

Malaysia Government Portals and Websites Assessment

(MGPWA) 2012

Public Governance
Governance Dimension
Multimedia Development Corporation

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Executive Summary

Year 2012 marked the 7th year of Malaysia Government Portals and Websites Assessment (MGPWA) conducted by Multimedia Development Corporation (MDeC). The aim of the assessment is to further support Government agencies in promoting more online services and better services delivery that can reach *rakyat* through the websites or portal interface.

The same two approaches, assessment and best practices were maintained for the overall assessment but with an additional approach known as Strategic Achievers being introduced. From setting of criteria, discussing to refining them further, MDeC was supported by a Technical Working Group (TWG) consisted of MOSTI, MAMPU, EPU and PSD. Upon obtaining their approval, assessment was conducted, followed by the Strategic Achievers testing. The Government portals and websites were assessed starting April 2012 and then ranked accordingly. Analysis, findings and recommendation were then put forward.

A total of 1,349 portals and websites were assessed this year but the actual portals/websites derived from myGovernment portal were higher where some were inaccessible. To date, the inaccessible has increased to a total of 81.

MGPWA 2012 overall result displayed decrease in the top ratings. The percentages of 5-star dropped to 20.83% while 4-star dropped by 2.42%. The remaining that leaped in percentages are 3-star and 2-star. To highlight, the percentage of portals/websites rated 3-star and above has declined from 81.91% to 80.28%, despite the increase in number. The 2-star and below portals/websites have a percentage of 19.71% which is higher than 2011 of 18.1%.

From the 186 qualifying agencies, only those rated 5-star were tested for Strategic Achievers. Having the collaboration from BPICT of MAMPU for ICT security incident and penetration test, and PCB to check on public complaints, MDeC then focused on the review of English and its translation as part of the compliance of Strategic Achievers. The result revealed 28 agencies complied with the Strategic Achievers' tests as they passed all the criteria required.

Inline with the ever evolving technology, new criteria were introduced to the assessment i.e. Single sign-on and for the look and feel. Some criteria were even removed while maintaining the same pillars of MGPWA to better suit the current trend. As for updating activities, higher weightage was given to ensure that latest updated information was made available in Government portals and websites.

Agencies must ensure efforts to further increase relevant online services to their users, while maintaining secured channels. Interactivity, user-friendliness and easy navigation are also some factors to consider when enhancing a portal/website. This includes content of the portals/website, whether just information or services rendered must be kept up-to-

date so that users can fully utilise them. Taking all these into account, it is anticipated that the online service delivery of Malaysia Government can be further improved.

From the overall ranking of Portals and Websites, the usual sub-rankings were derived namely Ministry, State, Local Authority, University and Managed Portal Services (MPS).

In the best practices, MGPWA observed the progress made by E-Government of Malaysia in particular to portals and websites. The studies referred were United Nations E-Government Survey 2012: E-Government for the People, and Waseda University 2012 International e-Government Ranking. Malaysia performance in these studies have been hovering, it is believed that initiatives done by our Government were not fully-observed though most of their criteria have been incorporated into MGPWA since the first year of the assessment.

1.0 Introduction

An annual assessment on Government websites, Malaysia Government Portals and Websites Assessment or MGPWA has been conducted since 2005. The assessment is carried out so as to assist Government agencies in making their information and services available to their users through the portals and websites, apart from other existing channels. Having myGovernment portal that acts as a single gateway to Malaysian Government agencies, this is where the list of assessed portals and websites was derived from. The ultimate goal will be inline with the 90% availability and usage of Government online services of Communication, Content & Infrastructure (CCI) NKEA, under Entry Point Project (EPP) 6 Deepening of E-Government.

To reduce, or better still to eliminate the need of visiting Government agencies either for information or services, MGPWA can be treated as a portal/website parameter or reference for agencies in terms of service delivery. Conducted based on an evolved set of criteria which was agreeable by the members of Technical Working Group (TWG), the assessment has always benchmarked against global studies analysing on the same field.

MGPWA includes several activities, from developing criteria, assessing, benchmarking, analysing to suggesting recommendations. The eventual result sought by agencies at the end of the assessment is the star rating awarded to them from the final score obtained. This will help them in gauge their yearly progress of the efforts undertaken to improve the respective portals/websites. An added activity is amongst the selected 5-star, selected central or key agencies were rendered Strategic Achievers. This is a further collaboration of MDeC with MAMPU and Public Complaints Bureau (PCB) to ensure the sustainability and integrity of the portals/websites.

With the increase number of portals/websites assessed this year, due to newly listed ones, and the more stringent criteria, indeed this year's performance depicted slight reduction. The 3-star and 2-star are the only rating experiencing an increment.

2.0 Objectives

To reach *rakyat* in a broader scale for government services with no limitation, be it time, place or means, MGPWA 2012 resolved it through enhancing quality of Government portals/websites. This was made possible with the inclusion of user-friendliness, safety, interactivity and transparency components in the offerings of virtual services. A citizen benefiting from this channel will be able to experience efforts extended by Government services 24 hours a day and at the comfort of their homes, workplaces and possibly using his preferred devices. In parallel with the objective, MGPWA targeted to reduce the number of portals and websites rated 2-star and below and introducing the Strategic Achievers for a sustainable and posed better integrity of these portal/websites.

To stay on par with the top ranked EG countries MGPWA has continuously emphasised on the importance of online services and their promotion in the portals and websites. Therefore, the criterion of online services was further classified into Government-to-Government (G2G), Government-to-Business (G2B) and more importantly, Government-to-Citizen (G2C) as citizen has always been the concluding target audience of MGPWA 2012. These services are identified during the assessment.

With all the objectives accomplished, MGPWA 2012 was anticipated to also contribute towards the target of EPP 6 of Communication, Content and Infrastructure (CCI) which is the Deepening of E-Government by 2015 of 90% usage and availability of online services. More online services and applications must be provided to citizen in order to engage and empower them in moving towards knowledge-based society of 2020.

3.0 Scope of Study

The MGPWA 2012 incorporated three main sections namely Assessment, Strategic Achievers and Best Practises.

Assessment

The number of portals and websites involved in the assessment were derived from the Government Machinery of myGovernment portal. Totaling to 1,349 portals and websites, year 2012 marked the highest number derived so far, of which 611 belong to federal and 737 belong to state. The remaining was myGovernment portal itself. An increase of 16.80% was noted from the comparison of total portals and websites assessed in 2011 and 2012, whereby federal experienced an increased by 28.36%. Refer Table 1 for breakdown of the total portals and websites assessed for the past 7 years.

| CATEGORY | 2012 | 2011 | 2010 | 2009 | 2007 | 2006 | 2005 |
|--------------|--------------|--------------|---------------------------------------|---|---|--|------------|
| Federal | 611 | 476 | 454 | 448 | 442 | 419 | 321 |
| State | 737 | 678 | 683 | 714 | 681 | 628 | 578 |
| Others | 1 myGov* | 1 myGov* | 6 | 6 | 6 | 7 MyHealth* | 4 |
| | | | | 8 myGov, eKL, OSC, ePBT, UPU, PEMUD AH, I Cerve U, BLESS | | | |
| | | | 2 PMR, Khazana h Nasional | 2 PMR, Khazana h Nasional * | 4 myGov, eKL, PMR & Khazana h Nasional * | 1 Pusat Maklum at Rakyat (PMR)* | |
| TOTAL | 1,349 | 1,155 | 1,145 | 1,192 | 1,133 | 1,055 | 903 |

Table 1: Breakdown of Portals and Websites

Strategic Achievers

With the direction from the TWG, MGPWA this year has embarked into a more stringent assessment by introducing the Strategic Achievers. This is an extension of the main assessment. With the assistance from Public Service Department of Malaysia (PSD), a list of qualifying agencies were identified from central and key fore-front agencies which have rampant dealings with the public. The qualifying agencies consisted of all ministries, state secretariat offices, central agency, key front-line agencies and main local authorities, total of 186. Further details is as per Table 2.

| CATEGORY | Ministry | State Secretariat Office | Central Agency | Key Frontline | Main Local Authority | TOTAL |
|----------------------------|----------|--------------------------|----------------|---------------|----------------------|-------|
| Number of portals/websites | 25 | 13 | 116 | 5 | 27 | 186 |

Table 2: Breakdown of Qualifying Strategic Achievers

Best Practices

MGPWA 2012 benchmarked against two international reports. They were United Nations E-Government Survey 2012: E-Government for the People and Waseda University 2012 International e-Government Ranking. This exercise was a continuous effort in adopting the global adhered standards and also to compare the progress of the country in the respective criteria. To date, both reports showed that Malaysia ranked top amongst the Southeast Asia countries.

4.0 Methodology

The structure of MGPWA 2012 is depicted in Figure 1. The first process of MGPWA was establishing a set of criteria based on global best practices prior to the assessment. The criteria then were presented at the Technical Working Group (TWG) meeting with the involvement its members namely MAMPU, MOSTI, PSD, EPU and also MDeC as the secretariat. Once the refinement was done, assessment will be carried out. This will be proceeded with the qualifying Strategic Achievers. ICT Compliance Division of MAMPU will conduct a security review of the portals and websites, PCB will check on any complaint of the respective portals and websites and MDeC on the English passages. At the end of assessment, result will be analysed and its findings and recommendation will be set forth. With that, there will be a second TWG meeting to get the final approval and confirmation from the members. Report will be produced and circulated, both hard and soft copies.

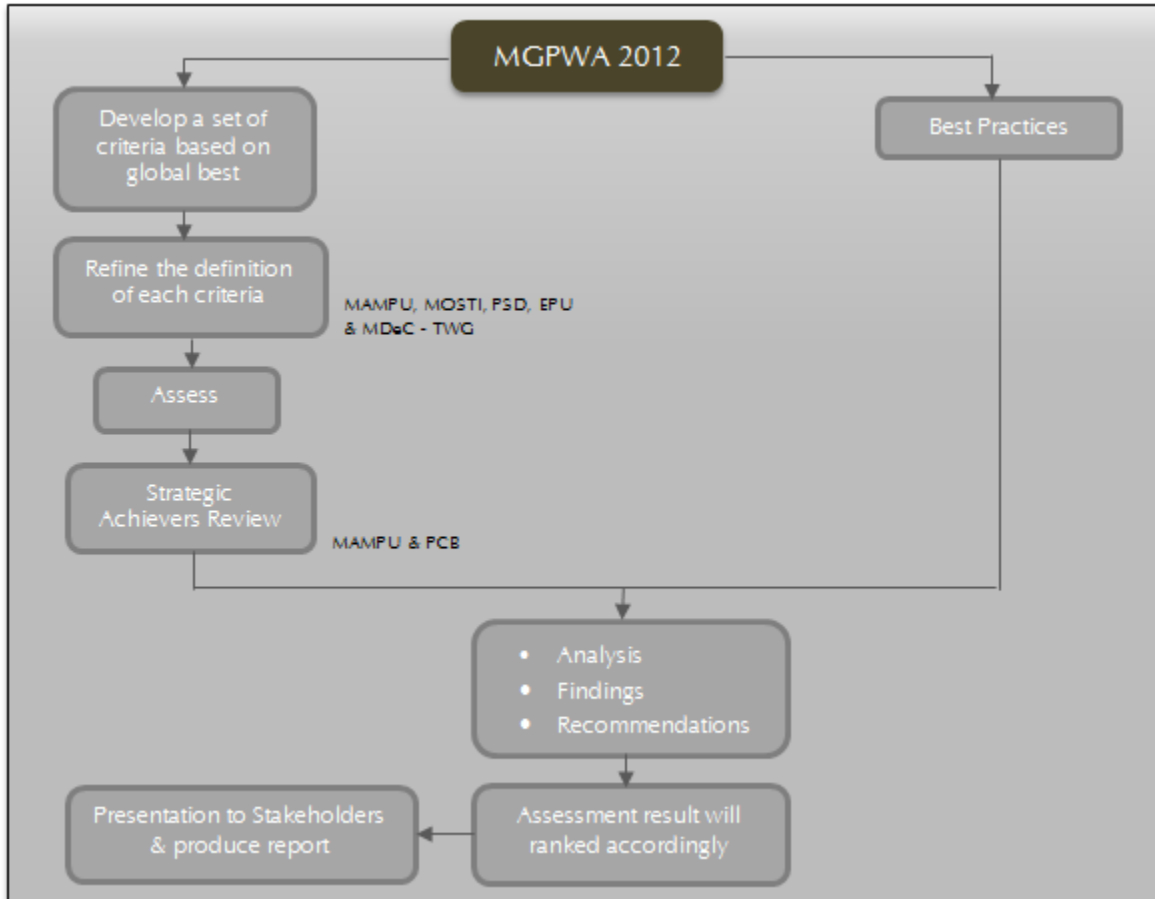


Figure 1: Assessment Structure

Assessment

Based on the agreed set of criteria, 1,349 Government portals and websites were evaluated accordingly. Unit and division of agencies, duplications and No Specific Links (NSL) were eliminated from the assessment.

Then they were checked for the 2 categories Portals or Websites, hinged on the available phrase of the homepage. It will be categorised as Portal if the phrase put on view is Official Portal, Official Web Portal, *Portal Rasmi*, *Laman Rasmi* or *Web Portal Rasmi*. Otherwise, the phrase such as Official Website, Official Site, *Laman Web Rasmi* or *Laman Sesawang Rasmi* will automatically be categorised as Website.

The two categories are accompanied with the same set of criteria, only Portals are allocated with bonus 10 marks. Therefore, a website score range is between 0 to 100 and a portal score range is from 0 to 110. The bonus marks given to Portal include number of online services offered to stakeholders (G2G, G2C or G2B), e-payment facility (online banking or FPX) and usage of digital certificate or display of available trust mark.

The same set of pillars was retained as the previous year namely Content, Usability, Security, Participation and Services. Carrying a total of 25 marks, Content focused on features that help users make use of information inside the portals/websites. Usability with 45 marks supports and eases users' experience when utilising portals/websites while Security concentrate on features that helps to convince users in making use of online services such as single sign-on. The pillar carries a total of 5 marks. Features that allowed users involvement and sharing of opinion via portals/websites, Participants has a total of 10 marks segregated between its two criteria and Services that carries 15 marks are features of automated services.

Despite maintaining the same pillar, several amendments in MGPWA 2012 were done, particularly on the criteria and definitions. New ones include Single Sign-on and Look and Feel criterion. Malaysia Crest, No Advertisement, Link to Other Sites, Statement of Best Viewed, Login to Any System, Disclaimer, Copyright, Loading Time, Use of Session, Fax Number, Agency Policy and Customization of Page according to User Preference were some of the criteria eliminated. For agencies under Portal category that do not require e-payment, marks were not deducted. These agencies were identified by MAMPU.

Updating Activities involve *Perkara-Perkara Yang Dipantau Berkaitan Pengemaskinian Maklumat di Laman Web* by MAMPU covering 7 areas. This year, Achievement of Client's Charter and Statistic for Online Services are parked under this criterion. As for online services criterion, it will be measured by its functions, rather than by system as last year. It is then segregated into G2C, G2B, G2G and Intranet. Criteria for W3C Disability Accessibility also experienced a transformation whereby the compliance is on Web Content Accessibility Guidelines (WCAG) 2.0. The three sub-criteria are Level A, Contrast (Minimum) of Level AA and Resize Text of Level AA.

| Pillar | Score | |
|---------------|------------|------------|
| | Website | Portal |
| Content | 25 | 25 |
| Usability | 45 | 45 |
| Security | 5 | 5 |
| Participation | 10 | 10 |
| Services | 15 | 15 |
| Bonus | | 10 |
| TOTAL | 100 | 110 |

Table 3: Portal and Website Score Allocation

Upon the final score obtained, portals and websites were ranked accordingly in the Overall Ranking. Derivation of sub-ranking was done as follows:-

- a) Overall Top 10 Portals;
- b) Overall Top 10 Websites;
- c) Ministry;
- d) State;
- e) Local Authority;
- f) University; and
- g) Managed Portal Services (MPS).

Strategic Achievers

As an extension to the assessment, Strategic Achiever is a special title given to qualified portals/websites which have obtained a 5-star rating. Involving 186 short-listed portals and websites ranging from ministries, state secretariat offices, central agencies, key front-line agencies and main local authorities were tested on are ICT Security Incident, Penetration Test, English Review and Public Complaint. TWG agreed on the division of task according to the subject-matter experts as follows:

| Criteria | Agency in charge |
|------------------------|------------------|
| ICT Security Incidents | BPICT of MAMPU |
| Penetration Test | BPICT of MAMPU |
| Public Complaints | PCB |
| English Review | MDeC |

Table 4: Strategic Achievers SMEs

The two security elements encompassing ICT Security Incident and Penetration Test were carried out with the collaboration from ICT Compliance Division of MAMPU. ICT Security Incidents were checked against the agencies for any security incidence for the duration

from January to June 2012. These include occurrence of hacking, weakness of password, unprotected page, phishing, SQL injection, website defacement, web link and also file insertion. If such record was found to be available, this would mean that the portal/website did not pass the ICT Security Incident. Thereby, Penetration Test will not be conducted, which also mean it did not pass the test. Should a portal/website has no incidents reported on it, this will indicate that it passed the ICT Security Incident and MAMPU will proceed in conducting the Penetration Test. Result of Penetration Test can then be either pass or fail.

On the area of Public Complaints, compliance would mean that a portal/website has never received any complaints from public with regards to the portal/website, be it through Public Complaints Bureau (PCB) or media source. The duration of complaint is from January to June 2012, similar to the ICT Security Incident. Unlike the security areas, submission of the qualifying portals/websites to PCB is done at the end of the entire 1,349 portals/websites assessment.

MDeC validated the English Review for Strategic Achievers, also conducted at the end of the assessment. The review comprised of 3 layers of checking on the homepage, content of core business and Frequently Asked Questions (FAQs). It focused on grammar, vocabulary, spelling and translation. During the review, if any of the sections were found not to be translated or in poor quality of English, the portal/website will not pass the English review. Banners and current announcements were exempted from translation.

Best Practices

In adhering to global best practices for continuous improvement, it is essential that review of current standards against international reports were made. This is so that they can be adapted into future MGPWA for the betterment of performance and positions of Malaysia ranking globally.

The following table shows Malaysia's progress in the international reports namely conducted by United Nations Department of Economic and Social Affairs (UNDESA), Waseda University, World Economic Forum, Brookings Institution and Accenture. Unfortunately to date, only 2 reports were produced. Malaysia was ranked at 40th place from 190 countries and 23rd place from 55 countries in the United Nations E-Government Survey 2012: E-Government for the People and Waseda University 2012 International e-Government Ranking respectively. Hence, these will be the only reports analysed.

| 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 | NA | NA | NA |

Table 5: E-Government Ranking

5.0 Assessment

The total portals and websites assessed this year were 1,349 of which 1,268 were accessible and the remaining 81 were not. With the 6% of inaccessible portals/websites, it was noted that more portals/websites were not available during the duration of assessment this year. The percentage has increased from 5.54% since last year.

| Year | | Issues | Page cannot be displayed | Page cannot be found | Under construction | Object not found | No URL at myGov | Wrong URL | NSL | Miscellaneous | Total |
|------|--------------------------------|--------|--------------------------|----------------------|--------------------|------------------|-----------------|-----------|-----|---------------|-------|
| 2012 | Number of Portals and Websites | 3 | 4 | 20 | 19 | 1 | 12 | 5 | 17 | 81 | |
| | Percentage | 3.7 | 4.9 | 24.7 | 23.5 | 1.2 | 14.8 | 6.2 | 21 | 100 | |

Table 6: Inaccessible Portals and Websites

The biggest group of inaccessible portals and websites fell into the Under Construction category with a total of 20. This is followed by Object Not Found error with 19 portals and websites and other matters with a total of 17. Wrong URL fell fourth with highest contributor of 12 portals/websites (14.8%). Also noted was that none of the inaccessible portals and websites comes from Forbidden to Access, Firewall Error, Display FTP Directory, No Result and Links Broken errors.

| CATEGORY | Federal | State | TOTAL |
|----------|---------|-------|-------|
| Portal | 322 | 232 | 554 |
| Website | 259 | 455 | 714 |
| TOTAL | 581 | 687 | 1,268 |

Table 7: Accessible Portals and Websites

As for the 1,268 accessible portals and websites, 581 or 45.82% were noted to be from Federal level and the remaining 54.18% are State level. As for the categories, the segregation of Federal level is 322 portals and 259 websites while State level is made of 232 portals and 455 websites. The highest number, therefore, were State websites. All in all, it was noted that the assessment consisted of 554 portals and 714 websites.

5.1 Top 5 Portals

The total 554 portals assessed this year were ranked accordingly and the score ranges from 102 to 20 marks. Although 240 portals were rated 5-star, only 5 exceeded the 100

marks, making them the top 2 of Portal ranking. To highlight, there were reduction of 3 portals when compared to last year's result.

Top 5, on the other hand, were made of 24 portals as compared to 20 last year. Leading the ranking were two portals that shared the same marks of 102. They were Malaysian Rubber Board and Perbadanan Putrajaya. On the contrary, they were 4 marks reduced from last year top honour, Ministry of Housing and Local Government. Also, 10 portals were noted to be of Federal level and the remaining 14 are State level. Naturally this indicated an increase as the rank last year was made of 6 Federal and 14 State portals. It was also noted that 4 ministries managed to be in the Top 5 while majority were dominated by local authorities with 12 portals. The only 2 state portals included in the ranking were Kelantan and Sarawak State.

| Ranking | Portal/Website | Score | Star |
|---------|---|-------|------|
| 1 | Malaysian Rubber Board | 102 | 5 |
| 1 | Perbadanan Putrajaya | 102 | 5 |
| 2 | General Administration Division | 101 | 5 |
| 2 | Manjung Municipal Council | 101 | 5 |
| 2 | Ministry of Finance Malaysia | 101 | 5 |
| 3 | Gerik District Council | 100 | 5 |
| 3 | Kajang Municipal Council | 100 | 5 |
| 3 | Kelantan State | 100 | 5 |
| 3 | Klang Municipal Council | 100 | 5 |
| 3 | Public Services Commission of Malaysia | 100 | 5 |
| 3 | Sarawak State | 100 | 5 |
| 4 | Besut District Council | 99 | 5 |
| 4 | Ministry of Natural Resources and Environment | 99 | 5 |
| 4 | Tapah District Council | 99 | 5 |
| 5 | Johor Bahru City Council | 98 | 5 |
| 5 | Kampar District Council | 98 | 5 |
| 5 | Kuala Pilah District Council | 98 | 5 |
| 5 | Kuala Selangor District Council | 98 | 5 |
| 5 | Marang District Council | 98 | 5 |
| 5 | Ministry of Housing and Local Government | 98 | 5 |
| 5 | National Craft Institute | 98 | 5 |
| 5 | Prime Minister's Department | 98 | 5 |
| 5 | Rubber Industry Small Holders Development Authority (RISDA) | 98 | 5 |
| 5 | Setiu District Council | 98 | 5 |

Table 8: Top 5 Portals

All in all, the portal ranking was a combination of 5-star, 4-star, 3-star and 2-star. The second highest ratings were 4-star with 142 portals, followed by 137 of 3-star portals.

Remaining that were rated 2-star consisted of 35 portals, which also reflected the same issue as last year, the non-readiness of being a portal.

5.2 Top 5 Websites

From 1,349 assessed, 795 were found to be websites. Ranging between the marks of 90 and N/A, 41 websites were 5-star rating.

Top 5 Websites was inclusive of 11 websites of which the score ranged between 90 and 86 marks. At the very top were Kota Bharu Municipal Council and National AntiDrugs Agency (NADA), sharing the same spot with 90 marks. Decreased of score was depicted when result was compared with year 2011, where Department of Irrigation and Drainage was at first place with 93 marks. At second place with 89 marks was Industrial Court of Malaysia followed by South Kelantan Development Authority with 88 marks. Although Top 5 Website of 2011 was made of 12 websites, the number of ministry that managed to be in the ranking remained one whereby this year, Ministry of Plantation Industries and Commodities was at 4th place.

| Ranking | Portal/Website | Score | Star |
|---------|--|-------|------|
| 1 | Kota Bharu Municipal Council | 90 | 5 |
| 1 | National AntiDrugs Agency (NADA) | 90 | 5 |
| 2 | Industrial Court of Malaysia, Ministry of Human Resources | 89 | 5 |
| 3 | South Kelantan Development Authority (KESEDAR) | 88 | 5 |
| 4 | Institute of Diplomacy and Foreign Relations (IDFR) | 87 | 5 |
| 4 | Ministry of Plantation Industries and Commodities | 87 | 5 |
| 5 | Employees Provident Fund | 86 | 5 |
| 5 | Malaysia Agriculture Park | 86 | 5 |
| 5 | National Hydraulic Research Institute of Malaysia (NAHRIM) | 86 | 5 |
| 5 | National Institute of Land and Survey (INSTUN) | 86 | 5 |
| 5 | National Solid Waste Management Department | 86 | 5 |

Table 9: Top 5 Websites

Having the combination of all star rating, the highest contributor belonged to 3-star with 311 websites. This was followed by 4-star with 212 websites and 142 rated as 2-star.

5.3 Ministry

Comprises of 25 ministries, the ministry ranking had a combination of only 4-star and 5-star. From 23 ministries rated 5-star, 3 were noted to be websites while the rest are portals. They ranged from 101 to 80 marks.

Ministry of Finance topped the ranking this year, with a score of 101. Ministry of Housing and Local Government dropped to third place with 98 marks. Second place was Ministry of Natural Resources and Environment who moved up a notch as compared to last year.

As for the 4-star rating, there were 2 portals/websites involved i.e. Ministry of Energy, Green Technology and Water and Ministry of Transport, Malaysia. They were assessed as website and portal, respectively. There remaining 3 websites belong to Ministry of Plantation Industries and Commodities, Ministry of Human Resources and Ministry of Rural and Regional Development.

