Perkara-Perkara Yang Dipantau Berkaitan Pengemaskinian Maklumat Di Laman Web"

Note: Weekly monitoring criteria issued by MAMPU

*Available only in Malay Language

NO	KRITERIA	PENJELASAN	TEMPOH PAPARAN UNTUK KEMASKINI
1	Berita terkini Aktiviti terkini Peristiwa terkini	Paparan berita, aktiviti dan peristiwa berkaitan agensi yang telah dilaksanakan	1 bulan selepas tarikh berita, aktiviti dan peristiwa
2	Pengumuman Makluman Hebahan	(i) Pengumuman mengenai berita, aktiviti dan peristiwa yang akan dilaksanakan	3 hari bekerja selepas tarikh berita, aktiviti dan peristiwa dipaparkan
		(ii) Pengumuman-pengumuman yang berterusan	Mengikut keperluan agensi
3	Keratan akhbar Kenyataan akhbar Rencana akhbar	(i) Keratan, kenyataan dan rencana akhbar yang mengandungi maklumat relevan sepanjang masa (kempen, program kesedaran dan lain-lain)	Mengikut keperluan agensi
		(ii) Keratan, kenyataan dan rencana akhbar mengandungi maklumat umum (perasmian, lawatan dan lain-lain)	1 bulan selepas tarikh akhbar
4	Poster/Banner	(i) Poster/banner yang memaparkan pencapaian dan pengiktirafan yang diterima oleh agensi	Mengikut keperluan agensi
		(ii) Poster/banner yang memaparkan aktiviti atau peristiwa (Perayaan, kempen dan lain-lain)	1 minggu selepas tarikh aktiviti dan peristiwa

NO	KRITERIA	PENJELASAN	TEMPOH PAPARAN UNTUK KEMASKINI
5	Tawaran tender Tawaran sebutharga Tawaran Jawatan kosong	Paparan berkaitan tawaran tender, sebut harga dan jawatan kosong	1 hari bekerja selepas tarikh tawaran tender, sebut harga dan jawatan kosong ditutup
6	Statistik	Paparan bulanan bagi statistik pencapaian piagam pelanggan dan bilangan transaksi perkhidmatan online	2 bulan sebelum bulan semasa Contoh: Bulan semasa adalah Mac 2011, jadi statistik sehingga bulan Januari 2011 perlu dipaparkan
7	Maklumat Menteri Timbalan Menteri Ketua agensi	Maklumat berkaitan Menteri, Timbalan Menteri (sekiranya berkaitan) dan ketua agensi dikemaskini, terutama di bahagian direktori kakitangan, carta organisasi dan perutusan ketua agensi.	1 hari bekerja selepas lantikan rasmi

Appendix 3: Portals and Websites Not Listed in the myGovernment portal

NO	Portal/Website	URL	Parent Portal/Website
1	Kedah State Sports Corporation	http://psnk.kedah.gov.my/	Kedah
2	Lembaga Sumber Air Negeri Kedah	http://lsan.kedah.gov.my/	Kedah
3	State Department of Agriculture	http://www.jpkn.kelantan.gov.my/web/index.php	Kelantan
4	Melaka Public Works Department	http://jkrmlk.gov.my/cgi-sys/suspendedpage.cgi	Melaka
5	Institut Pendidikan Guru Malaysia	http://www.moe.gov.my/ipgm/portal/	MOE
6	Jemaah Nazir dan Jaminan Kualiti	http://www.moe.gov.my/jnj/k/	MOE
7	Institut Pendidikan Guru Kampus Raja Melewar	http://www.ipgkrm.edu.my/	MOE
8	Institut Pendidikan Guru Kampus Sultan Mizan	http://www.ipgksm.edu.my/webipg/	MOE
9	Institut Darul Ridzuan	http://idrperak.com/idr/	Perak
10	Perak Investment Management Centre	http://www.investperak.gov.my/	Perak
11	Perak State Park Corporation	http://royalbelum.my/	Perak
12	Royal College of Medicine Perak (UNIKL RCMP)	http://www.perakmed.edu.my/index.php	Perak
13	Perak Islamic Economy Development Corporation	http://www.pkeinp.com/	Perak
14	Jelebu District Council	http://www.mdjelebu.gov.my/	Negeri Sembilan

NO	Portal/Website	URL	Parent Portal/Website
15	Negeri Sembilan Agriculture Department	http://pertanian.ns.gov.my/	Negeri Sembilan
16	Malaysia Energy Centre	http://www.ptm.org.my/	KETTHA
17	Department of Cooperative Development Malaysia	http://www.jpk.gov.my/	KPDNKK
18	Santubong Community College	http://www.kksantubong.edu.my/countdown/	MOHE
19	Perlis Public Works Department	http://jkr.perlis.gov.my/v2/	Perlis
20	Malaysian Peninsular Commercial Vehicle Licensing Board	http://www.lpkp.gov.my/	JPM
21	Terengganu State Economic Development Corporation	http://www.pmint.gov.my/v2/main.php	Terengganu
22	General Administration	http://www.pentadbiran.sarawak.gov.my/	Sarawak
23	PUSPANITA Sabah	http://www.sabah.gov.my/pnita/	Sarawak
24	PEMADAM Sabah	http://www.sabah.gov.my/dktm	Sarawak

Appendix 4: Eliminated Portals and Websites in the MGPWA 2013

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
1	Account Division	MOH
2	Allied Health Science Division	MOH
3	Baling District Social Welfare Office	Kedah
4	Baling Islamic Religious Office	Kedah
5	Bandar Baharu District Social Welfare Office	Kedah
6	Bandar Baharu Islamic Religious Office	Kedah
7	Bumiputera Entrepreneur Development Unit	Sarawak
8	Business Licensing Electronic Support System (BLESS)	JPM
9	Cabinet, Constitution and Government Relation Division	JPM
10	Chief Minister Office	Sarawak
11	Competency Development Division	MOH
12	Corporate Management Division	Kelantan
13	Counselling Psychology Unit	MOH
14	Curriculum Development Division	MOE
15	District Health Office Kedah	MOH
16	Education Technology Division	MOE
17	Engineering Services Division	MOH
18	Family Health Development Division	MOH
19	Federal Development Office of Pahang State	Pahang
20	Finance Division	MOH
21	Food Safety and Quality Division	MOH
22	Franchise Development Division	KPDNKK
23	General Administration	Sarawak
24	Gombak District Health Office	MOH
25	Government property Management Unit	Sabah
26	Head of Melaka State Office	Melaka

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
27	Health Campus University Sains Malaysia	MOHE
28	Health Education Division	MOH
29	Housing Loan Division (BPP)	MOF
30	Human Resource Division	MOH
31	Human Resource Management Unit	Sarawak
32	Information and Communication Technology Unit	Sarawak
33	Information Management Division	MOH
34	Information Technology Division	Kelantan
35	Integrity and Quality Secretariat	Kelantan
36	Internal Audit Division	MOH
37	Internal Audit Unit	Sarawak
38	Jeli Oral Health Clinic	MOH
39	Johor Religious Education Office	Johor
40	Johor State Development Office	Johor
41	Kedah State Development Office	Kedah
42	Kedah State Government Secretary Office	Kedah
43	Kelantan State Development Office	Kelantan
44	Kelantan State Economic Planning Unit	Kelantan
45	Kelantan State Government Meeting Council	Kelantan
46	Kelantan State Housing Division	Kelantan
47	Kelantan State Internal Audit Unit	Kelantan
48	Kelantan State Local Government Division	Kelantan
49	Kinabalu Hostel	Sabah
50	Klang Health Office	MOH
51	KLIA Health Office	MOH
52	Kota Setar District Social Welfare Office	Kedah

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
53	Kota Setar Islamic Religious Office	Kedah
54	Kuala Muda District Social Welfare Office	Kedah
55	Kuala Muda Islamic Religious Office	Kedah
56	Kubang Pasu District Social Welfare Office	Kedah
57	Kubang Pasu Islamic Religious Office	Kedah
58	Kudat Health Office	MOH
59	Kulim District Social Welfare Office	Kedah
60	Kulim Islamic Religious Office	Kedah
61	Langkawi District Social Welfare Office	Kedah
62	Langkawi Islamic Religious Office	Kedah
63	Malacca State Development Office	Melaka
64	Malaysian Centre for Geospatial Data Infrastructure	NRE
65	Malaysian Science and Technology Information Centre (MASTIC)	MOSTI
66	Manjung District Health Office	MOH
67	Marang District Health Office	MOH
68	Matriculation Division	MOE
69	Medical Development Division	MOH
70	Medical Device Control Division	MOH
71	Medical Practice Division	MOH
72	Melacca State Governor's Office	Melaka
73	Melaka State Development Office	Melaka
74	MSC Malaysia	MOSTI
75	Muar Oral Health Office	MOH
76	MyHEALTH Portal	MOH
77	National Biotechnology Directorate (BIOTECH)	MOSTI
78	Negeri Sembilan state Development Office	Negeri Sembilan

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
79	Negeri Sembilan State Treasury Office	Negeri Sembilan
80	Nursing Division	MOH
81	Office of Federal Secretary sabah	Sabah
82	Office of the Deputy State Secretary (Administration)	Sabah
83	Office of the Deputy State Secretary (Development)	Sabah
84	Office of the Terengganu State Secretary	Terengganu
85	Oral Health Division	MOH
86	Padang Terap District Social Welfare Office	Kedah
87	Pahang State Treasury Office	Pahang
88	Pejabat Agama Daerah Padang Terap / Padang Terap Islamic Religious Office	Kedah
89	Pejabat Kesihatan Daerah Kerian	MOH
90	Pejabat Kesihatan Daerah Kinta	MOH
91	Pejabat Kesihatan Daerah Larut, Matang Dan Selama	MOH
92	Pejabat Kesihatan Kawasan Beaufort	MOH
93	Pejabat Kesihatan Kawasan Kota Kinabalu	MOH
94	Pejabat Kesihatan Pergigian Daerah Klang	MOH
95	Pejabat Majlis Mesyuarat Kerajaan	Kedah
96	Pejabat Perbendaharaan Negeri Terengganu	Terengganu
97	Penang Bumiputera Participation Coordination Division/ Bahagian Penyelarasan Penyertaan Bumiputera Pulau Pinang	Penang
98	Pendang District Social Welfare Office	Kedah
99	Pendang Islamic Religious Office	Kedah
100	Perak Office of State Treasury	Perak
101	Perlis Chief Minister's Office and State Government Secretariat	Perlis

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
102	Perlis State Development Office	Perlis
103	Persatuan Suri dan Wanita Perkhidmatan Awam Malaysia sabah	Sabah
104	Pharmaceutical Services Division	MOH
105	Planning and Development Division	MOH
106	Portal 1Klik	KPKK
107	Portal Info Desa	KKLW
108	Public Relation Unit and Corporate Affairs	Sarawak
109	PUSPANITA Sabah	Sarawak
110	Putrajaya Health Clinic	MOH
111	Putrajaya Health Office	MOH
112	Sabah Cabinet and Policy Division	Sabah
113	Sabah Conservation Areas Information and Monitoring System	Sabah
114	Sabah HALAL	Sabah
115	Sabah Management and Finance Division	Sabah
116	Sabah Office of Internal Affairs and Research	Sabah
117	Sabah Press and Publication Office	Sabah
118	Sabah state development office	Sabah
119	Sabah state Liaison Office	Sabah
120	Sabah State Secretary Office	Sabah
121	Sarawak State Development Office	Sarawak
122	School Department	MOE
123	Selangor Office of State Treasury	Selangor
124	Selangor State Development Office	Selangor
125	Service Management Division	MOH
126	Service Modernisation and Quality Unit	Sarawak
127	Sik District Social Welfare Office	Kedah

NO	PORTAL / WEBSITE	PARENT PORTAL / WEBSITE
128	Sik Islamic Religious Office	Kedah
129	Special Education Division	MOE
130	State Financial Secretary's Office	Sarawak
131	State Implementation Monitoring Unit	Sarawak
132	State Legal Advisor Office	Melaka
133	State Planning Unit	Sarawak
134	State Secretary Office	Sarawak
135	State Security Unit	Sarawak
136	Telehealth Division	MOH
137	Terengganu Chief Minister's Office	Terengganu
138	Terengganu Housing Division	Terengganu
139	Terengganu Human Resource Management Division	Terengganu
140	Terengganu Management Service Unit	Terengganu
141	Terengganu State Development Office	Terengganu
142	Terengganu State Economic Planning Unit	Terengganu
143	Terengganu State Internal Audit Unit	Terengganu
144	Terengganu State Local Government Division	Terengganu
145	The Office of Sabah State Legislative Assembly	Sabah
146	Tourism and Culture	Kelantan
147	Traditional and Complementary Medicine Division	MOH
148	Training Management Division	MOH
149	Tribunal For Consumer Claims	KPDNKK
150	Tropical Peat Research Laboratory Unit	Sarawak
151	Unit of People Development, Sabah	Sabah
152	Yan District Social Welfare Office	Kedah
153	Yan Islamic Religious Office	Kedah

Appendix 5: myGovernment Portal - Out-dated URL

NO	PORTAL / WEBSITE	URL IN MYGOV	URL AS PER ASSESSMENT
1	Penang Botanic Gardens	http://www.penangbotanicgardens.gov.my	http://botanicalgardens.penang.gov.my/
2	Jabatan Bekalan Air Negeri Terengganu	http://www.jba.terengganu.gov.my	http://jba.terengganu.gov.my/

Appendix 6: myGovernment Portal - Duplications of Portals and Websites

NO	PORTAL/WEBSITE	URL	PARENT PORTAL /WEBSITE
1	Kelantan State Government	http://www.kelantan.gov.my	Kelantan
	Kelantan Government	http://www.kelantan.gov.my	Kelantan
2	Johor State Government Secretary Office	http://www.johordt.gov.my	Johor
	Johor State Government	http://www.johordt.gov.my	Johor
3	Johor State Religious Department	http://maij.gov.my	Johor
	Johor State Religious Council	http://maij.gov.my	Johor
4	State Department of Veterinary Service, Penang	http://www.jpvpp.gov.my	Penang
	Department of Veterinary Services Penang	http://www.jpvpp.gov.my	Penang
5	Kelantan Islamic Religious Council (MAIK)	http://www.e-maik.my	Kelantan
	Kelantan Islamic Religious and Customs Council	http://www.e-maik.my	Kelantan
6	Johor Mufti Department	http://mufi.johordt.gov.my	Johor
	Johor State Mufti Department	http://mufi.johordt.gov.my	Johor
13	Perlis Veterinary Services Department	http://veterinar.perlis.gov.my/	Perlis
	Perlis Veterinary Services Department	http://veterinar.perlis.gov.my/	Perlis

NO	PORTAL/WEBSITE	URL	PARENT PORTAL /WEBSITE
14	Kota Kinabalu Industrial Park Sdn. Bhd.	http://www.sabah.com.my/kkip/index.html	Sabah
	Kota Kinabalu Industrial Park Sdn. Bhd, Sabah	http://www.kkip.com.my/	Sabah
	Kota Kinabalu Industrial Sdn. Bhd.	http://www.kkip.com.my/	Sabah

Appendix 7: No Specific Link (NSL)

NO	PORTAL/WEBSITE	URL
1	National Agricultural Training Council	http://www.moa.gov.my/web/guest/majlis-latihan-pertanian-kebangsaan-natc-
2	Royal Customs and Excise Department, Johor	http://www.customs.gov.my/index.php/bm/hubungi-kami/direktori/direktori-kastam-negeri/891-johor
3	Selangor National Registration Department	http://www.jpn.gov.my/cawselangor

Appendix 8: Portals and Websites with wrong URL

NO	PORTAL/WEBSITE	URL IN myGOVERNMENT PORTAL	URL AS PER ASSESSMENT
1	Kedah Forestry Department	No URL Provided	http://www.kedforestry.gov.my
2	Kedah Islamic Affairs Department	http://portal.kedah.gov.my	http://www.jaik.gov.my
3	Kolej Komuniti Hulu Selangor	http://www.shutterfingers.com/kolejkomunitihuluselangor/index.php	http://www.kkhse.edu.my
4	Kudat Town Board	http://www.sabah.gov.my/pd.kdt	http://www.sabah.gov.my/lbk/
5	Majlis Daerah Lahad Datu	http://www.sabah.gov.my/pd.ld/	http://www.sabah.gov.my/md.ldu/
6	Palace of Sabah	http://www.sabah.gov.my	http://www.sabah.gov.my/istana/
7	Pejabat Daerah dan Tanah Cameron Highlands	http://pdtch@pahang.gov.my/	http://pdtchighlands.pahang.gov.my
8	Pejabat Daerah Pokok Sena	No URL Provided	http://webjabatan.kedah.gov.my/home4/new.php?jab=pdps
9	Politeknik Tuanku Sultanah Bahiyah	http://www.pkkt.edu.my/	http://www.ptsb.edu.my/ver4/
10	Setiausaha Dewan Rakyat / Setiausaha Parlimen	http://www.parlimen.gov.my/index.php	-

Appendix 9: Latest Names are Not Reflected in myGovernment portal

NO	PORTAL/ WEBSITE NAME REFLECTED IN myGovernment PORTAL	ACTUAL PUBLISHED PORTAL / WEBSITE NAME
1	Agriculture Industrial Development Board	LKPP Negeri Pahang
2	Alor Star Municipal Council	Alor Setar City Council
3	Auditor General Office	National Audit Department
4	Bank Rakyat Bhd	Bank Kerjasama Rakyat Malaysia Berhad
5	Darul Ridzuan Islamic College	Sultan Azlan Shah Islamic University College
6	Department of Broadcasting	Radio Televisyen Malaysia
7	Department of Community Colleges	Department of Community College Education
8	Department of Waqaf, Zakat & Hajj	Department of Awqaf, Zakat & Hajj
9	District office of Hulu Terengganu	Pejabat Daerah dan Tanah Hulu Terengganu
10	Islamic Religious Department Sarawak	Department of Islamic Affairs of Sarawak
11	Istana Negeri Terengganu	KDYMM Sultan Terengganu
12	Jasin City Council	Jasin Municipal Council
13	Johor Town and Rural Planning Department	Department of Town and Country Planning Johor State
14	Kluang Hospital	Hospital Enche' Besar Hajjah Kalsom
15	Kota Kinabalu Industrial Sdn. Bhd.	Kota Kinabalu Industrial Park
16	Kota Marudu District Council	Majlis Daerah Kota Marudu/Pitas
17	Malaysian Tourism Promotion Board	Tourism Malaysia
18	Malaysian Cultural Institute	The Art Institute of Malaysia Malacca

NO	PORTAL/ WEBSITE NAME REFLECTED IN myGovernment PORTAL	ACTUAL PUBLISHED PORTAL / WEBSITE NAME
19	Melaka Land and Mines Office	Land and Mines Director's Offices of Melaka
20	Melaka State Library	Melaka Public Library
21	Melaka Town and Rural Planning Department	Melaka State Town and Country Planning Department
22	Ministry of Housing and Urban Development	Ministry of Housing Sarawak
23	National Art Gallery	National Visual Arts Development Board
24	National Youth Vocational Institute Chembong	National Youth Skill Training Institute Chembong
25	National Youth Vocational Institute Temerloh	Temerloh National Youth Skills Institute
26	Negeri Sembilan Tourism Action Council	Negeri Sembilan Tourism Board
27	Northern Seberang Perai District and Land Office, Penang	District and Land Office of North Wellesly
28	Pahang Town and Rural Planning Department	Town and Country Planning, Pahang State
29	Pejabat Mufti Perak	Jabatan Mufti Negeri Perak
30	Pejabat Mufti Negeri Terengganu	Jabatan Mufti Negeri Terengganu
31	Penang State Library	Penang Public Library Corporation
32	Penang State Mufti Office	Penang State Mufti Department
33	Penang State Religious Department	Pulau Pinang Islamic Religious Affairs Department
34	Perak Islamic Affairs and Malay Customs Council	Perak Malay Customs and Islamic Religious Council
35	Perak Town and Rural Planning Department	Perak Darul Ridzuan Town and Country Planning Department
36	Perlis State Islamic Affairs and Malay Customs	Islamic Religious Affairs Department of Perlis
37	Sabah Foundation	Yayasan Sabah Group
38	Sabah Islamic Affairs Department	Islamic Religious Affairs Department Sabah

NO	PORTAL/ WEBSITE NAME REFLECTED IN myGovernment PORTAL	ACTUAL PUBLISHED PORTAL / WEBSITE NAME
39	Sabah Survey and Mapping Department	Seksyen Topografi Sabah, JUPEM
40	Sarawak Land Consolidation and Rehabilitation Board	Sarawak Land Consolidation and Rehabilitation Authority
41	Selangor Town and Rural Planning Department	Selangor Town and Country Planning Department
42	Stadium Merdeka Corporation	Stadium Corporation of Malaysia
43	State Attorney-General	State Attorney General's Chambers
44	Terengganu Advanced Technical Institute (TATI)	TATI University College
45	Terengganu Town and Rural Planning Department	Department of Town and Country Planning Terengganu State
46	Sabah State Assembly Members	Dewan Undangan Negeri Sabah

Appendix 10: Merged Portals and Websites

NO	PORTAL/WEBSITE	FINAL PORTAL/ WEBSITE
1	Dungun District Office	Pejabat Daerah dan Tanah Dungun
	Dungun Land Office	
2	District Office of Hulu Terengganu	Pejabat Daerah dan Tanah Hulu Terengganu
	Land Office of Hulu Terengganu	
3	Land and District Office of Labis	Johor State District Office
	Land and District Office of Rengit	
	Land Office of Batu Pahat	
	Land Office of Johor Bahru	
	Land Office of Kluang	
	Land Office of Kota Tinggi	
	Land Office of Kulaijaya	
	Land Office of Mersing	
	Land Office of Muar	
	Land Office of Pontian	

Appendix 11: Different Parents 2013 vs. 2012

NO	AGENCY NAME	URL	2013 PARENTS	2012 PARENTS
1	Sabah of Federal Secretary Office	http://www.psupsabah.gov.my/index.php/en	JPM	Sabah
2	Jabatan Pertanian Labuan	http://www.portal.doa.gov.my/labuan	MOA	Sabah
3	Seranta (FELDA)	http://www.serantajpm.gov.my/	KKLW	JPM
4	Sabah State Library	http://www.ssl.sabah.gov.my	KPWKM	Sabah
5	Jabatan Kesihatan Negeri Perlis	http://jknperlis.moh.gov.my/pls/index.php/en	Perlis	MOH
6	MIMOS Berhad	http://www.mimos.my	MOF	MOSTI
7	Sabah Credit Corporation	http://www.sabahcredit.com.my	MOF	Sabah
8	Malaysian Technology Development Corporation	http://www.mtdc.com.my	MITI	MOSTI
9	Sabah Economic Development Corporation	http://www.sedco.com.my	MITI	Sabah
10	Sabah Wildlife Department	http://www.wildlife.sabah.gov.my	NRE	Sabah
11	Unit Kawal Selia Felda	http://www.uksf.gov.my	KKLW	JPM
12	Sabah Urban Development Corp Sdn. Bhd.	http://sudc.com.my	MITI	Sabah
13	PEMADAM Sabah	http://www.sabah.gov.my/dktm/	KPWKM	Sabah

NO	AGENCY NAME	URL	2013 PARENTS	2012 PARENTS
14	State Financial and Treasury Department	http://ppnk.kedah.gov.my	MOF	Kedah
15	National Hydrographic Centre	http://www.hydro.gov.my	NRE	MINDEF

Appendix 12: Newcomers 2013 vs. 2012

NO	AGENCY NAME	URL	PARENTS
1	Kolej Komuniti Kok Lanas	http://www.kkklk.edu.my	MOE
2	Malaysian Institute of Integrity	http://www.iim.org.my	JPM
4	Galeri Sultan Azlan Shah	http://gsas.perak.gov.my/index.php/en	Perak
5	Politeknik Banting Selangor	http://www.polibanting.edu.my	MOE
6	Hospital Bentong	http://hspben.moh.gov.my/	MOH
7	Politeknik Hulu Terengganu	http://pht.edu.my/v1/index.php/en/	MOE
8	Telekom Malaysia Berhad (TM)	http://www.tm.com.my/	KKMM
9	Department of Survey and Mapping Malaysia Kelantan	http://www.jukn.gov.my/	NRE
10	Tenaga Nasional Berhad	http://www.tnb.com.my	NRE
11	Sarawak Federal Treasury	http://pmsarawak.treasury.gov.my/	MOF
12	Housing Authority of Melaka	http://lpm.melaka.gov.my/	Melaka
13	Sabah State Railway Department	http://www.railway.sabah.gov.my	Sabah
14	Federal Territory State Development Office	http://www.wp.icu.gov.my	JPM
15	Bursa Malaysia Berhad	http://www.bursamalaysia.com	MOF
16	Yayasan Bina Upaya Darul Ridzuan	http://www.yayasanbinaupaya.com	Perak
17	Perbadanan Usahawan Nasional Berhad	http://www.punb.com.my/v2/index.php	KPDNKK