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---|-------|------|------------------|-------|------|
| | | Score | Star | Ministry Ranking | Score | Star |
| 1 | Ministry of Finance Malaysia | 101 | 5 | 9 | 92 | 5 |
| 2 | Ministry of Natural Resources and Environment | 99 | 5 | 3 | 98 | 5 |
| 3 | Ministry of Housing and Local Government | 98 | 5 | 1 | 106 | 5 |
| 3 | Prime Minister's Department | 98 | 5 | 2 | 101 | 5 |
| 4 | Ministry of Information, Communication and Culture | 97 | 5 | 11 | 90 | 5 |
| 4 | Ministry of International Trade and Industry | 97 | 5 | 10 | 91 | 5 |
| 4 | Ministry of Works Malaysia | 97 | 5 | 5 | 96 | 5 |
| 5 | Ministry of Agriculture and Agro-Based Industry | 96 | 5 | 6 | 95 | 5 |
| 5 | Ministry of Defence | 96 | 5 | 9 | 92 | 5 |
| 6 | Ministry of Education | 95 | 5 | 8 | 93 | 5 |
| 6 | Ministry of Home Affairs | 95 | 5 | 15 | 82 | 5 |
| 7 | Ministry of Science, Technology and Innovation | 94 | 5 | 13 | 86 | 5 |
| 8 | Ministry of Youth and Sports | 91 | 5 | 12 | 87 | 5 |
| 9 | Ministry of Health | 90 | 5 | 3 | 98 | 5 |
| 9 | Ministry of Higher Education | 90 | 5 | 6 | 95 | 5 |
| 9 | Ministry of Tourism | 90 | 5 | 9 | 92 | 5 |
| 10 | Ministry of Plantation Industries and Commodities | 87 | 5 | 14 | 84 | 5 |
| 10 | Ministry of Federal Territories and Urban Wellbeing | 87 | 5 | 7 | 94 | 5 |
| 11 | Ministry of Foreign Affairs | 85 | 5 | 14 | 84 | 5 |
| 11 | Ministry of Women, Family and Community Development | 85 | 5 | 14 | 84 | 5 |
| 12 | Ministry of Domestic, Trade Co-Operatives and Consumerism | 83 | 5 | 4 | 97 | 5 |
| 13 | Ministry of Human Resources | 80 | 5 | 14 | 84 | 5 |
| 13 | Ministry of Rural and Regional Development | 80 | 5 | 8 | 93 | 5 |
| 14 | Ministry of Energy, Green Technology and Water | 75 | 4 | 12 | 87 | 5 |

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---------------------------------|-------|------|------------------|-------|------|
| | | Score | Star | Ministry Ranking | Score | Star |
| 15 | Ministry of Transport, Malaysia | 73 | 4 | 16 | 71 | 4 |

Table 10: Ministry Ranking

From the observation made, the ministry that experienced the highest improvement was Ministry of Home Affairs with an increase of 9 places and 13 marks. This may be due to upgrading of their website to portal. This was followed by Ministry of Finance with an improvement of 8 places and 9 marks. Apart from Ministry of Home Affairs, two other ministries upgraded their websites to portal to better serve their users. These were Ministry of Women, Family and Community Development and Ministry of Transport, Malaysia.

The ministry that experienced decrease was Ministry of Domestic, Trade Co-Operatives and Consumerism which was spotted to decline by 8 places and 14 marks. Ministry of Health and Ministry of Rural and Regional Development also displayed decrease in both ranking and score.

Overall, in terms of scoring, 68% of the ministries improved their ranking, while 60% of the ministries obtained better marks as compared to last year.

5.4 State

The state ranking was made of 13 state portals and websites representing all of the states in Malaysia. All 13 states were found to be portals, except for only 1 which was categorised as website i.e. Sabah State. Unlike last year, 2012 depicted a combination of 5-star, 4-star and 3-star in the ranking, while its score ranged from 100 to 56.

Sarawak and Kelantan State earned the top spot by obtaining 100 marks from the assessment. Both portals had improved, surpassing last challenger of 2011 Negeri Sembilan State, who was at 2nd place. Coming at 3rd place with 94 marks was Penang State which dropped one spot.

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|-----------------------|-------|------|---------------|-------|------|
| | | Score | Star | State Ranking | Score | Star |
| 1 | Sarawak State | 100 | 5 | 3 | 91 | 5 |
| 1 | Kelantan State | 100 | 5 | 9 | 80 | 5 |
| 2 | Negeri Sembilan State | 95 | 5 | 11 | 66 | 4 |
| 3 | Penang State | 94 | 5 | 2 | 94 | 5 |
| 4 | Selangor State | 93 | 5 | 4 | 90 | 5 |
| 5 | Pahang State | 88 | 5 | 6 | 86 | 5 |
| 6 | Malacca State | 86 | 5 | 8 | 81 | 5 |
| 7 | Terengganu State | 84 | 5 | 2 | 94 | 5 |
| 8 | Kedah State | 81 | 5 | 1 | 96 | 5 |

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|----------------|-------|------|---------------|-------|------|
| | | Score | Star | State Ranking | Score | Star |
| 8 | Johor State | 81 | 5 | 7 | 82 | 5 |
| 8 | Perak State | 81 | 5 | 5 | 88 | 5 |
| 9 | Perlis State | 72 | 4 | 6 | 86 | 5 |
| 10 | Sabah State | 56 | 3 | 10 | 71 | 4 |

Table 11: State Ranking

With regards to the categories, two states moved forward by upgrading their websites to portals, namely Pahang State and Selangor. The same pattern can be observed in the State ranking whereby upgrading contributed to progress in scores.

The biggest leap this year was made by Sarawak State. They advanced by 2 places with 9 marks. Improvement was also made by Pahang State with an increase of 4 places and 8 marks. Retaining at the same spot as last year was Sabah at 10th place and decrease of score by 15 marks. Kedah too decrease in score by 5 marks.

To summarise, 38.46% states showed improvement in score, 23.08% states retained their scores which were Penang, Malacca and Perak State and another 38.46% states had decrease in the score.

5.5 Local Authority

Local authority ranking encompassed of 144 portals and websites. Having local authorities rated from 5-star to N/A, the ranking had a combination of 99 portals and 45 websites. It was noted that most local authorities were 5-star with a total 91, of which 90 were portals and 1 website.

Table below, however, only depicts the Top 5 of Local Authority ranking. A total of 18 portals were involved, ranging from score of 101 to 97 marks. They, again, maintained at obtaining the same star rating this year. Taking over last year toppers, Municipal Council of Pasir Gudang and Nilai Municipal Council, Manjung Municipal Council is at 1st place with 101 marks, followed by 2nd place that is shared by 3 local authorities. They were Gerik District Council, Kajang Municipal Council and Klang Municipal Council. Improvement of 1 mark can be seen as the 2nd place of 2011 with the score of 99. From the observation, it was also noted that 7 out of the 18 portals hailed from Perak and 6 portals made it again into this year Top 5.

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---------------------------------|-------|------|-------------------------|-------|------|
| | | Score | Star | Local Authority Ranking | Score | Star |
| 1 | Manjung Municipal Council | 101 | 5 | 5 | 96 | 5 |
| 2 | Gerik District Council | 100 | 5 | 6 | 95 | 5 |
| 2 | Kajang Municipal Council | 100 | 5 | 3 | 98 | 5 |
| 2 | Klang Municipal Council | 100 | 5 | 13 | 88 | 5 |
| 3 | Tapah District Council | 99 | 5 | 10 | 91 | 5 |
| 3 | Besut District Council | 99 | 5 | 17 | 82 | 5 |
| 4 | Johor Bahru City Council | 98 | 5 | 6 | 95 | 5 |
| 4 | Kuala Pilah District Council | 98 | 5 | 15 | 86 | 5 |
| 4 | Kampar District Council | 98 | 5 | 4 | 97 | 5 |
| 4 | Kuala Selangor District Council | 98 | 5 | 2 | 99 | 5 |
| 4 | Marang District Council | 98 | 5 | 5 | 96 | 5 |
| 4 | Setiu District Council | 98 | 5 | 6 | 95 | 5 |
| 5 | Yan District Council | 97 | 5 | 9 | 92 | 5 |
| 5 | Nilai Municipal Council | 97 | 5 | 1 | 103 | 5 |
| 5 | Kuantan Municipal Council | 97 | 5 | 13 | 88 | 5 |
| 5 | Tanjong Malim District Council | 97 | 5 | 8 | 93 | 5 |
| 5 | Perak Tengah District Council | 97 | 5 | 11 | 90 | 5 |
| 5 | Teluk Intan Municipal Council | 97 | 5 | 16 | 83 | 5 |

Table 12: Top 5 Local Authority Ranking

As for the whole ranking of Local Authority, 6 had upgraded themselves to portal. Although all improved their scores, 1 was noted to decline by 3 marks. Interestingly, Kota Bharu Municipal Council has moved from portal to website but the score had progressed from last year. The rest remained in the same category of which 29 were still referred as websites.

Measuring against the 2011 result, Beaufort District Council which was inaccessible last year managed to obtain 50 marks this year and obtained 3-star rating. Besut District Council also had the tremendous improvement with 17 marks and 14 places of increment. Teluk Intan Municipal Council also reflected progress from the increase of 14 marks and 11 places. Also noted were Padawan Municipal Council, Betong District Council and Hang Tuah Jaya Municipal Council whom their improvement goes as high as 19 and 18 marks, enough to make them leaped another level up in star rating. Experiencing decline of 17 places were Batu Pahat Municipal Council and Tawau Municipal Council. They each lost 16 and 7 marks this year. Pasir Gudang Municipal Council also lost 15 marks and Lipis District Council by 14 marks.

In general, inaccessible portals and websites have increased from 13 to 14 this year. 40.28% has showcased good progress in the score, 15.28% retained while 44.44% declined.

5.6 University

Involving the same number of public university as previous years, University ranking has a score from 95 to 68, encompassing rating 5-star and 4-star. From 15, the 4-star portals/websites have reduced to 6 this year, which also meant that the increment of 5-star among the universities. They have stepped forward due to website to portal migration as highlighted in the 2011 report on their readiness.

Three portals shared 1st place with 94 marks. These portals i.e. Universiti Tun Hussein Onn Malaysia, Universiti Utara Malaysia and Universiti Malaysia Terengganu were new comers of rank topped as compared to last year and were amongst that transformed from websites. With one mark less from the 1st place in 2011 is Universiti Teknikal Malaysia followed by 2 universities which shared 3rd place with 92 marks.

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---|-------|------|--------------------|-------|------|
| | | Score | Star | University Ranking | Score | Star |
| 1 | Universiti Tun Hussein Onn Malaysia | 94 | 5 | 4 | 84 | 5 |
| 1 | Universiti Utara Malaysia | 94 | 5 | 11 | 69 | 4 |
| 1 | Universiti Malaysia Terengganu | 94 | 5 | 9 | 73 | 4 |
| 2 | Universiti Teknikal Malaysia Melaka | 93 | 5 | 1 | 95 | 5 |
| 3 | Universiti Malaysia Perlis | 92 | 5 | 7 | 78 | 4 |
| 3 | Universiti Putra Malaysia | 92 | 5 | 10 | 72 | 4 |
| 4 | National University of Malaysia | 87 | 5 | 6 | 79 | 4 |
| 4 | Universiti Malaysia Sabah | 87 | 5 | 13 | 63 | 4 |
| 5 | Islamic Science University of Malaysia | 85 | 5 | 2 | 90 | 5 |
| 5 | Universiti Sains Malaysia | 85 | 5 | 3 | 86 | 5 |
| 6 | Universiti of Malaya | 81 | 5 | 7 | 78 | 4 |
| 6 | Universiti Sultan Zainal Abidin | 81 | 5 | 12 | 68 | 4 |
| 6 | Universiti Teknologi Malaysia | 81 | 5 | 8 | 76 | 4 |
| 7 | Universiti Pendidikan Sultan Idris | 80 | 5 | 9 | 73 | 4 |
| 8 | Universiti Pertahanan Nasional Malaysia | 79 | 4 | 10 | 72 | 4 |
| 9 | Universiti Malaysia Pahang | 77 | 4 | 5 | 83 | 5 |
| 10 | International Islamic University Malaysia | 73 | 4 | 9 | 73 | 4 |
| 11 | Universiti Malaysia Kelantan | 72 | 4 | 14 | 62 | 4 |
| 11 | Universiti Malaysia Sarawak | 72 | 4 | 12 | 68 | 4 |
| 12 | Universiti Teknologi Mara (UiTM) | 68 | 4 | 7 | 78 | 4 |

Table 13: University Ranking

From the observation, there were 17 portals where 15 had upgraded themselves and 2 maintained as portal. They were Universiti Teknikal Malaysia Melaka and Universiti Sains

Malaysia. The remaining 3 websites were Islamic Science University of Malaysia, International Islamic University Malaysia and Universiti Teknologi Mara (UiTM).

Amongst the universities the highest advancement was by Universiti Utara Malaysia with 25 marks and movement of 10 places. Second was Universiti Malaysia Sabah. They moved up by 9 places with a score increment of 24 marks. On the contrary, decline of score and place was noted in Universiti Teknologi Mara (UiTM) with 10 marks and 5 spots. Universiti Malaysia Pahang, which was at 5th place last year dropped by 4 places and 6 marks. International Islamic University Malaysia remained the same as last year with total score of 73. In terms of rating, movement from 5-star to 4-star was by Universiti Malaysia Pahang.

All in all, 70% portals improved in their scores, 25% experienced a decline while 5% maintained the same result as last year.

5.7 Managed Portal Services (MPS)

The number of portals and websites listed in MPS ranking this year equals to 146 instead of 152. Encompassing of 132 portals/websites 5-star and 14 portals/websites 4-star rating, the ranking was noted to be a combination of 139 portals and 7 websites and score ranging from 102 to 60.

Table 14 showcased the Top 5 of MPS ranking which consisted of 15 portals. Found to top the ranking was Perbadanan Putrajaya with 102 marks. 2nd place was Manjung Municipal Council with a difference of 1 mark and Gerik District Council at 3rd place with 100 marks, sharing with another 2 portals. All three portals improved by 5 places and 5 marks as compared to their result in 2011. To highlight, 3rd place is shared by 3 portals.

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---------------------------------|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 1 | Perbadanan Putrajaya | 102 | 5 | 6 | 97 | 5 |
| 2 | Manjung Municipal Council | 101 | 5 | 7 | 96 | 5 |
| 3 | Gerik District Council | 100 | 5 | 8 | 95 | 5 |
| 3 | Kajang Municipal Council | 100 | 5 | 5 | 98 | 5 |
| 3 | Klang Municipal Council | 100 | 5 | 15 | 88 | 5 |
| 4 | Besut District Council | 99 | 5 | 20 | 82 | 5 |
| 4 | Tapah District Council | 99 | 5 | 12 | 91 | 5 |
| 5 | Johor Bahru City Council | 98 | 5 | 8 | 95 | 5 |
| 5 | Kampar District Council | 98 | 5 | 6 | 97 | 5 |
| 5 | Kuala Pilah District Council | 98 | 5 | 17 | 86 | 5 |
| 5 | Kuala Selangor District Council | 98 | 5 | 4 | 99 | 5 |
| 5 | Marang District Council | 98 | 5 | 7 | 96 | 5 |
| 5 | Setiu District Council | 98 | 5 | 8 | 95 | 5 |

| Ranking | Portal/Website | 2012 | | 2011 | | |
|---------|---|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 5 | Rubber Industry Small Holders Development Authority (RISDA) | 98 | 5 | 3 | 100 | 5 |
| 5 | National Craft Institute | 98 | 5 | 6 | 97 | 5 |

Table 14: Top 5 MPS Ranking

From the 146 portals and websites, 6 portals and websites were not assessed. Two portals/websites namely Malaysian Peninsular Commercial Vehicle Licensing Board (LPKP) Sabah and Institut Integriti Malaysia (IIM) were not listed in myGov during the period assessment while Franchise Development Division were eliminated as MGPWA 2012 does not include assessment on Units and Divisions. The remaining 3 have yet to go live under MPS, hence were not included in the ranking. There were Labuan Financial Services Authority, Commercial Vehicle Licensing Board (LPKP) Sarawak and Hang Tuah Jaya Municipal Council. Also noted was the migration made by agencies whereby 3 had converted into portals, 3 downgraded from portals to websites and the rest retained their categories. 4 were still listed as websites.

In comparison to last year, Besut District Council dominated the biggest progress amongst the 146 portals and websites. With 17 marks of increment, they had gained 16 places. Malaysia Co-Operative Societies Commission was next with an improvement of 15 spot and 16 marks. On the other hand, Batu Pahat Municipal Council dropped by 16 places and experienced a decline of 16 marks. Hence, making them moved from 5-star to 4-star rating. Pasir Gudang Municipal Council which lead last year, was also noted to lose 15 marks from 103 to 88 marks.

Overall result showed that 36.30% portals/websites had made progress in obtaining better marks this year, while 56.16% were on the contrary. 7.53% portals and websites, remained with the same score as last year.

5.8 Example of Good Portals

In the 1,349 portals and websites, two portals were recognised as good portals for obtaining the 1st position in the overall ranking. With each of them gaining the highest marks amongst all, they were apt to be further observed and examined so that other portals/websites will be able to learn by these 2 portals in approaching their users.

5.8.1 Malaysian Rubber Board

Malaysian Rubber Board demonstrated the fulfillment of content, security, participation, services and covering almost all aspect of the usability. Being ranked 1st place this year with the total score of 102, the portal had leaped frog from its previous position which was at 7th place. The first impression on the portal was its clean, uncluttered look that makes it easily accessible. Proper placements of user-desired content were also evident.



Figure 2: Homepage of Malaysia Rubber Board

On the updating activities, section of announcement and latest news were kept up-to-date. Also, an outstanding section noted was the Rubber Price section. It features the latest physical closing prices of rubber complete with time and date. Should a user need further details on price, there was 'more' button that can be clicked on and will bring one to another page displaying the comprehensive information. This is a good example on placing the right info on the right page.

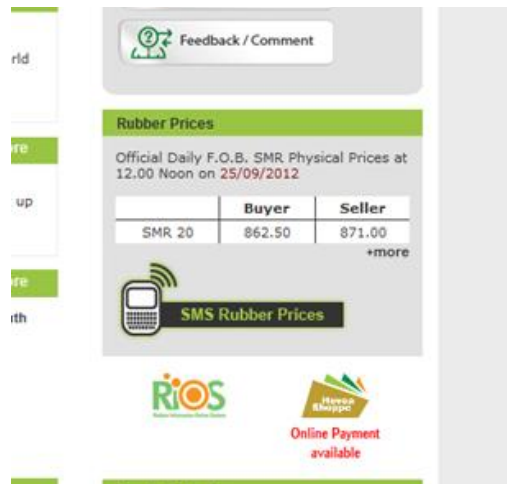


Figure 3: Rubber Prices

Focusing on the effectiveness of service delivery, Malaysia Rubber Board offered numerous services, be it online services or those through mobile. Their services ranged from G2B, G2C and G2G that had single sign-on mechanism to complement them. That being said, online payment was also included in the portal whereby users have the capability to purchase their products on E-Bookshop. Payment can be made using credit card. As for SMS services, users have the ability to obtain rubber prices by SMS-ing to 36600.

Figure 4: E-Payment

Through observation, Malaysia Rubber had done some improvements against their 2011 portal. Not only do they provide mobile web version of the portal, the feature comes with the device detector that automatically led user to <http://m.lgm.gov.my>. There are numerous services added on as compared to last year.

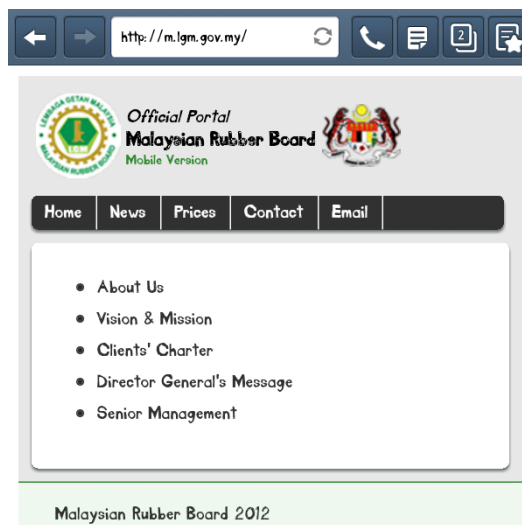


Figure 5: Mobile Web Version

Providing convenience to the users, Malaysia Rubber Board had fulfilled the Resize Text sub-criterion. This is particularly useful to those with visual impairment. Security wise, the portal was noted to providing the digital certificate.

5.8.2 Perbadanan Putrajaya

A quick trip to Perbadanan Putrajaya will leave users sufficient evidence that made it another portal to be on the same level as Malaysia Rubber Board. Ironically, both agencies were ranked at 7th place last year and managed to top the list this time. One good aspect of the agency was that despite the improvement made to the portal, they have been maintaining the same look for the past few years. This has made them easily recognisable and accessible by returning users, which in turn offer them comfort.

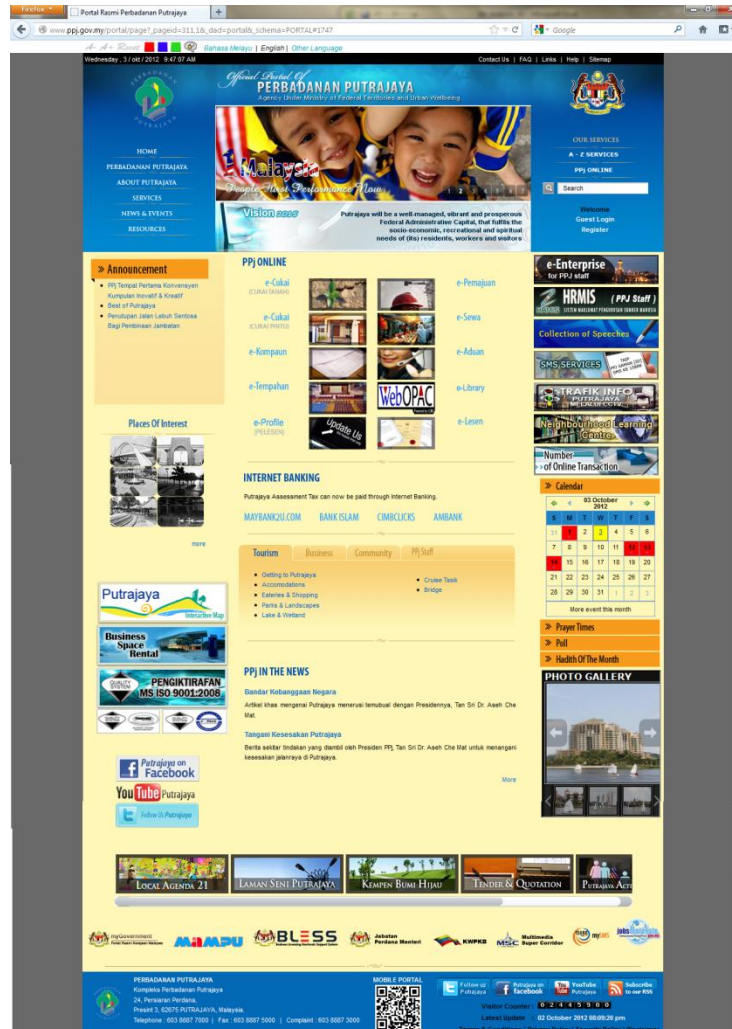


Figure 6: Homepage of Perbadanan Putrajaya

Contrasting to their challenger, Perbadanan Putrajaya has strengthened their commitment to serve their users better through the multiple social media. With the power that the media have, users can become more engaging through microblog and social network. By not limiting their information to just be in their portals and websites, information of the same kind was pushed in other available channels to further reach users of different walks of life. To top that, QR code was also utilised to make known of their mobile web version.



Figure 7: Social Media

Efforts of Perbadanan Putrajaya were also acknowledged from the impressive number of online services made available to the users, that were of G2B, G2G and G2C oriented. Users were delivered with hassle-free experience when using these services with the deployment of single-sign on. Coupled to it is the digital signature as to earn users trust when making any transaction in the portal. Also noted was the updated statistic disclosed to users on all of the services.



Figure 8: Single Sign-On and Online Services

5.9 Star Rating

From the score, star rating of a portal or website will be allocated. Star rating comprised of 1-star with 1 to 19 marks, 2-star from 20 to 39 marks, 3-star from 40 to 59 marks, 4-star from 60 to 79 marks and 5-star from 80 to 110 marks. On the other hand, inaccessible (N/A) status will be given to those portals and websites that failed to be assessed during the duration of MGPWA 2012. To note, 3 attempts of assessment is made on a portal/website before classifying it as N/A.

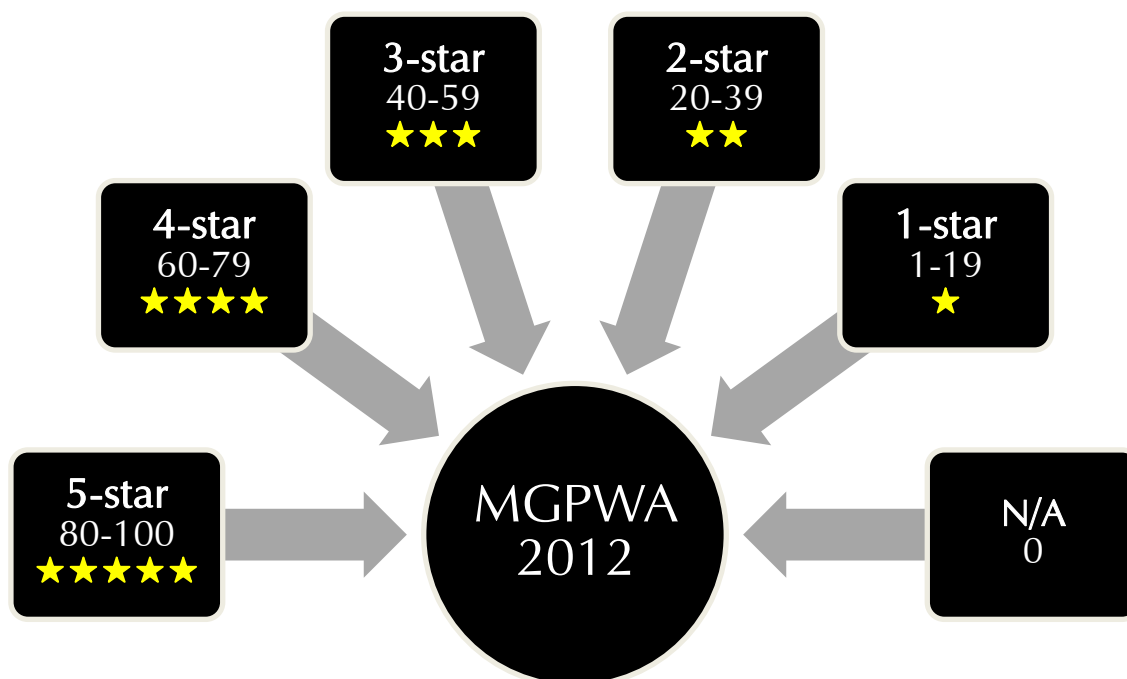


Figure 11: Star Rating

5.9.1 Overall Star Rating

| Star Rating | Number of Portals/Websites | Percentage |
|-------------|----------------------------|------------|
| 5-star | 281 | 20.83% |
| 4-star | 354 | 26.24% |
| 3-star | 448 | 33.21% |
| 2-star | 177 | 13.12% |
| 1-star | 8 | 0.59% |
| N/A | 81 | 6.00% |

Table 15: Star Rating Segregation 2012

Out of the 1,349 portals and websites, 5-star rating was awarded to 281 portals and websites with the percentage of 20.83%. 4-star rating consisted of 354 portals and websites while 3-star had a total of 448 portals and websites. This also indicated that

amongst the star rating, majority resided in the 4-star range with 33.21%. The next group to have big number of portals/websites were 4-star, making 5-star the third biggest group.

As for the 2-star rating, it had a percentage of 13.12%, whereby the number was 177 from 1,349 portals and websites. This followed by 8 websites rated 1-star which was equivalent to 0.59%. The number of websites that were not accessible this year was noted to be 81 with a percentage of 6.00%.

As shown on Table 16, the star rating comparison was made since the first year of assessment. The number of 5-star portals/websites has been growing upward expect for this year. Although there was a decline of 4 portals/websites, the difference was noted to be 3.85%. As for the 4-star and 3-star rating, the number has increased by 23 and 118 respectively. A decline of 2.42%, however, was observed in the 4-star. On the contrary, an increment is noted in the 3-star group by 4.64%. This indicated the consistent improvement in the group. In the 2-star rating, portals/websites has been reducing previously but has grown to 177 this year. The additional 39 portals/website may be due to the newly added portals/websites on myGov portal. Also observed was the decrease by 0.02% in the 1-star. The number of inaccessible (N/A) was not able to be reduced this year as the number has grown from 64 to 81, an increase of 0.46%. To highlight, despite the general decline in most of the ratings the number of portals and websites assessed this year was the highest number since the 7 years. Hence, although there was an increase in terms of numbers, the same pattern was not applicable in terms of percentage.

| Year | Star | 5-Star | 4-Star | 3-Star | 2-Star | 1-Star | N/A | Total |
|------|----------------------------|----------|---------|----------|---------|--------|-------|-------|
| | | (80-100) | (60-79) | (40-59) | (20-39) | (1-19) | 0 | |
| 2012 | Number of portals/websites | 281 | 354 | 448 | 177 | 8 | 81 | 1,349 |
| | Percentage | 20.83% | 26.24% | 33.21% | 13.12% | 0.59% | 6.00% | 100 |
| 2011 | Number of portals/websites | 285 | 331 | 330 | 138 | 7 | 64 | 1,155 |
| | Percentage | 24.68% | 28.66% | 28.57% | 11.95% | 0.61% | 5.54% | 100 |
| 2010 | Number of portals/websites | 101 | 220 | 328 | 374 | 31 | 91 | 1,145 |
| | Percentage | 8.82% | 19.21% | 28.65% | 32.66% | 2.71% | 7.95% | 100 |
| 2009 | Number of portals/websites | 7 | 173 | 352 | 495 | 51 | 114 | 1,192 |
| | Percentage | 0.59% | 14.51% | 29.53% | 41.53% | 4.28% | 9.56% | 100 |
| 2007 | Number of portals/websites | 3 | 85 | 387 | 412 | 165 | 81 | 1,133 |
| | Percentage | 0.26% | 7.50% | 34.16% | 36.36% | 14.56% | 7.15% | 100 |

| Year | Star | 5-Star | 4-Star | 3-Star | 2-Star | 1-Star | N/A | Total |
|------|----------------------------|----------|---------|----------|---------|--------|--------|-------|
| | | (80-100) | (60-79) | (40-59) | (20-39) | (1-19) | 0 | |
| 2006 | Number of portals/websites | 0 | 16 | 124 | 434 | 251 | 230 | 1,055 |
| | Percentage | 0.00% | 1.52% | 11.75% | 41.14% | 23.79% | 21.80% | 100 |
| 2005 | Number of portals/websites | 0 | 9 | 61 | 440 | 343 | 50 | 903 |
| | Percentage | 0.00% | 1.00% | 6.76% | 48.73% | 37.98% | 5.54% | 100 |

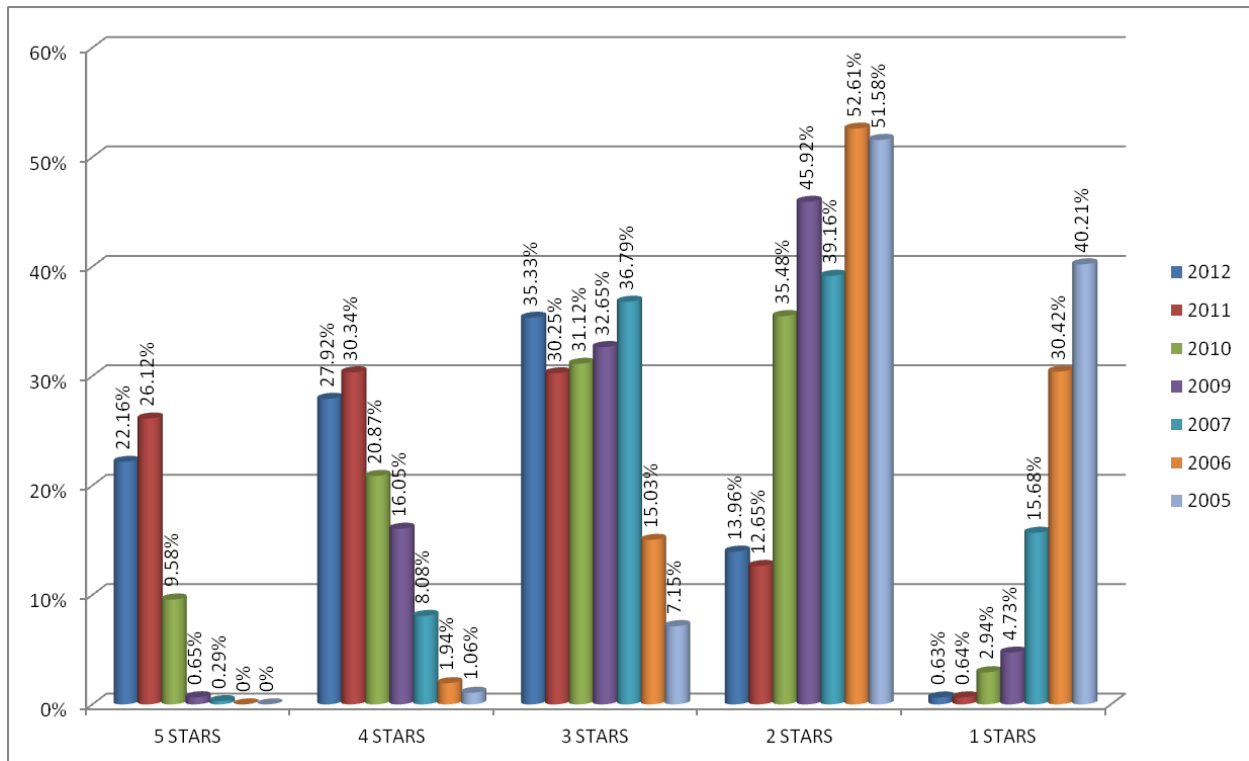


Table 16: Star Rating Comparison

Apart from that, star rating was also segregated into 2 sections, namely the 3-star and above and 2-star below. Result of 2012 showed that the number of portals and websites rated 3-star and above was 1,083 in comparison to 2011 which is 946. Although the number has progressed, the percentage somehow indicated a decline from 81.91% to 80.28%. As for the 2-star below rating, a total of 266 portals/websites were found to be in the sections. When compared with previous year, the increment was noted by 57 portals and websites. Therefore, the difference of percentage has come to 1.61%.

5.9.2 Star Rating According to Portal and Website

| | Number of Portals | Percentage |
|--------|-------------------|------------|
| 5-star | 240 | 43.32% |
| 4-star | 142 | 25.63% |
| 3-star | 137 | 24.73% |
| 2-star | 35 | 6.32% |
| 1-star | 0 | 0% |

Table 17: Portal Star Rating Segregation

Table 17 showed the segregation of portals star rating ranging only from 5-star to 1-star. Majority of the portals belong in the 5-star rating with 43.32%. From 554, percentage of 25.63% was the second highest percentage which includes all the 4-star portals. With no portals rated 1-star, the result retain similar to last year. All in all, 519 portals are rated 3-star and above and 6.32% of the portals contributed to the 2-star below sections.

In comparison to 2011, the highest increment of portals was noted in the 4-star rating with an additional of 65 portals and 5.73%. With a difference of 3.8%, the number of 3-star portals has increased by 56, making it 137 this year. The next to experience a positive progress is 5-star rating with an increase of 25 portals which its increase of percentage equivalent to 12.24%. All in all, the number of portals in every rating has improved this year, especially with the new 167 portals.

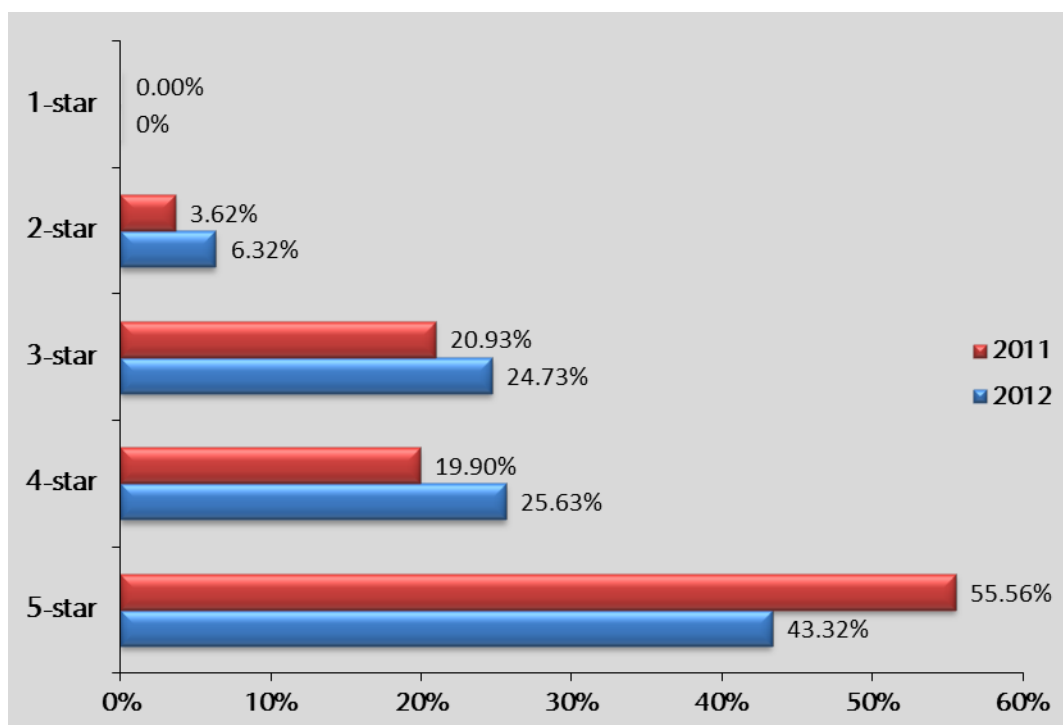


Figure 12: Portal Star Rating 2012 vs 2011

Unlike portal, the category of 795 website consists of every star ratings. With more than quarter of the websites rated 3-star, the next in line was noted to be 4-star website with 26.67% of overall websites. This is then followed with 2-star and non-rated websites with 17.86% and 10.19% respectively. The lowest among the ratings is 1-star websites with a total of 8. A total of 70.95% websites belongs in the 3-star and above sections while remaining falls within 2-star below with 231 websites.

| Star Rating | Number of Websites | Percentage |
|-------------|--------------------|------------|
| 5-star | 41 | 5.16% |
| 4-star | 212 | 26.67% |
| 3-star | 311 | 39.12% |
| 2-star | 142 | 17.86% |
| 1-star | 8 | 1.01% |
| N/A | 81 | 10.19% |

Table 18: Website Star Rating Segregation

Different pattern was identified in the website star rating as compared to portal involving increase and decrease in the ratings. For 5-star and 4-star rating, the number has declined to 29 and 42 this year. Naturally with the reduction, the numbers of websites rated 3-star, 2-star, 1-star and N/A experienced an increase. To date, the differences had risen by 62, 18, 1 and 17 respectively. Nevertheless, the biggest difference of percentage was found in 3-star with 6.7% and lowest in 1-star by 0.1%. 4-star on the other hand dropped in percentage by 6.4%.

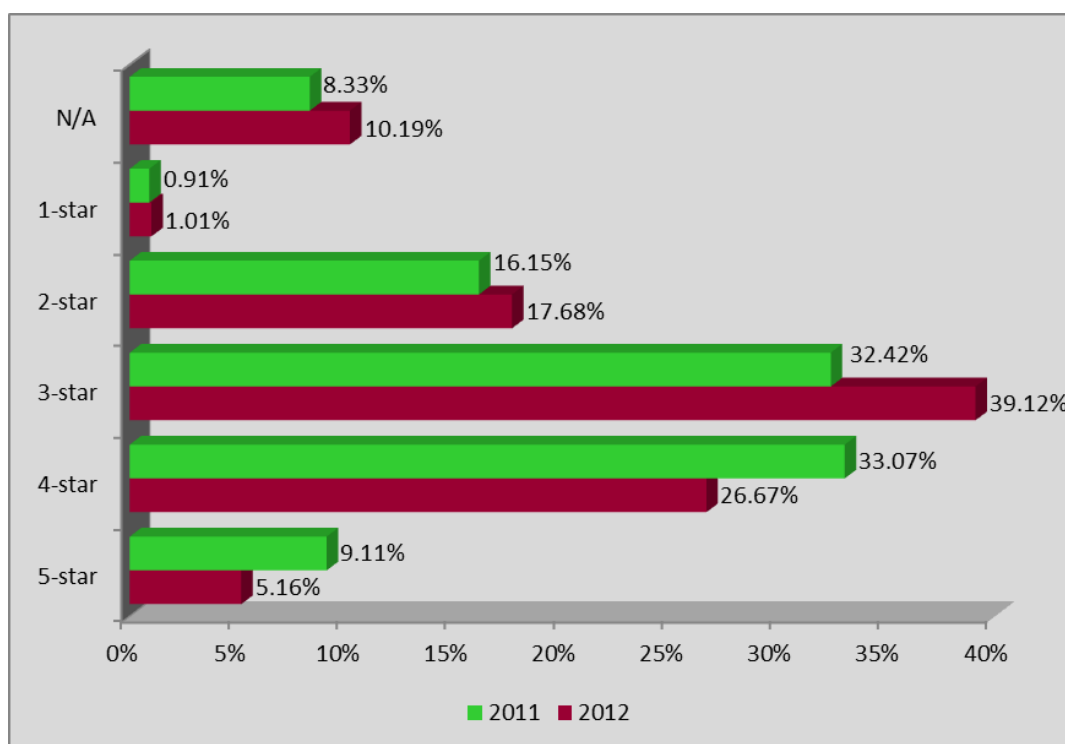


Figure 13: Website Star Rating 2012 vs 2011

5.9.3 Star Rating According to Federal and State

Besides the portal and website grouping, the star rating was also analysed for federal and state grouping. Table 19 focused on the segregation of federal star rating. From the total of 612 portals and websites, majority of the federal was rewarded 3-star with the percentage of 30.56%. Noted to be the second highest was 4-star with 29.41%, followed closely behind by 5-star with 26.47%. None of the federal portals and websites was rated 1-star but 31 were not accessible during the assessment period. Altogether, there were 529 portals/websites in the 3-star and above sections while 83 fell under 2-star below sections.

| Star Rating | Number of Portals/Websites | Percentage |
|-------------|----------------------------|------------|
| 5-star | 162 | 26.47% |
| 4-star | 180 | 29.41% |
| 3-star | 187 | 30.56% |
| 2-star | 52 | 8.50% |
| 1-star | 0 | 0% |
| N/A | 31 | 5.07% |

Table 19: Federal Star Rating Segregation

In comparison to last year, the total of federal portals/websites has increased with an addition of 127 portals/websites. Perhaps with the reduction of 1-star rated portals and websites to 0, this has shown improvement in 5-star, 4-star and 3-star rating. Each of the rating has increased by 20, 13 and 67 agencies. In terms of percentage, the highest

increment was noted within 3-star rating with 5.82%. 2-star also reflected an increase of percentage of 2.52%. Inaccessible federal also increased by 10 portals and websites.

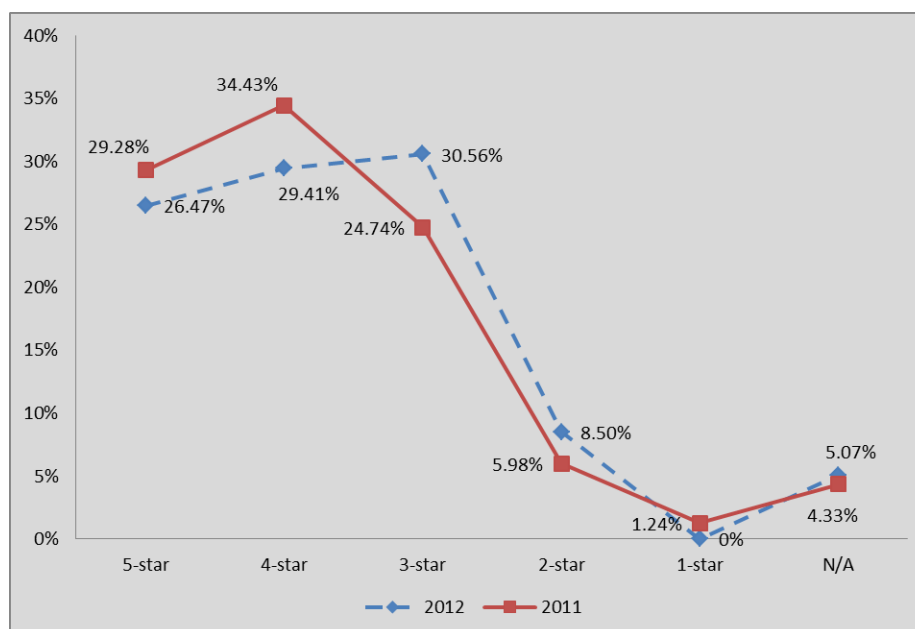


Figure 14: Federal Star Rating 2012 vs 2011

Under State category, the 737 portals and websites were segregated to all the 5 ratings. The highest number that was 261 resided in 3-star rating with the percentage that was 35.41%. This was followed by 23.61% of portals and websites rated 4-star and 125 was found to obtain 2-star rating. Following closely behind was inaccessible portals and websites with 6.78% and 1-star portals and websites with the lowest at 1.09%. The number of portals and websites rated 3-star and above made up the total of 75.17% with 554 while remaining 183 were the 2-star below section.

| Star Rating | Number of Portals/Websites | Percentage |
|-------------|----------------------------|------------|
| 5-star | 119 | 16.15% |
| 4-star | 174 | 23.61% |
| 3-star | 261 | 35.41% |
| 2-star | 125 | 16.96% |
| 1-star | 8 | 1.09% |
| N/A | 50 | 6.78% |

Table 20: State Star Rating Segregation

The number of state portals and websites has increased by 62 this year. Also from the observation, 5-star is the only rating which decreased in number by 24. In terms of percentage, it had decreased by 5.04%. Hence, the rest of the star ratings were noted to increase with the highest being in the 3-star by 52 portals and websites that was

equivalent to 4.45%. When compared to last year's result of state portals/websites rated 3-star and above, there was a decrease of 1.42%.

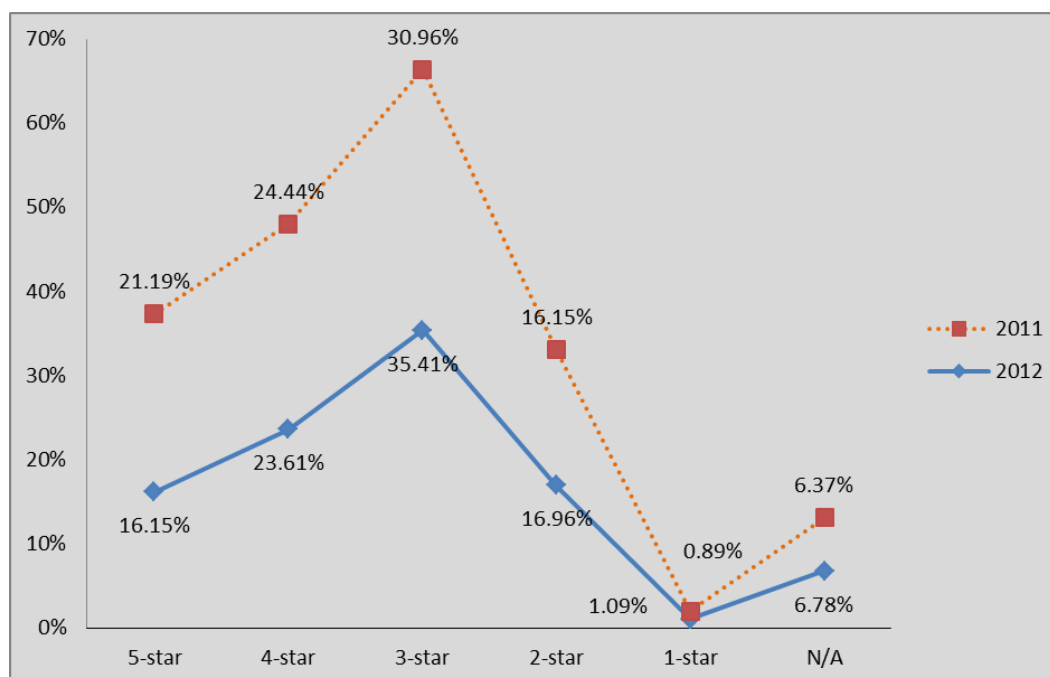


Figure 15: State Star Rating 2012 vs 2011

5.9.4 Star Rating According to Parents Portals/Websites

| Parents Portals/Websites | Total Portals/Websites | Percentage | | | | | |
|---|------------------------|------------|--------|--------|--------|--------|------|
| | | 5-star | 4-star | 3-star | 2-star | 1-star | N/A |
| Ministry of Home Affairs | 8 | 100 | - | - | - | - | - |
| Ministry of Rural and Regional Development | 13 | 92.31 | 7.69 | - | - | - | - |
| Ministry of Housing and Local Government | 8 | 87.50 | 12.50 | - | - | - | - |
| Ministry of Natural Resources and Environment | 13 | 84.62 | 7.69 | 7.69 | - | - | - |
| Ministry of Domestic, Trade Co-Operatives and Consumerism | 5 | 80 | - | - | 20 | - | - |
| Ministry of Agriculture and Agro-Based Industry | 18 | 72.22 | 16.67 | 5.56 | - | - | 5.56 |
| Ministry of Foreign Affairs | 3 | 66.67 | 33.33 | - | - | - | - |

| Parents Portals/Websites | Total Portals/Websites | Percentage | | | | | |
|---|------------------------|------------|--------|--------|--------|--------|-------|
| | | 5-star | 4-star | 3-star | 2-star | 1-star | N/A |
| Ministry of Federal Territories and Urban Wellbeing | 7 | 57.14 | 14.29 | - | 14.29 | - | 14.29 |
| Ministry of Tourism | 2 | 50 | - | 50 | - | - | - |
| Ministry of Information, Communication and Culture | 20 | 45 | 40 | 15 | - | - | - |
| Prime Minister's Department | 57 | 43.86 | 28.07 | 22.81 | 3.51 | - | 1.75 |
| Ministry of Plantation Industries and Commodities | 12 | 41.67 | 25 | 25 | 8.33 | - | - |
| Kelantan State | 45 | 37.78 | 33.33 | 20 | 6.67 | - | 2.22 |
| Ministry of Finance Malaysia | 20 | 35 | 30 | 25 | 5 | - | 5 |
| Ministry of Works Malaysia | 9 | 33.33 | 44.44 | - | 11.11 | - | 11.11 |
| Perak State | 49 | 32.65 | 10.20 | 44.90 | 10.20 | - | 2.04 |
| Selangor State | 46 | 30.43 | 30.43 | 23.91 | 6.52 | - | 8.70 |
| Ministry of International Trade and Industry | 10 | 30 | 40 | 30 | - | - | - |
| Johor State | 44 | 29.55 | 27.27 | 29.55 | 11.36 | - | 2.27 |
| Ministry of Human Resources | 17 | 29.41 | 47.06 | 5.88 | - | - | 17.65 |
| Ministry of Higher Education | 96 | 28.13 | 44.79 | 23.96 | 3.13 | - | - |
| Pahang State | 48 | 25 | 14.58 | 18.75 | 12.50 | - | 29.17 |
| Negeri Sembilan State | 40 | 20 | 42.50 | 30 | 5 | - | 2.50 |
| Penang State | 27 | 18.52 | 51.85 | 22.22 | 7.41 | - | - |
| Terengganu State | 47 | 17.02 | 19.15 | 48.94 | 14.89 | - | - |
| Ministry of Women, Family and Community Development | 6 | 16.67 | 83.33 | - | - | - | - |
| Melaka State | 38 | 15.79 | 10.53 | 47.37 | 18.42 | - | 7.89 |
| Kedah State | 83 | 15.66 | 34.94 | 37.35 | 9.64 | 1.20 | 1.20 |

| Parents Portals/Websites | Total Portals/Websites | Percentage | | | | | |
|--|------------------------|------------|--------|--------|--------|--------|-------|
| | | 5-star | 4-star | 3-star | 2-star | 1-star | N/A |
| Ministry of Transport, Malaysia | 15 | 13.33 | 26.67 | 33.33 | 13.33 | - | 13.33 |
| Ministry of Science, Technology and Innovation | 16 | 12.50 | 31.25 | 43.75 | 12.50 | - | - |
| Ministry of Defence | 10 | 10 | 40 | 30 | 20 | - | - |
| Ministry of Education | 40 | 7.50 | 32.50 | 40 | 12.50 | - | 7.50 |
| Ministry of Youth and Sports | 40 | 5 | 5 | 60 | 25 | - | 5 |
| Sarawak State | 123 | 4.88 | 29.27 | 48.78 | 12.20 | 1.63 | 3.25 |
| Perlis State | 21 | 4.76 | 23.81 | 23.81 | 33.33 | - | 14.29 |
| Ministry of Health | 161 | 3.11 | 27.33 | 46.58 | 13.04 | - | 9.94 |
| Ministry of Energy, Green Technology and Water | 6 | - | 50 | 50 | - | - | - |
| Sabah State | 126 | - | 5.56 | 33.33 | 43.65 | 3.97 | 13.49 |

Table 21: Star Rating Percentage According to Parents Portals/Websites

For further analysis, the segregation of star rating was done in line with the parents portals and websites be it federal or state. Listing the parents according to the highest percentage of 5-star, Ministry of Home Affairs topped it. All of their 8 portals/websites were rated 5-star, also making them the ministry with the best result. With 92.31% of their 13 portals/websites rated 5-star, the next ministry to excel was noted to be Ministry of Rural and Regional Development. Ministry of Housing and Local Government came next with a total of 7 out of 8 portals/websites rated 5-star. Amongst states, Kelantan is the highest with an achievement of 37.78% that equals to 17 from 45 portals/websites. Second highest state was identified to Perak. 16 from their 49 portals/websites were rewarded 5-star, followed by Selangor whose 5-star has come to 30.43%.