NO	AGENCY NAME	URL	PARENTS
18	Sabah Federal Treasury	http://pmsabah.treasury.gov.my	MOF
19	Pejabat Daerah Baling	http://webjabatan.kedah.gov.my/pdb.php	Kedah
20	Bahagian Hal Ehwal Penguatkuasaan Maritim Malaysia	http://bhepmm.mmea.gov.my	JPM
21	Syarikat Air Johor	http://saj.com.my/v2/default.php	KETTHA
22	Hospital Banting	http://hbanting.moh.gov.my	MOH
23	Institut Kajian Sejarah dan Patriotisme Malaysia (IKSEP)	http://www.iksep.gov.my	Melaka
24	Jabatan Perancangan Bandar dan Desa Negeri Perlis	http://jpbd.perlis.gov.my	Perlis
25	Kolej Komuniti Tasek Gelugor	http://www.kktg.edu.my/porta_v2/bm/	MOE
26	Hospital Sultanah Nora Ismail	http://hsni.moh.gov.my/bm	MOH
27	Kelantan Mufti Department	http://mufti.kelantan.gov.my/	Kelantan
28	Pejabat Daerah dan Tanah Selama	http://pdtselama.perak.gov.my/	Perak
29	Credit Counseling and Debt Management Agency	http://www.akpk.org.my/	MOF
30	Lembaga Zakat Selangor	http://www.e-zakat.com.my/	Selangor
31	River and Coastal Development Corporation Malacca	http://www.ppspm.gov.my/	Melaka

NO	AGENCY NAME	URL	PARENTS
32	Sustainable Energy Development Authority Malaysia	http://seda.gov.my	NRE
33	Pejabat Daerah dan Tanah Sungai Siput	http://pdtungaisiput.perak.gov.my	Perak
34	Majlis Agama Islam Selangor	http://www.mais.net.my	Selangor
35	Pejabat Daerah dan Tanah Lenggong	http://pdtlenggong.perak.gov.my	Perak
36	Pusat Kutipan Zakat Pahang	http://www.zakatpahang.my/v2/default.aspx	Pahang
37	Tabung Amanah Pendidikan Negeri Melaka (TAPEM)	http://tapem.melaka.gov.my/main/index.php	Melaka
38	Pejabat Daerah Tongod	http://www.sabah.gov.my/pd.tgd/	Sabah
39	Sultan Azlan Shah Islamic University College	http://www.kuisas.edu.my/web/	MOE
40	Markas Angkatan Bersama	http://jointforce.mil.my/index.php	MINDEF
41	Pejabat Daerah dan Tanah Gerik	http://pdtgerik.perak.gov.my	Perak
42	Majlis Sukan Pahang	http://www.msp.gov.my	Pahang
43	Pejabat Daerah dan Tanah Ipoh	http://pdtipoh.perak.gov.my	Perak
44	Pejabat Daerah dan Tanah Kampung Gajah	http://pdtkampunggajah.perak.gov.my	Perak
45	Sarawak Energy Berhad	http://www.sarawakenergy.com.my	Sarawak
46	Bahagian Perlindungan Jabatan Perdana Menteri	http://www.ups.gov.my	MOHA
47	Islamic Religious Affairs Department Sabah	http://www.jheains.sabah.gov.my/index.php?lang=en	Sabah

NO	AGENCY NAME	URL	PARENTS
48	Ministry of Welfare Women and Family Development	http://www.kkwpk.sarawak.gov.my	Sarawak
49	Pusat Zakat Melaka	http://www.izakat.com/	Melaka
50	Institut Kemahiran Belia Negara Kemasik	http://www.ikbnkemasik.gov.my/	KBS
51	Jabatan Akauntan Negara Malaysia Negeri Perak	http://portalpp.anm.gov.my/perak/	MOF
52	Sabah Museum	http://www.museum.sabah.gov.my/	KKMM
53	UKM Medical Centre	http://www.p pukm.ukm.my/	MOE
54	Unit Peneraju Agenda Bumiputera	http://www.teraju.gov.my/	JPM
55	Malaysia Automotive Institute	http://www.mai.org.my/ver2/	MOT
56	Multimedia Development Corporation	http://www.mdec.my	MOSTI
57	Pejabat Daerah Semporna	http://www.sabah.gov.my/pd.sprn/	Sabah
58	Pejabat Daerah Tuaran	http://www.sabah.gov.my/pd.trn	Sabah
59	Zakat Pulau Pinang	http://www.zakatpenang.com/	Penang
60	Majlis Sukan Negeri Selangor	http://www.msnselangor.gov.my/jmsn/	Selangor
61	PERMATA	http://www.permata.jpm.my	JPM
62	Perbadanan Kemajuan Negeri Perak	http://www.pknperak.gov.my/v2/	Perak
63	National Book Council of Malaysia	http://mbkm.shakespot.net/	MOE
64	Institut Kemahiran Belia Negara Kuala Langat	http://www.ikbnkl.gov.my/	KBS

NO	AGENCY NAME	URL	PARENTS
65	Penang State Sports Council	http://msnpenang.wordpress.com/	Penang
66	Perbadanan Kemajuan Pertanian Selangor	http://www.pkps.gov.my/	Selangor
67	Sabah Skills and Technology Centre	http://sstc.org.my/	Sabah
68	KDYMM Sultan Terengganu	http://www.istana.terengganu.gov.my	Terengganu
69	Majlis Sukan Negeri Perak	http://www.msnperak.gov.my/	Perak
70	Institut Kemahiran Belia Negara Naka	http://www.ikbnnaka.gov.my/	KBS
71	Malaysia Genom Institute	http://www.genomemalaysia.gov.my/v3/	MOSTI
72	Pejabat Daerah Kecil Sook	http://www.sabah.gov.my/pdks/v2/	Sabah
73	Institut Kemahiran Belia Negara Bandar Penawar	http://www.ikbnbp.gov.my/	KBS
74	KPerak Implementation and Coordination Corporation	http://www.kperak.com.my/	MOSTI
75	Lembaga Muzium Negeri Pahang	http://muziumpahang.com.my/web/en/index.html	Pahang
76	Malaysian Institute of Pharmaceuticals and Nutraceuticals	http://www.ipharm.gov.my/v4.1/	MOSTI
77	Pejabat Daerah Pitas	http://www.sabah.gov.my/pitas/v2/	Sabah
78	Pusat Zakat Sabah	http://www.zakat.sabah.gov.my	Sabah

NO	AGENCY NAME	URL	PARENTS
79	Chief Minister's Department of Sabah	http://www.sabah.gov.my/jkm/	Sabah
80	Department of Orang Asli Affairs, Johor	http://www.jakoa.gov.my/	Johor
81	Johor Sports Council	http://www.msnjohor.gov.my	Johor
82	Malacca Sports Council	http://www.jbsmelaka.gov.my	Melaka
83	Malaysian Rubber Development Corporation (MARDEC)	http://csmardec@mardec.com.my	KPPK
84	Perlis Syariah Court	http://syariah.perlis.gov.my	Perlis
85	Selangor State Health Department	http://www.jknselangor.moh.gov.my	MOH
86	Sepilok Forestry Research Center, Sabah	-	Sabah

Appendix 13: Non-Accessible (N/ A) Portals and Websites

NO	AGENCY NAME	FINAL CATEGORY
1	Johor Sports Council	Error Page
2	Kedah Mufti Office	Error Page
3	Kedah State Public Service Commission	Error Page
4	Kemaman Port Authority	Error Page
5	Unit Kawal Selia Felda	Error Page
6	PEMADAM Sabah	Error Page
7	Selangor Public Works Department	Error Page
8	Perlis State Treasury Department	Error Page
9	Majlis Daerah Kota Marudu/Pitas	Error Page
10	Perlis Syariah Court	Error Page
11	Chief Government Security Office	Error Page
12	Royal Customs and Excise Department, Johor	NSL
13	National Agricultural Training Council	NSL
14	Selangor National Registration Department	NSL
15	Jerai Community College	Server Error
16	Kepala Batas Community College	Server Error
17	Selangor State Health Department	Server Error
18	Hospital Kuala Kangsar	Server Error
19	Hospital Tanjong Karang	Server Error
20	Malaysian Ministry of Health Training Institutions	Server Error
21	National Public Health Laborotary	Server Error
22	Sabah Urban Development Corp Sdn. Bhd.	Server Error
23	Sarawak Information Technology Resources Council	Server Error
24	Johor Religious Department	Under Construction
25	Sabah Women's Affairs Department	Under Construction

NO	AGENCY NAME	FINAL CATEGORY
26	State Financial and Treasury Department	Under Construction
28	Hospital Pasir Mas	Under Construction
29	Institute for Public Health	Under Construction
30	Department of Orang Asli Affairs, Johor	Wrong URL
31	Department of Water Supply Penang	Wrong URL
32	Federal Development Department of Sabah	Wrong URL
33	Hospital Hulu Terengganu	Wrong URL
34	Malacca Sports Council	Wrong URL
35	Malaysian Rubber Development Corporation (MARDEC)	Wrong URL
36	Putrajaya Land and Mines Offices	Wrong URL
37	Selangor Immigration Department	Wrong URL
38	Selangor Road Transport Department	Wrong URL
39	Sepilok Forestry Research Center, Sabah	Wrong URL
40	Office of KDYMM Sultan Pahang	Wrong URL
41	Setiausaha Dewan Rakyat / Setiausaha Parlimen	Wrong URL

Appendix 14: Overall Portal Ranking

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
1	Department of Agriculture Malaysia	http://www.doa.gov.my/home	1	92	5	25	34	10	8	15
2	Department of Irrigation and Drainage Malaysia	http://www.water.gov.my	1	92	5	25	36	10	6	15
3	myGovernment	http://www.malaysia.gov.my	1	92	5	25	32	10	10	15
4	Malaysian Rubber Board	http://www.lgm.gov.my	4	91	5	25	34	8	9	15
5	Sarawak Government	http://www.sarawak.gov.my/	4	91	5	25	35	10	6	15
6	Federal Department of Town and Country Planning Peninsular Malaysia	http://www.townplan.gov.my/en_index.php	6	90	5	25	30	10	10	15
7	Ministry of Agriculture and Agro-Based Industry Malaysia	http://www.moa.gov.my/	7	89	5	25	34	5	10	15
8	Perak Government	http://www.perak.gov.my/index.php/en/	7	89	5	25	34	8	7	15
9	Council of Trust for the People (MARA)	http://www.mara.gov.my/	9	88	5	25	36	5	7	15
10	Implementation Coordination Unit, Prime Minister's Department	http://www.icu.gov.my/pg/1icu.php	9	88	5	25	33	5	10	15
11	Ministry of Education Malaysia	http://www.moe.gov.my/	9	88	5	25	31	8	9	15
12	Ministry of Urban Wellbeing, Housing and Local Government	http://www.kpkt.gov.my/kpkt_bi_2013/	9	88	5	25	34	5	9	15
13	Universiti Sains Islam Malaysia	http://www.usim.edu.my	9	88	5	25	30	8	10	15

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
14	Negeri Sembilan State Government	http://www.ns.gov.my/en/main.php	14	87	5	25	34	5	8	15
15	Prime Minister's Department	http://www.jpm.gov.my/post/modules/main/index.php	14	87	5	25	32	5	10	15
16	Central Bank of Malaysia	http://www.bnm.gov.my	16	86	5	25	32	5	9	15
17	Forestry Department Peninsular Malaysia	http://www.forestry.gov.my	16	86	5	25	36	5	7	13
18	Malaysian Palm Oil Board	http://www.mpob.gov.my	16	86	5	25	28	8	10	15
19	Ministry of Domestic Trade, Co-Operatives and Consumerism	http://www.kpdnk.gov.my	16	86	5	25	31	5	10	15
20	Ministry of Finance Malaysia	http://www.treasury.gov.my	16	86	5	25	28	10	8	15
21	Ministry of Women, Family and Community Development	http://www.kpwkm.gov.my	16	86	5	25	31	5	10	15
22	Ministry of Works Malaysia	http://www.kkr.gov.my	16	86	5	25	32	7	7	15
23	Penang State Government	http://www.penang.gov.my	16	86	5	23	31	8	9	15
24	Polytechnic Sultan Salahuddin Abdul Aziz Shah	http://www.psa.edu.my/portal/index.php?lang=ms	16	86	5	25	28	8	10	15
25	Universiti Teknikal Malaysia Melaka	http://www.utem.edu.my/web2012/	16	86	5	25	28	8	10	15
26	Department of Environment (DOE)	http://www.doe.gov.my/webportal/en	26	85	5	25	29	7	9	15
27	Department of Land and Mines Penang	http://ptg.penang.gov.my/index.php/en	26	85	5	25	31	8	9	12
28	Department of Survey and Mapping Malaysia	http://www.jupegm.gov.my/index.php	26	85	5	25	27	10	8	15

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
29	Malaysian Timber Industry Board	http://www.mtib.gov.my	26	85	5	25	30	8	7	15
30	Ministry of Home Affairs	http://www.moha.gov.my/index.php/en/	26	85	5	25	32	5	8	15
31	Ministry of Natural Resources and Environment (NRE)	http://www.nre.gov.my/english/Pages/defaultNRE.aspx	26	85	5	25	30	7	8	15
32	Ministry of Rural and Regional Development	http://www.rurallink.gov.my/	26	85	5	25	28	7	10	15
33	Ministry of Tourism and Culture Malaysia	http://www.motac.gov.my	26	85	5	25	30	5	10	15
34	Selangor State Government	http://www.selangor.gov.my/main.php	26	85	5	25	32	5	8	15
35	Syariah Judiciary Department Malaysia	http://www.jksm.gov.my/jksmv2/	26	85	5	25	32	5	8	15
36	Department of Fisheries Malaysia	http://www.dof.gov.my/en/home	36	84	5	25	32	7	8	12
37	Port Dickson Polytechnic	http://www.polipd.edu.my/v3	36	84	5	21	31	8	9	15
38	Department of Director General of Land and Mines (Federal)	http://www.jkptg.gov.my	38	83	5	25	28	7	8	15
39	Kerajaan Negeri Terengganu	http://www.terengganu.gov.my	38	83	5	25	29	8	6	15
40	Politeknik Sultan Abdul Halim Muadzam Shah	http://www.polimas.edu.my/polimas4/	38	83	5	25	29	8	6	15
41	Rubber Industry Small Holders Development Authority	http://www.risda.gov.my/	38	83	5	24	26	10	8	15
42	Universiti Malaysia Sarawak (UNIMAS)	http://www.unimas.my	38	83	5	25	28	8	7	15
43	Universiti Putra Malaysia	http://www.upm.edu.my	38	83	5	22	31	8	7	15

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
44	Department of Veterinary Services	http://www.dvs.gov.my/en/home	44	82	5	25	30	7	8	12	
45	International Islamic University Malaysia	http://www.iiu.edu.my/	44	82	5	25	27	8	7	15	
46	Ministry of Plantation Industries and Commodities (MPIC)	http://www.kppk.gov.my/index.php/en/	44	82	5	25	28	5	9	15	
47	Politeknik Ungku Omar	http://www.puo.edu.my/potalv4/	44	82	5	23	29	8	7	15	
48	Prime Minister's Office of Malaysia	http://www.pmo.gov.my	44	82	5	25	32	5	7	13	
49	Public Service Department of Malaysia	http://www.jpa.gov.my/	44	82	5	23	29	8	7	15	
50	Public Works Department	http://www.jkr.gov.my	44	82	5	25	27	8	7	15	
51	Seberang Perai Polytechnic	http://www.psp.edu.my	44	82	5	24	27	8	10	13	
52	Universiti Malaysia Pahang	http://www.ump.edu.my	44	82	5	25	27	8	7	15	
53	Universiti Sultan Zainal Abidin	http://www.unisza.edu.my	44	82	5	22	28	8	9	15	
54	Department of Social Welfare	http://www.jkm.gov.my	54	81	5	25	31	5	6	14	
55	Kuala Lumpur City Hall	http://www.dbkl.gov.my	54	81	5	23	31	5	9	13	
56	Legal Affairs Division (BHEUU)	http://www.bheuu.gov.my/index.php/ms	54	81	5	21	32	5	8	15	
57	Melaka State	http://www.melaka.gov.my/my	54	81	5	21	33	5	9	13	
58	Ministry of Communications and Multimedia Malaysia	http://www.kkmm.gov.my/	54	81	5	25	28	5	8	15	
59	Ministry of Federal Territories	http://www.kwp.gov.my	54	81	5	25	29	5	7	15	
60	Ministry of Health	http://www.moh.gov.my	54	81	5	25	29	5	7	15	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
61	Ministry of Science, Technology and Innovation	http://www.mosti.gov.my	54	81	5	25	27	8	6	15	
62	Ministry of Youth and Sports	http://www.kbs.gov.my/	54	81	5	25	29	5	7	15	
63	Accountant General's Department of Malaysia	http://portal.anm.gov.my	63	80	5	25	28	5	7	15	
64	Bahagian Pengurusan Hartanah	http://www.bph.gov.my	63	80	5	21	33	5	6	15	
65	Department of Community College Education	http://www.jpkk.edu.my/jpkk	63	80	5	24	23	8	10	15	
66	Department of Information	http://www.penerangan.gov.my/	63	80	5	25	32	5	10	8	
67	Kelantan State	http://www.kelantan.gov.my/v6/	63	80	5	25	25	5	10	15	
68	Ministry of Human Resources	http://www.mohr.gov.my/index.ph/en	63	80	5	21	31	5	8	15	
69	Ministry of Transport, Malaysia	http://www.mot.gov.my	63	80	5	23	27	5	10	15	
70	Politeknik Melaka	http://www.polimelaka.edu.my/v2	63	80	5	25	32	5	3	15	
71	Universiti Tun Hussein Onn Malaysia	http://www.uthm.edu.my/v2/	63	80	5	25	22	8	10	15	
72	Department of Museums Malaysia	http://www.jmm.gov.my/	72	79	4	25	29	5	10	10	
73	Ministry of Defence Malaysia	http://www.mod.gov.my/index.php?lang=en	72	79	4	25	26	5	8	15	
74	Ministry of Tourism Sarawak	http://www.mot.sarawak.gov.my	72	79	4	25	31	5	8	10	
75	Universiti Malaysia Terengganu	http://www.umt.edu.my/v9	72	79	4	21	29	8	6	15	
76	Department of National Unity and Integration	http://www.jpnin.gov.my	76	78	4	25	25	5	8	15	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
77	Department of Polytechnic Education	http://politeknik.gov.my/webjpp2/index.php	76	78	4	25	27	8	6	12
78	Johor State	http://www.johordt.gov.my/	76	78	4	23	33	5	5	12
79	Kedah State	http://portal.kedah.gov.my/	76	78	4	25	23	8	7	15
80	Kuching, Sarawak Polytechnic	http://www.poliku.edu.my/v3/	76	78	4	25	25	8	5	15
81	Ministry of International Trade and Industry (MITI), Malaysia	http://www.miti.gov.my	76	78	4	21	25	10	7	15
82	Pejabat Pengarah Tanah dan Galian Negeri Sembilan	http://www.ns.gov.my/ptgns/main.php	76	78	4	25	31	5	7	10
83	Politeknik Kota Bharu	http://www.pkb.edu.my/index2.jsp	76	78	4	24	22	8	9	15
84	Universiti Sains Malaysia	http://www.usm.my	76	78	4	21	25	8	9	15
85	Jabatan Kesihatan Negeri Kedah	http://jknkedah.moh.gov.my/v3/	85	77	4	22	28	5	7	15
86	Malaysian Pepper Board (MPB)	http://www.mpb.gov.my/mpb/	85	77	4	25	32	5	6	9
87	Ministry of Foreign Affairs, Malaysia	http://www.kln.gov.my/web/guest/home	85	77	4	22	25	8	7	15
88	Universiti Teknologi MARA	http://www.uitm.edu.my	85	77	4	21	25	8	8	15
89	Malaysian Handicraft Development Corporation	http://www.kraftangan.gov.my/	89	76	4	25	24	5	8	14
90	National Defence University of Malaysia	http://www.upnm.edu.my	89	76	4	25	22	8	8	13
91	Pahang State Development Corporation	http://www.pknp.gov.my/web-v1/	89	76	4	21	27	8	5	15
92	Pejabat Residen Kuching	http://www.kuchingro.sarawak.gov.my	89	76	4	25	29	5	10	7

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
93	Valuation And Property Services Department	http://www.jp-ph.gov.my/V2/index.php?versi=1	89	76	4	25	29	5	5	12
94	Department of Awqaf, Zakat and Hajj (JAWHAR)	http://www.jawhar.gov.my/index.php/ms	94	75	4	25	27	5	8	10
95	Department of Skills Development	http://www.dsd.gov.my/index.php/ms/	94	75	4	25	25	5	7	13
96	Jabatan Hal Ehwal Agama Islam Negeri Kelantan	http://www.jaheai.k.gov.my/v5/	94	75	4	20	28	5	7	15
97	Pahang State Foundation	http://www.yp.org.my	94	75	4	20	27	5	8	15
98	Royal Malaysia Police	http://www.rmp.gov.my	94	75	4	25	30	5	8	7
99	Telekom Malaysia Berhad (TM)	http://www.tm.com.my/	94	75	4	18	26	7	9	15
100	Jabatan Kebajikan Masyarakat Negeri Kedah	http://webjabatan.kedah.gov.my/jk_mk/	100	74	4	25	33	5	7	4
101	Perak Education Department	http://www.pelajaranperak.gov.my/perak/	100	74	4	22	25	8	4	15
102	University of Malaya	http://www.um.edu.my	100	74	4	20	27	8	4	15
103	Wilayah Persekutuan Kuala Lumpur dan Putrajaya Health Department	http://jknkl.moh.gov.my/web/guest/home	100	74	4	25	30	5	8	6
104	Department of Agriculture Selangor	http://pertanian.selangor.gov.my/main.php	104	73	4	25	31	5	7	5
105	Federal Land Development Authority	http://www.felda.net.my	104	73	4	25	27	3	8	10
106	Kerajaan Negeri Pahang Darul Makmur	http://www.pahang.gov.my	104	73	4	21	26	5	8	13

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
107	Malaysia Department of Islamic Development (JAKIM)	http://www.islam.gov.my/en	104	73	4	23	20	5	10	15	
108	Manpower Department	http://www.jtm.gov.my/ver25/index.php/ms/	104	73	4	25	30	5	8	5	
109	Ministry of Energy, Green Technology and Water	http://www.kettha.gov.my/	104	73	4	25	26	5	8	9	
110	Perak Land and Mines Office	http://ptg.perak.gov.my	104	73	4	25	22	5	6	15	
111	Universiti Malaysia Sabah	http://www.ums.edu.my/v5	104	73	4	22	25	5	6	15	
112	Institut Aminuddin Baki	http://www.iab.edu.my/	112	72	4	24	20	8	7	13	
113	Jabatan Kesihatan Negeri Perlis	http://jknperlis.moh.gov.my/pls/index.php/en	112	72	4	25	27	5	9	6	
114	Politeknik Sultan Haji Ahmad Shah	http://www.polisas.edu.my/portal	112	72	4	21	23	5	8	15	
115	Universiti Malaysia Perlis	http://www.unimap.edu.my	112	72	4	24	18	8	7	15	
116	Armed Forces Fund Board	http://www.ltat.org.my/web/tat/index.html	116	71	4	25	29	5	9	3	
117	Bank Kerjasama Rakyat Malaysia Berhad	http://www.bankrakyat.com.my/web/guest/home	116	71	4	18	27	5	8	13	
118	Kementerian Pembangunan Sosial Sarawak	http://www.kps-sarawak.net/bm/index.php/en/	116	71	4	25	25	5	5	11	
119	Malaysian Anti-Corruption Commission	http://www.sprm.gov.my	116	71	4	21	24	5	7	14	
120	Ministry of Resource Planning and Environment	http://www.kpps.sarawak.gov.my	116	71	4	23	28	5	6	9	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
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121	Perak State Health Department	http://jknperak.moh.gov.my/index.php?lang=en	116	71	4	22	28	7	6	8
122	Perlis Education Department	http://www.moe.gov.my/jpnperlis/v2/	116	71	4	25	29	5	4	8
123	Johor Health State Department	http://jknjohor.moh.gov.my/bmv2/	123	70	4	25	22	5	7	11
124	Pejabat Residen Miri	http://www.residnmiri.sarawak.gov.my	123	70	4	25	27	5	7	6
125	Sabah State Health Department	http://jknsabah.moh.gov.my/v6/index.php/en	123	70	4	25	27	5	7	6
126	Universiti Teknologi Malaysia	http://www.utm.my	123	70	4	16	25	6	8	15
127	National Space Agency	http://www.angka.gov.my	127	69	4	19	27	5	10	8
128	Politeknik Jeli Kelantan	http://www.pjk.edu.my/portal	127	69	4	25	20	8	3	13
129	Politeknik Sultan Mizan Zainal Abidin	http://www.psmza.edu.my/ms	127	69	4	25	23	5	8	8
130	Universiti Pendidikan Sultan Idris	http://www.upsi.edu.my	127	69	4	22	20	5	7	15
131	Universiti Utara Malaysia	http://www.uum.edu.my/index.php/en	127	69	4	22	22	5	5	15
132	Chief Minister's Department of Sarawak	http://www.jkm.sarawak.gov.my/	132	68	4	25	29	5	3	6
133	Federal Territory Islamic Affairs Department	http://www.jawi.gov.my	132	68	4	25	26	5	6	6
134	Jabatan Kesihatan Negeri Kelantan	http://jknkelantan.moh.gov.my/v3/	132	68	4	22	26	5	9	6
135	Jabatan Pelajaran Negeri Sembilan	http://www.jpnn.gov.my/utama/index.php	132	68	4	21	27	5	4	11