With regards to the highest total of agencies, Ministry of Health has 161 portals and websites. Sabah and Sarawak also consisted of the second and third highest number of portals and websites, each with 126 and 123. Ministry of Health has 5 portals/websites rated 5-star and Sarawak has 6 portals/websites while Sabah has yet to obtain any 5-star.

Through the examination made on the N/A list, the biggest number was Sabah with 17 portals and websites. Ministry of Health has 16 portals and websites followed by Pahang with 14 portals and websites. The rest of the parents have either 4, 3, 2, 1 portals/websites or 0. As for the 1-star portals and websites, they belong to Sabah (5), Sarawak (2) and Kedah (1).

6.0 Strategic Achievers

After the completion of assessment, from 186 agencies selected, only 114 were rated 5-star and had proceeded to the Strategic Achievers test. The first stage was to check on the ICT security incidents, 84 passed while the rest were found to have an occurrence of ICT incidents. To highlight, 11 ministries and 6 states were part of the exclusion.

Moving on to the next level, penetration tests were conducted. The 30 portals/websites with incidents were ruled out from the test and when conducted on the 84 portals/website, 43 failed. With that, only 41 passed the test.

In the English review, 13 portals/websites has various weaknesses on their English section. Major issue noted was the partial English section. Majority eliminated were ministries. Hence, only 28 made through.

Finally, with no complaint received on their portal via Public Complaint Bureau, these 28 managed to earn the title Strategic Achievers. Below are the 28 portals/websites in alphabetical order:-

| No. | Agency Name |
|-----|---|
| 1 | Department of Environment (DOE) |
| 2 | Department of Marine Park Malaysia |
| 3 | Department of Occupational Safety & Health, Ministry of Human Resources |
| 4 | Department of Statistics, Malaysia |
| 5 | Economic Planning Unit (EPU) |
| 6 | Employees Provident Fund |
| 7 | Forestry Department Peninsular Malaysia |
| 8 | Industrial Court of Malaysia |
| 9 | Inland Revenue Board of Malaysia |
| 10 | Kota Bharu Municipal Council |
| 11 | Labuan Corporation |
| 12 | Legal Aid Department |
| 13 | Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) |
| 14 | Malaysian Anti-Corruption Commission |
| 15 | Ministry of Natural Resources and Environment |
| 16 | Ministry of Science, Technology and Innovation |
| 17 | Ministry of Tourism |

| No. | Agency Name |
|-----|---|
| 18 | Ministry of Women, Family and Community Development |
| 19 | myGovernment |
| 20 | National Registration Department |
| 21 | Penang Island Municipal Council |
| 22 | Prime Minister's Department |
| 23 | Public Private Partnership Unit (3PU) |
| 24 | Public Service Commission of Malaysia |
| 25 | Public Service Department of Malaysia |
| 26 | Sarawak State |
| 27 | Social Security Organisation (SOCSO), Ministry of Human Resources |
| 28 | Syariah Judiciary Department Malaysia |

Table 22: Strategic Achievers Portals/Websites

The 5 ministries that made in the list are Ministry of Natural Resources and Environment, Ministry of Science, Technology and Innovations, Ministry of Tourism, Ministry of Women, Family and Community Development and Prime Minister's Department. Also noted was the only state with the Strategic Achievers that is Sarawak State. Among the 28 portals/websites, 2 were local authorities namely Kota Bharu Municipal Council and Penang Island Municipal Council. Frontline portals and websites were also part of the list e.g. Employees Provident Fund and Inland Revenue Board of Malaysia.

For further information on the compliance, result is tabled in Table 23. Among the 114, the biggest number of portals/websites comes from those that complied all except pentest and English review, that is 28. Failing all except public complaint are 17 portals and websites. Third highest is 14 portals and websites that pass all except for pentest.

| Compliance | Total | Percentage |
|---|--------------|-------------------|
| Pass All | 28 | 24.56 |
| Pass ICT Security Incidents, Pass Pentest, Fail English, Pass Public Complaint | 13 | 11.40 |
| Pass ICT Security Incidents, Fail Pentest, Pass English, Pass Public Complaint | 14 | 12.28 |
| Pass ICT Security Incidents, Fail Pentest, Fail English, Pass Public Complaint | 28 | 24.56 |
| Fail ICT Security Incidents, Fail Pentest, Pass English, Pass Public Complaint | 13 | 11.40 |
| Fail All, Pass Public Complaint | 17 | 14.91 |
| Pass ICT Security Incidents, Fail Pentest, Fail English, Fail Public Complaints | 1 | 0.88 |
| | 114 | 100 |

Table 23: Strategic Achievers Compliance

7.0 Best Practices

7.1 United Nations E-Government Survey 2012: E-Government for the People

Tracing Government willingness and capacity in using ICT to deliver their services, EGDI or e-Government Development Index is measured. From the 193 UN Member States, survey of online presence was carried out based on three dimensions of e-government namely the scope and quality of online services (Online Services Index), the development status of telecommunication infrastructure (Telecommunication Index) and the inherent human capital (Human Capital Index).

Among the Member States, Malaysia was ranked at 40th place with an index of 0.6073. There was an increment in the index reflected from the comparison made to 2010 result by 0.0602. Despite that, Malaysia ranking however dropped by 8th places.

| Year | 2002 | 2003 | 2004 | 2005 | 2008 | 2010 | 2012 |
|---------|--------|--------|--------|--------|--------|--------|---------------|
| Ranking | 59/190 | 43/191 | 42/191 | 43/191 | 34/192 | 32/192 | 40/193 |
| Index | N/A | 0.524 | 0.5409 | 0.5706 | 0.6063 | 0.6101 | 0.6703 |

Table 24: Malaysia Progress in UNDESA 2005 – 2012

MGPWA focused only on the Online Services Index from all 3 indices as this is the only affiliated one to the assessment. The index is made of 4 stages comprising of Stage 1 Emerging Presence, Stage 2 Enhanced Presence, Stage 3 Transactional Presence and Stage 4 Connected Presence. The combination of these 4 stages has rewarded Malaysia with an index of 0.7908 or 69%.

| Year | Online Services Index | Stage I Emerging Presence | Stage II Enhanced Presence | Stage III Transactional Presence | Stage IV Connected Presence | Total |
|------|-----------------------|------------------------------|-------------------------------|-------------------------------------|--------------------------------|-------|
| 2012 | 0.7908 | 100% | 64% | 79% | 59% | 69% |
| 2011 | 0.6317 | 75% | 63% | 33% | 40% | 49% |
| | 0.1591 | 25% | 1% | 46% | 19% | 20% |

Table 25: Progress of Online Services Index

In the comparison made to last year's index, Malaysia has progressed by 0.1591%. To note, the type of websites observed in the studies were central portals, e-services portals, e-participation portals and ministry websites of education, labour, social services, health, finance and environment. Conducted through questionnaires, the 4 stages of Government development were found to improve this year.

Stage I or Emerging Presence has achieved full mark with 100%. This indicated that Malaysia excelled at providing limited and basic information. The second highest percentage was Stage III with 79%. From 33% in 2010, they experienced an increment by

46%. Services covered under this stage were 2-way interactions between citizen and Government i.e. paying taxes, applying for ID, birth certificates and passports, renewing license and other similar G2C interactions of 24/7 submission.

Enhanced Presence of Malaysia also has increased but only by 1%. The criteria covered under this stage include downloadable forms and a number of other features, such as audio, video and multilingual capabilities. Connected Presence which were looking at the most sophisticated online e-government initiatives of G2G, G2C and G2B integration, has the smallest percentage of 59%. The difference to last year was 19%.

Table below are some of the aspects observed the studies that have always been incorporated in MGPWA:-

| No. | Aspects |
|-----|---|
| 1. | Sources of archived information |
| 2. | Information for citizens on the usage of the website |
| 3. | Search feature |
| 4. | Downloadable/printable forms |
| 5. | "Contact us" feature |
| 6. | Audio and video features |
| 7. | Multiple languages availability |
| 8. | Use of wireless technology to send messages to mobile phones or devices |
| 9. | Email sign-up options |
| 10. | PDF forms |
| 11. | Security (Secure link) feature available/indicated |
| 12. | Online forms |
| 13. | Electronic signature feature |
| 14. | Online transaction Online payment by credit card, debit or other card methods |
| 15. | E-mail alerts for e-participation |
| 16. | E-Participation tools to obtain to obtain public opinions (polls, survey, bulletin boards, chatroom, blogs, web casting, discussion forum etc.) |
| 17. | Citizen feedback on national strategy, policy and e-services |
| 18. | Existence of features to enable access for people with disabilities |
| 19. | Set turnaround time for government to respond to submitted forms/emails |
| 20. | Really Simple Syndication (RSS) use for e-participation |

Table 26: Stages of Online Services

It is thereby obvious that Malaysia Government portals and websites were contributing to the EGDI. This is because from the indices that decided the Member States ranking, the highest impact was made by Online Services Index. Although more improvements from

these portals and websites were encouraged for better result in the future, emphasis should be given the telecommunication index that was noted to be 0.4510.

7.2 Waseda University 2012 International e-Government Ranking

The number of countries involved in the International e-Government Ranking has increased to 55 countries this year. There was a difference of 5 countries as compared to 2011. The new included countries are Argentina, Cambodia, Nigeria, UAE and Venezuela. Malaysia was noted at rank at 23rd with 67.1 marks, sharing the same spot as Thailand. However, it is unknown as to how the ranking is done as Thailand was found to come first before Malaysia.

Although Malaysia was at 24th place for the past 2 years and has gone up by 1 spot, the score has declined by 0.27, from 67.37 last year. This also indicated that from 2007 onwards, 2011 was the highest score ever obtained by Malaysia. To note, UAE as a new entry was just 2 places behind Malaysia.

| Year | Ranking | Score | APEC Ranking |
|------|---------|------------------|--------------|
| 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 27: Malaysia Progress in Waseda University 2005 – 2012

From the overall ranking, scoring groupings were derived. Malaysia fell under the middle scoring group with the rest of countries starting with Thailand until Brunei. The other groups consisted of upper scoring group and lower scoring group.

Another noteworthy finding was Malaysia obtained 9th place in the APEC e-Government ranking. Introduced only this year, Malaysia again shared the same position with Thailand from the 20 countries. Southeast Asia countries were highlighted to be in the middle of the ranking and Malaysia was one of them.

Similar to previous years, International e-Government Ranking was looking at the same 7 indicators. Changes identified were the elimination of Consular Services and Labor Related Service from Required Interface-Functioning Applications indicator. This left it

with only 8 dimensions. One a different note, e-Participation/ Digital Inclusion had an additional dimension that was named Consultation.

| 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% Eliminate : 3-1 Consular Services 3-2 Labor Related Service Malaysia is at 13th place |
| 4 | National Portal – Homepage | 4-1 Navigation 4-2 Interactivity 4-3 Interface 4-4 Technical | |
| 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 | |
| 7 | e-Participation/ Digital Inclusion | 7-1 e-Information and Mechanisms 7-2 Decision-Making | New : 7-1 Consultation |

Table 28: Dimensions and Indicators

Among the most associated indicators, a positive progress was showcased by Malaysia in the Required Interface-Functioning Applications indicator. Having the potential to be listed in the top ranking, MGPWA has predicted this in the 2011 report. This is simply because the indicator that contributed 20% of the total score consists of 8 dimensions revolving on the online services aspect. Refer Table 28 for the list of dimensions. With the wide range of online services offered by Government agencies, Malaysia is ranked at 13th place this year. Malaysia was quoted as the first time to be in the top of ranking and one of the Southeast Asia countries besides Singapore.

The next indicator is National Portal. Although Malaysia has yet to part of the ranking, our myGovernment Portal has been noted to comply the dimensions with it i.e. Navigation, Interactivity, Interface and Technical. Each dimension comes with 14 parameters, 15 parameters, 18 parameters and 12 parameters respectively. Although these parameters were not revealed in the Waseda University report as that of last year, the most basic of them have always been incorporated in the MGPWA criteria.

The same case is applied to E-Participation indicator. With dimension ranging from e-Information and Mechanisms, Decision-Making to Consultation, Malaysia is not part of the top ranking. The ICT supported participation in the report, however, was not further elaborated. Therefore, details on the parameters were not able to be gauged.

| Require Interface/ Application | | National Portal | | E-Participation | |
|-----------------------------------|-------------|-----------------|-------------|-----------------|-------------|
| 1 | Singapore | 1 | Singapore | 1 | Australia |
| 1 | USA | 2 | USA | 2 | Sweden |
| 1 | Korea | 3 | Finland | 3 | Finland |
| 4 | Sweden | 3 | Sweden | 3 | USA |
| 4 | UK | 5 | Korea | 5 | Singapore |
| 4 | Denmark | 5 | UK | 5 | Denmark |
| 7 | Germany | 7 | Japan | 7 | Germany |
| 8 | New Zealand | 7 | Denmark | 7 | New Zealand |
| 9 | France | 9 | Australia | 9 | Japan |
| 9 | Japan | 9 | Canada | 10 | Korea |
| 11 | Taiwan | 11 | New Zealand | 10 | Canada |
| 11 | Finland | 12 | Estonia | 12 | UK |
| 13 | Malaysia | 13 | Hong Kong | | |

Table 29: Top ranking of Require Interface/Application, National Portal and E-Participation of Waseda University Report

From the observation made between the top rankings of the above indicators, the most of the countries that made it are reflected in all 3 rankings. Therefore, they were the best countries to be benchmarked against when it comes to providing good Government websites. Singapore, USA and Korea, of course, are the best 3 to be compared with.

8.0 Key Findings

8.1 Progress of Star Rating

Despite demonstrating vast progress since last year, MGPWA 2012 has a slight decrease in its 5-star. From the total 1,349 portals and websites, only 281 as compared to 285 in 2011 were of the highest rating. This indicated the decrement of 1.40% and with that, the rest of the star ratings naturally experienced an increment of percentages.

If 2011 showcased 4-star obtaining the highest increment of percentage, this year 3-star rating was recognized to take over the position. Their improvement was 35.76% or, in terms of numbers, equivalent to 118 portals and websites. The advance by almost half of last year's number was quite a worrisome as the number should decrease and portals/websites should move towards obtaining 4-star and 5-star.

Contrary to that, the 4-star rating was the lowest to improve. Their percentage of increment was 6.95% in comparison to 50.45% last year. This maybe because of the complacency in some portals/websites that only small progress were made. As for 2-star and 1-star, although their number decreased in 2011, they somehow have grown, each at 28.26% and 14.29%. This is not a good sign considering many hand-in-hand activities by MDeC and MAMPU to eliminate the 2-star and below rated portals and websites were done.

| Year | | 5-star | 4-star | 3-star | 2-star | 1-star |
|--------------------------------|------|---------|--------|--------|----------|----------|
| Number of Portals/Websites | 2012 | 281 | 354 | 448 | 177 | 8 |
| | 2011 | 285 | 331 | 330 | 138 | 7 |
| Percentage Increment/Decrement | 2012 | (1.40%) | 6.95% | 35.76% | 28.26% | 14.29% |
| | 2011 | 182.18% | 50.45% | 0.61% | (63.10%) | (77.42%) |

Table 30: Star Rating Percentage Progress

All in all, the number of portals/websites rated 3-star and above has increased with the contribution of the 3-stars. However, they encapsulated the percentage of only 80.28%, taking the inaccessible into consideration. Therefore, they experienced a reduction.

The Government portals and websites must aimed at getting better rating, if not better score despite the criteria evolvement take place every year. This is so that they always have the readiness to shift forward, particularly in offering better online service delivery to the citizen.

8.2 Extending Online Services

MGPWA addressed the 2 concerns of online services. The first is to provide not just any online services but those that are error-free or in other words, accessible at all times to the users. Second on is to provide online service of various kinds, especially those that caters to citizen. Therefore in the assessment, the service will be verified from one end to another. Also, this year they were categorised accordingly based on the target audience.

A total of 94% were found to extend their services, regardless the categories of service and the numbers. This means although the assessment has been conducted since 2005, the numbers of portals/websites with no offering of online services were still available. To highlight the remaining 6% does not include the 81 inaccessible portals and websites which have been categorised as N/A.

With 1 mark given to 1 service, a total of 10 marks are allocated for both Online Services and Additional Online Services criteria. Each criterion can obtain a maximum of 5 marks. The highest number of portals/websites earned a total of 5 marks with a percentage of 23.66%. With the second highest percentage of 14.27%, portals and websites were found to offer 1 online service to their users. Portals/Websites with the maximum numbers of services, that is 10, marked the third highest number with 175 or 13.80%.

| Online Services (Portal & Website) | Additional Online Services (Portal) | Total Score | Number of Portals/ Websites | Percentage |
|------------------------------------|-------------------------------------|-------------|-----------------------------|------------|
| 5 | 5 | 10 | 175 | 13.80% |
| 5 | 4 | 9 | 23 | 1.81% |
| 5 | 3 | 8 | 19 | 1.50% |
| 5 | 2 | 7 | 25 | 1.97% |
| 5 | 1 | 6 | 35 | 2.76% |
| 5 | 0 | 5 | 300 | 23.66% |
| 4 | 0 | 4 | 102 | 8.04% |
| 3 | 0 | 3 | 132 | 10.41% |
| 2 | 0 | 2 | 157 | 12.38% |
| 1 | 0 | 1 | 181 | 14.27% |
| 0 | 0 | 0 | 119 | 9.38% |
| Total | | | 1,268 | 100% |

Table 31: Analysis of Government Online Services

In terms of portal, the biggest number were offering a total of online services, this is followed by 56 that offered 3 online services and 54 portals that offered 2 type or just 1 type of online services. As for the 300 portals/websites offering 5 online services, 15.67% are portals. The lowest number of portals provided 8 services to their users and no services at all. For the website category, they contributed the highest number in those that are extending 5 different services via online. Offering a total of 1 service marked the second highest number followed by 103 that have 2 kinds of services. The lowest were noted to be websites that have 4 services to their users with a total of 59 websites.

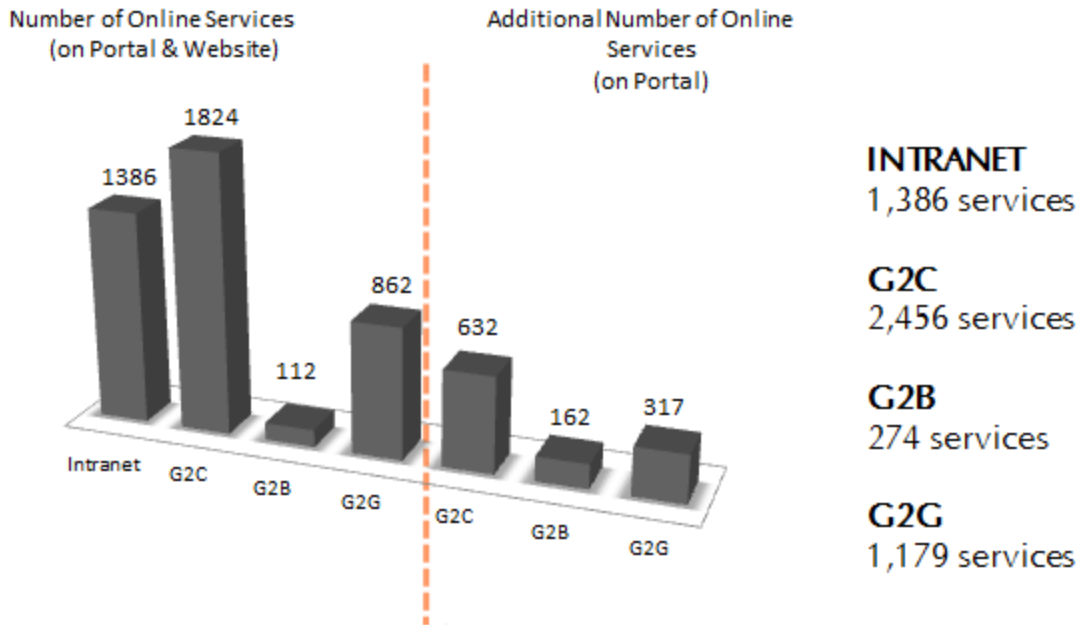


Figure 16: Categories of Online Services

From the categories given to the online services, there were 5,295 online services offered by Government portals and websites, be it Intranet, G2C, G2B or G2G. Among the 4 types, G2C oriented services were the highest with a total of 2,456 or, in percentage, 46.38%. This is inline with the encouragement to offer services to citizen. For further details on how the services were separated according to the 2 online service criteria and categories, refer Figure 17.

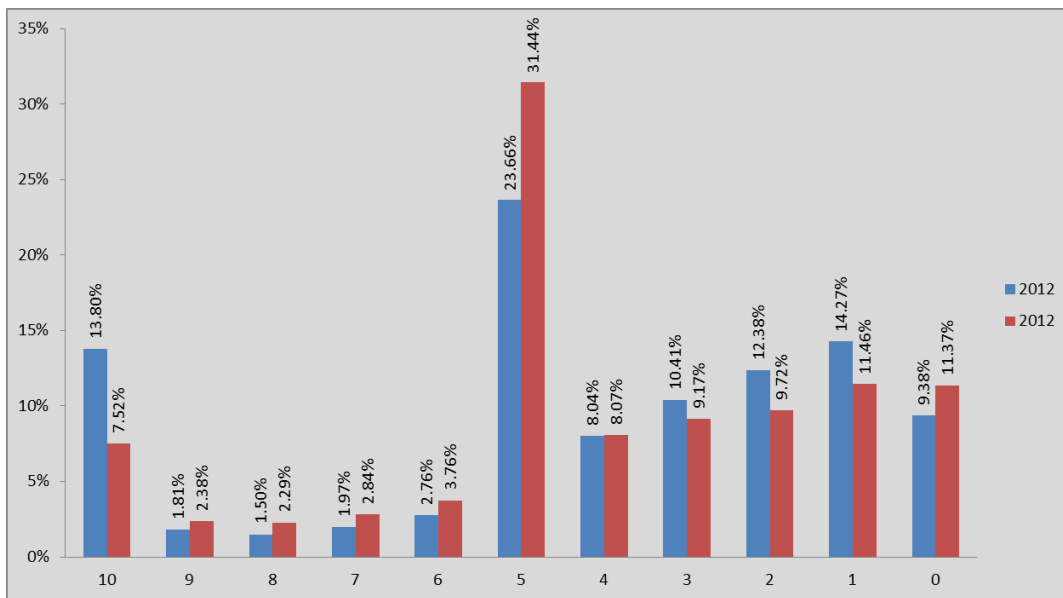


Figure 17: Government Online Services Progress

To track the progress of online services offering, comparisons were made to last year assessment. From the breakdown of 10 to 0, there were improvement spotted in those

portals/websites that offered 10 services, 3, 2 and 1. The highest, of course, is marked by 10 services offering with an increment of 6.28%. The lowest was noted to be by those that have 3 online services. As for the declined percentage, the biggest is found in portals/websites that extended a total of 5 online services with difference of 7.78%. Lowest was portals and websites with 4 services at 0.03%.

8.3 Securing/Tightening Up Online Channels

Security of a portal/website in MGPWA 2012 this year was covered in both the assessment and also strategic achievers. In the security and privacy policy criterion, a total of 82.2% of 1,349 made these policies available in their portals and websites. The disclosure was important in ensuring that users understand the situation they were in when making a visit to a portal or website in terms of privacy and confidentiality, reliability, integrity, and information made available to users.

As for single-sign on, which is newly-introduced this year, the aim was to encourage Government agencies to offer a convenient and secured mechanism to users. As a win-win situation to both parties, 17.4% of Government portals/websites were offering the criterion that have definitely aid users in remembering several set of usernames and passwords should they use all the services provided in the portals/websites.