No	Agency name	URL	Rank	Score	Star	Pillar				
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136	Ministry Local Government and Community Development	http://www.kktpk.sarawak.gov.my	132	68	4	21	29	5	9	4
137	Office of the Chief Registrar Federal Court of Malaysia	http://www.kehakan.gov.my/	132	68	4	18	27	5	8	10
138	Perak State Department of Irrigation and Drainage	http://www.jpserak.gov.my/Web/Page/Home.aspx	132	68	4	25	23	5	9	6
139	Politeknik Tuanku Syed Sirajuddin	http://www.ptss.edu.my/v6/index.php	132	68	4	22	20	5	9	12
140	Royal Malaysian Navy	http://www.navy.mil.my	132	68	4	22	24	5	8	9
141	Bank Simpanan Nasional	http://www.mybsn.com.my/index.html	141	67	4	15	26	8	5	13
142	Hospital Putrajaya	http://www.hpj.gov.my	141	67	4	25	27	5	3	7
143	Kelantan Education Department	http://www.moe.gov.my/jpnkelantan/v2/index.php	141	67	4	21	31	4	5	6
144	Malaysian Army	http://army.mod.gov.my	141	67	4	19	28	5	8	7
145	Sarawak State Health Department	http://jknsarawak.moh.gov.my/en/	141	67	4	25	22	7	5	8
146	Jabatan Kerja Raya Negeri Terengganu	http://www.jkr.terengganu.gov.my/v2/	146	66	4	20	28	5	8	5
147	Jabatan Pengairan dan Saliran Negeri Selangor	http://water.selangor.gov.my/web_ver2/index.php	146	66	4	21	22	5	3	15
148	Ministry of Resource Development and Information Technology	http://www.kpsktm.sabah.gov.my	146	66	4	21	23	5	9	8
149	Sabah State Government	http://www.sabah.gov.my/main	146	66	4	20	18	5	10	13

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
150	Jabatan Kesihatan Wilayah Persekutuan Labuan	http://jknlabuan.moh.gov.my/v3/	150	65	4	22	25	5	4	9	
151	Kedah Education Department	http://www.moe.gov.my/jpnkedah/	150	65	4	21	26	5	5	8	
152	Melaka Education Department	http://www.moe.gov.my/jpnmelaka/index.php/ms	150	65	4	21	26	5	2	11	
153	Ministry of Modernization of Agriculture Sarawak	http://www.moma.sarawak.gov.my	150	65	4	19	29	5	8	4	
154	Sibu Resident Office	http://www.residensibu.sarawak.gov.my	150	65	4	23	25	5	5	7	
155	The National University of Malaysia	http://www.ukm.my/v5/	150	65	4	18	17	5	10	15	
156	Clinical Research Centre	http://www.crc.gov.my/	150	65	4	21	31	5	5	3	
157	Land and Mines Director's Office of Melaka	http://ptg.melaka.gov.my/main/index.php	157	64	4	21	24	5	5	9	
158	Majlis Agama Islam dan Adat Melayu Terengganu	http://maidam.terengganu.gov.my	157	64	4	21	19	5	5	14	
159	Pejabat Residen Bahagian Sarikei	http://www.sarikeiro.sarawak.gov.my	157	64	4	20	23	5	7	9	
160	Jabatan Kerja Raya Negeri Johor Darul Takzim	http://www.jkrjohor.gov.my	160	63	4	21	23	5	7	7	
161	Kolej Komuniti Arau	http://www.kkara.u.edu.my	160	63	4	24	24	5	5	5	
162	Ministry of Infrastructure Development and Communications Sarawak	http://www.midcom.sarawak.gov.my	160	63	4	20	27	5	4	7	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
163	Perak Public Works Department	http://www.jkrperak.gov.my/web/page/home.aspx	160	63	4	18	29	5	5	6
164	Sabah Forestry Department	http://www.forest.sabah.gov.my/en	160	63	4	25	23	5	7	3
165	SIRIM Berhad	http://www.sirim.my	160	63	4	18	27	5	3	10
166	Johor Education Department	http://www.moe.gov.my/jpnjohor/v6/index2.php	166	62	4	25	13	5	4	15
167	Kuala Lumpur Federal Territory Education Department	http://www.moe.gov.my/jpwpkl/index.php	166	62	4	21	24	5	5	7
168	Lembaga Tabung Haji	http://www.tabungghaji.gov.my/	166	62	4	18	23	5	4	12
169	Pejabat Pengarah Tanah dan Galian Negeri Terengganu	http://ptgweb.terengganu.gov.my	166	62	4	22	24	5	4	7
170	Perbadanan Kemajuan Negeri Selangor	http://www.pkns.gov.my/html/index.html	166	62	4	18	25	5	6	8
171	State Computer Service Department	http://www.jpkn.sabah.gov.my/v3	166	62	4	21	31	5	2	3
172	Jabatan Kesihatan Negeri Pulau Pinang	http://jknpenang.moh.gov.my/v3/	172	61	4	22	27	5	2	5
173	Kerajaan Negeri Perlis	http://www.perlis.gov.my/index.php/en	172	61	4	21	24	3	5	8
174	Yayasan Pelajaran Johor	http://www.ypj.gov.my/v1/	172	61	4	18	25	5	4	9
175	Sabah Education Department	http://www.moe.gov.my/jpnsabah/v3	175	60	4	20	20	5	5	10
176	Universiti Malaysia Kelantan	http://www.umk.edu.my/rasmi	175	60	4	17	19	5	5	14
177	Jabatan Pelajaran Selangor	http://www.moe.gov.my/jpnselangor/v3	177	59	3	24	19	5	3	8

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
178	Kolej Komuniti Bandar Darulaman	http://www.kkbda.edu.my	178	58	3	21	24	5	1	7	
179	Yayasan Terengganu	http://www.ytrg.terengganu.gov.my/v3/	178	58	3	16	20	5	4	13	
180	Department of Civil Aviation	http://www.dca.gov.my/	180	57	3	21	19	5	2	10	
181	Perbadanan Kemajuan Ekonomi Negeri Perlis	http://www.pkenps.gov.my	180	57	3	22	17	4	9	5	
182	Labuan Education Department	http://www.jpwpl.gov.my/v3/index.php	182	56	3	21	16	5	6	8	
183	Malaysian Palm Oil Council (MPOC)	http://www.mpoc.org.my	182	56	3	16	19	2	6	13	
184	Melaka Islamic Religion Council	http://www.maim.gov.my	182	56	3	15	25	2	4	10	
185	Ministry of Youth and Sports, Sabah	http://www.sabah.gov.my/kbs	182	56	3	16	27	5	5	3	
186	Securities Commission Malaysia	http://www.sc.com.my/	182	56	3	18	25	3	3	7	
187	Pahang State Education Department	http://www.moe.gov.my/jnpahang/v4/	187	55	3	18	19	5	5	8	
188	Sarawak State Education Department	http://www.moe.gov.my/jpnsarawak/	187	55	3	19	22	5	3	6	
189	IPG Kampus Tengku Ampuan Afzan Kuala Lipis	http://www.iptaa.edu.my/v13/	189	54	3	18	21	5	2	8	
190	Pejabat Daerah Pendang	http://webjabatan.kedah.gov.my/pdp.php	189	54	3	12	29	5	3	5	
191	Penang Education Department	http://www.jpnpenang.edu.my/	189	54	3	14	23	5	4	8	
192	Putrajaya Federal Territory Education Department	http://www.moe.gov.my/jpwpp/	189	54	3	18	17	5	5	9	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
193	Jabatan Kerja Raya Negeri Pahang	http://jkr.pahang.gov.my	193	53	3	18	24	5	3	3
194	Johor Biotechnology and Biodiversity Corporation	http://www.jbiotech.gov.my/	193	53	3	18	18	5	4	8
195	Kementerian Pembangunan Luar Bandar Sabah	http://www.sabah.gov.my/kplb	193	53	3	16	27	5	0	5
196	Majlis Sukan Negara Malaysia	http://www.nsc.gov.my/portal/	193	53	3	21	20	4	1	7
197	Perbadanan Kemajuan Iktisad Negeri Kelantan	http://www.pkink.gov.my/v3/index.php	193	53	3	18	22	3	5	5
198	Development Bank of Malaysia	http://www.bpmb.com.my	198	52	3	16	25	5	2	4
199	Malaysian Armed Forces Headquarters	http://www.mafhq.mil.my/index.php/ms/	198	52	3	15	22	5	5	5
200	Technology Park Malaysia	http://www.tpm.com.my	198	52	3	16	22	4	3	7
201	Ministry of Welfare Women and Family Development	http://www.kkwpk.sarawak.gov.my	201	51	3	17	25	5	1	3
202	Sabah Economic Development Corporation	http://www.sedco.com.my	201	51	3	15	28	3	3	2
203	Kementerian Kerajaan Tempatan dan Perumahan	http://www.sabah.gov.my/mlgh	201	51	3	19	22	5	2	3
204	Hospital Seberang Jaya	http://hsbjy.moh.gov.my	204	50	3	23	15	5	4	3
205	Perpustakaan Awam Negeri Perlis	http://perlislib.gov.my/v4/portal/	205	49	3	16	20	5	5	3
206	UKM Medical Centre	http://www.ppukm.ukm.my/	205	49	3	18	18	3	2	8
207	Unit Peneraju Agenda Bumiputera	http://www.teraju.gov.my/	205	49	3	14	20	4	8	3

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
208	Ministry of Agriculture and Food Industry	http://www.sabah.gov.my/mafi/ENG/index.html	205	49	3	16	25	5	0	3	
209	LKPP Negeri Pahang	http://www.lkpp.gov.my	209	48	3	16	27	4	1	0	
210	Sabah Ministry of Finance	http://www.mof.sabah.gov.my/mof/	209	48	3	18	20	3	1	6	
211	Kementerian Pembangunan Masyarakat dan Hal Ehwal Pengguna Sabah	http://www.sabah.gov.my/mss/	211	47	3	19	23	3	2	0	
212	Melaka State Development Corporation	http://www.pknm.com/	211	47	3	15	24	5	2	1	
213	Perbadanan Menteri Besar Kelantan	http://www.pmbk.gov.my/	211	47	3	15	18	3	4	7	
214	PERMATA	http://www.permata.jpm.my	214	46	3	17	17	3	6	3	
215	Department of Irrigation and Drainage, Kedah	http://www.didkedah.gov.my/	215	45	3	14	15	5	3	8	
216	Kolej Islam Pahang Sultan Ahmad Shah	http://www.kipsas.edu.my/index.html	215	45	3	17	18	2	6	2	
217	Perbadanan Kemajuan Negeri Perak	http://www.pknpperak.gov.my/v2/	215	45	3	19	22	2	0	2	
218	Kedah State Development Corporation	http://www.pknk.gov.my/	218	44	3	16	17	3	4	4	
219	Ministry of Tourism, Culture and Environment Sabah	http://www.kepkas.sabah.gov.my	218	44	3	15	21	3	5	0	
220	Yayasan Sabah Group	http://www.ysnet.org.my	220	43	3	14	22	3	4	0	
221	Johor Islamic Corporation	http://pij.gov.my/	221	42	3	11	25	5	1	0	
222	Yayasan Islam Perlis	http://www.yips.gov.my	221	42	3	10	24	5	3	0	
223	Ministry of Industrial Development	http://www.sabah.gov.my/mid/	223	41	3	8	29	4	0	0	

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
224	TATI University College	http://www.tatiuc.edu.my	224	40	3	10	16	0	4	10
225	Institut Pendidikan Guru Kampus Temenggong Ibrahim, Johor	http://www.ipgkti.edu.my/	225	38	2	15	16	5	0	2
226	Terengganu Education Department	http://www.moe.gov.my/jpnterengganu	225	38	2	15	11	2	2	8
227	Perbadanan Perpustakaan Awam Johor	http://ppaj.johordt.gov.my/	227	37	2	9	18	5	4	1
228	Majlis Agama Islam Negeri Sembilan	http://www.mains.gov.my/indexl.htm	228	35	2	10	17	2	1	5
229	Majlis Agama Islam Wilayah Persekutuan	http://www.maiwp.gov.my/i/	228	35	2	7	15	5	0	8
230	Kementerian Pembangunan Infrastruktur Sabah	http://www.kpi.sabah.gov.my	230	34	2	11	17	4	2	0
231	Chief Minister of Sabah	http://www.sabah.gov.my/cm/index.php	231	33	2	10	21	2	0	0
232	Chief Minister's Department of Sabah	http://www.sabah.gov.my/jkm/	232	20	2	1	19	0	0	0

Appendix 15: Overall Website Ranking

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
1	Tapah District Council	http://www.mdtapah.gov.my	1	96	5	30	41	5	10	10
2	Tangkak District Council	http://www.mdtangkak.gov.my/home	2	95	5	30	43	5	8	9
3	Farmers' Organisation Authority Malaysia	http://www.lpp.gov.my/	3	94	5	30	41	5	8	10
4	Kemubu Agriculture Development Authority	http://www.kada.gov.my	3	94	5	30	41	5	8	10
5	Klang Municipal Council	http://www.mpklang.gov.my	3	94	5	30	39	5	10	10
6	National Craft Institute	http://www.ikn.gov.my/	3	94	5	30	41	3	10	10
7	Parliament of Malaysia	http://www.parliament.gov.my	3	94	5	30	39	5	10	10
8	Teluk Intan Municipal Council	http://www.mpti.gov.my	3	94	5	30	39	5	10	10
9	Batu Gajah District Council	http://www.mdbg.gov.my/en/web/guest/home	9	93	5	30	38	5	10	10
10	Batu Pahat Municipal Council	http://www.mpbp.gov.my/	9	93	5	30	38	5	10	10
11	Economic Planning Unit	http://www.epu.gov.my	9	93	5	30	38	5	10	10
12	Fire and Rescue Department of Malaysia	http://www.bomba.gov.my/en/main.php	9	93	5	29	39	5	10	10
13	Intellectual Property Corporation of Malaysia	http://www.myipo.gov.my	9	93	5	30	39	5	9	10
14	Manjung Municipal Council	http://www.mpm.gov.my/web/	9	93	5	30	38	5	10	10
15	Nilai Municipal Council	http://www.mpn.gov.my/home	9	93	5	30	38	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
16	Pengkalan Hulu District Council	http://www.mdp.gov.my/en/home	9	93	5	30	38	5	10	10
17	Public Services Commission of Malaysia	http://www.spa.gov.my/Portal/	9	93	5	30	38	5	10	10
18	National Institute of Entrepreneurship (INSKEN)	http://www.insken.gov.my/	18	92	5	30	38	5	9	10
19	Sepang Municipal Council	http://www.mpsepang.gov.my	18	92	5	29	38	5	10	10
20	Simpang Renggam District Council	http://www.mdsrenggam.gov.my/home	18	92	5	30	38	5	10	9
21	Yan District Council	http://mdyan.gov.my	18	92	5	29	38	5	10	10
22	Bachok District Council	http://www.mdbachok.gov.my	22	91	5	30	36	5	10	10
23	Contractor Services Centre	http://pkk.kkr.gov.my	22	91	5	30	36	5	10	10
24	Co-Operative College of Malaysia	http://www.mkm.edu.my	22	91	5	30	38	5	8	10
25	Department of Wildlife and National Parks (DWNP) Peninsular Malaysia	http://www.wildlife.gov.my/	22	91	5	30	39	5	7	10
26	Fisheries Development Authority of Malaysia	http://www.lkim.gov.my	22	91	5	30	38	5	8	10
27	Forest Research Institute Malaysia (FRIM)	http://www.frim.gov.my	22	91	5	30	39	5	7	10
28	Gua Musang District Council	http://www.mdgm.gov.my/	22	91	5	30	36	5	10	10
29	Hang Tuah Jaya Municipal Council	http://www.mphtj.gov.my/	22	91	5	30	37	5	9	10
30	Jasin Municipal Council	http://www.mpjasin.gov.my/	22	91	5	30	36	5	10	10
31	Kajang Municipal Council	http://www.mpkj.gov.my	22	91	5	30	36	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
32	Kampar District Council	http://www.mdka.mpar.gov.my	22	91	5	30	36	5	10	10
33	Kuala Langat District Council	http://www.mdkl.gov.my	22	91	5	30	36	5	10	10
34	Land and Survey Department Sarawak	http://www.landsurvey.sarawak.gov.my	22	91	5	30	36	5	10	10
35	Langkawi Municipal Council	http://www.mplbp.gov.my/	22	91	5	30	38	5	8	10
36	Lenggong District Council	http://www.mdlg.gov.my/	22	91	5	30	38	5	8	10
37	Malaysia External Trade Development Corporation (MATRADE)	http://www.matrade.gov.my	22	91	5	30	38	5	8	10
38	Muda Agricultural Development Authority (MADA)	http://www.mada.gov.my	22	91	5	30	38	5	8	10
39	National Visual Arts Development Board	http://www.artgalery.gov.my/	22	91	5	30	36	5	10	10
40	Pasir Gudang Municipal Council	http://www.mppg.gov.my/	22	91	5	30	36	5	10	10
41	Pasir Mas District Council	http://www.mdpmas.gov.my/	22	91	5	30	36	5	10	10
42	Perbadanan Putrajaya	http://www.ppj.gov.my/	22	91	5	30	36	5	10	10
43	Port Dickson Municipal Council	http://www.mppd.gov.my/	22	91	5	30	36	5	10	10
44	Public Private Partnership Unit	http://www.ukas.gov.my	22	91	5	30	36	5	10	10
45	Rembau District Council	http://www.mdr.gov.my/web/guest/home	22	91	5	30	36	5	10	10
46	Selangor Town and Country Planning Department	http://www.jpbdselangor.gov.my/my	22	91	5	30	36	5	10	10
47	Seremban Municipal Council	http://www.mpsns.gov.my/	22	91	5	30	36	5	10	10
48	Taiping Municipal Council	http://www.mptai ping.gov.my	22	91	5	30	36	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
49	Tampin District Council	http://www.mdtampin.gov.my	22	91	5	30	36	5	10	10
50	Tanjong Malim District Council	http://mdtm.gov.my/en/home	22	91	5	30	36	5	10	10
51	Alor Setar City Council	http://www.mbas.gov.my/	51	90	5	29	36	5	10	10
52	Bentong Municipal Council	http://www.mpbentong.gov.my/web/guest/home	51	90	5	29	36	5	10	10
53	Federal Agricultural Marketing Authority	http://www.fama.gov.my	51	90	5	30	37	5	8	10
54	Hulu Terengganu District Council	http://mdht.terengganu.gov.my	51	90	5	29	36	5	10	10
55	Jeli District Council	http://www.mdjeli.gov.my/	51	90	5	29	36	5	10	10
56	Johor Bahru Tengah Municipal Council	http://www.mpjbt.gov.my/home	51	90	5	30	36	5	9	10
57	Kota Bharu Municipal Council	http://www.mpkbri.gov.my/	51	90	5	29	36	5	10	10
58	Lembaga Pelabuhan Bintulu	http://www.bpa.gov.my/	51	90	5	30	36	5	10	9
59	Malaysia Co-Operative Societies Commission	http://www.skm.gov.my	51	90	5	29	36	5	10	10
60	Malaysia Department of Insolvency	http://www.insolvency.gov.my	51	90	5	30	36	5	10	9
61	Pasir Puteh District Council	http://www.mdpputeh.gov.my/	51	90	5	30	36	5	9	10
62	Perak Tengah District Council	http://www.mdpt.gov.my/home	51	90	5	29	36	5	10	10
63	Alor Gajah Municipal Council	http://www.mpag.gov.my/	63	89	5	30	34	5	10	10
64	Hospital Umum Sarawak	http://hus.moh.gov.my	63	89	5	30	38	5	7	9
65	Jempol District Council	http://www.mdjlgov.my	63	89	5	30	36	5	8	10
66	Jerantut District Council	http://www.mdjerantut.gov.my	63	89	5	30	34	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
67	Judicial and Legal Training Institute	http://www.ilkap.gov.my	63	89	5	30	34	5	10	10
68	Ketereh District Council	http://www.mdketereh.gov.my/	63	89	5	30	34	5	10	10
69	Kluang Municipal Council	http://www.mpkluang.gov.my/	63	89	5	30	38	5	8	8
70	Kubang Pasu District Council	http://www.mdkubangpasu.gov.my/	63	89	5	30	36	5	8	10
71	Labis District Council	http://www.mdlabis.gov.my/	63	89	5	30	36	5	10	8
72	Legal Aid Department	http://www.jbg.gov.my/index.php?lang=ms	63	89	5	30	34	5	10	10
73	Machang District Council	http://www.mdmachang.gov.my/	63	89	5	30	34	5	10	10
74	Malaysian Quarantine and Inspection Services (MAQIS)	http://www.maqis.gov.my/home	63	89	5	30	38	5	8	8
75	Marang District Council	http://www.mdmarang.gov.my	63	89	5	30	34	5	10	10
76	Municipal Council of Penang Island	http://www.mppp.gov.my/	63	89	5	30	38	5	8	8
77	National Department for Culture and Arts	http://www.jkkn.gov.my/	63	89	5	30	36	5	8	10
78	National Solid Waste Management Department	http://www.kpkt.gov.my/jspn_en_2013/main.php	63	89	5	30	36	5	10	8
79	Pekan District Council	http://www.mdpekan.gov.my/	63	89	5	30	34	5	10	10
80	Segamat District Council	http://www.mdsegamat.gov.my/	63	89	5	30	34	5	10	10
81	Selama District Council	http://www.mdselama.gov.my/home	63	89	5	30	36	5	8	10
82	Setiu District Council	http://mds.terengganu.gov.my	63	89	5	30	36	5	8	10
83	South East Johor Municipal Authority	http://lbjt.gov.my	63	89	5	30	36	5	8	10
84	Sport Commissioner Office	http://pps.kbs.gov.my/	63	89	5	30	36	5	8	10

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
85	Subang Jaya Municipal Council	http://ocps.mpsj.gov.my/cms/index.jsp	63	89	5	30	34	5	10	10
86	TEKUN Nasional	http://www.tekun.gov.my/	63	89	5	30	36	5	8	10
87	Temerloh Municipal Council	http://www.mpt.gov.my/	63	89	5	28	36	5	10	10
88	Tumpat District Council	http://www.mdtumpat.gov.my/	63	89	5	30	36	5	10	8
89	Yong Peng District Council	http://www.mdyp.gov.my	63	89	5	30	36	5	10	8
90	Department of Marine Park Malaysia	http://www.dmpm.nre.gov.my	90	88	5	30	35	5	8	10
91	Department of Orang Asli Development	http://www.jakoa.gov.my/	90	88	5	29	34	5	10	10
92	Dungun Municipal Council	http://mpd.terengganu.gov.my/	90	88	5	29	36	5	8	10
93	Gerik District Council	http://www.gerik.gov.my/home	90	88	5	30	36	5	7	10
94	Hospital Kulim	http://hkulim.moh.gov.my/	90	88	5	30	36	5	7	10
95	Johor Bahru City Council	http://www.mbjb.gov.my/	90	88	5	30	34	5	9	10
96	Kedah Regional Development Authority	http://www.keda.gov.my/	90	88	5	30	33	5	10	10
97	Kerian District Council	http://www.mdkerian.gov.my/	90	88	5	29	34	5	10	10
98	Kolej Komuniti Baling	http://www.kkbk.edu.my/kkbaling/	90	88	5	30	35	5	8	10
99	Kuala Kangsar Municipal Council	http://www.mpkkpk.gov.my	90	88	5	30	36	5	8	9
100	Malaysian Administrative Modernisation and Management Planning Unit	http://www.mampu.gov.my	90	88	5	30	39	5	4	10
101	Malaysian Agricultural Research and Development Institute	http://www.mardi.gov.my	90	88	5	30	36	5	7	10