The digital certificate or trust marks which offered protection to users were noted to increase this year. Leaping from 16.6% of 387 portals to 23.8% from a total of 554 portals, the difference of percentage was by 4.40%. Of the 23.8% or rather 132 portals/websites, the criterion were provided on different kind of area. To name, they were available in not just e-payment but also other online services, webmails and on the portal/website itself.

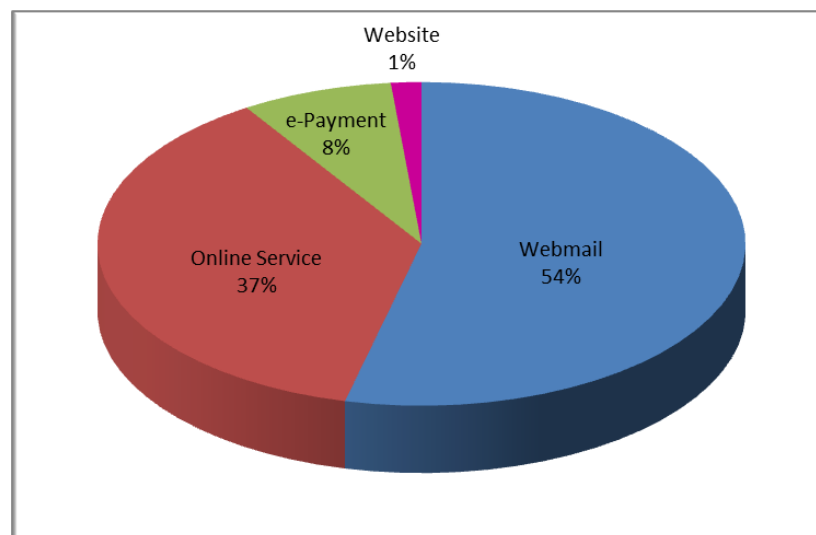


Figure 18: Breakdown of Digital Certificate/Trust Marks

Also on the aspect of security is E-Payment criterion. The percentage has gone up to 57% this year, as compared to only 37.1% in 2011. The approach was probably taken up more by Government agencies this year as they are prioritising convenience among the citizen.

To highlight, E-Payment may be services ranging from FPX, online banking or other payment method that is offered by agencies within their portals/websites.

In Strategic Achievers, the back-end of a portal/website security was tested. From the 114 portals/websites that obtained 5-star rating, 84 were free from any ICT security incidents while the remaining 26.32% were reported to have an occurrence on the issues. In penetration test, only 35.96% passed while the other 73 had failed it. This indicates that although the portals/websites are good from the front-end, there were not enough or even no security measures taken to prevent any sort of threats or vulnerabilities.

8.4 Incorporating Interactivity in Service Delivery

The web 2.0 e.g. social media are also emphasised in the assessment, apart from encouraging the current, new technology. From 1,268 accessible portals and websites, 65.7% created meaningful communication with citizen when they considered different type of web 2.0 applications and new technology into their portals/websites as compared to 26.6% last year. That said, there were agencies that failed in keeping their social media up-to-date. Below is the further breakdown of the criterion, as to get full mark, a portal/website must provide 3 different channels. The highest percentage was noted to be those portals/websites with 3 channels.

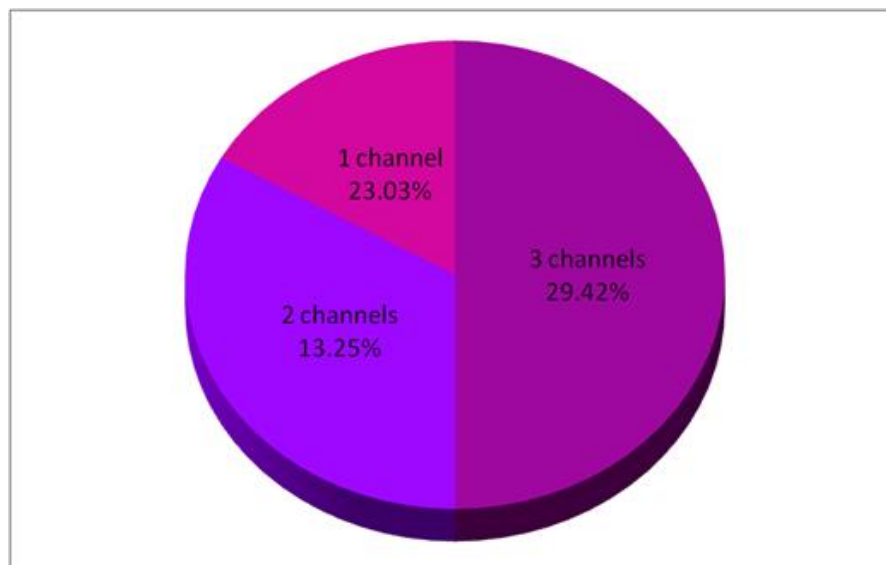


Figure 19: Segregation of Feature Additional Technology/Web 2.0

Feedback form which has been the same criterion incorporated in MGPWA since 2005, intended to get the participation from users, particularly citizen. When there were issues or any matters that require assistance from Government agencies, this is the channel that will be opted by users to keep in touch with agencies. During the assessment, questions were sent to agencies using these forms and only 78.1% of 1,286 portals and websites were rewarded with mark. It could be that the remaining 278 portals/websites were on the contrary due to the not working forms. When compared to last year performance, there was a positive progress by 2.5%

In relation to the feedback form, responses from the enquiry made were examined. From the 990 portals/websites that provided a working feedback form, only 329 replied back to the assessors. This also indicates that two third of the portals/websites lost marks. The caused are identified to be the late response which has exceeded the three working days and no response at all. As per last year result, more agencies are making the effort to respond in time by 4.6%.

8.5 User-friendlier Government Experience

To ensure that users had an easily-accessible experience in Government portals/websites, new criterion was introduced apart from maintaining some in MGPWA. To start, a total of 1,257 from 1,268 were found to keep the same look and feel within their portals/websites. Regardless which page users were looking at, it must be applying and displaying the constant design. This is also applicable in the different language sections. To note, the percentage is 99.1%.

Due to the one step further taken in being disabilities friendly, the W3C Disability Accessibility criterion has gone through a minor change. The percentage of fulfillment has reduced from 34.1% to 13.7% this year. From the 174 portals and websites, the score was given based on the sub-criteria. To name, they are the Level A, Contrast (Minimum) of Level AA and Resize Text level AA. The highest number was noted to be those that either complied Contrast or Resize Text with 135 or 10.6%. This is followed with a percentage of 2.5% for those that complied with Level A. The lowest was found to comply with Contrast and Resize Text at 0.2% or 3 portals/websites. Segregation of the portals and websites is as table below.

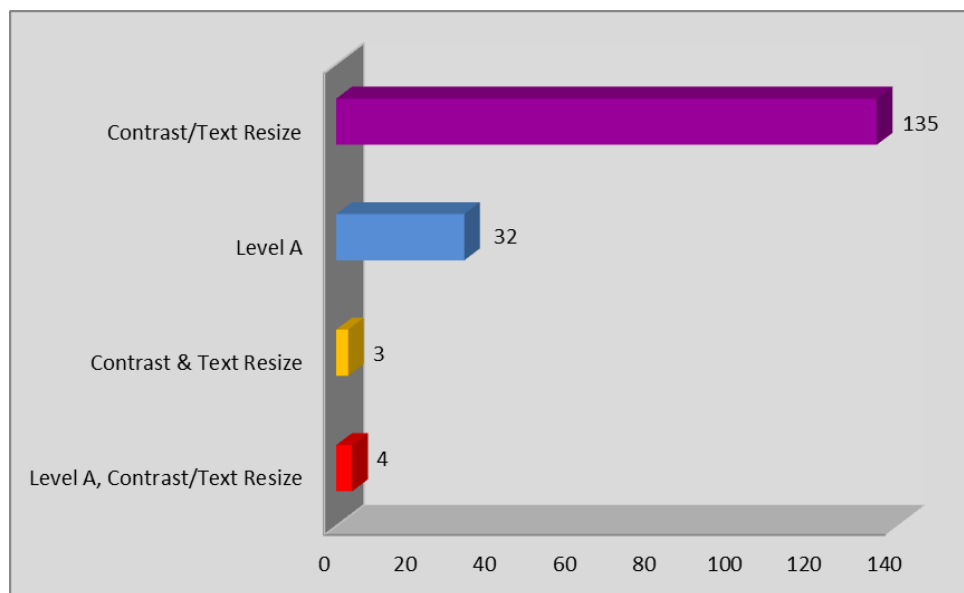


Figure 20: Segregation of W3C Disability Accessibility

As for the website personalisation, a big progress of 13.3% was identified from last year. This signifies that more portals/websites are taking actions in sorting their information well

according to their target audiences. This way, the time taken by a user in finding the information is reduced. Similar to last year, some have gone the extra mile for their users when they decided to not just tailor their information but also their online services. To highlight, they totaled up to 720 portals and websites.

The feedback auto-notification in MGPWA is to ensure that a user is aware of the response-time of the feedback form. A total of 31.8% or 403 portals and websites managed to make it known to its users. They even tied the duration taken with a ticket number so that returning users will be able to track the latest updates on the enquiry made. Normally, these are the portals/websites that have a stand-alone complaint system.

8.6 Effectiveness of Navigation

In maintaining a good quality portal/website, the ease of navigation is vital. Sitemap, for instance, is one of the criteria contributing to this element and being considered by many agencies. This is proven when an increment of 3.1% was spotted this year, or rather, a total of 965 portals and websites. However, to highlight, sitemap that is highly-recommended in MGPWA are those that depicts the portal/website structure and is inclusive of hyperlinks to its key pages. Therefore, those remaining 303 may lose marks due to static sitemap that did not serve as a good navigation aid or no sitemap at all.

Another option that users can be utilising besides sitemap is the search engine provided in the portals/websites. A total of 82.5% portals and websites had complied with this criterion, which also indicated a progress of 6.5% as compared to last year. The increment may be due to the working search engine that produced result within the portals/websites. It was noted that some did provide search engine facility but their results went beyond the portals/website and this is not recommended.

Worth to be mentioned was the mobile web criterion. From 38.6% in 2011, the compliance has increased to 30.5% this year. Although there was an increment of 8.1%, the result has not been very encouraging. Having been around since year 1, the initiative is still not boosting among the Government agencies. Also spotted this year was the similar look for both desktop and mobile version. This is ruled out as mobile version must be simpler than the usual one to cater the devices users are viewing it with.

8.7 Latest in Information Offering

Putting the same emphasis as last year, the contents of portals/websites must be regularly updated. Although the checking did not involve the entire content, the significant ones were picked based on the areas that are monitored weekly by MAMPU. To name, they include news, latest activities, announcements, news article, posters, banners and job vacancies. When compared to result of last year, there was an increment of 6.75%, making this year percentage to 89.43% from the total accessible portals and websites.

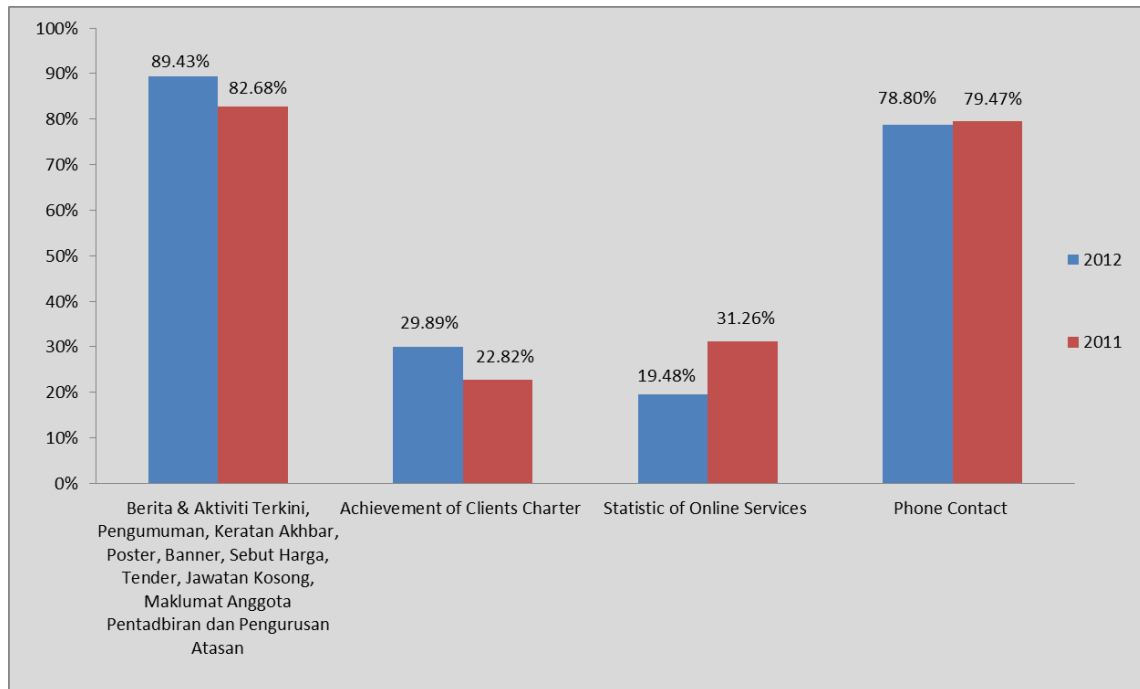


Figure 21: Updating Activities Progress

Inline with the transparencies, the achievement of client's charter must also be tracked and displayed on the portals/websites. Similar to the above areas, this criterion experienced a positive progress. With an increment of 7.07%, the percentage has gone up to 29.89% this year.

Contradicting to the achievement of client's charter, portals/websites that were tracking their statistics of online services has reduced. From 341, the only portals and website that obtained marks were 247.

Finally, in terms of updating, MGPWA is still concern on the general telephone number displayed on the portals/website. From the validation made through telephone calls, only 78.8% obtained. The remaining 269 have 2 probabilities of not getting the marks, of either their telephone number was not updated to the latest one or the phone calls were not answered within three times of ringing.

8.8 Streamlining the National Gateway

In most years of assessment, number of portals/websites in myGov has always been increasing. During the derivation from the Government Machinery that was conducted in March, the total number obtained was 1,429 portals and websites, excluding the 14 duplications. However, from the duration of April until the completion of assessment, some observations on the derived portals and websites were made and it has reduced to 1,349. These findings are vital to further aid the national portal in streamlining its Machinery and also the rationalisation.

Same cases that were identified to occur this year are outdated URL, outdated agency name, duplications, wrong URL, no URL and NSL. This year, there were also new cases like the elimination of the divisions and units, no longer listed in myGov as well as merging of different portals/websites.

Among the cases, the biggest number was found to be those that did not update their agency name in myGov portal. With 135, the names were changed to current ones as displayed in their respective pages. Details of the list can be referred in Appendix 4.

The next to follow is the elimination of those portals and websites that belong to units and divisions. With most of the portals/websites coming from state level, they are equivalent to 81 portals and website. Further detail is in Appendix 5.

With 12 portals and websites each, the next case that occurred during the assessment was those that were no longer listed in myGov and those that have merged. Appendix 6 contained the detailed list of these cases.

To highlight, the rest of the cases involved a small number portals and websites and they should not happen if each agency has taken the initiative to constantly check the information listed in myGov such as their agency name and the URL.

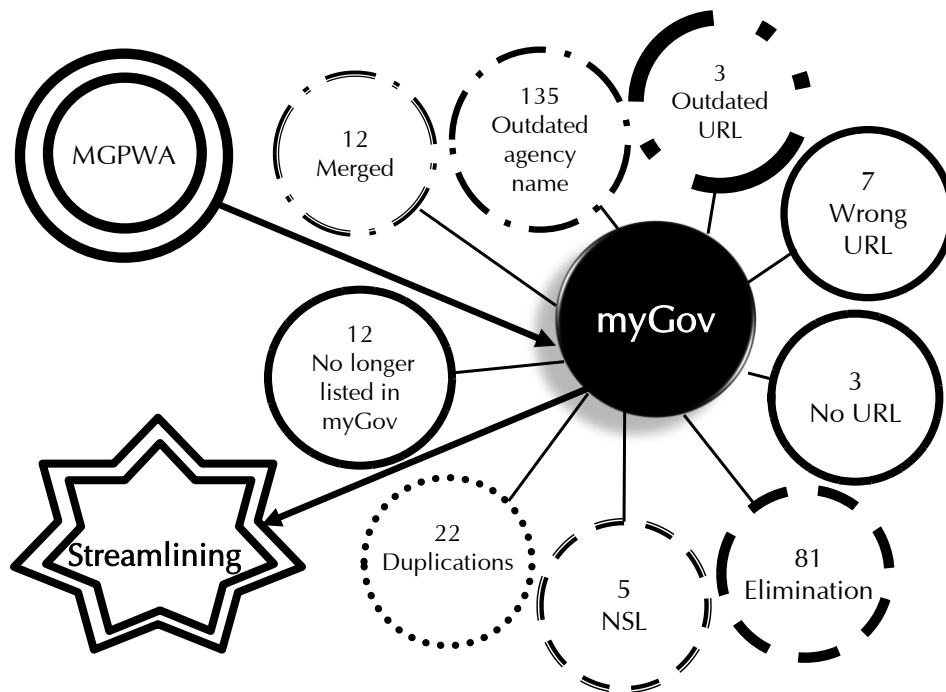


Figure 22: Segregation of Cases Observed in myGov

9.0 Way Forward and Recommendations

- i. Towards pursuing further efficiencies in the service delivery of Malaysia Government, more online services need to be made available to users specifically of G2C oriented. These services may act as an alternative to the traditional method operated over the counter or better yet, as a substitute to the existing ones. Every citizen all over the country, even in the remote areas will have the comfort of transacting online with Government agencies hereafter.
- ii. Delivering safe and secured services, an agency must ensure that whenever sensitive data is transmitted, a secure end-to-end communication channel is maintained throughout the entire duration. Users of this era are wary of the threats and vulnerabilities that existed in the world of web services. Therefore, be it back-end or front-end, agencies must be on the alert.
- iii. Innovating the interactivity of Government services can be done through many ways. Social media, for instance, is a cost-saving platform that can disseminate information apart from the portals and websites. From social network to micro-blog, agencies will be able to extend their information to a bigger group of target audience that previously was not within their reach or those who previously failed to be engaged.
- iv. The fundamental step in encouraging users' participation is through user-friendly element. Good experiences can be created among users by providing sufficient guidance on how to use the portals and websites. This is where the disabilities criterion, personalisation and those aspects comprised of designs, to name a few, come in. When a portal/websites is found as easy-to-use, the possibility of users leaving the portals/websites will not occur.
- v. Solutions to a simpler and faster way portal/website are those that provide good navigation. Examples like sitemap, search engine and mobile web will be able to aid users in navigating freely in the portal/ website without any confusion or aggravation. Hence, this will contribute towards the number of returning users to access information or services.
- vi. Updates are important as accuracy and timely information must be made available on the portals and websites. Constant updating must be done on a weekly basis as outlined by MAMPU. Failing to do so, may cause an embarrassment as users are starting to treat Government portals and websites as another source of the latest information. Therefore, a person must be in charge of the regular updates.

- vii. Not to be taken lightly is the transparency of portals and websites. By disclosing the achievement and statistic related to agencies, in this matter the client's charter and online services, Government agencies are able to earn the trust from the citizen.
- viii. Each of the Government agencies whose portals/websites are listed in National gateway, myGov Portal, must carry the responsibility in updating the portal related information from time to time. This is to ensure that myGov has a solid Machinery that can be a good reference to users who intended to find further information on other Government portals and websites.

10.0 Conclusion

Outpacing the old trend of over the counter method, portals and website have grown into a favourable way forward in the Government service delivery.

In undertaking online services, a more effective way is to provide measurement that compares the usage of manual and online transactions. This can ensure outcomes of the public progression on using Government online services and new media. New media is referred as on-demand access to content anytime, anywhere, on any digital device, as well as interactive user feedback, creative participation and community formation around the media content.

A way to communicate in the new media is through online surveys. Users' preferences to further improve communication effectiveness can then be gauged. Indirectly it will contribute towards more usage in electronic service delivery. Citizen will then embraces convenience, trust transacting and feel at ease to interact with the Government virtually. Ultimately Government agencies will be able to serve citizen better through the abundance of services and information that have true citizen engagement. These promote transparency and efficient government.

Demonstrating the above factors in placed and adhered to, Government agencies will have the ability to reach rakyat at every area and even addressing digital divide through the technology and interface of portals and websites. More online services can be anticipated by all government agencies as MGPWA addresses all portals and websites of the government. Thereby the objectives of 90% availability and usage of Government online services by 2015 can be realised.

11.0 Appendices

Appendix 1: Criteria of Assessment

| Pillar | Criteria | Definition |
|-------------|---|--|
| Content | Phone Contact | <ul style="list-style-type: none"> Phone number that allows citizens to contact the respective government unit. |
| | Address | <ul style="list-style-type: none"> 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. |
| | Phrase of Laman Web/Portal Rasmi | <ul style="list-style-type: none"> The phrase must be displayed on the government portals/websites. |
| | Website Counter | <ul style="list-style-type: none"> A tool to track the number of hits/visits of a portal/website. Number of hits displayed will be taken into consideration. |
| | 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. |
| | 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 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 | |

| Pillar | Criteria | Definition |
|-----------|---|--|
| Content | | <p>listening purpose.</p> <ul style="list-style-type: none"> • 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"> • Mobile web initiative that can be accessed by visitors through mobile device. • Announcement on the features must be displayed and make available in the portal/website. |
| Usability | Homepage Length (not less than 3 page down) | <ul style="list-style-type: none"> • Scrolling down of a portal/website must be 3 pages or less. • Measurement is via Page Down button. • Resolution: max 1200x800. |
| | 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. |
| | Feedback Auto-Notification | <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. |
| | Link to myGov | <ul style="list-style-type: none"> • Each agency must provide link to myGovernment portal. |
| | Link to MSC Malaysia | <ul style="list-style-type: none"> • Each agency must provide link to MSC Malaysia website. |
| | Support Link | <ul style="list-style-type: none"> • Includes "Help", troubleshooting and guidance to the visitors/users to use the portal/website (e.g. step-by-step instruction on how to download a file). |
| | Sitemap | <ul style="list-style-type: none"> • Text organized model of a 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 |

| Pillar | Criteria | Definition |
|-----------|------------------------------|--|
| | | does not function, non-existence, e.g. URL has been changed, or the page has been moved. |
| Usability | Updating Activities | <ul style="list-style-type: none"> The updating of the following sections:- <ol style="list-style-type: none"> <i>Berita, aktiviti dan peristiwa terkini.</i> <i>Pengumuman, makluman dan hebahan.</i> <i>Keratan, kenyataan dan rencana akhbar.</i> <i>Poster/Banner.</i> <i>Tawaran tender, sebutharga dan jawatan kosong.</i> <i>Statistik: Pencapaian Piagam Pelanggan & Statistik Perkhidmatan Online.</i> <i>Maklumat Menteri, timbalan Menteri Ketua agensi.</i> |
| | Website Personalization | <ul style="list-style-type: none"> Having sections catering to a specific audience in order to remove clutter. 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. |
| | Multi Language | <ul style="list-style-type: none"> Both Malay and English languages are encouraged to be included in the portal/website. Other language is an optional. English section is not allowed to be translated using an online translator but rather, to be manually translated. 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. |
| | W3C Disability Accessibility | <ul style="list-style-type: none"> Portals/ websites comply to Level A of Web Content Accessibility Guidelines (WCAG) 2.0. Users with poor eyesight must have the ability to change the text size of a portal/ website according to his/her preferences. Refer to Resize Text of Level AA WCAG 2.0. Users who suffer colour-blindness must be provided with the ability to change text and background colour to be able to utilise the portal/website. Refer to Contrast Minimum of Level AA WCAG 2.0. All of the accessibilities are compulsory in each portal/website. |
| | Look and Feel | <ul style="list-style-type: none"> Maintaining the same look and feel of every page on the portals/websites. |

| Pillar | Criteria | Definition |
|---------------|--|--|
| | | <ul style="list-style-type: none"> Consistencies in header, footer and side panels. |
| Security | Security and Privacy Policy | <ul style="list-style-type: none"> Privacy and Security statement must be displayed for visitor's viewing. Disclaimer and terms & conditions cannot be considered as privacy statement. |
| | Single Sign-On | <ul style="list-style-type: none"> Mechanism of which a user that enter one username and password can access all or several online services provided in the portals/websites. To make known the availability of SSO feature on the portals/websites. |
| Participation | Feedback/Comment | <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. |
| | Feature Additional Technology/ Web 2.0 | <ul style="list-style-type: none"> To provide forms of technology advancement. Web 2.0 applications can be opt by agencies. RSS Feed, SMS Services and Forum is considered part of this criterion. Mobile technology. |
| Services | FAQ | <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. |
| | Feedback Response | <ul style="list-style-type: none"> Agency has to respond within 3 working days upon submission of feedback/comment by a visitor. |
| | 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 may be Intranet or Internet services (G2B, G2C or G2G). Example: Room booking, online form submission, online tender/quotation submission, inquiry/checking on status of transaction, newsletter subscription etc. |
| | 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 |

| Pillar | Criteria | Definition |
|--------|--|--|
| | | if the contact information is available. |
| Bonus | Number of Online Services (Additional) | <ul style="list-style-type: none"> Online services must be either G2B, G2C or G2G only. |
| | E-Payment | <ul style="list-style-type: none"> Online payment services e.g: FPX payment, Online Banking or Integrated e-payment. Centralized e-payment also contributes to this criterion. |
| | Digital Certificate/ Trust Mark | <ul style="list-style-type: none"> Disclose digital certificates or trusted marks or seal on the portals/websites if the facility is available. |