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
102	Malaysian Communications and Multimedia Commission	http://www.skmm.gov.my/	90	88	5	30	34	5	9	10
103	Malaysian Pineapple Industry Board	http://www.mpib.gov.my/home	90	88	5	30	35	5	8	10
104	Miri City Council	http://www.miricouncil.gov.my	90	88	5	30	36	5	7	10
105	Sabah of Federal Secretary Office	http://www.psupsabah.gov.my/index.php/en	90	88	5	30	36	5	10	7
106	Selayang Municipal Council	http://www.mps.gov.my/	90	88	5	30	34	5	9	10
107	Tanah Merah District Council	http://www.mdtanahmerah.gov.my/	90	88	5	29	34	5	10	10
108	Bera District Council	http://www.mdbera.gov.my	108	87	5	30	34	5	10	8
109	Department of Labour Peninsular Malaysia	http://jtksm.moh.gov.my	108	87	5	26	36	5	10	10
110	District and Land Office, North Wellesly	http://spu.penang.gov.my/	108	87	5	30	36	5	8	8
111	Employees Provident Fund	http://www.kwsp.gov.my	108	87	5	26	36	5	10	10
112	FELCRA Berhad	http://www.felcra.com.my/	108	87	5	30	32	5	10	10
113	Ipoh City Council	http://www.mbi.gov.my/en/	108	87	5	26	38	5	8	10
114	Jabatan Perancangan Bandar dan Desa Negeri Sembilan	http://jpbd.ns.gov.my	108	87	5	30	34	5	8	10
115	Kemaman Municipal Council	http://mpk.terengganu.gov.my	108	87	5	30	34	5	8	10
116	Kolej Komuniti Kok Lanis	http://www.kkklk.edu.my	108	87	5	30	34	5	8	10
117	Kuala Pilah District Council	http://www.mdkp.gov.my	108	87	5	30	32	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
118	Kuala Selangor District Council	http://www.mdks.gov.my	108	87	5	29	33	5	10	10
119	Labuan Corporation	http://www.pl.gov.my	108	87	5	30	34	5	8	10
120	Muar Municipal Council	http://www.mpmuar.gov.my/	108	87	5	30	34	5	10	8
121	NAM Institute for the Empowerment of Women Malaysia	http://www.niew.gov.my	108	87	5	30	32	5	10	10
122	National Academy of Arts, Culture and Heritage	http://www.aswar.a.edu.my/	108	87	5	30	32	5	10	10
123	National Archive of Malaysia	http://www.arkib.gov.my/	108	87	5	30	32	5	10	10
124	National Botanical Garden Shah Alam	http://www.tbnsa.gov.my/web/guest/home	108	87	5	30	36	5	8	8
125	National Housing Department	http://ehome.kpkt.gov.my/en/main.php	108	87	5	30	32	5	10	10
126	National Institute of Public Administration (INTAN)	http://www.intanbk.intan.my/i-portal/ms.html	108	87	5	30	32	5	10	10
127	National Landscape Department	http://www.kpkt.gov.my/jln_en/main.php	108	87	5	30	33	5	9	10
128	National Registration Department	http://www.jpn.gov.my/en	108	87	5	30	32	5	10	10
129	Padang Terap District Council	http://www.mdptk.gov.my/	108	87	5	30	36	5	8	8
130	Pejabat Daerah Kuching	http://www.kuchingdo.sarawak.gov.my	108	87	5	30	34	5	10	8
131	Penang Port Commission	http://www.penangport.gov.my/	108	87	5	30	34	5	8	10
132	Perak State Public Service Commission	http://spa.perak.gov.my/index.php/en/	108	87	5	30	34	5	9	9
133	Petaling Jaya City Council	http://www.mbpj.gov.my/web/guest/home	108	87	5	30	32	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
134	Raub District Council	http://www.mdraub.gov.my/home	108	87	5	30	34	5	8	10
135	Road Safety Department of Malaysia	http://www.jkjr.gov.my/	108	87	5	26	36	5	10	10
136	Shah Alam City Council	http://www.mbsa.gov.my	108	87	5	30	34	5	8	10
137	South Kelantan Development Authority (KESEDAR)	http://www.kesedar.gov.my/	108	87	5	30	32	5	10	10
138	Sungai Petani Municipal Council	http://www.mpspk.gov.my/	108	87	5	30	34	5	8	10
139	Hulu Selangor District Council	http://www.mdhs.gov.my	139	86	5	26	36	5	9	10
140	Institute For Rural Advancement (INFRA)	http://www.infra.gov.my/web/guest/home	139	86	5	29	32	5	10	10
141	Jabatan Warisan Negara	https://www.heritage.gov.my/v2/	139	86	5	30	34	5	9	8
142	Kuala Krai District Council	http://www.mdkkrai.gov.my/	139	86	5	30	31	5	10	10
143	Kuala Terengganu City Council	http://mbkt.terengganu.gov.my	139	86	5	30	36	5	5	10
144	Kuala Terengganu Polytechnic	http://www.pkkt.edu.my/PKT2012BM/	139	86	5	29	34	5	8	10
145	Local Government Department	http://jkt.kpkt.gov.my/en/main.php	139	86	5	30	31	5	10	10
146	Malaysian Cocoa Board	http://www.koko.gov.my/lkm/index.cfm	139	86	5	30	34	5	7	10
147	Melaka Historic City Council	http://www.mbmb.gov.my/	139	86	5	30	32	5	9	10
148	National AntiDrug Agency (NADA)	http://www.adk.gov.my	139	86	5	30	34	5	7	10
149	National Library Malaysia	http://www.pnm.gov.my/main.php	139	86	5	30	34	5	7	10
150	Pejabat Daerah Meradong	http://www.meradongdo.sarawak.gov.my	139	86	5	30	31	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
151	Perbadanan Nasional Berhad	http://pns.com.my/web/guest/home	139	86	5	30	33	5	8	10	
152	Politeknik Kota Kinabalu	http://www.pkksabah.edu.my	139	86	5	30	34	5	7	10	
153	Politeknik Tuanku Sultanah Bahiyah	http://www.ptsb.edu.my/ver4/	139	86	5	30	31	5	10	10	
154	Public Complaints Bureau	http://www.pcb.gov.my/bm	139	86	5	30	34	5	7	10	
155	Rompin District Council	http://www.mdrompin.gov.my/	139	86	5	29	32	5	10	10	
156	Sik District Council	http://mdsik.gov.my/	139	86	5	30	32	5	9	10	
157	South East Johore Development Authority	http://www.kejora.gov.my/	139	86	5	30	33	5	8	10	
158	Special Task Force to Facilitate Business (PEMUDAH)	http://www.pemudah.gov.my	139	86	5	30	33	5	8	10	
159	Ampang Jaya Municipal Council	http://www.mpaj.gov.my/home	159	85	5	30	32	5	8	10	
160	Bandar Baharu District Council	http://www.mdbb.gov.my/	159	85	5	30	32	5	10	8	
161	Community Development Department	http://www.kemas.gov.my	159	85	5	30	31	5	9	10	
162	Department of Trade Union Affairs	http://www.moh.gov.my/jheks/index.php/en/	159	85	5	30	32	5	10	8	
163	Forest Department Sarawak	http://www.forestry.sarawak.gov.my	159	85	5	30	32	5	8	10	
164	Jabatan Kesihatan Negeri Melaka	http://jknmelaka.moh.gov.my	159	85	5	27	35	5	8	10	
165	Kolej Komuniti Ledang	http://www.kklej.edu.my/v2/	159	85	5	30	32	5	8	10	
166	Kulai Municipal Council	http://www.mpkulai.gov.my	159	85	5	28	36	5	8	8	
167	Malaysian Qualifications Agency	http://www.mqa.gov.my/	159	85	5	30	31	5	9	10	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
168	Mas Gading Community College	http://www.kkmas.edu.my/v1/index.php/ms/	159	85	5	30	35	5	7	8
169	Melaka Syariah Court	http://www.mahsyariahmelaka.gov.my/web	159	85	5	30	32	5	8	10
170	Mersing District Council	http://www.mdmersing.gov.my/	159	85	5	30	34	5	8	8
171	National Institute of Land and Survey	http://www.instun.gov.my	159	85	5	30	32	5	8	10
172	National News Agency of Malaysia	http://www.bernama.com/bernama/v7/index.php	159	85	5	30	30	5	10	10
173	Natural Resources and Environment Board Sarawak	http://www.nreb.gov.my	159	85	5	30	32	5	10	8
174	Pejabat Daerah dan Tanah Dungun	http://pddungun.terengganu.gov.my	159	85	5	30	32	5	10	8
175	Perbadanan Tabung Pendidikan Tinggi Nasional	http://www.ptptn.gov.my/	159	85	5	28	34	5	8	10
176	Politeknik Balik Pulau	http://www.pbu.edu.my/pbuv4/	159	85	5	30	30	5	10	10
177	Sarawak Commercial Vehicle Licensing Board	http://www.lpkpsarawak.gov.my/	159	85	5	30	32	5	10	8
178	Sibu Municipal Council	http://www.smc.gov.my	159	85	5	30	34	5	9	7
179	Small Medium Enterprise Development Bank Malaysia Berhad	http://www.smebank.com.my	159	85	5	30	32	5	8	10
180	Social Security Organisation	http://www.perkeso.gov.my	159	85	5	30	32	5	10	8
181	Baling District Council	http://www.mdbaling.gov.my/	181	84	5	30	29	5	10	10

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
182	Board of Quantity Surveyors Malaysia	http://www.bqsm.gov.my	181	84	5	30	32	5	8	9	
183	Department of Agriculture Sarawak	http://www.doa.sarawak.gov.my	181	84	5	30	32	5	7	10	
184	Department of Women's Development	http://www.mywanita.gov.my	181	84	5	30	31	5	8	10	
185	Immigration Department of Malaysia	http://www.imi.gov.my/index.php/ms	181	84	5	30	31	4	9	10	
186	Industrial Court of Malaysia	http://www.mp.gov.my/index.php/en/	181	84	5	26	38	5	5	10	
187	Institut Sosial Malaysia	http://www.ism.gov.my/	181	84	5	30	32	5	7	10	
188	Istana Budaya	http://www.istanabudaya.gov.my/	181	84	5	30	32	5	8	9	
189	Jabatan Perbendaharaan Negeri Sarawak	http://www.treasury.sarawak.gov.my	181	84	5	30	32	5	8	9	
190	Jabatan Perkhidmatan Veterinar Negeri Sembilan Darul Khusus	http://dvsns.ns.gov.my/en	181	84	5	30	34	5	8	7	
191	Kuching Water Board	http://www.kwb.gov.my	181	84	5	30	29	5	10	10	
192	Malaysia Highway Authority	http://www.llm.gov.my	181	84	5	30	32	5	7	10	
193	National Audit Department	https://www.audit.gov.my/index.php?lang=ms	181	84	5	30	30	5	9	10	
194	National Hydraulic Research Institute of Malaysia	http://www.nahrim.gov.my/	181	84	5	30	32	5	7	10	
195	National Service Training Department	http://www.khidmatnegara.gov.my/en/	181	84	5	30	30	5	9	10	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
196	North East Penang Land and District Office	http://dtl.penang.gov.my/	181	84	5	30	36	5	7	6	
197	Pejabat Tanah dan Jajahan Kuala Krai	http://www.ptjkk.kelantan.gov.my/v3/	181	84	5	30	32	5	10	7	
198	Pejabat Tanah dan Jajahan Tanah Merah	http://ptjtm.kelantan.gov.my/v3/	181	84	5	30	31	5	10	8	
199	Pejabat Tanah Kulim	http://webjabatan.kedah.gov.my/ptk.php	181	84	5	30	34	5	8	7	
200	Penang Development Corporation	http://www.pdc.gov.my/index.php/melayu	181	84	5	30	29	5	10	10	
201	Perak Darul Ridzuan Town and Country Planning Department	http://jpbd.perak.gov.my/jpbd/index.php/en/	181	84	5	30	30	5	10	9	
202	Politeknik Mersing	http://www.pmj.edu.my	181	84	5	30	36	5	5	8	
203	Royal Malaysian Customs Department	http://www.customs.gov.my/index.php/en/home	181	84	5	30	34	5	5	10	
204	Southern Seberang Perai District and Land Office Penang	http://sps.penang.gov.my/	181	84	5	30	34	5	10	5	
205	The Commission of the City of Kuching North	http://dbku.sarawak.gov.my	181	84	5	30	29	5	10	10	
206	Besut District Council	http://mdb.terengganu.gov.my/	206	83	5	30	29	5	9	10	
207	Bintulu District Office	http://www.bintuludo.sarawak.gov.my	206	83	5	26	34	5	8	10	
208	District Office Julau	http://www.julau.do.sarawak.gov.my	206	83	5	30	32	5	6	10	
209	Federal Territories Director of Lands and Mines Offices	http://www.ptgwp.gov.my/en/main.php	206	83	5	29	34	5	5	10	
210	Hospital Sultanah Bahiyah	http://hsbas.moh.gov.my	206	83	5	30	34	5	7	7	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
211	Jabatan Pengairan dan Saliran Negeri Sembilan	http://jpsns.ns.gov.my	206	83	5	26	34	5	8	10	
212	Jabatan Pengairan dan Saliran Negeri Terengganu	http://jpsweb.terengganu.gov.my	206	83	5	30	29	5	9	10	
213	Kangar Municipal Council	http://www.mpkangar.gov.my	206	83	5	30	30	5	8	10	
214	Kolej Komuniti Sabak Bernam	http://www.kksbs.edu.my/v4/	206	83	5	30	31	5	10	7	
215	Kuantan Municipal Council	http://www.mpk.gov.my	206	83	5	26	32	5	10	10	
216	Lipis District Council	http://www.mdlipis.gov.my	206	83	5	30	29	5	10	9	
217	Malaysia Civil Defence Department	http://www.civildefence.gov.my/v2/	206	83	5	30	30	5	8	10	
218	Malaysian Maritime Enforcement Agency	http://www.mmea.gov.my	206	83	5	30	31	5	7	10	
219	Maran District Council	http://www.mdmaran.gov.my/	206	83	5	26	36	5	6	10	
220	Penang Regional Development Authority (PERDA)	http://www.perda.gov.my	206	83	5	30	30	5	8	10	
221	Penang Syariah Judiciary Department	http://www.jksnp.gov.my/JKSNNP1/	206	83	5	30	30	5	9	9	
222	Perbadanan Tabung Pembangunan Kemahiran	http://www.ptpk.gov.my/v5/index.php/en/	206	83	5	30	32	5	9	7	
223	Politechnic of Merlimau	http://www.pmm.edu.my	206	83	5	30	29	5	9	10	
224	Politeknik Sultan Idris Shah	http://www.psis.edu.my	206	83	5	25	34	5	9	10	
225	Prison Department of Malaysia	http://www.prison.gov.my/	206	83	5	27	35	5	8	8	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
226	Sibu District Office	http://www.sibud.o.sarawak.gov.my	206	83	5	26	34	5	8	10
227	Suruhanjaya Perkhidmatan Pelajaran Malaysia	http://www.spp.gov.my	206	83	5	26	36	5	6	10
228	Terengganu Tengah Development Authority (KETENGAH)	http://www.ketengah.gov.my/	206	83	5	26	34	5	8	10
229	Community College Kuala Langat	http://www.kkkla.edu.my	229	82	5	30	29	5	8	10
230	Companies Commission of Malaysia	http://www.ssm.com.my	229	82	5	26	32	5	9	10
231	Council of the City of Kuching South	http://www.mbks.gov.my	229	82	5	30	30	5	8	9
232	Dabong District Council	http://www.mddabong.gov.my/	229	82	5	29	28	5	10	10
233	Department of Occupational Safety and Health	http://www.dosh.gov.my/doshv2/	229	82	5	23	36	5	8	10
234	Institute of Language and Literature	http://prpm.dbp.gov.my/	229	82	5	30	29	5	8	10
235	Jabatan Kehakiman Syariah Sarawak	http://www.syariah.sarawak.gov.my	229	82	5	26	33	5	8	10
236	Kolej Komuniti Betong	http://www.kkbetong.edu.my/v1/	229	82	5	26	36	5	8	7
237	Kota Tinggi District Council	http://www.mdkt.gov.my	229	82	5	29	30	5	8	10
238	Kuching Port Authority	http://www.kpa.gov.my	229	82	5	27	33	5	7	10
239	Labuan Financial Services Authority	http://www.lfsa.gov.my/	229	82	5	30	31	5	8	8
240	Malaysian Institute of Integrity	http://www.iim.org.my	229	82	5	30	29	5	10	8

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
241	Pahang Social Welfare Department	http://jkm.pahang.gov.my	229	82	5	30	34	5	7	6	
242	Penang State Mufti Department	http://mufti.penang.gov.my/	229	82	5	26	32	5	9	10	
243	Polytechnic Ibrahim Sultan	http://www.pis.edu.my	229	82	5	30	32	5	5	10	
244	Pontian District Council	http://www.mdpo.ntian.gov.my/	229	82	5	29	36	2	8	7	
245	Pulau Pinang Islamic Religious Affairs Department	http://jaipp.penang.gov.my/	229	82	5	30	34	5	5	8	
246	Sewerage Services Department Sarwak	http://www.ssd.sarawak.gov.my	229	82	5	30	29	5	10	8	
247	Solid Waste and Public Cleansing Management Corporation	http://www.ppsppa.gov.my/en/	229	82	5	30	27	5	10	10	
248	Suruhanjaya Perkhidmatan Awam Negeri Sarawak	http://www.psc.sarawak.gov.my	229	82	5	30	29	5	8	10	
249	Department of Irrigation and Drainage Sarawak	http://www.did.sarawak.gov.my	249	81	5	26	32	5	8	10	
250	Hospital Kuala Penyu	http://hspkpyu.moh.gov.my	249	81	5	30	31	5	7	8	
251	Hospital Labuan	http://hlabuan.moh.gov.my	249	81	5	27	33	3	9	9	
252	Hospital Melaka	http://hmelaka.moh.gov.my/index.php/bm/	249	81	5	30	30	5	9	7	
253	Hospital Teluk Intan	http://htintan.moh.gov.my/v6/	249	81	5	30	29	5	7	10	
254	Jabatan Kehakiman Syariah Negeri Sembilan	http://jksns.ns.gov.my	249	81	5	30	30	5	8	8	
255	Jabatan Mufti Negeri Perak	http://mufti.perak.gov.my/en/	249	81	5	27	34	5	7	8	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
256	Kelantan Islamic Religious and Customs Council (MAIK)	http://www.e-maik.my/public_new/index.php	249	81	5	26	33	5	7	10
257	Kolej Komuniti Bentong	http://www.kkben.edu.my/v4/	249	81	5	30	30	5	10	6
258	Kolej Komuniti Segamat 2	http://kksegamat2.edu.my/kkseg2/	249	81	5	26	32	5	10	8
259	Majlis Daerah Betong	http://www.betongdc.sarawak.gov.my	249	81	5	30	31	5	6	9
260	Malaysian Dental Council	http://mdc.moh.gov.my	249	81	5	30	33	5	7	6
261	Ministry of Public Utilities Sarawak	http://www.mpu.sarawak.gov.my	249	81	5	30	31	5	5	10
262	National Pharmaceutical Control Bureau	http://portal.bpfk.gov.my/	249	81	5	25	34	5	7	10
263	Pejabat Daerah Lundu	http://www.lundudo.sarawak.gov.my	249	81	5	30	31	5	8	7
264	Penang State Financial Department	http://jkn.penang.gov.my	249	81	5	25	32	5	9	10
265	Politeknik Sandakan Sabah	http://www.pss.edu.my/v3/index.php/en/	249	81	5	30	29	5	9	8
266	Port Klang Authority	http://www.pka.gov.my/	249	81	5	30	30	5	6	10
267	Radio Televisyen Malaysia	http://korporat.rtm.gov.my/	249	81	5	30	30	5	6	10
268	Rajang Port Authority	http://www.rajangport.gov.my	249	81	5	30	34	5	7	5
269	State Drainage and Irrigation Department Kelantan	http://did.kelantan.gov.my/v2/	249	81	5	30	34	5	4	8
270	Department of Agriculture Penang	http://jpn.penang.gov.my/	270	80	5	30	27	5	10	8
271	Inland Revenue Board of Malaysia	http://www.hasil.gov.my/	270	80	5	30	27	5	8	10
272	Kolej Komuniti Chenderoh	http://www.kkche.edu.my/kkcp/	270	80	5	30	30	5	9	6

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
273	Kolej Komuniti Jasin	http://www.kkjs.edu.my/index.php/my	270	80	5	30	30	5	8	7
274	Kolej Komuniti Kuala Terengganu	http://www.kkterengganu.edu.my	270	80	5	30	27	5	8	10
275	Malaysian Meteorological Department (MMD)	http://www.met.gov.my	270	80	5	27	29	5	9	10
276	National Sports Institute of Malaysia	http://www.isn.gov.my/one/	270	80	5	23	34	5	8	10
277	Pejabat Daerah Belaga	http://www.belagado.sarawak.gov.my/	270	80	5	26	31	5	10	8
278	Pejabat Daerah Saratok	http://www.saratokdo.sarawak.gov.my	270	80	5	26	32	5	8	9
279	Pejabat Daerah/Tanah Sabak Bernam	http://www.selangor.gov.my/sabakbernam/main.php	270	80	5	27	32	5	10	6
280	Pejabat Residen Bahagian Bintulu	http://www.bintuluro.sarawak.gov.my/	270	80	5	30	31	5	8	6
281	Pejabat Residen Samarahan	http://www.samarahanro.sarawak.gov.my	270	80	5	30	27	5	8	10
282	Perbadanan Stadium Negeri Sarawak	http://www.stadiumcorp.sarawak.gov.my	270	80	5	30	29	5	8	8
283	Port Dickson District and Land Office	http://pdtpd.ns.gov.my/en/	270	80	5	26	32	5	8	9
284	Rembau District and Land Office	http://rembau.ns.gov.my/en/	270	80	5	25	36	5	6	8
285	Sarawak State Attorney-General's Chambers	http://sag.sarawak.gov.my	270	80	5	27	32	5	6	10
286	Seberang Perai Municipal Council	http://www3.mpsp.gov.my/	270	80	5	26	31	5	10	8
287	South West District and Land Office	http://dbd.penang.gov.my/	270	80	5	27	34	4	9	6

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
288	Southeast Asia Regional Centre For Counter-Terrorism (SEARCCT)	http://www.searcct.gov.my	270	80	5	30	31	5	6	8
289	Sri Aman District Office	http://www.sriamando.sarawak.gov.my	270	80	5	30	32	5	3	10
290	Construction Industry Development Board	http://www.cidb.gov.my/	290	79	4	25	33	5	6	10
291	Department of Labour Sarawak	http://www.mohr.gov.my/jtkswk/	290	79	4	23	34	5	9	8
292	District Office of Pakan	http://www.pakando.sarawak.gov.my	290	79	4	26	32	5	6	10
293	Galeri Sultan Azlan Shah	http://gsas.perak.gov.my/index.php/en	290	79	4	29	32	5	9	4
294	Hospital Bukit Mertajam	http://hospbm.moh.gov.my	290	79	4	30	32	5	4	8
295	Hospital Sibul	http://hsibu.moh.gov.my	290	79	4	26	34	5	9	5
296	Human Resources Development Fund	http://www.hrdf.com.my	290	79	4	30	27	5	7	10
297	Jabatan Tanah dan Galian Perlis	http://ptg.ptgps.gov.my	290	79	4	30	26	5	8	10
298	Kementerian Pembangunan Luar Bandar Sarawak	http://www.mrd.sarawak.gov.my	290	79	4	27	31	5	8	8
299	Land Custody and Development Authority	http://www.pelita.gov.my/modules/web/index.php	290	79	4	30	29	5	9	6
300	Local Authority Kulim Hi-Tech Industrial Park	http://www.pbttphk.gov.my/	290	79	4	30	31	5	5	8
301	Majlis Daerah Serian	http://seriandc.sarawak.gov.my	290	79	4	27	32	5	8	7
302	Minerals and Geoscience Department Malaysia	http://www.jmg.gov.my	290	79	4	30	27	5	9	8

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
303	Pasir Salak Community College	http://www.kkpsa.edu.my/	290	79	4	30	27	5	9	8	
304	Pejabat Daerah Dalat	http://www.dalatto.sarawak.gov.my/	290	79	4	30	29	5	8	7	
305	Pejabat Daerah Kecil dan Tanah Gemas	http://pdkgemas.n.s.gov.my/	290	79	4	26	29	5	9	10	
306	Pejabat Tanah dan Jajahan Pasir Mas	http://ptjpm.kelantan.gov.my/v2/	290	79	4	27	30	5	10	7	
307	Pejabat Tanah Kubang Pasu	http://webjabatan.kedah.gov.my/ptkp.php	290	79	4	26	32	5	8	8	
308	Sabak Bernam District Council	http://www.mdsb.gov.my/	290	79	4	30	28	5	8	8	
309	Sarawak Biodiversity Centre	http://www.sbc.org.my	290	79	4	26	34	5	7	7	
310	Sarawak Federal Secretary Office	http://www.supsrwk.gov.my	290	79	4	26	31	5	9	8	
311	SME Corporation Malaysia	http://www.smecorp.gov.my/vn2	290	79	4	30	31	5	5	8	
312	Suruhanjaya Perkhidmatan Negeri Kelantan	http://www.spn.kelantan.gov.my/v5	290	79	4	30	27	5	9	8	
313	Gerik Community College	http://www.kkgri.edu.my/portal/index.php/ms	313	78	4	27	31	5	7	8	
314	Hospital Segamat	http://hsgm.moh.gov.my	313	78	4	27	29	5	8	9	
315	Hulu Langat Community College	http://www.kkhl.edu.my	313	78	4	30	27	5	8	8	
316	Jabatan Air Kelantan	http://www.jank.kelantan.gov.my/v2/	313	78	4	29	29	5	6	9	
317	Jabatan Perhutanan Negeri Pahang	http://forestry.pahang.gov.my	313	78	4	29	30	5	6	8	
318	Kolej Komuniti Hulu Selangor	http://www.kkhse.edu.my	313	78	4	26	32	5	5	10	

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
319	Kulim Municipal Council	http://www.mpkk.gov.my/	313	78	4	26	29	5	8	10
320	Malaysian Investment Development Authority (MIDA)	http://www.mida.gov.my/env3/	313	78	4	24	33	5	6	10
321	Padawan Municipal Council	http://www.mpp.sarawak.gov.my	313	78	4	26	33	5	6	8
322	Pejabat Daerah/Tanah Sepang	http://www.selangor.gov.my/sepang/main.php	313	78	4	27	32	5	6	8
323	Pejabat Residen Betong	http://www.betong.sarawak.gov.my/	313	78	4	23	34	5	8	8
324	Pejabat Tanah dan Galian Selangor	http://ptg.selangor.gov.my	313	78	4	27	30	4	7	10
325	Pejabat Tanah Kuala Muda	http://webjabatan.kedah.gov.my/ptkm.php	313	78	4	26	34	5	6	7
326	Perak Islamic Religious Affairs Department	http://jaipk.perak.gov.my/index.php/en	313	78	4	30	27	5	6	10
327	Perbadanan Perpustakaan Awam Kelantan	http://www.kelantanlibrary.gov.my/v2/	313	78	4	27	29	5	7	10
328	Perbendaharaan Kelantan	http://www.pkn.kelantan.gov.my/v3/index.php	313	78	4	26	32	5	7	8
329	Politeknik Banting Selangor	http://www.polibanting.edu.my	313	78	4	30	25	5	8	10
330	Politeknik Sultan Azlan Shah	http://www.psas.edu.my/v7	313	78	4	30	27	5	8	8
331	Public Works Department Sarawak	http://www.jkr.sarawak.gov.my	313	78	4	27	29	5	7	10
332	Sarawak State Library	http://www.pustaka-sarawak.com/Pustaka-Sarawak/index.php	313	78	4	30	27	5	6	10
333	Tampin District and Land Office	http://pdttampin.ns.gov.my	313	78	4	30	30	5	4	9

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
334	Kolej Komuniti Temerloh	http://kkmen.edu.my/v3/	313	78	4	30	30	5	5	8
335	Attorney General's Chambers of Malaysia	http://www.agc.gov.my	335	77	4	30	25	5	7	10
336	Board of Engineers Malaysia	http://www.bem.org.my	335	77	4	27	29	5	6	10
337	Cameron Highlands District Council	http://www.mdcameron.gov.my	335	77	4	26	29	5	10	7
338	Central Seberang Perai District and Land Office	http://spt.penang.gov.my/	335	77	4	26	32	5	6	8
339	Department of Special Affairs (JASA)	http://www.jasa.gov.my/	335	77	4	30	27	5	7	8
340	Department of Standards Malaysia	http://www.standardsmalaysia.gov.my/home	335	77	4	26	29	5	7	10
341	Department of Veteran Affairs	http://www.jhev.gov.my/index.php?lang=en	335	77	4	30	25	5	7	10
342	District and Land Office of Kota Bharu	http://ptjkb.kelantan.gov.my/	335	77	4	30	30	5	6	6
343	Hospital Bentong	http://hspben.moh.gov.my/	335	77	4	26	32	5	8	6
344	Hospital Kemaman	http://hkemaman.moh.gov.my/j1/	335	77	4	30	26	5	6	10
345	Hospital Pitas	http://hpitas.moh.gov.my	335	77	4	30	28	5	6	8
346	Hospital Raja Permaisuri Bainun	http://hrpb.moh.gov.my	335	77	4	27	28	5	10	7
347	Hospital Seri Manjung	http://hsmanjung.moh.gov.my	335	77	4	30	27	5	7	8
348	Hospital Sultan Abdul Halim	http://hsah.moh.gov.my/v2/	335	77	4	30	26	5	8	8
349	Hospital Tuanku Fauziah	http://htf.moh.gov.my	335	77	4	30	27	5	5	10

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
350	Jabatan Kebajikan Masyarakat Negeri Perak	http://kebajikan.perak.gov.my/index.php/en/	335	77	4	30	25	5	7	10	
351	Kolej Komuniti Bera	http://www.kkbera.edu.my/v2/	335	77	4	30	28	5	4	10	
352	Kolej Komuniti Jelebu	http://www.kkjel.edu.my/v2/	335	77	4	30	26	5	8	8	
353	Kolej Komuniti Segamat	http://www.kkseg.edu.my/	335	77	4	30	25	5	9	8	
354	Kolej Komuniti Sungai Siput	http://www.kkss.edu.my/kkss	335	77	4	26	32	5	7	7	
355	Marine Department Malaysia	http://www.marine.gov.my/jlm	335	77	4	26	31	5	5	10	
356	Pahang Islamic Religious Department	http://jaip.pahang.gov.my	335	77	4	26	29	5	7	10	
357	Pejabat Daerah/Tanah Klang	http://www.selangor.gov.my/klang/main.php	335	77	4	27	27	5	10	8	
358	Penang Public Library Corporation	http://www.penanglib.gov.my/	335	77	4	27	30	5	7	8	
359	Perak Agriculture Department	http://pertanianperak.gov.my/jppv2/index.php/en/	335	77	4	30	27	5	8	7	
360	UDA Holdings Berhad	http://www.uda.com.my	335	77	4	27	34	5	8	3	
361	Yayasan Islam Kelantan	http://www.yik.edu.my/v2/	335	77	4	27	29	5	6	10	
362	Community College Sungai Petani	http://www.kkspe.edu.my/	362	76	4	30	25	5	8	8	
363	Department of Islamic Affairs of Sarawak	http://www.jais.sarawak.gov.my	362	76	4	30	26	5	8	7	
364	Department of Statistics Malaysia	http://www.statistics.gov.my/main.php	362	76	4	30	23	5	8	10	
365	Department of Veterinary Services Penang	http://www.jpvp.gov.my/	362	76	4	26	29	5	8	8	
366	Hospital Kunak	http://hknk.moh.gov.my/	362	76	4	30	30	5	3	8	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
367	Human Rights Commission of Malaysia	http://www.suhakam.org.my/home	362	76	4	24	29	5	8	10
368	Jabatan Pertanian Labuan	http://www.portal.doa.gov.my/labuan	362	76	4	30	28	5	7	6
369	Johor State Forestry Department	http://www.forestry.gov.my/johor/	362	76	4	30	27	5	8	6
370	Kanowit District Office	http://www.kanowitdo.sarawak.gov.my	362	76	4	26	29	5	8	8
371	Kolej Komuniti Bandar Penawar	http://www.kkbpenawar.edu.my/lamanbenawar	362	76	4	30	25	5	8	8
372	Langkawi Development Authority	http://www.lada.gov.my/v2	362	76	4	26	30	5	7	8
373	Ministry of Housing Sarawak	http://www.minhousing.sarawak.gov.my	362	76	4	28	33	5	3	7
374	Miri Port Authority	http://www.miriport.gov.my	362	76	4	27	29	5	8	7
375	National Hydrographic Centre	http://www.hydro.gov.my	362	76	4	27	27	5	9	8
376	National Science Centre	http://www.psn.gov.my	362	76	4	26	25	5	10	10
377	Negeri Sembilan Development Corporation	http://www.pkns.gov.my	362	76	4	26	30	5	5	10
378	Pejabat Daerah dan Tanah Hulu Terengganu	http://pdtht.terengganu.gov.my	362	76	4	26	30	5	6	9
379	Pejabat Daerah Langkawi	http://webjabatan.kedah.gov.my/pdl.php	362	76	4	27	32	5	8	4
380	Pejabat Daerah Mukah	http://www.mukahdo.sarawak.gov.my	362	76	4	26	31	5	8	6
381	Pejabat Tanah Langkawi	http://webjabatan.kedah.gov.my/ptl.php	362	76	4	23	34	5	6	8

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
382	Perbadanan Perpustakaan Awam Terengganu	http://www.trglib.gov.my	362	76	4	26	27	5	9	9
383	Seranta (FELDA)	http://www.serantajpm.gov.my/	362	76	4	26	32	5	6	7
384	Institute of Diplomacy and Foreign Relations	http://www.idfr.gov.my	362	76	4	30	27	5	5	9
385	Department of Irrigation and Drainage Sabah	http://www.did.sabah.gov.my	385	75	4	30	30	5	2	8
386	Jabatan Kesihatan Negeri Terengganu	http://jknterengganu.moh.gov.my/v4/	385	75	4	26	30	5	5	9
387	Kolej Komuniti Kuantan	http://www.kkkua.edu.my/index.php/en/	385	75	4	26	30	5	6	8
388	Kolej Komuniti Selandar	http://kkselandar.edu.my/v1/	385	75	4	26	30	5	9	5
389	Kolej Komuniti Tawau	http://www.kktawau.edu.my/v7	385	75	4	26	28	5	8	8
390	Kuala Pilah Land and District Office	http://pilah.ns.gov.my/en/	385	75	4	26	27	5	7	10
391	Majlis Agama Islam Negeri Pulau Pinang	http://www.mainpp.gov.my/mainppv25/	385	75	4	30	28	5	4	8
392	Malaysian Rubber Export Promotion Council	http://www.mrepc.com	385	75	4	28	30	3	6	8
393	National Population and Family Development Board Malaysia (NPFDB)	http://www.lppkn.gov.my	385	75	4	26	27	5	7	10
394	Negeri Sembilan Forestry Department	http://www.forestry.gov.my/negerisembilan/	385	75	4	26	34	5	5	5
395	Pejabat Daerah dan Tanah Setiu	http://pdtsetiu.terengganu.gov.my/	385	75	4	25	32	5	6	7

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
396	Perbadanan Perpustakaan Awam Negeri Perak	http://www.ppanpk.gov.my/peraklibv2/index.php?lang=en	385	75	4	26	28	5	6	10
397	Politeknik Hulu Terengganu	http://pht.edu.my/v1/index.php/en/	385	75	4	26	29	5	7	8
398	Politeknik Mukah Sarawak	http://www.pmu.edu.my/v2/	385	75	4	30	23	5	7	10
399	Sabah Rubber Industry Board	http://www.ligs.sabah.gov.my/	385	75	4	26	29	5	9	6
400	Stadium Corporation of Malaysia	http://www.stadium.gov.my/	385	75	4	30	27	5	7	6
401	Department of Survey and Mapping Malaysia Kelantan	http://www.jukn.gov.my	401	74	4	22	32	5	5	10
402	Federal Territory Syariah Court	http://www.mswp.gov.my/main.php	401	74	4	30	28	5	3	8
403	Institut Penyiaran dan Penerangan Tun Abdul Razak (IPPTAR)	http://www.ipptar.gov.my/bahasa/	401	74	4	26	30	5	3	10
404	Institute of Islamic Understanding Malaysia	http://www.ikim.gov.my/index.php/ms/	401	74	4	27	28	5	7	7
405	Johor Port Authority	http://www.lpj.gov.my/	401	74	4	26	28	5	5	10
406	Kedah Forestry Department	http://www.kedforestry.gov.my	401	74	4	26	28	5	9	6
407	Kelantan Social Welfare Department	http://www.jkm.kelantan.gov.my/v2/	401	74	4	22	32	5	7	8
408	Malaysia Productivity Corporation	http://www.mpc.gov.my/home/index.php	401	74	4	26	26	5	7	10
409	Pejabat Daerah dan Tanah Kemaman	http://pdtkemaman.terengganu.gov.my	401	74	4	29	24	5	8	8
410	Pejabat Daerah Daro	http://www.darodo.sarawak.gov.my/	401	74	4	26	31	5	6	6

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
411	Pejabat Tanah Pendang	http://webjabatan.kedah.gov.my/ptp.php	401	74	4	26	32	5	3	8	
412	Railway Assets Corporation	http://www.rac.gov.my/	401	74	4	26	30	5	8	5	
413	Road Transport Department Malaysia	http://www.jpj.gov.my/	401	74	4	26	29	5	6	8	
414	Suruhanjaya Perkhidmatan Awam Negeri Pahang	http://spa.pahang.gov.my/index.php/en	401	74	4	26	30	5	6	7	
415	Department of Labour Sabah	http://jtksbh.mohr.gov.my	415	73	4	25	32	5	3	8	
416	Halal Industry Development Corporation	http://www.hdcglobal.com	415	73	4	20	34	5	4	10	
417	Institute for Health Systems Research	http://www.ihsr.gov.my	415	73	4	26	29	5	3	10	
418	Jempol District and Land Office	http://pdtjempol.ns.gov.my/en/	415	73	4	26	25	5	7	10	
419	Kolej Komuniti Jerantut	http://kkjerantut.edu.my/my/	415	73	4	30	30	5	4	4	
420	Majlis Daerah Marudi	http://www.marudidc.org	415	73	4	23	29	5	8	8	
421	Ministry of Land Development Sarawak	http://www.mlds.sarawak.gov.my	415	73	4	30	25	5	7	6	
422	Pejabat Daerah Kuala Muda	http://webjabatan.kedah.gov.my/pdkm.php	415	73	4	23	32	5	6	7	
423	Pejabat Daerah/Tanah Petaling	http://www.selangor.gov.my/petaling/main.php	415	73	4	27	27	5	8	6	
424	Pejabat Tanah Bandar Baharu	http://webjabatan.kedah.gov.my/ptbb.php	415	73	4	22	32	5	6	8	
425	Pendang District Council	http://www.mdpendang.gov.my/	415	73	4	29	24	5	8	7	
426	Sabah State Library	http://www.ssl.sabah.gov.my	415	73	4	26	27	5	8	7	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
427	Sabah State Water Department	http://www.sabah.gov.my/air/v2	415	73	4	19	34	5	7	8
428	Selangor Waters Management Authority	http://www.luas.gov.my/	415	73	4	30	24	5	6	8
429	The Registry of Societies Malaysia	http://www.ros.gov.my/index.php/en	415	73	4	25	25	5	8	10
430	Asajaya District Office	http://www.asajayado.sarawak.gov.my	430	72	4	29	29	5	3	6
431	Bahagian Istiadat dan Urusetia Persidangan Antarabangsa	http://www.istiadat.gov.my/v1/	430	72	4	24	29	5	4	10
432	Bau District Council	http://www.baudc.sarawak.gov.my	430	72	4	27	27	5	6	7
433	Department of Survey and Mapping Malaysia Perak	http://www.jupk.gov.my	430	72	4	22	29	5	6	10
434	Forestry Department of Penang	http://jhn.penang.gov.my/index.php/en	430	72	4	26	30	5	4	7
435	Hospital Kepala Batas	http://hkbatas.moh.gov.my/v2/	430	72	4	30	22	5	8	7
436	Hospital Queen Elizabeth II	http://hqe2.moh.gov.my	430	72	4	23	28	5	9	7
437	Hospital Setiu	http://hsetiu.moh.gov.my	430	72	4	26	29	5	6	6
438	Institut Perakaunan Negara	http://www.ipn.gov.my	430	72	4	26	32	5	2	7
439	Jabatan Hal Ehwal Agama Islam Negeri Sembilan	http://jheains.ns.gov.my	430	72	4	26	23	5	8	10
440	Jabatan Kebajikan Masyarakat Negeri Sarawak	http://www.welfare.sarawak.gov.my	430	72	4	24	25	5	8	10

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
441	Jabatan Kebajikan Masyarakat Negeri Terengganu	http://jkm.terengganu.gov.my	430	72	4	24	32	5	7	4	
442	Jabatan Pertanian Negeri Melaka	http://www.agricmelaka.gov.my	430	72	4	26	27	5	9	5	
443	Melaka State Finance and Treasury Department	http://jkpm.melaka.gov.my/main/index.php	430	72	4	26	31	5	3	7	
444	Muzium Negeri Terengganu	http://museum.terengganu.gov.my	430	72	4	29	27	5	7	4	
445	Pejabat Daerah dan Tanah Manjung	http://pdtmanjung.perak.gov.my	430	72	4	25	25	5	7	10	
446	Pejabat Daerah Limbang	http://www.limbangdo.sarawak.gov.my	430	72	4	23	31	5	6	7	
447	Pejabat Daerah/Tanah Kuala Selangor	http://kualaselangor.selangor.gov.my/main.php	430	72	4	27	23	5	10	7	
448	Pejabat Pengarah Tanah dan Galian Negeri Kelantan	http://ptg.kelantan.gov.my/v3/index.php	430	72	4	30	23	5	6	8	
449	Pejabat Tanah dan Jajahan Gua Musang	http://www.ptjgm.kelantan.gov.my/v3/	430	72	4	25	27	3	10	7	
450	Pejabat Tanah Kota Setar	http://webjabatan.kedah.gov.my/ptks.php	430	72	4	22	32	5	6	7	
451	Penang Town and Rural Planning Department	http://jpbd.penang.gov.my/	430	72	4	26	27	5	6	8	
452	Sarawak Timber Industry Development Corporation	http://sarawaktimber.org.my/webv2/	430	72	4	26	23	5	8	10	
453	Seremban Land and District Office	http://www2.ns.gov.my/pdts	430	72	4	21	29	5	8	9	
454	Tenaga Nasional Berhad	http://www.tnb.com.my	430	72	4	21	29	5	7	10	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
455	Jabatan Mufti Negeri Selangor	http://www.muftiselangor.gov.my/ms/	455	71	4	30	22	5	8	6	
456	Jelebu District and Land Office	http://pdtjelebu.n.s.gov.my	455	71	4	22	32	5	5	7	
457	Johor State District Office	http://pdnj.johordt.gov.my/	455	71	4	26	27	5	6	7	
458	Kolej komuniti Paya Besar	http://www.kkpbe.edu.my/v1/index.php/en/	455	71	4	30	20	5	9	7	
459	Ministry of Industrial Development Sarawak	http://www.mid.sarawak.gov.my	455	71	4	27	25	5	8	6	
460	Negeri Sembilan Social Welfare Department	http://jkmns.ns.gov.my/en/	455	71	4	26	25	5	7	8	
461	Pejabat Daerah dan Tanah Batu Gajah	http://pdtbatugajah.perak.gov.my	455	71	4	26	27	5	3	10	
462	Pejabat Daerah Padang Terap	http://webjabatan.kedah.gov.my/pdpt.php	455	71	4	19	32	5	8	7	
463	Pejabat Residen Limbang	http://www.limbanrdo.sarawak.gov.my	455	71	4	23	28	5	5	10	
464	Pejabat Tanah Baling	http://webjabatan.kedah.gov.my/ptb.php	455	71	4	23	29	5	6	8	
465	Pejabat Tanah Sik	http://webjabatan.kedah.gov.my/pts.php	455	71	4	20	32	5	6	8	
466	Perbadanan Perpustakaan Awam Selangor	http://www.ppas.gov.my	455	71	4	26	22	5	8	10	
467	Sarawak Federal Treasury	http://pmsarawak.treasury.gov.my/	455	71	4	27	26	5	6	7	
468	Serian District Office	http://www.serian.do.gov.my	455	71	4	23	27	5	8	8	
469	Simunjan District Office	http://www.simunjando.sarawak.gov.my	455	71	4	23	29	5	8	6	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
470	University Malaya Medical Centre (UMMC)	http://www.ummc.edu.my/	455	71	4	27	22	5	7	10	
471	Yayasan Melaka	http://www.yayasamelaka.gov.my/	455	71	4	30	23	5	5	8	
472	Atomic Energy Licensing Board	http://www.aelb.gov.my/aelb/malay/teks/index.asp	472	70	4	30	24	5	3	8	
473	Biro Tatanegara Jabatan Perdana Menteri	http://www.btn.gov.my	472	70	4	26	26	5	5	8	
474	Department of Irrigation and Drainage of Perlis	http://www.jpserlis.gov.my/web/page/home.aspx	472	70	4	26	25	5	5	9	
475	Hospital Pakar Sultanah Fatimah Muar	http://hpsf.moh.gov.my	472	70	4	30	25	5	2	8	
476	Hospital Pulau Pinang	http://hpp.moh.gov.my	472	70	4	27	22	5	8	8	
477	Hospital Sungai Siput	http://hsgsiput.moh.gov.my/	472	70	4	30	24	5	5	6	
478	Hospital Tampin	http://htampin.moh.gov.my/	472	70	4	24	25	5	6	10	
479	Housing Authority of Melaka	http://lpm.melaka.gov.my/	472	70	4	22	30	5	6	7	
480	Jabatan Kerja Raya Negeri Sembilan	http://jkrns.ns.gov.my	472	70	4	26	23	5	7	9	
481	Jabatan Kesihatan Negeri Sembilan	http://jknnns.moh.gov.my/v1/	472	70	4	27	26	5	6	6	
482	Jabatan Perkhidmatan Veterinar Negeri Pahang	http://vetphg.pahang.gov.my	472	70	4	27	25	5	7	6	
483	Kapit Residents Office	http://www.kapitro.sarawak.gov.my	472	70	4	23	29	5	5	8	
484	Kolej Komuniti Pasir Gudang	http://www.kkpg.edu.my/kkpg25/	472	70	4	30	21	5	6	8	
485	Kolej Komuniti Rompin	http://www.kkrompin.edu.my/	472	70	4	27	25	5	7	6	
486	Kolej Komuniti Tampin	http://www.kktns.edu.my/	472	70	4	23	27	5	7	8	
487	Malaysian Nuclear Agency	http://www.nuclearmalaysia.gov.my	472	70	4	23	25	5	9	8	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
488	Melaka State Town and Country Planning Department	http://www.jpbdmelaka.gov.my/	472	70	4	26	26	5	5	8
489	National Institute of Occupational Safety and Health	http://www.niosh.com.my/en2/	472	70	4	23	26	5	6	10
490	Pejabat Daerah dan Tanah Maran	http://pdtmaran.pahang.gov.my	472	70	4	27	28	5	5	5
491	Pejabat Daerah Selangau	http://www.selangau.sarawak.gov.my	472	70	4	23	27	5	6	9
492	Pejabat Mufti Negeri Sarawak	http://www.muftinegeri.sarawak.gov.my	472	70	4	24	29	5	2	10
493	Pejabat Tanah dan Jajahan Jeli	http://www.ptjj.kelantan.gov.my/v3/	472	70	4	26	26	5	6	7
494	Perak Malay Customs and Islamic Religious Council	http://www.maiaip.gov.my/maiaip/maipk/index.php/en/	472	70	4	25	22	5	8	10
495	Selangor Forestry Department	http://www.forestry.gov.my/selangor/	472	70	4	28	26	5	4	7
496	Suruhanjaya Perkhidmatan Awam Negeri Selangor	http://spn.selangor.gov.my/v5/	472	70	4	30	25	5	3	7
497	Terengganu State Services Commission	http://spn.terengganu.gov.my/v4/index.php?lang=bm	472	70	4	22	32	5	4	7
498	Department of Syariah Judiciary State of Terengganu	http://syariah.terengganu.gov.my	498	69	4	25	30	4	4	6
499	Hang Tuah Jaya Corporation	http://www.phtj.gov.my/	498	69	4	22	32	5	3	7
500	Hospital Machang	http://hmachang.moh.gov.my/v3/	498	69	4	30	23	5	7	4
501	Hospital Slim River	http://hsr.moh.gov.my	498	69	4	30	23	5	5	6