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

| No. | Kriteria | Penjelasan | Tempoh Paparan Untuk Dikemaskini |
|-----|---|--|---|
| 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 |
| | | Poster/ <i>banner</i> yang memaparkan aktiviti atau peristiwa (Perayaan, kempen dan lain-lain) | 1 minggu selepas tarikh aktiviti dan peristiwa |
| 5 | Tawaran tender | Paparan berkaitan tawaran | 1 hari bekerja selepas |

| No. | Kriteria | Penjelasan | Tempoh Paparan Untuk Dikemaskini |
|-----|--|--|---|
| | Tawaran sebutharga Tawaran Jawatan kosong | tender, sebut harga dan jawatan kosong | tarikh tawaran tender, sebut harga dan jawatan kosong ditutup |
| 6 | Statistik | Paparan bulanan bagi statistic 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: Duplications

| No. | Portal/Website | URL | Parent Portal/ Website |
|-----|---|---|------------------------|
| 1 | Port Dickson Hospital | http://hpd.moh.gov.my/v1/ | MOH |
| | Port Dickson Hospital | http://hpd.moh.gov.my/v1/ | N. Sembilan |
| 2 | Office of Federal Secretary Sabah | http://www.psupsabah.gov.my/ | Sabah |
| | Office of Federal Secretary Sabah | http://psupsabah.gov.my/ | JPM |
| 3 | Sate Baitulmal | http://maip.perlis.gov.my/ | Perlis |
| | Majlis Agama Islam dan Adat Istiadat Melayu Negeri Perlis | http://maip.perlis.gov.my/ | Perlis |
| 4 | Perlis Syariah Court | http://www.perlis.gov.my/syariah/ | Perlis |
| | Perlis Syariah Judiciary Department | http://syariah.perlis.gov.my/ | Perlis |
| 5 | Kelantan Islamic Religious Council (MAIK) | http://www.e-maik.my/public_new/index.php | Kelantan |
| | Kelantan Islamic Religious and Customs Council | http://www.e-maik.my/public_new/index.php | Kelantan |
| 6 | Kelantan State Government | http://www.kelantan.gov.my/v6/index.php?lang=my | Kelantan |
| | Kelantan | http://www.kelantan.gov.my/v6/index.php?lang=my | Kelantan |
| 7 | Kelantan Veterinary Services | http://www.jph.kelantan.gov.my/ | Kelantan |

| No. | Portal/Website | URL | Parent Portal/Website |
|-----|--|---|-----------------------|
| | Department | | |
| | Kelantan Veterinary Services Department | http://www.jphnk.gov.my/ | Kelantan |
| 8 | Sabah Tourism Board | http://www.sabahtourism.com/ | Sabah |
| | Sabah Tourism Board | http://www.sabahtourism.com/ | Sabah |
| 9 | Perak Islamic Economy Development Corporation | http://pkeinp.com/ | Perak |
| | Perbadanan Kemajuan Ekonomi Islam Negeri Perak | http://pkeinp.com/ | Perak |
| 10 | Jabatan Arkib (Sabah) | http://www.sabah.gov.my/ark | Sabah |
| | Sabah State Archives Department | http://www.sabah.gov.my/ark | Sabah |
| 11 | Pejabat Residen Sri Aman | http://www.sriamanro.sarawak.gov.my/ | Sarawak |
| | Sri Aman Resident Office | http://www.sriamanro.sarawak.gov.my/ | Sarawak |
| 12 | Jabatan Perbendaharaan Sarawak | http://www.treasury.sarawak.gov.my | Sarawak |
| | Sarawak State Treasury Department | http://www.treasury.sarawak.gov.my | Sarawak |
| 13 | Sultanah Hajjah Kalsom Hospital | http://hcameron.moh.gov.my/ | MOA |
| | Sultanah Hajjah Kalsom Hospital | http://hcameron.moh.gov.my/ | MOH |
| 14 | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my/ | KBS |
| | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my/ | KBS |
| 15 | Selangor Education Department | http://www.moe.gov.my/jpnselangor | MOE |
| | Selangor Education Department | http://www.moe.gov.my/jpnselangor/index.php | MOE |
| 16 | Companies Commission of Malaysia | http://www.ssm.com.my/ | MOF |
| | Companies Commission of Malaysia | http://www.ssm.com.my/ | MOF |
| 17 | Bintulu Development Authority | http://www.bda.gov.my/ | Sarawak |
| | Bintulu Development Authority | http://www.bda.gov.my/ | KKLW |
| 18 | Selangor Education Department | http://www.moe.gov.my/jpnselangor | MOE |
| | Selangor Education Department | http://www.moe.gov.my/jpnselangor | Selangor |

| No. | Portal/Website | URL | Parent Portal/Website |
|-----|---|---|-----------------------|
| | | or | |
| 19 | Kuching Library | http://www.pustaka-sarawak.com | MOE |
| | Sarawak State Library | http://www.pustaka-sarawak.com/ | Sarawak |
| 20 | Sabah Parks Trustee Board | http://www.sabahparks.org.my/ | Sabah |
| | Sabah Parks | http://www.sabahparks.org.my/ | Sabah |
| 21 | Universiti Darul Iman Malaysia (UDM) | http://www.kusza.edu.my/ | Terengganu |
| | Universiti Sultan Zainal Abidin (Unisza) | http://www.unisza.edu.my/ | MOHE |
| 22 | Perlis Chief Minister's Office and State Government Secretariat | http://www.perlis.gov.my | Perlis |
| | Perlis | http://www.perlis.gov.my | Perlis |

Appendix 4: Outdated Agency Name

| No | Portal/Website Name Reflected in myGov | Actual Portal/Website Name |
|----|---|---|
| 1 | Alor Star Municipal Council | Alor Star City Council |
| 2 | Auditor General Office | National Audit Department |
| 3 | Batang Padang Land and District Office | Tapah Land and District Office |
| 4 | City Council of Johor Bahru | Johor Bahru City Council |
| 5 | Department of Civil Defence | Malaysia Civil Defence Department |
| 6 | Department of Insolvency Malaysia | Malaysia Department of Insolvency |
| 7 | Department of Irrigation and Drainage, Melaka | Department of Irrigation and Drainage of Melaka State |
| 8 | Department of National Service Training | National Service Training Department |
| 9 | Department of Orang Asli Affairs (JHEOA) | Department of Orang Asli Development (JAKOA) |
| 10 | Department of Syariah Judiciary Malaysia | Syariah Judiciary Department Malaysia |
| 11 | Department of Waqaf, Zakat & Hajj | Department of Awqaf, Zakat and Hajj |
| 12 | Development Authority of Kelantan Selatan (KESEDAR) | South Kelantan Development Authority (KESEDAR) |
| 13 | Development Authority of Pulau Pinang Region | Penang Regional Development Authority |
| 14 | Development Authority of Terengganu Tengah | Terengganu Tengah Development Authority |
| 15 | District and Land Office of Besut | Besut District and Land Office |
| 16 | District and Land Office of Setiu | Setiu District and Land Office |
| 17 | District Council Dabong | Dabong District Council |
| 18 | District Council of Kota Tinggi | Kota Tinggi District Council |
| 19 | District Council of Labis | Labis District Council |

| No | Portal/Website Name Reflected in myGov | Actual Portal/Website Name |
|----|---|--|
| 20 | District Council of Marang | Marang District Council |
| 21 | District Council of Mersing | Mersing District Council |
| 22 | District Council of Pontian | Pontian District Council |
| 23 | District Council of Segamat | Segamat District Council |
| 24 | District Council of Setiu | Setiu District Council |
| 25 | District Council of Simpang Renggam | Simpang Renggam District Council |
| 26 | District Council of Tangkak | Tangkak District Council |
| 27 | District Council of Tangkak | Tangkak District Council |
| 28 | District Council of Yong Peng | Yong Peng District Council |
| 29 | Election Commission | Election of Commission of Malaysia |
| 30 | Franchise Development Division | Franchise Development |
| 31 | Islamic Department of Federal Territory | Federal Territory Islamic Affairs Department |
| 32 | Islamic Development Department | Malaysia Department of Islamic Development (JAKIM) |
| 33 | Jabatan Perkhidmatan Veterinar Negeri Perak | Department of Veterinary Services, Perak |
| 34 | Jasin City Council | Jasin Municipal Council |
| 35 | Johor Social Welfare Department | Social Welfare Department of Johor |
| 36 | Johor Syariah Judiciary Department | Department of Syariah Judiciary Johore |
| 37 | Kedah State Sports Corporation | Kedah State Stadium Corporation |
| 38 | Kemaman District Office | Kemaman District and Land Office |
| 39 | Kementerian Kemudahan Awam Sarawak | Ministry of Public Utilities |
| 40 | Kementerian Pelancongan Sarawak | Ministry of Tourism Sarawak |
| 41 | Kementerian Pembangunan Luar Bandar Sarawak | Ministry of Rural Development |
| 42 | Kinta Land and District Office | Batu Gajah Land and District Office |
| 43 | Kota Kinabalu Industrial Sdn.Bhd. | Kota Kinabalu Industrial Park Sdn. Bhd |
| 44 | Labour Department (Peninsular Malaysia),Ministry of Human Resources | Department of Labour Peninsular Malaysia |
| 45 | Labour Department (Sabah),Ministry of Human Resources | Department of Labour Sabah |
| 46 | Labour Department (Sarawak),Ministry of Human Resources | Department of Labour Sarawak |
| 47 | Larut, Matang and Selama Land and District Office | Taiping Land and District Office |
| 48 | Lembaga Muzium Negeri Pulau Pinang | Penang State Museum and Art Gallery |
| 49 | Majlis Agama Islam dan Adat Resam Melayu Pahang | Majlis Ugama Islam dan Adat Resam Melayu Pahang |
| 50 | Majlis Agama Islam Melaka | Melaka Islamic Religion Council |
| 51 | Malaysia Energy Centre | Malaysia Green Technology Corporation |
| 52 | Malaysian Industrial Development Authority (MIDA) | Malaysian Investment Development Authority (MIDA) |
| 53 | Malaysian Legal Aid Department | Legal Aid Department |
| 54 | Malaysian National Institute of | Malaysian National Institute of |

| No | Portal/Website Name Reflected in myGov | Actual Portal/Website Name |
|----|---|---|
| | Translation (ITNM) | Translation and Books (ITBM) |
| 55 | MARA University of Technology (UiTM) | Universiti Teknologi Mara (UiTM) |
| 56 | Melaka Islamic University College | University College of Islam Melaka |
| 57 | Melaka Land and Mines Office | Melaka State Office of Land and Mines |
| 58 | Melaka Public Works Department | Public Works Department of Melaka State |
| 59 | Melaka State Development Office | Malacca State Development Office |
| 60 | Melaka State Library | Melaka Public Library |
| 61 | Ministry of Infrastructure Development | Ministry of Infrastructure Development Sabah |
| 62 | Ministry of Youth and Sports | Ministry of Youth and Sports Sabah |
| 63 | Miri District Council | Miri City Council |
| 64 | Miri, Sarawak Teachers' Training Institute | Institut Pendidikan Guru Kampus Sarawak |
| 65 | Municipal Council of Batu Pahat | Batu Pahat Municipal Council |
| 66 | Municipal Council of Johor Bahru Tengah | Johor Bahru Tengah Municipal Council |
| 67 | Municipal Council of Kemaman | Kemaman Municipal Council |
| 68 | Municipal Council of Kluang | Kluang Municipal Council |
| 69 | Municipal Council of Muar | Muar Municipal Council |
| 70 | Municipal Council of Pasir Gudang | Pasir Gudang Municipal Council |
| 71 | National Art Gallery | National Visual Art Gallery |
| 72 | National Housing Department, Ministry of Housing and Local Government | National Housing Department |
| 73 | National Unity and Integration Department | Department of National Unity and Integration |
| 74 | National Valuation Institute | National Institute of Valuation |
| 75 | Negeri Sembilan State Development Office | State Development Office of Negeri Sembilan |
| 76 | Negeri Sembilan Syariah Judiciary Department | Department of Syariah Judiciary Negeri Sembilan |
| 77 | Office of Federal Secretary, Sarawak | Sarawak Federal Secretary Office |
| 78 | Office of the Chief Secretary to the Government | Chief Secretary to the Government of Malaysia |
| 79 | Pahang Education Department | Pahang State Education Department |
| 80 | Pejabat Daerah Dan Tanah Hulu Perak | Pengkalan Hulu Land and District Office |
| 81 | Pejabat Daerah Dan Tanah Kampar | Kampar District and Land Office |
| 82 | Pejabat Daerah Dan Tanah Melaka Tengah | Melaka Tengah District and Land Office |
| 83 | Pejabat Mufti Negeri Terengganu | Jabatan Mufti Negeri Terengganu |
| 84 | Pejabat Residen Betong | Betong Resident Office |
| 85 | Pejabat Residen Bintulu | Bintulu Resident Office |
| 86 | Pejabat Residen Kapit | Kapit Resident Office |
| 87 | Pejabat Residen Kuching | Kuching Resident Office |

| No | Portal/Website Name Reflected in myGov | Actual Portal/Website Name |
|-----|--|---|
| 88 | Pejabat Residen Limbang | Limbang Resident Office |
| 89 | Pejabat Residen Miri | Miri Resident Office |
| 90 | Pejabat Residen Mukah | Mukah Resident Office |
| 91 | Pejabat Residen Samarahan | Samarahan Resident Office |
| 92 | Pejabat Residen Sarikei | Sarikei Resident Office |
| 93 | Pejabat Residen Sibu | Sibu Resident Office |
| 94 | Perak Tengah Land and District Office | Seri Iskandar Land and District Office |
| 95 | Perak Tengah, Seri Iskandar District Council | Perak Tengah District Council |
| 96 | Perbadanan Hang Tuah Jaya | Hang Tuah Jaya Corporation (PHTJ) |
| 97 | Perbadanan Muzium Negeri Melaka | Melaka Museums Corporation |
| 98 | Perbadanan Stadium Melaka | Melaka Stadium Corporation |
| 99 | Perbadanan Taman Negara Johor | Johor National Parks Corporation |
| 100 | Perlis Public Works Department | Public Works Department of Perlis |
| 101 | Perlis State Forestry Department | Forestry Department Perlis |
| 102 | Perlis State Islamic Affairs and Malay Customs | Islamic Religious Affairs Department of Perlis |
| 103 | Peruntukan DiRaja Bagi DYMM Sultan Perak/Pejabat DYMM Paduka Seri Sultan Perak | Office of KDYMM Sultan Perak |
| 104 | Port Dickson Hospital | Hospital Port Dickson |
| 105 | Prime Minister Office | Office of the Prime Minister of Malaysia |
| 106 | Prisons Department Malaysia | Prisons Department of Malaysia |
| 107 | Public Service Commission | Public Service Commissions of Malaysia |
| 108 | Public Service Department | Public Service Department of Malaysia |
| 109 | Pusat Hidrografi Nasional (PHN) | National Hydrographic Centre |
| 110 | Road Safety Department | Road Safety Department of Malaysia |
| 111 | Royal Customs Academy Malaysia (AKMAL) | Royal Malaysian Customs Academy |
| 112 | Royal Customs Department of Malaysia | Royal Malaysian Customs Department |
| 113 | Sabah Foundation | Yayasan Sabah Group |
| 114 | Sabah State Official Website | Sabah |
| 115 | Sandakan Polytechnic | Sabah Polytechnic |
| 116 | Sarawak Land Consolidation and Rehabilitation Board | Sarawak Land Consolidation and Rehabilitation Authority |
| 117 | Selangor State Forestry Department | Selangor Forestry Department |
| 118 | Sepilok Forestry Research Center | Forestry Research Center |
| 119 | Slim River /Tg.Malim Land and District Office | Slim River Land and District Office |
| 120 | Social Welfare Department | Kelantan Social Welfare Department |
| 121 | Stadium Merdeka Corporation | Perbadanan Stadium Malaysia |
| 122 | State Governor's Office | Head of Melaka State's Office |
| 123 | State Penang ICU | Pulau Pinang State Development Office |
| 124 | State Veterinary Services Department | Department of Veterinary Services of Melaka |

| No | Portal/Website Name Reflected in myGov | Actual Portal/Website Name |
|-----|---|---|
| 125 | Sultan Abdul Halim Teachers' Training College | IPG Kampus Sultan Abdul Halim |
| 126 | Suruhanjaya Koperasi Malaysia (SKM) | Malaysia Cooperative Societies Commission |
| 127 | Suruhanjaya Pengangkutan Awam Darat | Land Public Transport Commission |
| 128 | Syariah Court of Federal Territory | Federal Territory Syariah Court |
| 129 | Terengganu Advanced Technical Institute(TATI) | TATI university College |
| 130 | Trade Union Affairs Department | Department of Trade Union Affairs |
| 131 | Universiti Darul Iman | University Sultan Zainal Abidin (Unisza) |
| 132 | Universiti Kebangsaan Malaysia (UKM) | National University of Malaysia |
| 133 | Universiti Malaya (UM) | University of Malaya |
| 134 | University Malaya Medical Centre | UM Medical Centre |
| 135 | Water Department | Sabah State Water Department |

Appendix 5: Elimination

| No. | Portal/Website | Parent Portals/Websites |
|-----|--|-------------------------|
| 1 | Account Division | MOH |
| 2 | Allied Health Science Division | MOH |
| 3 | Cabinet and Policy Division | Sabah |
| 4 | Competency Development Division | MOH |
| 5 | Conservation Areas Information and Monitoring System | Sabah |
| 6 | Corporate Management Division | Kelantan |
| 7 | Counselling Psychology Unit | MOH |
| 8 | Curriculum Development Division | MOE |
| 9 | Economic Planning Unit | Kelantan |
| 10 | Education Technology Division | MOE |
| 11 | Engineering Services Division | MOH |
| 12 | Family Health Development Division | MOH |
| 13 | Federal Treasury Sabah | MOF |
| 14 | Federal Treasury Sarawak | MOF |
| 15 | Finance Division | MOH |
| 16 | Food Safety and Quality Division | MOH |
| 17 | Franchise Development Division | KPDNKK |
| 18 | General Administration | Sarawak |
| 19 | Government Property Management Unit | Sabah |
| 20 | Health Education Division | MOH |

| No. | Portal/Website | Parent Portals/Websites |
|-----|---|-------------------------|
| 21 | Healthy Programme Without AIDS for Youth | MOH |
| 22 | Housing Division | Kelantan |
| 23 | Housing Loan Division | MOF |
| 24 | Human Resource Division | Kelantan |
| 25 | Human Resource Division | MOH |
| 26 | Human Resource Management Division | Perak |
| 27 | Human Resource Management Unit | Sarawak |
| 28 | Information and Communication Technology Unit | Sarawak |
| 29 | Information Management Division | MOH |
| 30 | Information System Division | MOE |
| 31 | Information Technology Division | Kelantan |
| 32 | Integrity and Quality Secretariat | Kelantan |
| 33 | Internal Audit Division | MOH |
| 34 | Internal Audit Unit | Kelantan |
| 35 | Internal Audit Unit | Sarawak |
| 36 | Internal Audit Unit | Terengganu |
| 37 | International Relations Division | MOE |
| 38 | Islamic Education Division | MOE |
| 39 | Kinabalu Hostel | Sabah |
| 40 | Local Government Division | Kelantan |
| 41 | Local Government Division | Perak |
| 42 | Malaysian Centre for Geospatial Data Infrastructure | NRE |
| 43 | Malaysian Science and Technology Information Centre | MOSTI |
| 44 | Management & Finance Division | Sabah |
| 45 | Management Service Unit | Terengganu |
| 46 | Matriculation Division | MOE |
| 47 | Medical Development Division | MOH |
| 48 | Medical Device Control Division | MOH |
| 49 | Medical Practice Division | MOH |
| 50 | MyHEALTH Portal | MOH |
| 51 | National Biotechnology Directorate | MOSTI |
| 52 | Nursing Division | MOH |
| 53 | Oral Health Division | MOH |
| 54 | Pharmaceutical Services Division | MOH |
| 55 | Planning and Development Division | MOH |
| 56 | Private Education Division | MOE |

| No. | Portal/Website | Parent Portals/Websites |
|-----|---|-------------------------|
| 57 | Protocol Division | Sabah |
| 58 | Public Relation Unit and Corporate Affairs | Sarawak |
| 59 | PUSPANITA Sabah State Branch | Sabah |
| 60 | Quality Committee | Sabah |
| 61 | Sabah Halal | Sabah |
| 62 | Sabah State Economic Planning Unit | Sabah |
| 63 | School Audit Division | MOE |
| 64 | Service Management Division | Kelantan |
| 65 | Service Management Division | MOH |
| 66 | Service Modernisation and Quality Unit | Sarawak |
| 67 | Special Education Department | MOE |
| 68 | State Government Meeting Council | Kelantan |
| 69 | State Implementation Monitoring Unit | Sarawak |
| 70 | State Management Information Unit | Terengganu |
| 71 | State Planning Unit | Sarawak |
| 72 | State Security Unit | Sarawak |
| 73 | Telehealth Division | MOH |
| 74 | Terengganu Housing Division | Terengganu |
| 75 | Terengganu Human Resource Management Division | Terengganu |
| 76 | Terengganu Local Authority Division | Terengganu |
| 77 | Traditional and Complementary Medicine Division | MOH |
| 78 | Training Management Division | MOH |
| 79 | Tribunal For Consumer Claims | KPDNKK |
| 80 | Tropical Peat Research Laboratory Unit | Sarawak |
| 81 | Unit of the Peoples Development | Sabah |

Appendix 6: No Longer Listed in myGov

| No | Portal/Website | Parent Portals/Websites |
|----|---|-------------------------|
| 1 | Bahagian Hal Ehwal Penguatkuasaan Maritim Malaysia | JPM |
| 2 | Bumiputera Entrepreneur Development Unit | Sarawak |
| 3 | Department of Cooperative Development Malaysia | KPDNKK |
| 4 | Land Office of Besut | Terengganu |
| 5 | Malaysian Peninsular Commercial Vehicle Licensing Board | JPM |
| 6 | Ministry of Environment and Public Health | Sarawak |

| No | Portal/Website | Parent Portals/Websites |
|----|---|-------------------------|
| 7 | Pahang Water Works Department | Pahang |
| 8 | Pejabat Tanah Kuala Terengganu | Terengganu |
| 9 | Pejabat Tanah Setiu | Terengganu |
| 10 | Perlis Town and Rural Planning Department | Perlis |
| 11 | Science and Technology Unit | Sabah |
| 12 | UKM Medical Centre | MOHE |

Appendix 7: Merged

| No | Portal/Website | Final Portal/Website |
|----|------------------------------------|----------------------------------|
| 1 | Kemaman Land Office | Kemaman District and Land Office |
| 2 | Kemaman District Office | |
| 3 | Land Office of Batu Pahat | District Offices of Johor |
| 4 | Land and District Office of Labis | |
| 5 | Land and District Office of Rengit | |
| 6 | Land Office of Johor Bahru | |
| 7 | Land Office of Kluang | |
| 8 | Land Office of Kota Tinggi | |
| 9 | Land Office of Kulaijaya | |
| 10 | Land Office of Mersing | |
| 11 | Land Office of Muar | |
| 12 | Land Office of Pontian | |

Appendix 8: Outdated URL

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|----------------------------------|---|--|
| 1 | Perlis Social Welfare Department | http://jkmperlis.gov.my/main3.html | http://jkmperlis.gov.my |
| 2 | Sabah Agriculture Park | http://www.sabah.gov.my/agripark | http://www.sabah.net.my/agripark/ |
| 3 | Department of Orang Asli Affairs | www.jheoa.gov.my | www.jakoa.gov.my/web/guest/home |

Appendix 9: Wrong URL

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|--|--|----------------------------------|
| 1 | Putrajaya Land and Mines Office | www.wp.icu.gov.my | — |
| 2 | Cabinet, Constitution and Government Relation Division | www.kabinet.jpm.my | www.kebinet.gov.my |
| 3 | Papar District Council | http://www2.epbt.gov.my/epbt/pbt16.asp | http://www.sabah.gov.my/md.ppr/ |
| 4 | Tamparuli Sub District Office | http://www.sabah.gov.my/dktm | http://www.sabah.gov.my/dktmp/ |
| 5 | Tungku Sub District Office | http://www.sabah.gov.my/pd.tgk | http://www.sabah.gov.my/pdk.tgk/ |
| 6 | Membakut Sub District Office | http://www.sabah.gov.my/pd.dkmk | http://www.sabah.gov.my/dkmk/ |
| 7 | Penang Education Department | http://www.jpnp.edu.my/ | http://www.jpnpenang.edu.my/ |

Appendix 10: No Specific Links

| No | Portal/Website Name | URL |
|----|---|---|
| 1 | Department of Youth and Sports | - |
| 2 | Johor State Government Secretary Office | http://www.johordt.gov.my/sukj |
| 3 | National Council for Occupational Safety and Health, Ministry of Human Resource | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=135&itemid=224 |
| 4 | National Labour Advisory Council, Ministry of Human Resources | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=134&itemid=223 |
| 5 | Wages Council, Ministry of Human Resources | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=136&itemid=225 |