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
502	Hospital Taiping	http://htaiping.moh.gov.my	498	69	4	27	22	5	7	8
503	Jabatan Mufti Kerajaan Negeri Sembilan	http://www.muftins.gov.my	498	69	4	26	29	5	5	4
504	Jabatan Ukur dan Pemetaan Johor	http://www.jujh.gov.my/	498	69	4	18	30	5	6	10
505	Kolej Komuniti Bukit Beruang	http://kkbbm.edu.my/v3/	498	69	4	30	20	5	8	6
506	Kolej Komuniti Masjid Tanah	http://www.kkmt.edu.my/kkmtv1/	498	69	4	22	26	5	6	10
507	Kolej Komuniti Selayang	http://www.kkselayang.edu.my/index.php/en/	498	69	4	30	22	5	8	4
508	Lembaga Peperiksaan	http://www.moe.gov.my/lp	498	69	4	26	21	5	7	10
509	Malaysian Health Promotion Board	http://www.mysihat.gov.my	498	69	4	26	29	5	7	2
510	Pejabat Daerah dan Tanah Marang	http://pdtmarang.terengganu.gov.my	498	69	4	29	23	4	5	8
511	Pejabat Daerah Kota Setar	http://webjabatan.kedah.gov.my/pdks.php	498	69	4	23	29	5	8	4
512	Pejabat Daerah Samarahan	http://www.samarahando.sarawak.gov.my	498	69	4	23	29	5	5	7
513	Perak State Forestry Department	http://www.perakforestry.gov.my	498	69	4	26	23	5	7	8
514	Perak Syariah Judiciary Department	http://syariah.perak.gov.my/en/	498	69	4	22	31	5	7	4
515	Sabah State Railway Department	http://www.railway.sabah.gov.my	498	69	4	23	24	5	9	8
516	University College of Islam Melaka	http://kuim.edu.my/v1/	498	69	4	23	25	5	9	7
517	Yayasan Kelantan Darulnaim	http://www.yakin.kelantan.gov.my/	498	69	4	29	20	5	7	8
518	Yayasan Pembangunan Keluarga Darul Ta'zim	http://www.ypkdt.org.my/ypk/index.php	498	69	4	30	22	5	6	6

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
519	Chief Secretary to the Government of Malaysia	http://www.pmo.gov.my/ksn	519	68	4	20	29	5	6	8
520	Federal Territory State Development Office	http://www.wp.iku.gov.my	519	68	4	23	29	5	5	6
521	Hospital Sultan Haji Ahmad Shah	http://hoshas.moh.gov.my/v4alpha	519	68	4	19	30	5	6	8
522	Hospital Sultanah Aminah	http://hsajb.moh.gov.my/versibaru	519	68	4	27	23	5	5	8
523	Jabatan Perkhidmatan Veterinar Negeri Selangor	http://www.dvssel.gov.my/cms/index.php	519	68	4	26	26	5	3	8
524	Jabatan Ukur dan Pemetaan Terengganu	http://www.jutr.gov.my/	519	68	4	22	27	5	4	10
525	Kolej Komuniti Bandar Baharu	http://www.kkbb.edu.my/v2/	519	68	4	26	25	5	7	5
526	Majlis Agama Islam dan Adat Istiadat Melayu Perlis	http://maip.perlis.gov.my	519	68	4	23	27	5	6	7
527	Majlis Agama Islam Negeri Kedah Darul Aman	http://www.maik.gov.my/	519	68	4	25	26	5	7	5
528	National Film Development Corporation Malaysia	http://www.finas.gov.my/	519	68	4	22	29	5	4	8
529	National Kenaf and Tobacco Board	http://www.lktn.gov.my/news.php	519	68	4	23	31	5	3	6
530	Pejabat Daerah dan Tanah Kuala Kangsar	http://pdtkualakangsar.perak.gov.my	519	68	4	25	24	5	7	7
531	Pejabat Daerah Kapit	http://www.kapitdo.sarawak.gov.my	519	68	4	23	31	5	4	5
532	Pejabat Daerah/Tanah Hulu Selangor	http://www.selangor.gov.my/huluselangor/main.php	519	68	4	23	23	5	9	8

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
533	Pejabat Daerah/Tanah Kuala Langat	http://www.selangor.gov.my/kualalalangat/main.php	519	68	4	27	21	5	7	8
534	Town and Country Planning, Pahang State	http://jpbd.pahang.gov.my	519	68	4	26	23	5	9	5
535	Yayasan Pembangunan Keluarga Terengganu	http://www.ypkt.gov.my	519	68	4	21	27	5	6	9
536	Bursa Malaysia Berhad	http://www.bursamalaysia.com	536	67	4	20	29	5	7	6
537	Department of Agriculture Terengganu	http://jtn.terengganu.gov.my	536	67	4	22	33	5	7	0
538	Department of Industrial Development and Research	http://www.didr.sabah.gov.my	536	67	4	26	23	5	5	8
539	Department of Irrigation and Drainage Penang	http://jps.penang.gov.my/index.php/en/	536	67	4	21	27	5	6	8
540	Institut Kemahiran Tinggi Belia Negara Sepang	http://www.iktbnsp.gov.my/	536	67	4	22	24	5	10	6
541	Jabatan Pengairan dan Saliran Negeri Pahang Darul Makmur	http://jps.pahang.gov.my/index.php/ms-my/	536	67	4	23	25	5	8	6
542	Judicial Appointments Commission	http://www.jac.gov.my/index.php	536	67	4	27	20	5	7	8
543	Kanowit District Council	http://www.kanowitdc.sarawak.gov.my	536	67	4	19	27	5	8	8
544	Land Public Transport Commission	http://www.spad.gov.my	536	67	4	23	23	4	9	8
545	Malaysian Industrial Development Finance Berhad	http://www.midf.com.my	536	67	4	27	25	5	4	6

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
546	Marudi District Office	http://www.marudido.sarawak.gov.my	536	67	4	23	27	5	4	8	
547	Pejabat Daerah Beluran	http://www.sabah.gov.my/pd.blrn/	536	67	4	25	27	5	2	8	
548	Pejabat Daerah/Tanah Hulu Langat	http://www.selangor.gov.my/hululangan/main.php	536	67	4	23	27	5	6	6	
549	Pejabat Tanah dan Jajahan Tumpat	http://www.ptjt.kelantan.gov.my/v3/	536	67	4	22	25	5	8	7	
550	Perbadanan Muzium Negeri Kelantan Darul Naim	http://www.muzeum.kelantan.gov.my/	536	67	4	24	29	5	4	5	
551	Perbadanan Stadium Melaka	http://www.stadiummelaka.gov.my/	536	67	4	26	28	5	3	5	
552	Politeknik Muadzam Shah	http://www.pms.edu.my	536	67	4	29	21	5	4	8	
553	Politeknik Nilai	http://www.polinilai.edu.my/v2/index.php	536	67	4	21	30	5	3	8	
554	Sarawak Foundation	http://yayasansarawak.org.my/index.php	536	67	4	26	24	5	7	5	
555	Sarawak Tourism Board	http://www.stb.sarawak.gov.my	536	67	4	22	27	5	7	6	
556	Selayang Hospital	http://hselayang.moh.gov.my/	536	67	4	22	29	5	4	7	
557	Suruhanjaya Perkhidmatan Awam Johor	http://spaj.johort.gov.my/v1/	536	67	4	18	31	5	5	8	
558	Yayasan Bina Upaya Darul Ridzuan	http://www.yayasanbinaupaya.com	536	67	4	19	30	5	6	7	
559	Hospital Kajang	http://hkjg.moh.gov.my	559	66	4	27	22	5	7	5	
560	Hospital Limbang	http://hlimbang.moh.gov.my	559	66	4	30	25	5	1	5	
561	Hospital Raja Perempuan Zainab II	http://hrpz2.moh.gov.my	559	66	4	23	28	3	6	6	
562	Hospital Serdang	http://hserdang.moh.gov.my	559	66	4	25	25	5	7	4	

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
563	Hospital Tanah Merah	http://hmerah.moh.gov.my/v3/	559	66	4	27	19	5	7	8
564	Hospital Tawau	http://htwu.moh.gov.my/v3/	559	66	4	23	29	5	2	7
565	Jabatan Hal Ehwal Agama Terengganu	http://jheatweb.terengganu.gov.my	559	66	4	20	25	4	7	10
566	Jabatan Perhutanan Negeri Melaka	http://forestry.melaka.gov.my/	559	66	4	25	30	5	3	3
567	Jabatan Perkhidmatan Pembetungan	http://www.jpp.gov.my	559	66	4	23	29	5	4	5
568	Jabatan Ukur dan Pemetaan Kedah	http://www.jukd.gov.my/	559	66	4	18	27	5	6	10
569	Jabatan Ukur dan Pemetaan Pahang	http://www.juph.gov.my	559	66	4	18	29	5	4	10
570	Kolej Komuniti Lipis	http://www.kklipis.edu.my/bm/	559	66	4	26	23	5	7	5
571	Lembaga Air Perak	http://www.lap.com.my	559	66	4	26	22	3	7	8
572	Lembaga Muzium Negeri Sembilan	http://lmns.ns.gov.my	559	66	4	23	23	5	6	9
573	Pejabat Daerah Bau	http://www.baudo.sarawak.gov.my/	559	66	4	22	27	5	6	6
574	Pejabat Daerah Betong	http://betongdo.sarawak.gov.my/	559	66	4	23	27	5	5	6
575	Pejabat Mufti Wilayah Persekutuan	http://www.muftiwp.gov.my/v1/	559	66	4	23	29	5	1	8
576	Penang State Museum Board	http://www.penangmuseum.gov.my/	559	66	4	26	25	5	6	4
577	Perbadanan Usahawan Nasional Berhad	http://www.punb.com.my/v2/index.php	559	66	4	23	26	5	2	10
578	Sabah Federal Treasury	http://pmsabah.treasury.gov.my	559	66	4	17	30	5	8	6
579	Terengganu State Forestry Department	http://trgforestry.terengganu.gov.my/index.php?lang=my	559	66	4	21	25	5	9	6
580	Agricultural Bank Malaysia Berhad (Agrobank)	http://www.agrobank.com.my/home	580	65	4	25	25	5	2	8

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
581	Bahagian Hal Ehwal Penguatkuasaan Maritim Malaysia	http://bhepmm.me.gov.my	580	65	4	26	24	5	4	6	
582	Department of Youth and Sports, Selangor	http://www.jbsselangor.gov.my/	580	65	4	23	27	5	5	5	
583	Dewan Undangan Negeri Sarawak	http://www.dun.sarawak.gov.my	580	65	4	23	27	5	6	4	
584	Hospital Kota Belud	http://hkotabelud.moh.gov.my	580	65	4	25	22	5	6	7	
585	Hospital Kota Marudu	http://hkm.moh.gov.my	580	65	4	22	27	5	5	6	
586	Institute for Health Management	http://www.ihm.moh.gov.my	580	65	4	26	27	5	2	5	
587	Institute for Medical Research	http://www.imr.gov.my	580	65	4	23	30	5	0	7	
588	Jabatan Penerangan Malaysia Negeri Selangor	http://www.penerangan.gov.my/selangor/	580	65	4	21	25	5	8	6	
589	Jabatan Perkhidmatan Veterinar Terengganu	http://www.jpvtrg.gov.my/disk2/	580	65	4	25	23	5	8	4	
590	Kolej Komuniti Kuching	http://www.kkkg.edu.my	580	65	4	22	22	5	8	8	
591	Kubang Pasu District Office	http://webjabatan.kedah.gov.my/pd kp.php	580	65	4	18	32	5	6	4	
592	Majlis Daerah Lawas	http://www.lawasdc.sarawak.gov.my	580	65	4	19	31	5	5	5	
593	Malaysian Institute For Research in Youth Development	http://www.ippbm.gov.my/	580	65	4	24	28	5	4	4	
594	Pejabat Daerah Baling	http://webjabatan.kedah.gov.my/pd b.php	580	65	4	16	32	5	8	4	
595	Pejabat Pengarah Tanah dan Galian Negeri Pahang	http://ptg.pahang.gov.my	580	65	4	22	23	5	5	10	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
596	Pejabat Residen Bahagian Sri Aman	http://www.sriamanro.sarawak.gov.my	580	65	4	23	29	5	5	3	
597	Pejabat Tanah Daerah Padang Terap	http://webjabatan.kedah.gov.my/ptpt.php	580	65	4	20	27	5	6	7	
598	Pentadbiran Tanah Johor	http://ptj.johordt.gov.my/	580	65	4	23	26	5	5	6	
599	Sarawak Rivers Board	http://www.srb.sarawak.gov.my/	580	65	4	23	22	5	6	9	
600	Tioman Development Authority	http://www.tioman.gov.my	580	65	4	25	29	5	4	2	
601	Department of Survey and Mapping Penang	http://www.jupp.gov.my/	601	64	4	18	25	5	6	10	
602	Hospital Kuala Lumpur	http://www.hkl.gov.my	601	64	4	19	28	5	4	8	
603	Hospital Sipitang	http://hsipitang.moh.gov.my	601	64	4	23	24	5	7	5	
604	Hospital Sungai Buloh	http://hsgbuloh.moh.gov.my/ms/	601	64	4	27	22	5	2	8	
605	Hospital Tengku Ampuan Afzan	http://htaa.moh.gov.my/j25	601	64	4	20	30	5	5	4	
606	Jabatan Pertanian Negeri Johor	http://pertanian.johordt.gov.my/	601	64	4	26	25	3	3	7	
607	Jabatan Pertanian Negeri Perlis	http://pertanian.perlis.gov.my/index.php	601	64	4	30	17	5	10	2	
608	Kuantan Port Authority	http://www.lpkn.gov.my/v3r4/	601	64	4	26	29	5	2	2	
609	Malaysia Competition Commission	http://www.mycc.gov.my	601	64	4	22	29	5	3	5	
610	Malaysian Examination Council	http://www.mpm.edu.my/	601	64	4	26	22	4	4	8	
611	National Water Services Commission	http://www.span.gov.my	601	64	4	25	20	3	6	10	
612	Pejabat Daerah dan Tanah Temerloh	http://pdttemerloh.pahang.gov.my	601	64	4	20	28	5	4	7	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
613	Pejabat Tanah dan Jajahan Pasir Puteh	http://ptjpp.kelantan.gov.my/v4/	601	64	4	26	17	5	9	7	
614	Pejabat Tanah Pokok Sena	http://webjabatan.kedah.gov.my/ptps.php	601	64	4	19	23	5	10	7	
615	Pejabat Tanah Yan	http://webjabatan.kedah.gov.my/pty.php	601	64	4	22	27	5	6	4	
616	Syarikat Air Johor	http://saj.com.my/v2/default.php	601	64	4	21	25	2	6	10	
617	The Energy Commission of Malaysia	http://www.st.gov.my/v4/	601	64	4	24	17	5	8	10	
618	Veterinary Services Department of Malacca	http://jpvmelaka.gov.my/	601	64	4	22	26	5	5	6	
619	Yayasan Negeri Sembilan	http://www.yns.gov.my/v6/	601	64	4	26	24	5	4	5	
620	Balik Pulau Hospital	http://hbpulau.moh.gov.my/v2/	620	63	4	27	23	5	2	6	
621	Department of Agriculture Pahang	http://agri.pahang.gov.my	620	63	4	19	28	5	5	6	
622	Department of Irrigation and Drainage of Melaka State	http://jps.melaka.gov.my	620	63	4	26	20	5	2	10	
623	Department of Veterinary Services and Animal Industry	http://vet.sabah.gov.my	620	63	4	23	29	3	4	4	
624	Election Commission of Malaysia	http://www.spr.gov.my	620	63	4	26	22	5	2	8	
625	Greentech Malaysia	http://www.greentechmalaysia.my	620	63	4	21	21	5	6	10	
626	Hospital Jerantut	http://www.hjerantut.moh.gov.my/v2/	620	63	4	20	31	5	4	3	
627	Hospital Tumpat	http://htumpat.moh.gov.my/	620	63	4	24	23	5	5	6	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
628	Institut Kemahiran Belia Negara Dusun Tua	http://www.ikbndt.gov.my/	620	63	4	22	24	5	6	6
629	Institut Kemahiran Belia Negara Peretak	http://www.ikbnp t.gov.my/	620	63	4	26	21	5	6	5
630	Institut Latihan Sektor Awam Negeri (INSAN)	http://www.sabah.gov.my/insan	620	63	4	23	25	5	2	8
631	Jabatan Ukur dan Pemetaan Melaka	http://www.juml.gov.my/	620	63	4	17	27	5	4	10
632	Kedah Agriculture Department	http://pertanian.kedah.gov.my/	620	63	4	19	31	5	6	2
633	Negeri Sembilan Survey and Mapping Department	http://www.juns.gov.my	620	63	4	18	27	5	8	5
634	Pejabat Daerah dan Tanah Jerantut	http://pdtjerantut.pahang.gov.my	620	63	4	22	21	5	8	7
635	Pejabat Daerah dan Tanah Tapah	http://pdttapah.parak.gov.my	620	63	4	26	22	3	5	7
636	Pejabat Daerah Sik	http://webjabatan.kedah.gov.my/pds.php	620	63	4	22	23	5	6	7
637	Perak State Department of Veterinary Services	http://www.jpvpk.gov.my/index.php/en/	620	63	4	21	24	5	8	5
638	Selangor Department of Survey and Mapping Malaysia	http://www.jusl.gov.my	620	63	4	18	24	5	6	10
639	Tourism Malaysia	http://www.tourism.gov.my/en/intl	620	63	4	20	22	5	9	7
640	Department of Chemistry, Malaysia	http://www.kimia.gov.my	640	62	4	25	22	5	5	5
641	District and Land Office Jasin	http://www.pdtjasin.gov.my/	640	62	4	26	22	5	1	8
642	Hospital Baling	http://hbaling.moh.gov.my/v3/	640	62	4	27	25	5	0	5
643	Hospital Banting	http://hbanting.moh.gov.my	640	62	4	19	25	5	7	6

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
644	Hospital Kuala Nerang	http://hknerang.moh.gov.my/v2/	640	62	4	23	23	5	4	7
645	Hospital Port Dickson	http://hpd.moh.gov.my/v1/	640	62	4	27	18	5	8	4
646	Hospital Sarikei	http://hsarikei.moh.gov.my	640	62	4	23	27	5	3	4
647	Hospital Tambunan	http://htbn.moh.gov.my/	640	62	4	23	21	5	6	7
648	Hospital Tapah	http://htapah.moh.gov.my	640	62	4	23	22	5	7	5
649	Institut Kajian Sejarah dan Patriotisme Malaysia (IKSEP)	http://www.iksep.gov.my	640	62	4	23	31	5	3	0
650	Jabatan Bekalan Air Negeri Terengganu	http://jba.terengganu.gov.my/	640	62	4	19	29	5	5	4
651	Jabatan Kebajikan Masyarakat Negeri Pulau Pinang	http://jkm.penang.gov.my/index.php/en	640	62	4	22	27	5	3	5
652	Johor State Treasury	http://pnj.johordt.gov.my/	640	62	4	22	29	5	1	5
653	Kolej Komuniti Tasek Gelugor	http://www.kktg.edu.my/portal_v2/bm/	640	62	4	26	20	5	7	4
654	Kolej Komuniti Teluk Intan	http://www.kktin.edu.my/KolejKomunitiTelukIntan/	640	62	4	26	21	5	3	7
655	Malaysia Railway	http://www.ktmb.com.my/	640	62	4	18	26	3	7	8
656	Patient Safety Council of Malaysia	http://patientsafety.moh.gov.my	640	62	4	23	27	5	4	3
657	Pejabat Daerah Bandar Baharu	http://webjabatan.kedah.gov.my/pd/bb.php	640	62	4	15	32	5	6	4
658	Pejabat Daerah dan Tanah Bentong	http://pdtbentong.pahang.gov.my	640	62	4	20	30	5	2	5
659	Pejabat Daerah dan Tanah Besut	http://pdtbesut.terengganu.gov.my	640	62	4	23	23	5	4	7

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
660	Pejabat Daerah Kulim	http://webjabatan.kedah.gov.my/pdk.php	640	62	4	20	27	5	6	4	
661	Pusat Darah Negara	http://www.pdn.gov.my	640	62	4	23	17	5	9	8	
662	Syarikat Bekalan Air Selangor Sdn. Bhd.	http://www.syabas.com.my	640	62	4	23	20	2	7	10	
663	Jabatan Perancangan Bandar dan Desa Negeri Perlis	http://jpbd.perlis.gov.my	640	62	4	26	28	3	0	5	
664	Department of Youth and Sports, Penang	http://www.jbspenang.gov.my/	664	61	4	23	24	5	4	5	
665	Department Survey and Mapping Perlis	http://www.jupr.gov.my	664	61	4	18	27	5	4	7	
666	Hospital Sri Aman	http://hsa.moh.gov.my	664	61	4	23	28	5	0	5	
667	Hospital Sultanah Nora Ismail	http://hsni.moh.gov.my/bm	664	61	4	19	26	5	5	6	
668	Jabatan Agama Islam Selangor	http://www.jais.gov.my	664	61	4	23	19	5	4	10	
669	Kolej Komuniti Jempol	http://www.kkjns.edu.my/v4/	664	61	4	30	15	5	7	4	
670	Land Development Corporation Custom Malacca	http://www.pertam.gov.my/	664	61	4	22	27	5	3	4	
671	Maradong and Julau District Council	http://www.maradong-julaudc.sarawak.gov.my/	664	61	4	19	28	5	4	5	
672	Pejabat D.Y.M.M Sultan Perak Darul Ridzuan	http://sultan.perak.gov.my/	664	61	4	18	29	5	7	2	
673	Pejabat Daerah dan Tanah Alor Gajah	http://www.pdtag.gov.my/	664	61	4	22	22	5	2	10	
674	Pejabat Daerah dan Tanah Taiping	http://pdttaiping.perak.gov.my	664	61	4	21	24	3	6	7	
675	Pejabat Daerah Miri	http://www.mirido.sarawak.gov.my	664	61	4	23	25	5	3	5	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
676	Pejabat Tanah dan Jajahan Machang	http://ptjm.kelantan.gov.my/	664	61	4	30	14	5	7	5	
677	Public Works Department of Penang	http://ppinang.jkr.gov.my/	664	61	4	22	27	5	1	6	
678	Registrar of Youth Office	http://roy.kbs.gov.my/	664	61	4	23	24	5	3	6	
679	Sabah Tourism Board	http://www.sabahtourism.com/en/home	664	61	4	20	27	3	7	4	
680	The Sabah State Archives	http://www.sabah.gov.my/ark/	664	61	4	22	24	5	2	8	
681	Biro Pengaduan Awam Negeri Sabah	http://www.aduan.sabah.gov.my/web/bidefault.aspx	681	60	4	18	29	5	3	5	
682	Department of Fisheries, Sabah, Malaysia	http://www.fishdept.sabah.gov.my	681	60	4	23	19	5	3	10	
683	Hospital Bahagia Ulu Kinta	http://hbuk.moh.gov.my/v2	681	60	4	23	22	5	8	2	
684	Hospital Bintulu	http://hbntu.moh.gov.my/cms/	681	60	4	26	21	5	4	4	
685	Hospital Kuala Krai	http://hkrai.moh.gov.my/v2/	681	60	4	26	28	5	0	1	
686	Jabatan Kerja Raya Negeri Kedah	http://www.jkrkedah.gov.my/	681	60	4	22	24	2	6	6	
687	Jabatan Perancangan Bandar dan Desa Negeri Kelantan	http://jpbd.kelantan.gov.my/v2/	681	60	4	26	22	5	4	3	
688	Jabatan Perkhidmatan Veterinar Negeri Kedah	http://www.dvskedah.gov.my/	681	60	4	26	21	3	6	4	
689	Kelantan Mufti Department	http://mufti.kelantan.gov.my/	681	60	4	26	17	4	6	7	
690	Majlis Daerah Saratok	http://www.saratokdc.gov.my	681	60	4	19	28	5	5	3	
691	Majlis Sukan Negeri Terengganu Darul Iman	http://msn.terengganu.gov.my	681	60	4	25	26	5	4	0	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
692	Malaysian Remote Sensing Agency	http://www.remotesensing.gov.my/portalarasm/start.html	681	60	4	19	25	5	5	6
693	Pejabat Daerah dan Tanah Selama	http://pdt selama.perak.gov.my	681	60	4	22	23	5	3	7
694	Pejabat Daerah dan Tanah Teluk Intan	http://pdttelukintan.perak.gov.my	681	60	4	22	22	3	6	7
695	Pejabat Daerah Pokok Sena	http://webjabatan.kedah.gov.my/home4/new.php	681	60	4	14	24	5	10	7
696	Pejabat Daerah/Tanah Gombak	http://www.selangor.gov.my/gombak/main.php	681	60	4	23	20	5	8	4
697	Pejabat Tanah dan Jajahan Bachok	http://ptjb.kelantan.gov.my/web/	681	60	4	21	25	4	5	5
698	Perbadanan Perpustakaan Awam Negeri Sembilan	http://nslibrary.gov.my/	681	60	4	26	17	5	6	6
699	Perbadanan Perpustakaan Awam Pahang	http://web.pahanglibrary.gov.my	681	60	4	18	25	5	6	6
700	Pusat Pungutan Zakat	http://www.zakat.com.my	681	60	4	23	21	2	4	10
701	Rural Development Corporation	http://www.sabah.gov.my/kpd/	681	60	4	21	26	5	2	6
702	Science and Technology Research Institute for Defence	http://www.stride.gov.my/alpha.2.0	681	60	4	23	22	5	6	4
703	Song District Office	http://www.songdo.sarawak.gov.my	681	60	4	19	25	5	3	8
704	Academy of Sciences Malaysia	http://www.akademisains.gov.my	704	59	3	22	20	5	5	7