Appendix 11: Overall Portal Ranking

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | |
|----|------|---|--|-------|------|--------|----|-----|----|-----|----|
| | | | | | | C | U | Sec | P | Ser | B |
| 1 | 1 | Malaysian Rubber Board | http://www.lgm.gov.my | 102 | 5 | 25 | 37 | 5 | 10 | 15 | 10 |
| 2 | 1 | Perbadanan Putrajaya | http://www.ppj.gov.my | 102 | 5 | 25 | 41 | 5 | 10 | 11 | 10 |
| 3 | 2 | General Administration Division | http://www.pajpm.gov.m y/ | 101 | 5 | 25 | 36 | 5 | 10 | 15 | 10 |
| 4 | 2 | Manjung Municipal Council | http://www.mpm.gov.my/ | 101 | 5 | 25 | 36 | 5 | 10 | 15 | 10 |
| 5 | 2 | Ministry of Finance Malaysia | http://www.treasury.gov. my | 101 | 5 | 25 | 36 | 5 | 10 | 15 | 10 |
| 6 | 3 | Gerik District Council | http://www.gerik.gov.my/ | 100 | 5 | 25 | 40 | 5 | 10 | 12 | 8 |
| 7 | 3 | Kajang Municipal Council | http://www.mpkj.gov.my/ | 100 | 5 | 25 | 35 | 5 | 10 | 15 | 10 |
| 8 | 3 | Kelantan State | http://www.kelantan.gov. my/ | 100 | 5 | 25 | 35 | 5 | 10 | 15 | 10 |
| 9 | 3 | Klang Municipal Council | http://www.mpklang.gov. my/ | 100 | 5 | 25 | 38 | 5 | 10 | 15 | 7 |
| 10 | 3 | Public Services Commission of Malaysia | http://www.spa.gov.my/ | 100 | 5 | 25 | 35 | 5 | 10 | 15 | 10 |
| 11 | 3 | Sarawak State | http://www.sarawak.gov. my | 100 | 5 | 25 | 40 | 5 | 10 | 11 | 9 |
| 12 | 4 | Besut District Council | http://mdb.terengganu.go v.my | 99 | 5 | 24 | 35 | 5 | 10 | 15 | 10 |
| 13 | 4 | Ministry of Natural Resources and Environment | http://www.nre.gov.my | 99 | 5 | 25 | 36 | 5 | 10 | 15 | 8 |
| 14 | 4 | Tapah District Council | http://www.md tapah.gov. my/ | 99 | 5 | 25 | 36 | 5 | 10 | 15 | 8 |
| 15 | 5 | Johor Bahru City Council | http://www.mbjb.gov.my/ | 98 | 5 | 24 | 36 | 5 | 10 | 15 | 8 |
| 16 | 5 | Kampar District Council | http://www.mdkampar.go v.my/ | 98 | 5 | 25 | 35 | 5 | 10 | 15 | 8 |
| 17 | 5 | Kuala Pilah District Council | http://www.md kp.gov. my / | 98 | 5 | 24 | 36 | 5 | 10 | 15 | 8 |
| 18 | 5 | Kuala Selangor District Council | http://www.mdks.gov.my/ | 98 | 5 | 25 | 33 | 5 | 10 | 15 | 10 |
| 19 | 5 | Marang District Council | http://mdm.terengganu.go v.my/ | 98 | 5 | 25 | 35 | 5 | 10 | 15 | 8 |
| 20 | 5 | Ministry of Housing and Local Government | http://www.kpkt.gov.my/ kpkt/ | 98 | 5 | 24 | 34 | 5 | 10 | 15 | 10 |
| 21 | 5 | National Craft Institute | http://www.ikn.gov.my/ | 98 | 5 | 24 | 36 | 5 | 10 | 15 | 8 |
| 22 | 5 | Prime Minister's Department | http://www.jpm.gov.my/ | 98 | 5 | 25 | 33 | 5 | 10 | 15 | 10 |

Note: C = Content, U = Usability, Sec = Security, P = Participation, Serv = Service, B = Bonus

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | |
|----|------|---|---|-------|------|--------|----|-----|----|-----|----|
| | | | | | | C | U | Sec | P | Ser | B |
| 23 | 5 | Rubber Industry Small Holders Development Authority (RISDA) | http://www.risda.gov.my/ | 98 | 5 | 25 | 38 | 2 | 10 | 15 | 8 |
| 24 | 5 | Setiu District Council | http://mds.terengganu.gov.my/ | 98 | 5 | 25 | 35 | 5 | 10 | 15 | 8 |
| 25 | 6 | Kuantan Municipal Council | http://www.mpk.gov.my/ | 97 | 5 | 25 | 35 | 2 | 10 | 15 | 10 |
| 26 | 6 | Malaysia Co-Operative Societies Commission | http://www.skm.gov.my/ | 97 | 5 | 25 | 36 | 5 | 10 | 11 | 10 |
| 27 | 6 | Ministry of Information, Communication and Culture | http://www.kpkk.gov.my/ | 97 | 5 | 25 | 35 | 2 | 10 | 15 | 10 |
| 28 | 6 | Ministry of International Trade and Industry | http://www.miti.gov.my/ | 97 | 5 | 25 | 34 | 5 | 10 | 15 | 8 |
| 29 | 6 | Ministry of Works Malaysia | http://www.kkr.gov.my/ | 97 | 5 | 23 | 34 | 5 | 10 | 15 | 10 |
| 30 | 6 | Nilai Municipal Council | http://www.mpn.gov.my/ | 97 | 5 | 22 | 35 | 5 | 10 | 15 | 10 |
| 31 | 6 | Perak Tengah District Council | http://www.mdpt.gov.my/ | 97 | 5 | 25 | 34 | 5 | 10 | 15 | 8 |
| 32 | 6 | Tanjong Malim District Council | http://mdtm.gov.my/ | 97 | 5 | 24 | 37 | 5 | 10 | 11 | 10 |
| 33 | 6 | Teluk Intan Municipal Council | http://www.mpti.gov.my/ | 97 | 5 | 24 | 35 | 5 | 10 | 15 | 8 |
| 34 | 6 | Yan District Council | http://mdyan.gov.my/ | 97 | 5 | 25 | 40 | 5 | 10 | 14 | 3 |
| 35 | 7 | Batu Gajah District Council | http://www.mdbg.gov.my/ | 96 | 5 | 25 | 33 | 5 | 10 | 15 | 8 |
| 36 | 7 | Department of Irrigation and Drainage | http://www.water.gov.my | 96 | 5 | 25 | 38 | 5 | 10 | 11 | 7 |
| 37 | 7 | Dungun Municipal Council | http://mpd.terengganu.gov.my/ | 96 | 5 | 24 | 35 | 5 | 10 | 15 | 7 |
| 38 | 7 | Economic Planning Unit | http://www.epu.gov.my/ | 96 | 5 | 25 | 35 | 5 | 10 | 11 | 10 |
| 39 | 7 | Hulu Selangor District Council | http://www.mdhs.gov.my/ | 96 | 5 | 25 | 33 | 5 | 10 | 15 | 8 |
| 40 | 7 | Kemaman Municipal Council | http://mpk.terengganu.gov.my/ | 96 | 5 | 25 | 33 | 5 | 10 | 15 | 8 |
| 41 | 7 | Malaysian Administrative Modernisation and Management Planning Unit | http://www.mampu.gov.my/ | 96 | 5 | 21 | 35 | 5 | 10 | 15 | 10 |

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | | |
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| | | (MAMPU) | | | | | | | | | | |
| 42 | 7 | Melaka Syariah Court | http://www.mahsyariahmelaka.gov.my/ | 96 | 5 | 25 | 36 | 2 | 10 | 15 | 8 | |
| 43 | 7 | Ministry of Agriculture and Agro-Based Industry | http://www.moa.gov.my/ | 96 | 5 | 25 | 33 | 5 | 10 | 15 | 8 | |
| 44 | 7 | Ministry of Defence | http://www.mod.gov.my | 96 | 5 | 24 | 37 | 2 | 10 | 15 | 8 | |
| 45 | 7 | Muar Municipal Council | http://www.mpmuar.gov.my/ | 96 | 5 | 25 | 38 | 5 | 10 | 11 | 7 | |
| 46 | 7 | National Audit Department | http://www.audit.gov.my | 96 | 5 | 24 | 35 | 5 | 10 | 15 | 7 | |
| 47 | 7 | Pontian District Council | http://www.mdpontian.gov.my/ | 96 | 5 | 25 | 34 | 5 | 10 | 15 | 7 | |
| 48 | 7 | Simpang Renggam District Council | http://www.mdsrenggam.gov.my/ | 96 | 5 | 25 | 34 | 5 | 10 | 15 | 7 | |
| 49 | 8 | Fisheries Development Authority of Malaysia | http://www.lkim.gov.my/ | 95 | 5 | 25 | 39 | 2 | 10 | 11 | 8 | |
| 50 | 8 | Forest Research Institute Malaysia (FRIM) | http://www.frim.gov.my | 95 | 5 | 25 | 34 | 5 | 10 | 11 | 10 | |
| 51 | 8 | Hulu Terengganu District Council | http://mdht.terengganu.gov.my/ | 95 | 5 | 25 | 35 | 5 | 10 | 15 | 5 | |
| 52 | 8 | Implementation and Coordination Unit | http://www.icu.gov.my/ | 95 | 5 | 25 | 34 | 5 | 10 | 11 | 10 | |
| 53 | 8 | Kerian District Council | http://www.mdkerian.gov.my/ | 95 | 5 | 24 | 33 | 5 | 10 | 15 | 8 | |
| 54 | 8 | Legal Affairs Division | http://www.bheuu.gov.my | 95 | 5 | 25 | 35 | 2 | 10 | 15 | 8 | |
| 55 | 8 | Malaysia Department of Islamic Development (JAKIM) | http://www.islam.gov.my | 95 | 5 | 25 | 33 | 2 | 10 | 15 | 10 | |
| 56 | 8 | Malaysian Palm oil Board | http://mpob.gov.my | 95 | 5 | 25 | 33 | 2 | 10 | 15 | 10 | |
| 57 | 8 | Ministry of Education | http://www.moe.gov.my | 95 | 5 | 25 | 33 | 2 | 10 | 15 | 10 | |
| 58 | 8 | Ministry of Home Affairs | http://www.moha.gov.my | 95 | 5 | 24 | 35 | 5 | 10 | 11 | 10 | |
| 59 | 8 | Muda Agricultural Development Authority (MADA) | http://www.mada.gov.my/ | 95 | 5 | 25 | 39 | 2 | 10 | 11 | 8 | |
| 60 | 8 | National Archive of Malaysia | http://www.arkib.gov.my | 95 | 5 | 25 | 33 | 2 | 10 | 15 | 10 | |
| 61 | 8 | Negeri Sembilan State | http://www.ns.gov.my/ | 95 | 5 | 25 | 35 | 2 | 10 | 15 | 8 | |

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| 62 | 8 | Pasir Mas District Council | http://www.mdpmas.gov.my/ | 95 | 5 | 25 | 35 | 5 | 10 | 15 | 5 |
| 63 | 8 | Pasir Puteh District Council | http://www.mdpputeh.gov.my/ | 95 | 5 | 25 | 35 | 5 | 10 | 15 | 5 |
| 64 | 8 | Sepang Municipal Council | http://www.mpsepang.gov.my/ | 95 | 5 | 25 | 32 | 5 | 10 | 15 | 8 |
| 65 | 8 | Tanah Merah District Council | http://www.mdtanahmerah.gov.my/ | 95 | 5 | 25 | 35 | 5 | 10 | 15 | 5 |
| 66 | 9 | Alor Gajah Municipal Council | http://www.mpag.gov.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 11 | 8 |
| 67 | 9 | Alor Setar City Council | http://www.mbas.gov.my/ | 94 | 5 | 21 | 35 | 5 | 10 | 15 | 8 |
| 68 | 9 | Jerantut District Council | http://www.mdjerantut.gov.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 11 | 8 |
| 69 | 9 | Kulim Municipal Council | http://www.mpkk.gov.my/ | 94 | 5 | 25 | 36 | 2 | 10 | 15 | 6 |
| 70 | 9 | Machang District Council | http://www.mdmachang.gov.my/ | 94 | 5 | 25 | 34 | 5 | 10 | 15 | 5 |
| 71 | 9 | Maran District Council | http://www.mdmaran.gov.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 11 | 8 |
| 72 | 9 | Ministry of Science, Technology and Innovation | http://www.mosti.gov.my/ | 94 | 5 | 25 | 33 | 2 | 10 | 15 | 9 |
| 73 | 9 | myGovernment | http://www.malaysia.gov.my/ | 94 | 5 | 24 | 34 | 5 | 10 | 11 | 10 |
| 74 | 9 | National Landscape Department | http://www.kpkt.gov.my/jln/ | 94 | 5 | 25 | 34 | 5 | 10 | 15 | 5 |
| 75 | 9 | National Registration Department | http://www.jpn.gov.my/ | 94 | 5 | 25 | 33 | 5 | 10 | 11 | 10 |
| 76 | 9 | Pekan District Council | http://www.mdpekan.gov.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 11 | 8 |
| 77 | 9 | Penang State | http://www.penang.gov.my/ | 94 | 5 | 25 | 33 | 5 | 10 | 11 | 10 |
| 78 | 9 | Raub District Council | http://www.mdraub.gov.my/ | 94 | 5 | 24 | 32 | 5 | 10 | 15 | 8 |
| 79 | 9 | Rompin District Council | http://www.mdrompin.gov.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 15 | 4 |
| 80 | 9 | Shah Alam City Council | http://www.mbsa.gov.my/ | 94 | 5 | 25 | 33 | 5 | 10 | 11 | 10 |
| 81 | 9 | Tampin District Council | http://www.mdtampin.gov.my/ | 94 | 5 | 25 | 35 | 5 | 6 | 15 | 8 |
| 82 | 9 | Universiti Malaysia Terengganu | http://www.umt.edu.my/ | 94 | 5 | 25 | 35 | 5 | 10 | 11 | 8 |
| 83 | 9 | Universiti Tun Hussein Onn Malaysia | http://www.uthm.edu.my/ | 94 | 5 | 25 | 32 | 5 | 10 | 15 | 7 |
| 84 | 9 | Universiti Utara Malaysia | http://www.uum.org.my/ | 94 | 5 | 21 | 33 | 5 | 10 | 15 | 10 |
| 85 | 10 | Bentong | http://www.mpbentong.gov.my/ | 93 | 5 | 25 | 35 | 5 | 10 | 11 | 7 |

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| | | Municipal Council | ov.my/ | | | | | | | | | |
| 86 | 10 | Department of Director General of Lands and Mines (Federal) | http://www.jkptg.gov.my | 93 | 5 | 25 | 32 | 5 | 10 | 11 | 10 | |
| 87 | 10 | Ipoh City Council | http://www.mbi.gov.my/ | 93 | 5 | 25 | 32 | 5 | 10 | 11 | 10 | |
| 88 | 10 | Istana Budaya | http://www.istanabudaya.gov.my/ | 93 | 5 | 24 | 36 | 2 | 10 | 15 | 6 | |
| 89 | 10 | Jasin Municipal Council | http://www.mpjasin.gov.my/ | 93 | 5 | 25 | 34 | 5 | 10 | 11 | 8 | |
| 90 | 10 | Kemubu Agricultural Development Authority (KADA) | http://www.kada.gov.my/ | 93 | 5 | 25 | 34 | 5 | 10 | 11 | 8 | |
| 91 | 10 | Kota Tinggi District Council | http://www.mdkt.gov.my/ | 93 | 5 | 25 | 35 | 5 | 10 | 15 | 3 | |
| 92 | 10 | Lenggong District Council | http://mdlg.gov.my/ | 93 | 5 | 24 | 35 | 5 | 10 | 11 | 8 | |
| 93 | 10 | Malacca Historic City Council | http://www.mbmb.gov.my/ | 93 | 5 | 25 | 32 | 5 | 10 | 11 | 10 | |
| 94 | 10 | Port Dickson Municipal Council | http://www.mppd.gov.my/ | 93 | 5 | 25 | 35 | 5 | 10 | 11 | 7 | |
| 95 | 10 | Public Service Department of Malaysia | http://www.jpa.gov.my/ | 93 | 5 | 25 | 28 | 5 | 10 | 15 | 10 | |
| 96 | 10 | Road Transport Department | http://portal.jpj.gov.my/ | 93 | 5 | 24 | 32 | 2 | 10 | 15 | 10 | |
| 97 | 10 | Selangor State | http://www.selangor.gov.my | 93 | 5 | 25 | 31 | 2 | 10 | 15 | 10 | |
| 98 | 10 | Selayang Municipal Council | http://www.mps.gov.my/ | 93 | 5 | 25 | 33 | 2 | 10 | 15 | 8 | |
| 99 | 10 | Subang Jaya Municipal Council | http://ocps.mpsj.gov.my/cms/index.jsp | 93 | 5 | 23 | 37 | 5 | 10 | 12 | 6 | |
| 100 | 10 | Universiti Teknikal Malaysia Melaka | http://www.utem.edu.my/ | 93 | 5 | 25 | 32 | 5 | 10 | 11 | 10 | |
| 101 | 11 | Federal Agricultural Marketing Authority (FAMA) | http://www.fama.gov.my/ | 92 | 5 | 24 | 32 | 5 | 10 | 15 | 6 | |
| 102 | 11 | Fire Rescue Department of Malaysia | http://www.bomba.gov.my/ | 92 | 5 | 24 | 34 | 5 | 10 | 12 | 7 | |
| 103 | 11 | Kuala Langat District Council | http://www.mdkl.gov.my/ | 92 | 5 | 25 | 36 | 2 | 10 | 15 | 4 | |
| 104 | 11 | Malaysian Meteorological Department | http://www.met.gov.my | 92 | 5 | 25 | 32 | 2 | 10 | 15 | 8 | |
| 105 | 11 | National | http://www.intanbk.intan. | 92 | 5 | 22 | 30 | 5 | 10 | 15 | 10 | |

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| | | Institute of Public Administration (INTAN) | my/ | | | | | | | | | |
| 106 | 11 | National Visual Art Gallery | http://www.artgallery.gov.my/ | 92 | 5 | 22 | 38 | 2 | 10 | 15 | 5 | |
| 107 | 11 | Petaling Jaya City Council | http://www.mbpj.gov.my/ | 92 | 5 | 25 | 33 | 5 | 10 | 11 | 8 | |
| 108 | 11 | Selama District Council | http://mdselama.gov.my/ | 92 | 5 | 24 | 34 | 5 | 10 | 11 | 8 | |
| 109 | 11 | South East Johore Development Authority | http://www.kejora.gov.my/ | 92 | 5 | 25 | 36 | 2 | 10 | 11 | 8 | |
| 110 | 11 | Universiti Malaysia Perlis | http://www.unimap.edu.my/ | 92 | 5 | 25 | 35 | 5 | 8 | 12 | 7 | |
| 111 | 11 | Universiti Putra Malaysia | http://upmbeta2.upm.edu.my/ | 92 | 5 | 25 | 29 | 5 | 10 | 15 | 8 | |
| 112 | 12 | City Hall of Kuala Lumpur | http://www.dbkl.gov.my/ | 91 | 5 | 21 | 32 | 5 | 10 | 15 | 8 | |
| 113 | 12 | Cooperative College of Malaysia | http://www.mkm.edu.my/ | 91 | 5 | 25 | 33 | 2 | 10 | 11 | 10 | |
| 114 | 12 | Department of Fisheries | http://www.dof.gov.my/ | 91 | 5 | 24 | 33 | 5 | 10 | 11 | 8 | |
| 115 | 12 | Institute for Rural Advancement (INFRA) | http://www.infra.gov.my/ | 91 | 5 | 25 | 35 | 2 | 10 | 15 | 4 | |
| 116 | 12 | Malaysian Agricultural Research and Development Institute (MARDI) | http://www.mardi.gov.my | 91 | 5 | 25 | 36 | 1 | 10 | 11 | 8 | |
| 117 | 12 | Malaysian Highway Authority | http://www.llm.gov.my/ | 91 | 5 | 25 | 30 | 5 | 8 | 15 | 8 | |
| 118 | 12 | Malaysian Pineapple Industry Board | http://mpib.gov.my/ | 91 | 5 | 25 | 35 | 2 | 10 | 15 | 4 | |
| 119 | 12 | Ministry of Youth and Sports | http://www.kbs.gov.my | 91 | 5 | 25 | 29 | 2 | 10 | 15 | 10 | |
| 120 | 12 | Penang Island Municipal Council | http://www.mppp.gov.my/ | 91 | 5 | 25 | 31 | 5 | 10 | 11 | 9 | |
| 121 | 12 | Royal Malaysian Police | http://www.rmp.gov.my | 91 | 5 | 25 | 35 | 2 | 10 | 11 | 8 | |
| 122 | 12 | Seberang Perai Municipal Council | http://www3.mpsp.gov.my | 91 | 5 | 25 | 33 | 2 | 10 | 11 | 10 | |
| 123 | 12 | Seremban Municipal Council | http://www.mpsns.gov.my/ | 91 | 5 | 25 | 32 | 5 | 10 | 11 | 8 | |
| 124 | 12 | South East Johor Municipal | http://lbjt.gov.my/ | 91 | 5 | 25 | 33 | 2 | 10 | 11 | 10 | |

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| | | Authority | | | | | | | | | | |
| 125 | 12 | Taipung Municipal Council | http://www.mptaiping.gov.my/ | 91 | 5 | 25 | 35 | 2 | 10 | 11 | 8 | |
| 126 | 12 | Temerloh Municipal Council | http://www.mpt.gov.my/ | 91 | 5 | 25 | 32 | 5 | 10 | 11 | 8 | |
| 127 | 12 | The Special Taskforce to Facilitate Business (PEMUDAH) | http://www.pemudah.gov.my/ | 91 | 5 | 25 | 38 | 2 | 10 | 13 | 3 | |
| 128 | 13 | Agriculture Department | http://www.doa.gov.my/ | 90 | 5 | 25 | 33 | 2 | 10 | 15 | 5 | |
| 129 | 13 | Department of Survey and Mapping Malaysia | http://www.jupem.gov.my/ | 90 | 5 | 25 | 33 | 5 | 10 | 11 | 6 | |
| 130 | 13 | Kuala Terengganu City Council | http://mbkt.terengganu.gov.my/ | 90 | 5 | 24 | 32 | 5 | 10 | 11 | 8 | |
| 131 | 13 | Kubang Pasu District Council | http://mdkubangpasu.gov.my/ | 90 | 5 | 25 | 34 | 5 | 10 | 11 | 5 | |
| 132 | 13 | Malaysia External Trade Development Corporation (MATRADE) | http://www.matrade.gov.my | 90 | 5 | 25 | 32 | 5 | 8 | 11 | 9 | |
| 133 | 13 | Malaysian Qualifications Agency (MQA) | http://www.mqa.gov.my/ | 90 | 5 | 25 | 37 | 2 | 10 | 11 | 5 | |
| 134 | 13 | Ministry of Health | http://www.moh.gov.my | 90 | 5 | 24 | 33 | 2 | 10 | 11 | 10 | |
| 135 | 13 | Ministry of Higher Education | http://www.mohe.gov.my/portal/ | 90 | 5 | 25 | 32 | 2 | 10 | 11 | 10 | |
| 136 | 13 | Ministry of Tourism | http://www.motour.gov.my | 90 | 5 | 25 | 31 | 5 | 10 | 11 | 8 | |
| 137 | 13 | National Academy of Art, Culture and Heritage | http://www.aswara.edu.my/ | 90 | 5 | 22 | 35 | 2 | 8 | 15 | 8 | |
| 138 | 13 | Penang Land and Mines Office | http://ptg.penang.gov.my | 90 | 5 | 25 | 35 | 5 | 10 | 11 | 4 | |
| 139 | 13 | Port Dickson Polytechnic | http://www.polipd.edu.my/ | 90 | 5 | 21 | 35 | 2 | 10 | 15 | 7 | |
| 140 | 13 | Rembau District Council | http://www.mdr.gov.my/ | 90 | 5 | 22 | 35 | 5 | 10 | 11 | 7 | |
| 141 | 14 | Attorney General's Chambers | http://www.agc.gov.my | 89 | 5 | 25 | 27 | 2 | 10 | 15 | 10 | |
| 142 | 14 | Farmers' Organization Authority of Malaysia | http://www.lpp.gov.my/ | 89 | 5 | 25 | 33 | 2 | 10 | 11 | 8 | |

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| 143 | 14 | Immigration Department of Malaysia | http://www.imi.gov.my/ | 89 | 5 | 24 | 32 | 4 | 8 | 11 | 10 |
| 144 | 14 | Johor Bahru Tengah Municipal Council | http://www.mpjbt.gov.my / | 89 | 5 | 20 | 35 | 5 | 10 | 11 | 8 |
| 145 | 14 | Kedah Regional Development Authority (KEDA) | http://www.keda.gov.my/ | 89 | 5 | 25 | 35 | 2 | 6 | 15 | 6 |
| 146 | 14 | Local Government Department | http://jkt.kpkt.gov.my/ | 89 | 5 | 25 | 29 | 2 | 10 | 15 | 8 |
| 147 | 15 | Bandar Baharu District Council | http://mdbb.gov.my/ | 88 | 5 | 25 | 37 | 2 | 10 | 11 | 3 |
| 148 | 15 | Intellectual Property Corporation of Malaysia (MyIPO) | http://www.myipo.gov.m y/ | 88 | 5 | 24 | 28 | 5 | 10 | 11 | 10 |
| 149 | 15 | Kuala Krai District Council | http://www.mdkkrai.gov. my/ | 88 | 5 | 25 | 35 | 5 | 10 | 13 | 0 |
| 150 | 15 | National Library of Malaysia | http://www.pnm.gov.my/ | 88 | 5 | 25 | 32 | 2 | 10 | 11 | 8 |
| 151 | 15 | Pahang State | http://www.pahang.gov. my | 88 | 5 | 23 | 31 | 5 | 8 | 11 | 10 |
| 152 | 15 | Pasir Gudang Municipal Council | http://www.mppg.gov.my / | 88 | 5 | 24 | 36 | 2 | 10 | 11 | 5 |
| 153 | 15 | Pengkalan Hulu District Council | http://mdph.gov.my/ | 88 | 5 | 24 | 30 | 5 | 10 | 11 | 8 |
| 154 | 15 | Prison Department of Malaysia | http://www.prison.gov.m y | 88 | 5 | 22 | 34 | 2 | 10 | 12 | 8 |
| 155 | 15 | Sik District Council | http://mdsik.gov.my/ | 88 | 5 | 25 | 33 | 5 | 10 | 12 | 3 |
| 156 | 15 | Tuanku Sultanah Bahiyah Polytechnic | http://www.ptsb.edu.my/ | 88 | 5 | 25 | 34 | 5 | 6 | 11 | 7 |
| 157 | 16 | Central Bank of Malaysia | http://www.bnm.gov.my | 87 | 5 | 24 | 26 | 2 | 10 | 15 | 10 |
| 158 | 16 | FELCRA Berhad | http://felcra.com.my/ | 87 | 5 | 22 | 36 | 2 | 6 | 11 | 10 |
| 159 | 16 | Kuala Kangsar Municipal Council | http://www.mpkkpk.gov. my/ | 87 | 5 | 25 | 28 | 5 | 10 | 11 | 8 |
| 160 | 16 | Labuan Corporation | http://www.pl.gov.my | 87 | 5 | 22 | 36 | 2 | 10 | 11 | 6 |
| 161 | 16 | Ministry of Federal Territories and Urban Wellbeing | http://www.kwpkb.gov.m y | 87 | 5 | 25 | 29 | 2 | 10 | 15 | 6 |
| 162 | 16 | National University of Malaysia | http://www.ukm.my/ | 87 | 5 | 25 | 31 | 2 | 10 | 11 | 8 |