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
705	Agensi Kaunseling dan Pengurusan Kredit	http://www.akpk.org.my	704	59	3	17	22	5	7	8
706	Department of Town and Country Planning Johor State	http://jpbd.johordt.gov.my/v1/ms	704	59	3	23	19	5	2	10
707	Hospital Mesra Bukit Padang	http://hmbp.moh.gov.my	704	59	3	19	25	5	4	6
708	Hospital Sultan Ismail	http://hsi.moh.gov.my	704	59	3	25	23	5	2	4
709	Hospital Tenom	http://htenom.moh.gov.my	704	59	3	19	26	5	2	7
710	Institut Kemahiran Belia Negara Miri, Sarawak	http://www.ikbnmr.gov.my/	704	59	3	23	25	2	4	5
711	Jabatan Kehakiman Syariah Negeri Sabah	http://www.jksm.gov.my/jksns/	704	59	3	26	22	5	3	3
712	Jabatan Kehakiman Syariah Pahang	http://jksp.pahang.gov.my/index.php	704	59	3	27	18	5	2	7
713	Jabatan Pembangunan Sumber Manusia Negeri Sabah	http://www.jpsm.sabah.gov.my	704	59	3	30	14	5	3	7
714	Lembaga Zakat Selangor	http://www.e-zakat.com.my	704	59	3	20	21	3	7	8
715	Majlis Daerah Samarahan	http://www.samarahandc.sarawak.gov.my	704	59	3	22	24	4	4	5
716	Malaysian Institute of Road Safety Research (MIROS)	http://www.miros.gov.my/	704	59	3	20	26	4	7	2
717	Malaysian Timber Council	http://www.mtc.com.my	704	59	3	17	23	2	7	10
718	Pejabat Daerah dan Tanah Lipis	http://pdtlipis.pahang.gov.my	704	59	3	16	33	5	2	3
719	Pejabat Daerah dan Tanah Seri Iskandar	http://pdtseriiskandar.perak.gov.my	704	59	3	22	24	3	3	7

No	Agency name	URL	Rank	Score	Star	Pillar				
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720	Pejabat Daerah dan Tanah Slim River	http://pdtslimriver.perak.gov.my	704	59	3	21	22	3	6	7
721	Perbadanan Adat Melayu dan Warisan Negeri Selangor	http://www.padat.gov.my/my2/	704	59	3	21	19	5	7	7
722	River and Coastal Development Corporation Malacca	http://www.ppspm.gov.my/	704	59	3	22	27	5	3	2
723	Sustainable Energy Development Authority Malaysia	http://seda.gov.my	704	59	3	17	26	5	2	9
724	Akademi Pembangunan Belia Malaysia Batu Gajah, Perak	http://www.apbm.bg.gov.my/	724	58	3	20	24	5	4	5
725	Department of Youth and Sports, Johor	http://www.jbsjohor.gov.my/	724	58	3	22	24	5	2	5
726	Department of Youth and Sports, Sarawak	http://www.jbssarawak.gov.my/	724	58	3	22	24	5	2	5
727	Hospital Besut	http://hbesut.moh.gov.my/v3/	724	58	3	18	29	5	3	3
728	Hospital Kuala Kubu Bharu	http://hk kb.moh.gov.my/v3/	724	58	3	26	19	5	2	6
729	Hospital Ranau	http://hranau.moh.gov.my	724	58	3	16	26	5	5	6
730	Hospital Selama	http://hselama.moh.gov.my	724	58	3	26	19	5	4	4
731	Hospital Tengku Ampuan Rahimah Klang	http://htar.moh.gov.my	724	58	3	24	18	5	6	5
732	Jabatan Kebajikan Masyarakat Negeri Melaka	http://www.jkmm.gov.my/	724	58	3	22	24	5	1	6

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
733	Jabatan Kebajikan Masyarakat Selangor	http://www.jkmselangor.gov.my	724	58	3	21	21	5	3	8	
734	Jabatan Perkhidmatan Awam Negeri Sabah	http://www.sabah.gov.my/jpan/	724	58	3	23	20	5	2	8	
735	Kolej Komuniti Tangga Batu	http://www.kkctb.edu.my	724	58	3	22	23	4	7	2	
736	Labuan Department of Survey and Mapping Malaysia	http://juwplb.gov.my/index.php?lang=en	724	58	3	18	23	5	8	4	
737	MIMOS Berhad	http://www.mimos.my	724	58	3	20	24	5	4	5	
738	Pejabat Daerah dan Tanah Kuala Terengganu	http://pdtkt.terengganu.gov.my	724	58	3	22	20	5	5	6	
739	Pejabat Daerah dan Tanah Raub	http://pdtraub.pahang.gov.my	724	58	3	19	25	5	2	7	
740	Pejabat Daerah dan Tanah Rompin	http://pdtrompin.pahang.gov.my	724	58	3	22	22	5	4	5	
741	Pejabat Daerah dan Tanah Sungai Siput	http://pdsungaisiput.perak.gov.my	724	58	3	19	25	3	4	7	
742	Perbadanan Pembangunan Pertanian Negeri Perak	http://www.pppnp.gov.my	724	58	3	19	25	5	7	2	
743	Sabah Cultural Board	http://www.sabah.gov.my/lks/v2/	724	58	3	23	27	4	4	0	
744	Department of Youth and Sports, Melaka	http://www.jbsmelaka.gov.my/	744	57	3	20	24	5	3	5	
745	Hospital Keningau	http://hkgu.moh.gov.my/ve3/index.php	744	57	3	23	21	5	2	6	
746	Hospital Sultanah Nur Zahirah	http://hsnzkt.moh.gov.my/h1/	744	57	3	23	23	5	2	4	
747	Jabatan Mufti Negeri Perlis	http://mufti.perlis.gov.my	744	57	3	23	19	5	4	6	

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
748	Lembaga Perumahan dan Hartanah Selangor	http://lphs.selangor.gov.my/main.php	744	57	3	23	19	5	3	7	
749	Malaysian Institute of Accountants	http://www.mia.org.my/new/	744	57	3	23	21	2	6	5	
750	Pagoh National Youth Skills Institute, Johor	http://www.ikbnpg.gov.my/	744	57	3	22	21	5	3	6	
751	Pejabat Daerah dan Tanah Pekan	http://pdtpekan.pahang.gov.my	744	57	3	19	23	5	5	5	
752	Pejabat Daerah Yan	http://webjabatan.kedah.gov.my/pdy.php	744	57	3	18	23	5	6	5	
753	Sarawak Economic Development Corporation	http://www.sedc.com.my	744	57	3	26	16	5	5	5	
754	Terengganu Entrepreneur Development Foundation	http://www.ypu.com.my	744	57	3	23	15	5	7	7	
755	Hospital Jasin	http://hjasin.moh.gov.my	755	56	3	19	30	5	0	2	
756	Institut Kemahiran Belia Negara Alor Gajah	http://www.ikbna.gov.my/	755	56	3	23	20	3	4	6	
757	Institut Kemahiran Belia Negara Bachok	http://www.ikbnb.c.gov.my/	755	56	3	23	17	5	5	6	
758	Jabatan Kehakiman Syariah Selangor (JAKESS)	http://www.jakess.gov.my	755	56	3	23	17	5	5	6	
759	Majlis Agama Islam Selangor	http://www.mais.net.my	755	56	3	25	18	0	3	10	
760	Majlis Daerah Matu-Daro	http://www.matudarodc.sarawak.gov.my	755	56	3	19	25	5	2	5	
761	Majlis Perbandaran Tawau	http://www.mpt.sabah.gov.my/index.html	755	56	3	21	25	5	2	3	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
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762	National Film Department of Malaysia	http://www.filemnegara.gov.my/	755	56	3	26	18	5	0	7
763	Pejabat Daerah dan Tanah Kuantan	http://pdtkuantan.pahang.gov.my	755	56	3	19	25	5	2	5
764	Pejabat Daerah dan Tanah Lenggong	http://pdtlenggong.perak.gov.my	755	56	3	22	22	3	2	7
765	Pejabat Daerah dan Tanah Pengkalan Hulu	http://pdtpengkalanhulu.perak.gov.my	755	56	3	22	20	3	4	7
766	Pejabat Penyimpan Mohor Besar Raja-Raja Malaysia	http://www.majlisraja-raja.gov.my/index.php/bm/	755	56	3	19	29	5	0	3
767	Pejabat Residen Mukah	http://www.mukahro.sarawak.gov.my	755	56	3	26	19	3	3	5
768	Pusat Kutipan Zakat Pahang	http://www.zakatpahang.my/v2/default.aspx	755	56	3	22	20	2	4	8
769	Sabah Credit Corporation	http://www.sabahcredit.com.my	755	56	3	20	26	3	2	5
770	The Art Institute of Malaysia Malacca	http://ismma.melaka.gov.my/	755	56	3	23	23	4	1	5
771	Beaufort Hospital	http://hbeaufort.moh.gov.my/v3/	771	55	3	16	32	3	0	4
772	Department of Youth and Sports, Federal Territory Kuala Lumpur	http://www.jbskl.gov.my/	771	55	3	19	24	5	2	5
773	Department of Youth and Sports, Kedah	http://www.jbskedah.gov.my/	771	55	3	16	24	5	5	5
774	Department of Youth and Sports, Pahang	http://www.jbsnpahang.gov.my/	771	55	3	19	24	5	2	5
775	Department of Youth and Sports, Perlis	http://www.jbsperlis.gov.my/	771	55	3	19	24	5	2	5

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
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776	Department Youth and Sports, Terengganu	http://www.jbsterengganu.gov.my/	771	55	3	19	24	5	2	5
777	Industrial Relations Department	http://jpp.mohr.gov.my	771	55	3	26	19	3	4	3
778	Jabatan Mufti Negeri Terengganu	http://mufti.terengganu.gov.my	771	55	3	18	25	5	4	3
779	Jabatan Perancangan Bandar dan Desa Negeri Kedah	http://www.jpbdkedah.gov.my/	771	55	3	21	24	5	2	3
780	Lubok Antu District Council	http://www.lubokantudc.sarawak.gov.my/index.html	771	55	3	19	25	4	2	5
781	Majlis Agama Islam Negeri Johor	http://www.maij.gov.my/	771	55	3	27	18	3	2	5
782	Majlis Daerah Beaufort	http://www.mdbft.sabah.gov.my/index.php/utama.html	771	55	3	19	22	5	4	5
783	Melaka Tengah District and Land Office	http://www.pdtmt.gov.my/	771	55	3	23	13	5	9	5
784	Pejabat Daerah dan Tanah Kerian	http://pdtkerian.perak.gov.my	771	55	3	21	22	3	4	5
785	State Farmers Organisation Sarawak	http://www.peladang.sarawak.gov.my	771	55	3	13	29	5	6	2
786	Tabung Amanah Pendidikan Negeri Melaka (TAPEM)	http://tapem.melaka.gov.my/main/index.php	771	55	3	19	29	4	1	2
787	Yayasan Perak	http://www.yayanperak.com.my/index.html	771	55	3	22	22	5	3	3
788	Youth Development Training Centre, Chief Minister's Department	http://www.plpb.sarawak.gov.my/	771	55	3	22	18	5	0	0

No	Agency name	URL	Rank	Score	Star	Pillar				
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789	Department of Irrigation and Drainage Johor Darul Takzim	http://jps.johordt.gov.my/	789	54	3	15	23	5	4	7
790	Department of Youth and Sports, Kelantan	http://www.jbskelantan.gov.my/	789	54	3	23	19	5	2	5
791	Department of Youth and Sports, Negeri Sembilan	http://www.jbsn9.gov.my/	789	54	3	23	19	5	2	5
792	Forestry Department Perlis	http://perlisforestry.gov.my	789	54	3	22	13	5	7	7
793	Hospital Jitra	http://hjitra.moh.gov.my/web2/	789	54	3	22	16	5	4	7
794	Hospital Mersing	http://hmersing.moh.gov.my	789	54	3	23	20	5	3	3
795	Hospital Papar	http://hpapar.moh.gov.my	789	54	3	19	20	5	3	7
796	Hospital Queen Elizabeth	http://qeh.moh.gov.my	789	54	3	26	12	5	7	4
797	Hospital Tuanku Ja'afar	http://htjs.moh.gov.my/v2/	789	54	3	22	20	5	3	4
798	Institut Kemahiran Belia Negara Bukit Mertajam	http://www.ikbnb.gov.my/	789	54	3	23	15	5	5	6
799	Institut Kemahiran Belia Negara Seri Iskandar	http://www.ikbnsi.gov.my/	789	54	3	22	19	3	4	6
800	Jabatan Cetak Kerajaan Sabah	http://www.sabah.gov.my/jck	789	54	3	18	23	5	0	8
801	Jabatan Kerja Raya Negeri Sabah	http://www.jkr.sabah.gov.my/	789	54	3	23	25	0	1	5
802	Jabatan Perancang Bandar dan Wilayah Negeri Sabah	http://www.townplanning.sabah.gov.my	789	54	3	20	24	5	0	5
803	Kelantan Syariah Judiciary Department	http://www.jksn.kelantan.gov.my	789	54	3	20	20	5	4	5

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
804	Majlis Daerah Keningau	http://www.sabah.gov.my/md.kgu/index.php?lang=en	789	54	3	22	21	5	1	5	
805	Majlis Daerah Lundu	http://www.lundu.dc.sarawak.gov.my	789	54	3	22	22	5	2	3	
806	Majlis Ugama Islam dan Adat Resam Melayu Pahang	http://www.muip.gov.my	789	54	3	18	21	4	1	10	
807	Malaysian Technology Development Corporation	http://www.mtdc.com.my	789	54	3	23	20	2	4	5	
808	Pejabat Daerah Tongod	http://www.sabah.gov.my/pd.tgd/	789	54	3	15	27	5	2	5	
809	Perbadanan Bekalan Air Pulau Pinang Sdn.Bhd	http://www.pba.com.my/	789	54	3	19	23	2	6	4	
810	Sultan Azlan Shah Islamic University College	http://www.kuisas.edu.my/web/	789	54	3	15	23	5	2	9	
811	Water Supply Department	http://www.jba.gov.my	789	54	3	22	20	5	5	2	
812	Works Department of State	http://kelantan.jkr.gov.my/	789	54	3	21	19	5	2	7	
813	Dewan Undangan Negeri Terengganu Darul Iman	http://dun.terengganu.gov.my/	813	53	3	18	26	5	4	0	
814	Hospital Sungai Bakap	http://hsbakap.moh.gov.my	813	53	3	27	16	3	3	4	
815	Hospital Wanita dan Kanak-Kanak Sabah	http://hwkks.moh.gov.my	813	53	3	17	25	5	2	4	
816	Jabatan Kehakiman Syariah Negeri Johor	http://syariah.jhordt.gov.my/	813	53	3	15	24	5	4	5	
817	Majlis Daerah Limbang	http://www.limbangdc.gov.my	813	53	3	19	21	5	3	5	
818	Majlis Sukan Wilayah Persekutuan	http://www.wipers.gov.my/mswp/ms/main	813	53	3	26	15	5	2	5	

No	Agency name	URL	Rank	Score	Star	Pillar				
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819	Markas Angkatan Bersama	http://jointforce.mil.my/index.php	813	53	3	23	17	5	4	4
820	Melaka Mufti Department	http://www.al-azim.com/jmm/main.php	813	53	3	22	16	3	2	10
821	Melaka Public Library	http://www.perpustakaan.gov.my/	813	53	3	23	19	3	5	3
822	Pejabat Daerah dan Tanah Gerik	http://pdtgerik.pelarak.gov.my	813	53	3	22	24	3	4	0
823	Pusat Pembangunan Kemahiran Pahang	http://www.psd.gov.my	813	53	3	19	19	2	5	8
824	Sabah Lands and Survey Department	http://www.jtu.sabah.gov.my/homepage	813	53	3	18	18	5	3	9
825	Alor Gajah Hospital	http://hag.moh.gov.my	825	52	3	19	27	5	0	1
826	Department of Agriculture Sabah	http://www.sabah.gov.my/tani/main.html	825	52	3	22	16	5	1	8
827	Department of Town and Country Planning Terengganu State	http://www.jpbdtrg.gov.my/v7/ms.html	825	52	3	23	13	5	3	8
828	Department of Youth and Sports, Perak	http://www.jbsperak.gov.my/	825	52	3	16	24	5	2	5
829	Hospital Parit Buntar	http://hptar.moh.gov.my/v4	825	52	3	19	22	2	7	2
830	Hospital Semporna	http://hspn.moh.gov.my	825	52	3	19	20	5	2	6
831	Housing Development Corporation	http://www.hdc.sarawak.gov.my	825	52	3	22	19	5	3	3
832	Jabatan Perkhidmatan Kebajikan Am Sabah	http://www.sabah.gov.my/jpka	825	52	3	16	23	3	2	8
833	Majlis Daerah Subis	http://www.mdsu-bis.sarawak.gov.my	825	52	3	15	27	5	4	1
834	Majlis Perbandaran Sandakan	http://www.mps.sabah.gov.my	825	52	3	17	23	2	5	5

No	Agency name	URL	Rank	Score	Star	Pillar				
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835	Majlis Sukan Pahang	http://www.msp.gov.my	825	52	3	19	27	2	2	2
836	Malaysian Furniture Promotion Council	http://www.mfpc.com.my	825	52	3	22	23	3	0	4
837	National Youth Skill Training Institute Chembong	http://www.ikbncb.gov.my/	825	52	3	21	21	1	4	5
838	Pejabat Daerah dan Tanah Ipoh	http://pdtipoh.perak.gov.my	825	52	3	22	20	3	2	5
839	Pejabat Daerah dan Tanah Kampung Gajah	http://pdtkampungggajah.perak.gov.my	825	52	3	21	19	3	2	7
840	Pejabat Daerah Lubok Antu	http://www.lubokantudo.sarawak.gov.my	825	52	3	15	25	5	4	3
841	Perbadanan Kemajuan Bukit Fraser	http://www.pkbf.org.my	825	52	3	19	21	5	0	7
842	Sarawak Energy Berhad	http://www.sarawakenergy.com.my	825	52	3	17	29	2	2	2
843	Bahagian Perlindungan Jabatan Perdana Menteri	http://www.ups.gov.my	843	51	3	13	30	3	0	5
844	Islamic Religious Affairs Department Sabah	http://www.jheainsabah.gov.my/index.php?lang=en	843	51	3	22	19	5	0	5
845	Jabatan Zakat Negeri Kedah Darul Aman	http://www.zakatkedah.com/	843	51	3	19	22	2	3	5
846	Kolej Komuniti Bayan Baru	http://www.kkbba.edu.my/	843	51	3	15	27	2	1	6
847	Majlis Daerah Lahad Datu	http://www.sabah.gov.my/md.ldu	843	51	3	11	30	5	0	5
848	Muzium Negara	http://www.muzeumnegara.gov.my/	843	51	3	18	24	3	1	5
849	Pejabat Daerah dan Tanah Kampar	http://pdtkampar.perak.gov.my	843	51	3	22	22	3	4	0

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
850	Pejabat Daerah Sarikei	http://www.sarikedo.sarawak.gov.my	843	51	3	10	27	5	6	3
851	Perbadanan Muzium Melaka	http://www.perzium.gov.my/	843	51	3	23	9	5	8	6
852	Pusat Pergigian Kanak-Kanak & Kolej Latihan Pergigian Malaysia	http://ppkkklpm.moh.gov.my/v2/	843	51	3	19	20	5	2	5
853	Sabah Land Development Board	http://www.sldb.com.my	843	51	3	19	23	5	4	0
854	Yayasan Warisan Johor	http://www.ywj.gov.my/warisan/	843	51	3	18	18	5	4	6
855	Environment Protection Department Sabah	http://www.sabah.gov.my/jpas/en_index.htm	855	50	3	23	22	5	0	0
856	Hospital Langkawi	http://hlangkawi.moh.gov.my/v2/	855	50	3	18	19	5	3	5
857	Hospital Miri	http://hmiri.moh.gov.my/v5/index.php?lang=en	855	50	3	22	17	5	2	4
858	Islamic Religious Department of Malacca	http://jaim.melaka.gov.my/	855	50	3	22	15	3	5	5
859	Jabatan Bendahari Negeri Sabah	http://www.sabah.gov.my/jbn	855	50	3	23	14	3	2	8
860	Jabatan Hal Ehwal Agama Islam Negeri Kedah	http://www.jaik.gov.my/	855	50	3	19	26	3	2	0
861	Majlis Daerah Dalat dan Mukah	http://www.mukah-dalatdc.sarawak.gov.my	855	50	3	18	22	4	2	4
862	Majlis Daerah Tuaran	http://www.sabah.gov.my/md.trn/	855	50	3	14	24	5	2	5
863	Negeri Sembilan Zakat Centre	http://www.zakatns.com.my/ver4/	855	50	3	22	18	2	0	8
864	Pejabat Daerah Kunak	http://www.sabah.gov.my/pd.knk/	855	50	3	11	24	5	2	8

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
865	Pejabat Daerah Putatan	http://www.sabah.gov.my/pdptn/	855	50	3	19	19	5	2	5
866	Pusat Zakat Melaka	http://www.izakat.com/	855	50	3	17	20	3	0	10
867	Dewan Bandaraya Kota Kinabalu	http://www.dbkk.sabah.gov.my/bm/content/news	867	49	3	20	13	3	6	7
868	Hospital Kampar	http://hkampar.moh.gov.my/k3/	867	49	3	19	22	3	3	2
869	Institut Kemahiran Belia Negara Kemasik	http://www.ikbnkemasik.gov.my/	867	49	3	21	20	2	2	4
870	Institut Kemahiran Belia Negara Wakaf Tapai	http://www.ikbnwt.gov.my/	867	49	3	23	16	0	6	4
871	Institut Pengurusan dan Integriti Melaka	http://inspim.gov.my/v2.0/	867	49	3	19	18	2	9	1
872	Jabatan Akauntan Negara Malaysia Negeri Perak	http://portalpp.anm.gov.my/perak/	867	49	3	14	21	5	4	5
873	Jabatan Mufti Negeri Pahang	http://mufti.pahang.gov.my	867	49	3	19	21	5	0	4
874	Jabatan Veterinar Negeri Perlis	http://veterinar.perlis.gov.my	867	49	3	25	20	3	0	1
875	Malaysian Medical Council	http://www.mmc.gov.my/v1/	867	49	3	19	21	3	0	6
876	Pejabat Daerah dan Tanah Cameron Highlands	http://pdtchighlands.pahang.gov.my	867	49	3	16	20	5	4	4
877	Pejabat Daerah Tambunan	http://www.sabah.gov.my/pd.tbn/v2	867	49	3	15	24	5	0	5
878	Sabah Museum	http://www.museum.sabah.gov.my/	867	49	3	12	23	4	3	7
879	Johor Social Welfare Department	http://www.jkmnj.gov.my/	879	48	3	15	25	2	3	3
880	Majlis Daerah Kapit	http://www.kapitdc.sarawak.gov.my	879	48	3	15	24	4	2	3
881	Penang Botanic Gardens	http://botanicalgardens.penang.gov.my/	879	48	3	23	18	5	0	2

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
882	Sarikei District Council	http://www.sarikeidc.sarawak.gov.my	879	48	3	16	25	2	2	3	
883	Sibu Rural District Council	http://www.srdc.gov.my	879	48	3	19	22	4	0	3	
884	Yayasan Islam Terengganu	http://yit.gov.my	879	48	3	23	16	5	0	4	
885	Raja Perlis	http://www.perlisroyalty.gov.my/	879	48	3	21	26	0	0	1	
886	Hospital Gerik	http://hgerik.moh.gov.my	886	47	3	12	26	5	3	1	
887	Hospital Lundu	http://hlundu.moh.gov.my	886	47	3	12	23	5	3	4	
888	Hospital Sik	http://hsik.moh.gov.my	886	47	3	16	20	1	7	3	
889	Lembaga Sukan Negeri Sabah	http://www.sabah.gov.my/ls/	886	47	3	12	24	5	6	0	
890	Majlis Daerah Beluran	http://www.sabah.gov.my/md.blm/	886	47	3	18	20	5	0	4	
891	Majlis Daerah Penampang	http://www.sabah.gov.my/md.ppg/	886	47	3	17	21	3	1	5	
892	Majlis Daerah Tambunan	http://www.sabah.gov.my/md.tbn/	886	47	3	15	24	5	0	3	
893	Malaysia Automotive Institute	http://www.mai.org.my/ver2/	886	47	3	20	20	2	4	1	
894	Malaysian Timber Certification Council	http://www.mtcc.com.my	886	47	3	20	14	2	6	5	
895	Multimedia Development Corporation	http://www.mdec.my	886	47	3	13	20	3	6	5	
896	National Security Council	http://www.mkn.gov.my/mkn/default/main_m.php	886	47	3	19	19	5	2	2	
897	Pejabat Daerah Kecil Telupid	http://www.sabah.gov.my/pd.tlp/	886	47	3	15	20	5	2	5	
898	Pejabat Daerah Semporna	http://www.sabah.gov.my/pd.sprn/	886	47	3	18	21	3	0	5	
899	Pejabat Daerah Tuaran	http://www.sabah.gov.my/pd.trn	886	47	3	19	20	3	0	5	
900	Royal Malaysian Air Force	http://www.airforce.gov.my	886	47	3	12	22	3	6	4	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
901	State Attorney-General's Chambers	http://www.lawnet.sabah.gov.my	886	47	3	19	25	3	0	0
902	Syarikat Air Melaka Berhad (SAMB)	http://www.samb.com.my/v1/	886	47	3	20	12	3	4	8
903	The Malaysian Institute of Translation and Books (ITBM)	http://www.itbm.com.my	886	47	3	20	15	2	8	2
904	Zakat Pulau Pinang	http://www.zakatpenang.com/	886	47	3	24	15	2	2	4
905	Akademi Pembangunan Belia Malaysia (Kepimpinan) Port Dickson	http://www.apbmpd.gov.my/	905	46	3	18	18	0	6	4
906	Department of Youth and Sports, Federal Territory Labuan	http://www.jbslabuan.gov.my/	905	46	3	15	19	5	2	5
907	Majlis Daerah Semporna	http://www.sabah.gov.my/md.sprn/	905	46	3	16	21	3	0	6
908	Majlis Sukan Negeri Selangor	http://www.msnelangor.gov.my/jmsn/	905	46	3	21	16	3	4	2
909	Perbadanan Stadium Darul Makmur	http://psdm.pahang.gov.my	905	46	3	10	29	5	2	0
910	Daro Hospital	http://hdaro.moh.gov.my	910	45	3	9	25	5	0	6
911	Department of Youth and Sports, Sabah	http://www.jbssabah.gov.my/	910	45	3	9	24	5	2	5
912	Hospital Yan	http://hyan.moh.gov.my	910	45	3	23	14	5	2	1
913	Laku Management Sdn. Bhd.	http://www.lakumanagement.com.my/index.php	910	45	3	17	20	2	2	4
914	National Youth Training Institute (IKBN) Kuala Perlis	http://www.ikbnkp.gov.my/	910	45	3	19	15	0	4	7

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
915	Pejabat Daerah Ranau	http://www.sabah.gov.my/pd.rnu/	910	45	3	15	19	4	2	5
916	Sabah Biodiversity Centre	http://www.sabah.gov/sabc	910	45	3	20	17	3	0	5
917	Sabah Ports Authority	http://www.lpps.sabah.gov.my	910	45	3	20	13	5	2	5
918	Jabatan Perkhidmatan Veterinar Negeri Kelantan	http://jphnk.gov.my/	918	44	3	14	22	5	2	1
919	Lembaga Pembangunan Perumahan dan Bandar	http://www.lppb.gov.my	918	44	3	19	17	5	0	3
920	National Book Council of Malaysia	http://mbkm.shak.espot.net/	918	44	3	16	24	2	2	0
921	Pejabat Daerah Kecil Membakut	http://www.sabah.gov.my/dkkm/index.html	918	44	3	15	21	3	0	5
922	Sarawak Land Consolidation and Rehabilitation Authority	http://www.salcra.gov.my/v1	918	44	3	20	18	5	0	1
923	Institut Kemahiran Belia Negara Kuala Langat	http://www.ikbnkl.gov.my/	923	43	3	19	15	2	4	3
924	Johor National Parks Corporation	http://www.johor.parks.johordt.gov.my/	923	43	3	19	18	2	4	0
925	Kota Kinabalu Industrial Park	http://www.kkip.com.my/newkkip/	923	43	3	14	22	2	5	0
926	Pejabat Daerah Beaufort	http://www.sabah.gov.my/pd.bft/	923	43	3	19	16	3	0	5
927	Pejabat Daerah Kecil Kemabong	http://www.sabah.gov.my/pd.kmb/v2/	923	43	3	11	24	4	0	4
928	Pejabat Daerah Kecil Matunggong	http://www.sabah.gov.my/pd.mtg	923	43	3	10	21	3	4	5
929	Pejabat Daerah Kecil Menumbok	http://www.sabah.gov.my/dkmb/	923	43	3	18	12	5	3	5
930	Pejabat Daerah Sipitang	http://www.sabah.gov.my/pd.sptg/	923	43	3	15	20	3	0	5

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
931	Sarawak Museum Department	http://museum.sarawak.gov.my	923	43	3	16	16	3	4	4
932	Board of Architects Malaysia	http://www.lam.gov.my	932	42	3	17	19	2	0	4
933	Hospital Kanowit	http://hkanowit.moh.gov.my/v2/	932	42	3	12	21	5	3	1
934	Jabatan Perkhidmatan Veterinar Negeri Johor	http://veterinar.johordt.gov.my/	932	42	3	22	13	3	2	2
935	Lembaga Kemajuan Penanam-Penanam Padi Kedah	http://www.lkppk.gov.my/indek/	932	42	3	14	24	2	0	2
936	Lembaga Kemajuan Perhutanan Negeri Sabah	http://www.sabah.gov.my/SAFODA/	932	42	3	10	24	3	0	5
937	Pejabat Daerah Kuala Penyu	http://www.sabah.gov.my/pd.kp/	932	42	3	12	22	3	0	5
938	Pejabat Daerah Nabawan	http://www.sabah.gov.my/pd.nbw/v2	932	42	3	14	19	4	0	5
939	Syarikat Air Terengganu	http://www.satwater.com.my	932	42	3	19	13	3	0	7
940	Lembaga Muzium Negeri Kedah Darul Aman	http://www.muzeumkedah.gov.my	932	42	3	12	27	3	0	0
941	Brooke Dockyard and Engineering Works Corporation	http://www.brookedockyard.com	941	41	3	17	18	3	2	1
942	Hospital Kapit	http://hkapit.moh.gov.my/v3/	941	41	3	12	21	5	0	3
943	Institut Pendidikan Guru Kampus Pendidikan Teknik	http://www.ipteknik.edu.my/v3	941	41	3	19	14	0	2	6
944	KKIPC Sdn. Bhd.	http://www.kkipc.com/index.php	941	41	3	13	25	3	0	0
945	Pejabat Daerah Lahad Datu	http://www.sabah.gov.my/pd.ld/	941	41	3	13	18	5	0	5

No	Agency name	URL	Rank	Score	Star	Pillar					Se r
						C	U	Sec	P		
946	Sabah Energy Corporation Sdn. Bhd.	http://www.sabahenergycorp.com	941	41	3	17	22	2	0	0	
947	Sabah Parks	http://www.sabahparks.org/eng/public/default.asp	941	41	3	17	17	4	0	3	
948	Hospital Enche' Besar Hajjah Kalsom	http://hklg.moh.gov.my	948	40	3	9	22	5	0	4	
949	Institut Kemahiran Belia Negara Jitra	http://www.ikbnjt.gov.my/	948	40	3	17	15	0	4	4	
950	Matu District Office	http://www.matu.do.sarawak.gov.my	948	40	3	13	24	3	0	0	
951	Pejabat Daerah Papar	http://www.sabah.gov.my/pd.ppr/laman.htm	948	40	3	12	20	3	0	5	
952	Pejabat Daerah Penampang	http://www.sabah.gov.my/pd.ppg/	948	40	3	15	20	0	0	5	
953	Penang State Sports Council	http://msnpenang.wordpress.com/	948	40	3	22	15	1	2	0	
954	Sabah Wildlife Department	http://www.wildlife.sabah.gov.my	948	40	3	14	22	2	2	0	
955	Syarikat Air Negeri Sembilan Sdn. Bhd.	http://www.sainswater.com/v1/bm/	948	40	3	19	13	2	2	4	
956	Hospital Tengku Ampuan Jemaah	http://htaj.moh.gov.my/web/	956	39	2	15	18	5	0	1	
957	Lembaga Bandaran Kudat	http://www.sabah.gov.my/lbk/	956	39	2	12	19	5	0	3	
958	Pejabat Daerah Kinabatangan	http://www.sabah.gov.my/pd.kbtg/	956	39	2	10	21	5	2	1	
959	Pejabat Daerah Tenom	http://www.sabah.gov.my/pd.tnm	956	39	2	11	21	2	0	5	
960	Perbadanan Kemajuan Pertanian Selangor	http://www.pkps.gov.my	956	39	2	16	16	2	4	1	
961	Sabah Skills and Technology Centre	http://sstc.org.my/	956	39	2	10	21	2	4	2	
962	Jabatan Kebajikan Masyarakat Negeri Perlis	http://jkmp Perlis.gov.my/main2.html	962	38	2	14	18	3	0	3	

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
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963	Jabatan Kehakiman Syariah Negeri Kedah Darul Aman	http://www.kedah.gov.my/infojabat/syariah/	962	38	2	18	14	3	0	3
964	Jabatan Pelabuhan dan Dermaga Sabah	http://www.sabah.gov.my/jpds	962	38	2	14	18	3	2	1
965	KDYMM Sultan Terengganu	http://www.istana.terengganu.gov.my	962	38	2	7	26	4	1	0
966	Majlis Sukan Negeri Perak	http://www.msnp perak.gov.my	962	38	2	13	11	5	4	5
967	Pejabat Daerah Kecil Tamparuli	http://www.sabah.gov.my/dktmp/	962	38	2	19	11	3	0	5
968	Istana Negeri Kota Kinabalu, Sabah	http://www.sabah.gov.my/istana/	962	38	2	8	22	3	0	5
969	Hospital Ampang	http://hampg.moh.gov.my/v3/	969	37	2	10	17	5	4	1
970	Institut Kemahiran Belia Negara Naka	http://www.ikbnn aka.gov.my/	969	37	2	15	15	1	2	4
971	Koperasi Kemajuan Perikanan dan Nelayan Sabah	http://www.sabah.gov.my/konelayan/	969	37	2	15	15	3	0	4
972	Malaysia Genom Institute	http://www.genomemalaysia.gov.my/v3/	969	37	2	13	17	2	0	5
973	Pejabat Daerah Kecil Sook	http://www.sabah.gov.my/pdks/v2/	969	37	2	12	17	3	0	5
974	Pejabat Daerah Keningau	http://www.sabah.gov.my/pd.kgu/v2/	969	37	2	9	19	5	0	4
975	Institut Kemahiran Belia Negara Bandar Penawar	http://www.ikbnp.gov.my/	975	36	2	19	10	0	2	5
976	Institut Kemahiran Belia Negara Kinarut Sabah	http://www.ikbnk n.gov.my/	975	36	2	18	9	3	2	4

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
978	Johor Mufti Department	http://mufti.johordt.gov.my/	975	36	2	15	21	0	0	0
979	KPerak Implementation and Coordination Corporation	http://www.kperak.com.my/	975	36	2	17	15	2	2	0
980	Lembaga Muzium Negeri Pahang	http://muziumpahang.com.my/web/en/index.html	975	36	2	15	16	2	3	0
981	Majlis Daerah Papar	http://www.sabah.gov.my/md.ppr/	975	36	2	13	20	3	0	0
982	Malaysian Institute of Pharmaceuticals and Nutraceuticals	http://www.ipharma.gov.my/v4.1/	975	36	2	18	14	3	0	1
983	Seksyen Topografi Sabah, Jupem	http://www.jupsb.gov.my	975	36	2	10	21	2	0	3
984	Yayasan Usaha Maju	http://www.yumsabah.com.my	975	36	2	11	21	3	0	1
985	Akademi Kastam Diraja Malaysia	http://www.akmal.gov.my	985	35	2	10	17	3	0	5
986	Forest Research Centre	http://www.sabah.gov.my/htan_frc	985	35	2	16	17	2	0	0
987	Majlis Daerah Tenom	http://www.sabah.gov.my/md.tnm/	985	35	2	15	20	0	0	0
988	Pejabat Daerah dan Tanah Bera	http://pdtbera.pahang.gov.my	985	35	2	12	20	2	0	1
989	Pejabat Daerah Kecil Banggi	http://pdkbanggi.sabah.gov.my	985	35	2	9	18	3	0	5
990	Sabah Art Gallery	http://www.sabah.gov.my/artgallery	985	35	2	8	22	3	2	0
991	Hospital Jelebu	http://hjelebu.moh.gov.my	991	34	2	8	20	3	0	3
992	Pejabat Daerah Kota Belud	http://www.sabah.gov.my/pd.kb/index.html	991	34	2	12	14	3	0	5
993	Perbadanan Perpustakaan Awam Kedah	http://www.kdhlb.gov.my/	991	34	2	9	20	2	2	1
994	Batu Gajah Hospital	http://hbgjh.moh.gov.my	994	33	2	14	16	0	0	3

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
995	Hospital Tunku Ampuan Najihah	http://htan.moh.gov.my	994	33	2	17	9	5	0	2
996	Islamic Religious Affairs Department of Perlis	http://islam.perlis.gov.my	994	33	2	12	13	3	2	3
997	Pejabat Daerah Kudat	http://www.sabah.gov.my/pd.kdt/index.html	994	33	2	10	22	1	0	0
998	Pejabat Daerah Pitas	http://www.sabah.gov.my/pitas/v2/	998	32	2	3	26	3	0	0
999	Temerloh National Youth Skills Institute	http://www.ikbnt.gov.my/	998	32	2	14	12	0	2	4
1000	Majlis Daerah Kinabatangan	http://www.sabah.gov.my/md.kinabatangan/laman_utama.htm	1000	31	2	9	17	3	2	0
1001	Majlis Daerah Kunak	http://www.sabah.gov.my/md.kunak/	1000	31	2	10	15	1	0	5
1002	Pusat Rekod Arkib Negeri Sabah Keningau	http://www.sabah.gov.my/ark.kgu	1000	31	2	9	16	1	0	5
1003	Dewan Undangan Negeri Sabah	http://www.sabah.gov.my/dun/dun1-30.htm	1000	31	2	9	17	5	0	0
1004	Pejabat Mufti Negeri Sabah	http://www.mufti.sabah.gov.my/	1004	30	2	11	8	3	0	8
1005	Pejabat Daerah Kecil Tungku	http://www.sabah.gov.my/pdk.tgk/	1005	29	2	9	15	1	0	4
1006	Pusat Zakat Sabah	http://www.zakat.sabah.gov.my	1005	29	2	10	15	2	0	2
1007	Institute for Development studies (Sabah)	http://www.ids.org.my/current/index.htm	1007	28	2	15	13	0	0	0
1008	Jabatan Perhutanan Negeri Kelantan	http://www.jpnk.kelantan.gov.my/	1007	28	2	6	17	5	0	0
1009	Negeri Sembilan Tourism Board	http://www.nstourism.com.my	1009	27	2	8	17	0	2	0
1010	Pejabat Daerah Kota Marudu	http://www.sabah.gov.my/pd.km/	1009	27	2	8	19	0	0	0

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
101 1	Sabah Council of Social Services	http://www.sabah.org.my/scss/	1009	27	2	5	22	0	0	0
101 2	Sabah Agriculture Park	http://www.sabah.net.my/agripark/home.html	1012	26	2	9	15	2	0	0
101 3	Chief Government Security Office	http://www.cgso.gov.my	N/A	N/A	N/A	0	0	0	0	0
101 4	Department of Orang Asli Affairs, Johor	http://www.jakoa.gov.my/	N/A	N/A	N/A	0	0	0	0	0
101 5	Department of Water Supply Penang	http://www.pba.com.my/	N/A	N/A	N/A	0	0	0	0	0
101 6	Federal Development Department of Sabah	http://www.sbh.idu.gov.my	N/A	N/A	N/A	0	0	0	0	0
101 7	Hospital Changkat Melintang	http://hcm.moh.gov.my/	N/A	N/A	N/A	0	0	0	0	0
101 8	Hospital Hulu Terengganu	http://mdht.terengganu.my	N/A	N/A	N/A	0	0	0	0	0
101 9	Hospital Kuala Kangsar	http://hkangsar.moh.gov.my/v2/	N/A	N/A	N/A	0	0	0	0	0
102 0	Hospital Pasir Mas	http://hmas.moh.gov.my	N/A	N/A	N/A	0	0	0	0	0
102 1	Hospital Tanjung Karang	http://htgkarang.moh.gov.my	N/A	N/A	N/A	0	0	0	0	0
102 2	Institute for Public Health	http://www.iku.gov.my	N/A	N/A	N/A	0	0	0	0	0
102 3	Jerai Community College	http://www.kkcj.edu.my	N/A	N/A	N/A	0	0	0	0	0
102 4	Johor Religious Department	http://jaj.johordt.gov.my	N/A	N/A	N/A	0	0	0	0	0
102 5	Johor Sports Council	http://www.msnjohor.gov.my	N/A	N/A	N/A	0	0	0	0	0
102 6	Kedah Mufti Office	http://mufti.kedah.gov.my/	N/A	N/A	N/A	0	0	0	0	0
102 7	Kedah State Public Service Commission	http://www.spakedah.gov.my/	N/A	N/A	N/A	0	0	0	0	0
102 8	Kemaman Port Authority	none	N/A	N/A	N/A	0	0	0	0	0

No	Agency name	URL	Rank	Score	Star	Pillar				Se r
						C	U	Sec	P	
1029	Kepala Batas Community College	http://www.kkkba.edu.my	N/A	N/A	N/A	0	0	0	0	0
1030	Majlis Daerah Kota Marudu/Pitas	http://www.sabah.gov.my/md.kmu/	N/A	N/A	N/A	0	0	0	0	0
1031	Malacca Sports Council	http://www.jbsmelaka.gov.my	N/A	N/A	N/A	0	0	0	0	0
1032	Malaysian Ministry of Health Training Institutions	http://ilkkm.moh.gov.my	N/A	N/A	N/A	0	0	0	0	0
1033	Malaysian Rubber Development Corporation (MARDEC)	http://csmardec@mardec.com.my	N/A	N/A	N/A	0	0	0	0	0
1034	National Agricultural Training Council	http://www.moa.gov.my/web/guest/majlis-latihan-pertanian-kebangsaan-natc-	N/A	N/A	N/A	0	0	0	0	0
1035	National Public Health Laboratory	http://www.mkak.moh.gov.my	N/A	N/A	N/A	0	0	0	0	0
1036	Office of KDYMM Sultan Pahang	-	N/A	N/A	N/A	0	0	0	0	0
1037	PEMADAM Sabah	http://www.sabah.gov.my/dktm/	N/A	N/A	N/A	0	0	0	0	0
1038	Perlis State Treasury Department	http://perbendaharaan.perlis.gov.my	N/A	N/A	N/A	0	0	0	0	0
1039	Perlis Syariah Court	http://syariah.perlis.gov.my	N/A	N/A	N/A	0	0	0	0	0
1040	Putrajaya Land and Mines Offices	http://www.ptgwp.gov.my	N/A	N/A	N/A	0	0	0	0	0
1041	Royal Customs and Excise Department, Johor	http://www.customs.gov.my	N/A	N/A	N/A	0	0	0	0	0
1042	Sabah Urban Development Corp Sdn. Bhd.	http://sudc.com.my	N/A	N/A	N/A	0	0	0	0	0
1043	Sabah Women's Affairs Department	http://www.wanita.sabah.gov.my	N/A	N/A	N/A	0	0	0	0	0

No	Agency name	URL	Rank	Score	Star	Pillar				
						C	U	Sec	P	Se r
1044	Sarawak Information Technology Resources Council	http://sitrc.sarawak.gov.my	N/A	N/A	N/A	0	0	0	0	0
1045	Selangor Immigration Department	http://www.imi.gov.my	N/A	N/A	N/A	0	0	0	0	0
1046	Selangor National Registration Department	http://www.jpn.gov.my/cawselangor	N/A	N/A	N/A	0	0	0	0	0
1047	Selangor Public Works Department	http://selangor.jkr.gov.my	N/A	N/A	N/A	0	0	0	0	0
1048	Selangor Road Transport Department	http://www.jpj.gov.my	N/A	N/A	N/A	0	0	0	0	0
1049	Selangor State Health Department	http://www.jknselangor.moh.gov.my	N/A	N/A	N/A	0	0	0	0	0
1050	Sepilok Forestry Research Center, Sabah	http://sabah.gov.my/htan_frc/	N/A	N/A	N/A	0	0	0	0	0
1051	Setiausaha Dewan Rakyat / Setiausaha Parlimen	-	N/A	N/A	N/A	0	0	0	0	0
1052	State Financial and Treasury Department	http://ppnk.kedah.gov.my	N/A	N/A	N/A	0	0	0	0	0
1053	Unit Kawal Selia Felda	http://www.uksf.gov.my	N/A	N/A	N/A	0	0	0	0	0

ACRONYMS AND ABBREVIATIONS

Acronyms / Abbreviation	Description
1MOCC	1 Malaysia One Call Centre
APEC	Asia-Pacific Economic Cooperation
B	Bonus
BCP	Business Continuity Plan
BPPEG	Electronic Government Development and Management Division
C	Content
CCI	Communication, Content & Infrastructure
e-Complaint	Electronic Complaint
e-Government	Electronic Government
e-Health	Electronic Health
e-Payment	Electronic Payment
e-Plan	Electronic Plan
e-Services	Electronic Services
EPP	Entry Point Project
EPU	Economic Planning Unit
FAQs	Frequently Asked Questions

Acronyms / Abbreviation	Description
FPX	Financial Process Exchange
GEAR	Government E-Payments Adoption Ranking
ICT	Information and Communication Technology
ID	Identification
INSKEN	National Institute of Entrepreneurship
IUBT	Agricultural Youth Entrepreneurs Incubator Programme
JPM	Prime Minister's Department
KBS	Ministry of Youth and Sports
KETTHA	Ministry of Energy, Green Technology and Water
KKMM	Ministry of Communications and Multimedia
KKLW	Ministry of Rural and Regional Development
KPDNKK	Ministry of Domestic Trade, Co-Operatives and Consumerism
KPKK	Ministry of Information, Communication and Culture
KPWKM	Ministry of Women, Family and Community Development
MAMPU	Malaysian Administrative Modernisation and Management Planning Unit
MATRADE	Malaysia External Trade Development Corporation
MDeC	Multimedia Development Corporation

Acronyms / Abbreviation	Description
MGPWA	Malaysia Government Portals and Websites Assessment
MINDEF	Ministry of Defence
MITI	Ministry of International Trade and Industry
MMD	Malaysian Meteorological Department
MOA	Ministry of Agriculture
MOE	Ministry of Education
MOH	Ministry of Health
MOHA	Ministry of Home Affairs
MOHE	Ministry of Higher Education
MOSTI	Ministry of Science, Technology and Innovations
MOT	Ministry of Transport
MPS	Managed Portal Services
N/A	Non-Accessible
NKEA	National Key Economic Area
NSL	No Specific Links
NRE	Ministry of Natural Resources and Environment

Acronyms / Abbreviation	Description
P	Participation
Sec	Security
Ser	Services
SMATRAK	Contract Information System
SMS	Short Messaging Service
SQL	Structured Query Language
TWG	Technical Working Group
U	Usability
UN	United Nations
UNPAN	United Nations Public Administration Network
URL	Uniform Resource Locator
W3C	World Wide Web Consortium
WAI	Web Accessibility Initiative
WCAG	Web Content Accessibility Guidelines



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