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| 163 | 16 | Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) | http://www.ptptn.gov.my | 87 | 5 | 25 | 25 | 5 | 10 | 12 | 10 |
| 164 | 16 | Public Private Partnership Unit | http://www.ukas.gov.my | 87 | 5 | 22 | 34 | 5 | 10 | 11 | 5 |
| 165 | 16 | Seberang Perai Polytechnic | http://www.psp.edu.my/ | 87 | 5 | 24 | 34 | 5 | 6 | 11 | 7 |
| 166 | 16 | Universiti Malaysia Sabah | http://www.ums.edu.my/webv4/ | 87 | 5 | 25 | 32 | 2 | 10 | 11 | 7 |
| 167 | 16 | Yong Peng District Council | http://www.mdyp.gov.my/ | 87 | 5 | 22 | 36 | 5 | 8 | 11 | 5 |
| 168 | 17 | Cameron Highlands District Council | http://www.mdcameron.gov.my/ | 86 | 5 | 25 | 35 | 2 | 10 | 11 | 3 |
| 169 | 17 | Contractor Services Centre (PKK) | http://pkk.kkr.gov.my/ | 86 | 5 | 24 | 30 | 2 | 8 | 15 | 7 |
| 170 | 17 | Federal Territory of Labuan Health Department | http://jknlabuan.moh.gov.my/ | 86 | 5 | 25 | 35 | 2 | 8 | 11 | 5 |
| 171 | 17 | Kelantan Islamic Religious and Customs Council | http://www.e-maik.my/ | 86 | 5 | 21 | 34 | 5 | 6 | 11 | 9 |
| 172 | 17 | Kuching Sarawak Polytechnic | http://www.poliku.edu.my/ | 86 | 5 | 24 | 33 | 2 | 10 | 15 | 2 |
| 173 | 17 | Malacca State | http://www.melaka.gov.my/ | 86 | 5 | 25 | 28 | 2 | 10 | 11 | 10 |
| 174 | 17 | Office of The Prime Minister of Malaysia | http://www.pmo.gov.my | 86 | 5 | 25 | 27 | 5 | 10 | 12 | 7 |
| 175 | 17 | Pendang District Council | http://www.mdpendang.gov.my/ | 86 | 5 | 25 | 33 | 5 | 10 | 10 | 3 |
| 176 | 17 | Sabak Bernam District Council | http://www.mdsb.gov.my/ | 86 | 5 | 25 | 34 | 2 | 8 | 14 | 3 |
| 177 | 17 | TEKUN Nasional | http://www.tekun.gov.my/ | 86 | 5 | 24 | 34 | 2 | 10 | 11 | 5 |
| 178 | 17 | Tumpat District Council | http://www.mdtumpat.gov.my/ | 86 | 5 | 25 | 35 | 2 | 10 | 14 | 0 |
| 179 | 18 | Accountant General Department | http://www.anm.gov.my | 85 | 5 | 21 | 31 | 2 | 6 | 15 | 10 |
| 180 | 18 | Baling District Council | http://www.mdbaling.gov.my/ | 85 | 5 | 25 | 33 | 5 | 10 | 9 | 3 |
| 181 | 18 | Companies Commission of Malaysia | http://www.ssm.com.my | 85 | 5 | 18 | 34 | 2 | 10 | 11 | 10 |
| 182 | 18 | Department of Orang Asli Development (JAKOA) | http://www.jakoa.gov.my/ | 85 | 5 | 18 | 35 | 2 | 10 | 15 | 5 |
| 183 | 18 | Kelantan State Service | http://www.spn.kelantan.gov.my/ | 85 | 5 | 25 | 31 | 2 | 10 | 14 | 3 |

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| | | Commission | | | | | | | | | | |
| 184 | 18 | Kota Bharu District and Land Office | http://www.ptjkb.kelantan.gov.my/ | 85 | 5 | 25 | 33 | 5 | 10 | 11 | 1 | |
| 185 | 18 | Local Authority Kulim Hi-Tech Industrial Park | http://www.pbttphk.gov.my/ | 85 | 5 | 22 | 40 | 2 | 10 | 8 | 3 | |
| 186 | 18 | Ministry of Foreign Affairs | http://www.kln.gov.my/ | 85 | 5 | 21 | 29 | 5 | 10 | 11 | 9 | |
| 187 | 18 | Ministry of Women, Family and Community Development | http://www.kpwkm.gov.my/ | 85 | 5 | 25 | 34 | 2 | 10 | 9 | 5 | |
| 188 | 18 | National Housing Department | http://ehome.kpkt.gov.my/ | 85 | 5 | 24 | 24 | 2 | 10 | 15 | 10 | |
| 189 | 18 | Social Security Organisation (SOCSO), Ministry of Human Resources | http://www.perkeso.gov.my | 85 | 5 | 24 | 37 | 5 | 8 | 8 | 3 | |
| 190 | 18 | Sultan Haji Ahmad Shah Polytechnic | http://www.polisas.edu.my/ | 85 | 5 | 24 | 28 | 5 | 10 | 11 | 7 | |
| 191 | 18 | Terengganu Tengah Development Authority (KETENGAH) | http://www.ketengah.gov.my/ | 85 | 5 | 24 | 33 | 2 | 10 | 11 | 5 | |
| 192 | 18 | Universiti Sains Malaysia | http://www.usm.my/ | 85 | 5 | 21 | 28 | 5 | 10 | 11 | 10 | |
| 193 | 19 | Ampang Jaya Municipal Council | http://www.mpaj.gov.my/ | 84 | 5 | 24 | 30 | 5 | 6 | 11 | 8 | |
| 194 | 19 | Dabong District Council | http://www.mddabong.gov.my/ | 84 | 5 | 22 | 36 | 2 | 10 | 14 | 0 | |
| 195 | 19 | Department of Veterinary Services | http://www.dvs.gov.my/ | 84 | 5 | 25 | 33 | 2 | 10 | 11 | 3 | |
| 196 | 19 | Ketereh District Council | http://www.mdketereh.gov.my/ | 84 | 5 | 25 | 33 | 2 | 10 | 14 | 0 | |
| 197 | 19 | Kota Bharu Polytechnic | http://www.pkb.edu.my/pkb/index2.jsp | 84 | 5 | 24 | 25 | 2 | 8 | 15 | 10 | |
| 198 | 19 | Kulai Municipal Council | http://www.mpkulai.gov.my/ | 84 | 5 | 25 | 35 | 2 | 10 | 9 | 3 | |
| 199 | 19 | Kulim Hospital | http://hkulim.moh.gov.my | 84 | 5 | 25 | 32 | 2 | 6 | 15 | 4 | |
| 200 | 19 | Majlis Perbandaran Langkawi Bandaraya Pelancongan | http://www.mplbp.gov.my/ | 84 | 5 | 25 | 37 | 2 | 10 | 7 | 3 | |
| 201 | 19 | Pahang State Health Department | http://jknpahang.moh.gov.my/ | 84 | 5 | 25 | 30 | 2 | 8 | 15 | 4 | |

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| 202 | 19 | Registrar of Societies | http://www.ros.gov.my | 84 | 5 | 21 | 35 | 2 | 10 | 11 | 5 |
| 203 | 19 | Selangor Town and Country Planning Department | http://www.jpbdselangor.gov.my/ | 84 | 5 | 23 | 28 | 2 | 10 | 11 | 10 |
| 204 | 19 | Terengganu State | http://www.terengganu.gov.my | 84 | 5 | 24 | 30 | 5 | 6 | 11 | 8 |
| 205 | 20 | Department of Community Colleges | http://www.jpkk.edu.my/ | 83 | 5 | 25 | 27 | 2 | 10 | 15 | 4 |
| 206 | 20 | Education Service Commission | http://www.spp.gov.my | 83 | 5 | 21 | 31 | 2 | 10 | 11 | 8 |
| 207 | 20 | Gua Musang District Council | http://www.mdgm.gov.my/ | 83 | 5 | 25 | 32 | 2 | 10 | 14 | 0 |
| 208 | 20 | Jempol District Council | http://www.mdjl.gov.my/ | 83 | 5 | 22 | 34 | 5 | 8 | 11 | 3 |
| 209 | 20 | Ledang Community College | http://www.kklej.edu.my/ | 83 | 5 | 25 | 28 | 2 | 10 | 11 | 7 |
| 210 | 20 | Lipis District Council | http://www.mplipis.gov.my/ | 83 | 5 | 25 | 33 | 2 | 10 | 10 | 3 |
| 211 | 20 | Malaysia Civil Defence Department | http://www.civildefence.gov.my/ | 83 | 5 | 25 | 29 | 2 | 10 | 11 | 6 |
| 212 | 20 | Malaysian Handicraft Development Corporation | http://www.kraftangan.gov.my | 83 | 5 | 24 | 34 | 2 | 10 | 11 | 2 |
| 213 | 20 | Malaysian Timber Industry Board | http://www.mtib.gov.my | 83 | 5 | 22 | 25 | 5 | 10 | 11 | 10 |
| 214 | 20 | Ministry of Domestic, Trade Co-Operatives and Consumerism | http://www.kpdnkk.gov.my/ | 83 | 5 | 22 | 25 | 5 | 10 | 11 | 10 |
| 215 | 21 | Department of National Unity and Integration | http://www.jpnin.gov.my/ | 82 | 5 | 25 | 30 | 2 | 6 | 11 | 8 |
| 216 | 21 | Institute of Language and Literature Malaysia | http://www.dbp.gov.my/lamandbp/main.php | 82 | 5 | 20 | 31 | 2 | 10 | 11 | 8 |
| 217 | 21 | Malaysian Anti-Corruption Commission | http://www.sprm.gov.my/ | 82 | 5 | 19 | 31 | 5 | 10 | 11 | 6 |
| 218 | 21 | Sultan Mizan Zainal Abidin Polytechnic | http://www.psmza.edu.my/ | 82 | 5 | 21 | 26 | 5 | 10 | 15 | 5 |
| 219 | 21 | Sungai Petani Municipal Council | http://www.mpspk.gov.my/ | 82 | 5 | 25 | 30 | 5 | 8 | 11 | 3 |
| 220 | 22 | Council of Trust for the | http://www.mara.gov.my/ | 81 | 5 | 21 | 29 | 2 | 8 | 11 | 10 |

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | | |
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| | | Bumiputera (MARA) | | | | | | | | | | |
| 221 | 22 | Johor State | http://www.johordt.gov.my | 81 | 5 | 21 | 31 | 2 | 10 | 14 | 3 | |
| 222 | 22 | Kedah State | http://portal.kedah.gov.my | 81 | 5 | 21 | 31 | 2 | 10 | 11 | 6 | |
| 223 | 22 | Padang Terap District Council | http://mdptk.gov.my/ | 81 | 5 | 25 | 35 | 2 | 10 | 9 | 0 | |
| 224 | 22 | Perak State | http://www.perak.gov.my | 81 | 5 | 25 | 28 | 2 | 10 | 11 | 5 | |
| 225 | 22 | Perbadanan Pengurusan Sisa Pepejal dan Pembersihan Awam (PPSPPA) | http://www.ppsppa.gov.my/ | 81 | 5 | 25 | 28 | 5 | 10 | 11 | 2 | |
| 226 | 22 | Tanah Merah District and Land Office | http://ptjtm.kelantan.gov.my/ | 81 | 5 | 25 | 29 | 2 | 10 | 15 | 0 | |
| 227 | 22 | Tangkak District Council | http://www.mdtangkak.gov.my/ | 81 | 5 | 25 | 34 | 2 | 8 | 9 | 3 | |
| 228 | 22 | Universiti of Malaya | http://www.um.edu.my/ | 81 | 5 | 21 | 28 | 5 | 6 | 11 | 10 | |
| 229 | 22 | Universiti Sultan Zainal Abidin | http://www.unisza.edu.my/ | 81 | 5 | 24 | 26 | 5 | 10 | 11 | 5 | |
| 230 | 22 | Universiti Teknologi Malaysia | http://www.utm.my/ | 81 | 5 | 17 | 28 | 5 | 10 | 11 | 10 | |
| 231 | 22 | Department of Broadcasting | http://www.rtm.gov.my/rtmv2/ | 81 | 5 | 22 | 31 | 5 | 10 | 8 | 5 | |
| 232 | 22 | Legal Aid Department | http://www.jbg.gov.my | 81 | 5 | 22 | 31 | 2 | 10 | 11 | 5 | |
| 233 | 23 | Bachok District Council | http://www.mdbachok.gov.my/ | 80 | 5 | 25 | 29 | 2 | 10 | 14 | 0 | |
| 234 | 23 | Hang Tuah Jaya Municipal Council | http://www.mphtj.gov.my | 80 | 5 | 25 | 23 | 5 | 8 | 11 | 8 | |
| 235 | 23 | Kangar Municipal Council | http://www.mpkangar.gov.my/ | 80 | 5 | 25 | 32 | 2 | 8 | 10 | 3 | |
| 236 | 23 | Klang Port Authority | http://www.pka.gov.my/ | 80 | 5 | 21 | 27 | 5 | 8 | 14 | 5 | |
| 237 | 23 | Labis District Council | http://www.mdlabis.gov.my/ | 80 | 5 | 25 | 35 | 2 | 8 | 10 | 0 | |
| 238 | 23 | Negeri Sembilan Education Department | http://www.jpnn.gov.my/ | 80 | 5 | 21 | 30 | 2 | 6 | 15 | 6 | |
| 239 | 23 | Small and Medium Enterprise Bank Berhad (SME Bank) | http://www.smebank.com.my/ | 80 | 5 | 21 | 33 | 2 | 10 | 11 | 3 | |
| 240 | 23 | Universiti Pendidikan Sultan Idris | http://www.upsi.edu.my/ | 80 | 5 | 23 | 20 | 2 | 10 | 15 | 10 | |
| 241 | 24 | Batu Pahat Municipal Council | http://www.mpbp.gov.my/ | 79 | 4 | 25 | 36 | 2 | 8 | 8 | 0 | |

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| 242 | 24 | Bera District Council | http://www.mdbera.gov.my/ | 79 | 4 | 22 | 32 | 5 | 6 | 11 | 3 |
| 243 | 24 | Institut Keusahawan Negara (INSKEN) | http://www.insken.gov.my/ | 79 | 4 | 25 | 35 | 2 | 6 | 8 | 3 |
| 244 | 24 | Jeli District Council | http://www.mdjeli.gov.my/ | 79 | 4 | 24 | 34 | 2 | 8 | 11 | 0 |
| 245 | 24 | Kemaman Hospital | http://hkemaman.moh.gov.my | 79 | 4 | 25 | 30 | 2 | 8 | 14 | 0 |
| 246 | 24 | Melaka State Health Department | http://jknmelaka.moh.gov.my/ | 79 | 4 | 25 | 32 | 2 | 6 | 11 | 3 |
| 247 | 24 | Merlimau Polytechnic | http://www.pmm.edu.my/ | 79 | 4 | 24 | 26 | 5 | 4 | 15 | 5 |
| 248 | 24 | Perak State Health Department | http://jknperak.moh.gov.my/ | 79 | 4 | 20 | 28 | 2 | 10 | 15 | 4 |
| 249 | 24 | Public Works Department Malaysia | http://www.jkr.gov.my | 79 | 4 | 25 | 27 | 2 | 4 | 11 | 10 |
| 250 | 24 | Sarawak General Hospital | http://hus.moh.gov.my/ | 79 | 4 | 25 | 33 | 2 | 10 | 9 | 0 |
| 251 | 24 | Sultan Salahuddin Abdul Aziz Shah Polytechnic | http://www.psa.edu.my/pasa/ | 79 | 4 | 21 | 31 | 2 | 10 | 12 | 3 |
| 252 | 24 | Universiti Pertahanan Nasional Malaysia | http://www.upnm.edu.my/ | 79 | 4 | 25 | 26 | 2 | 10 | 11 | 5 |
| 253 | 25 | Jejebu District Council | http://www.mdjelebu.gov.my/ | 78 | 4 | 25 | 32 | 2 | 10 | 9 | 0 |
| 254 | 25 | Kluang Municipal Council | http://www.mpkluang.gov.my/ | 78 | 4 | 25 | 34 | 2 | 6 | 8 | 3 |
| 255 | 25 | Kudat Health Office | http://pkkkudat.moh.gov.my | 78 | 4 | 25 | 30 | 2 | 10 | 8 | 3 |
| 256 | 25 | Malaysia Department of Insolvency | http://www.insolvensi.gov.my | 78 | 4 | 25 | 29 | 2 | 8 | 11 | 3 |
| 257 | 25 | Malaysia National News Agency (BERNAMA) | http://www.bernama.com/ | 78 | 4 | 25 | 29 | 5 | 6 | 8 | 5 |
| 258 | 25 | Negeri Sembilan Development Corporation | http://www.ns.gov.my/pknns/ | 78 | 4 | 22 | 29 | 2 | 10 | 12 | 3 |
| 259 | 25 | Pahang State Education Department | http://www.moe.gov.my/jpnpahang/ | 78 | 4 | 20 | 27 | 2 | 10 | 11 | 8 |
| 260 | 25 | Pasir Mas District and Land Office | http://ptjpm.kelantan.gov.my/ | 78 | 4 | 25 | 33 | 2 | 8 | 10 | 0 |
| 261 | 25 | State Land and Mineral | http://ptg.ptgps.gov.my | 78 | 4 | 22 | 28 | 5 | 4 | 11 | 8 |

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| | | Department | | | | | | | | | |
| 262 | 26 | Aminuddin Baki Institute | http://www.iab.edu.my/ | 77 | 4 | 22 | 28 | 2 | 6 | 11 | 8 |
| 263 | 26 | Construction Industry Development Board (CIDB) | http://www.cidb.gov.my/v6/ | 77 | 4 | 19 | 27 | 2 | 10 | 11 | 8 |
| 264 | 26 | Department of Trade Union Affairs, Ministry of Human Resources | http://jheks.mohr.gov.my | 77 | 4 | 24 | 32 | 2 | 8 | 8 | 3 |
| 265 | 26 | Human Resources Development Fund, Ministry of Human Resources | http://www.hrdf.com.my | 77 | 4 | 21 | 25 | 5 | 10 | 8 | 8 |
| 266 | 26 | Kelantan State Library | http://kelantanlibrary.gov.my/ | 77 | 4 | 22 | 32 | 2 | 10 | 11 | 0 |
| 267 | 26 | Malaysian Quarantine and Inspection Services (MAQIS) | http://www.maqis.gov.my/ | 77 | 4 | 25 | 30 | 2 | 8 | 10 | 2 |
| 268 | 26 | Mersing District Council | http://www.mdmersing.gov.my/ | 77 | 4 | 21 | 35 | 2 | 8 | 8 | 3 |
| 269 | 26 | Ministry of Social Development | http://www.kpsu-sarawak.net/ | 77 | 4 | 25 | 27 | 5 | 6 | 11 | 3 |
| 270 | 26 | Perbadanan Nasional Berhad (PNS) | http://www.pns.com.my/ | 77 | 4 | 22 | 25 | 2 | 8 | 11 | 9 |
| 271 | 26 | Universiti Malaysia Pahang | http://www.ump.edu.my/ | 77 | 4 | 24 | 23 | 5 | 6 | 11 | 8 |
| 272 | 27 | Johor Education Department | http://www.moe.gov.my/jpnjohor/ | 76 | 4 | 21 | 22 | 2 | 8 | 15 | 8 |
| 273 | 27 | Segamat District Council | http://www.mdsegamat.gov.my/ | 76 | 4 | 21 | 34 | 2 | 6 | 10 | 3 |
| 274 | 27 | State Department of Veterinary Service Penang | http://www.jpvpp.gov.my | 76 | 4 | 25 | 29 | 2 | 10 | 10 | 0 |
| 275 | 27 | Ungku Omar Polytechnic | http://www.puo.edu.my/puov2_bm/index.php | 76 | 4 | 18 | 30 | 2 | 8 | 11 | 7 |
| 276 | 28 | District and Land Office of Sabak Bernam | http://www.selangor.gov.my/sabakbernam/ | 75 | 4 | 23 | 33 | 2 | 10 | 7 | 0 |
| 277 | 28 | Gemas Small District and Land Office | http://www.ns.gov.my/daerah/gemas/ | 75 | 4 | 25 | 27 | 2 | 10 | 11 | 0 |
| 278 | 28 | Kuala Terengganu Polytechnic | http://www.pkkt.edu.my/ | 75 | 4 | 23 | 27 | 2 | 10 | 8 | 5 |
| 279 | 28 | Malaysian Army | http://army.mod.gov.my | 75 | 4 | 22 | 32 | 2 | 8 | 8 | 3 |
| 280 | 28 | Negeri Sembilan | http://www.ns.gov.my/pk | 75 | 4 | 23 | 33 | 2 | 6 | 8 | 3 |

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| | | Office of State Treasury | wns/ | | | | | | | | | |
| 281 | 28 | Sultan Azlan Shah Polytechnic | http://www.psas.edu.my/ | 75 | 4 | 25 | 20 | 2 | 10 | 11 | 7 | |
| 282 | 28 | Sultanah Bahiyah Hospital | http://hsbas.moh.gov.my/ | 75 | 4 | 25 | 30 | 2 | 6 | 12 | 0 | |
| 283 | 29 | Pasir Salak Community College | http://www.kkpsa.edu.my/ | 74 | 4 | 20 | 28 | 2 | 4 | 15 | 5 | |
| 284 | 30 | Federal Territory of Kuala Lumpur and Putrajaya Health Department | http://jknkl.moh.gov.my/ | 73 | 4 | 23 | 27 | 5 | 10 | 8 | 0 | |
| 285 | 30 | Judicial and Legal Training Institute | http://www.ilkap.gov.my | 73 | 4 | 21 | 26 | 5 | 8 | 8 | 5 | |
| 286 | 30 | Kuala Penyu Hospital | http://kspkpyu.moh.gov.my/ | 73 | 4 | 21 | 27 | 2 | 10 | 13 | 0 | |
| 287 | 30 | Ministry of Transport, Malaysia | http://www.mot.gov.my/ | 73 | 4 | 20 | 28 | 2 | 10 | 8 | 5 | |
| 288 | 30 | Selangor State Health Department | http://www.jknselangor.moh.gov.my | 73 | 4 | 25 | 31 | 2 | 10 | 5 | 0 | |
| 289 | 30 | Tangga Batu Community College | http://www.kkctb.edu.my/ | 73 | 4 | 18 | 29 | 2 | 8 | 15 | 1 | |
| 290 | 31 | Human Rights Commission of Malaysia (SUHAKAM) | http://www.suhakam.org.my/ | 72 | 4 | 18 | 31 | 2 | 10 | 8 | 3 | |
| 291 | 31 | Kuala Krai District and Land Office | http://www.ptjkk.kelantan.gov.my/ | 72 | 4 | 21 | 28 | 2 | 10 | 11 | 0 | |
| 292 | 31 | Kuala Lumpur Federal Territory Education Department | http://www.moe.gov.my/jpwpl | 72 | 4 | 21 | 27 | 2 | 6 | 11 | 5 | |
| 293 | 31 | Penang State Library | http://www.penanglib.gov.my/ | 72 | 4 | 21 | 26 | 5 | 10 | 8 | 2 | |
| 294 | 31 | Perlis State | http://www.perlis.gov.my | 72 | 4 | 20 | 27 | 2 | 4 | 11 | 8 | |
| 295 | 31 | Selandar Community College | http://kkselandar.edu.my/ | 72 | 4 | 20 | 30 | 2 | 8 | 12 | 0 | |
| 296 | 31 | Universiti Malaysia Kelantan | http://www.umk.edu.my/ | 72 | 4 | 22 | 22 | 5 | 10 | 8 | 5 | |
| 297 | 31 | Universiti Malaysia Sarawak | http://www.unimas.my/ | 72 | 4 | 18 | 25 | 5 | 6 | 11 | 7 | |
| 298 | 32 | Department of Polytechnic Education | http://politeknik.gov.my/ | 71 | 4 | 19 | 28 | 2 | 6 | 13 | 3 | |

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| 299 | 32 | Department of Veterans' Affairs | http://www.jhev.gov.my | 71 | 4 | 24 | 21 | 2 | 10 | 9 | 5 |
| 300 | 32 | Director of Land and Mines Office Federal Territory | http://www.ptgwp.gov.my/ | 71 | 4 | 25 | 23 | 2 | 6 | 10 | 5 |
| 301 | 32 | Ibrahim Sultan Polytechnic | http://www.pis.edu.my/ | 71 | 4 | 21 | 22 | 2 | 8 | 15 | 3 |
| 302 | 32 | Kedah Land and Mines Office | http://www.ptgkedah.gov.my | 71 | 4 | 21 | 26 | 2 | 10 | 11 | 1 |
| 303 | 32 | Majlis Agama Islam dan Adat Melayu Perak | http://www.maiamp.gov.my/ | 71 | 4 | 21 | 25 | 0 | 8 | 11 | 6 |
| 304 | 32 | Seremban District and Land Office | http://www.ns.gov.my/daherah/seremban/ | 71 | 4 | 22 | 32 | 2 | 4 | 8 | 3 |
| 305 | 32 | Tuanku Syed Sirajuddin Polytechnic | http://www.ptss.edu.my/ | 71 | 4 | 24 | 23 | 2 | 6 | 11 | 5 |
| 306 | 33 | Chenderoh Community College | http://www.kkche.edu.my/ | 70 | 4 | 20 | 30 | 2 | 4 | 14 | 0 |
| 307 | 33 | Department of Irrigation and Drainage of Melaka State | http://jps.melaka.gov.my | 70 | 4 | 20 | 27 | 2 | 4 | 14 | 3 |
| 308 | 33 | Gerik Community College | http://www.kkgri.edu.my/v3/ | 70 | 4 | 21 | 31 | 2 | 6 | 8 | 2 |
| 309 | 33 | Kedah State Health Department | http://jknkedah.moh.gov.my/ | 70 | 4 | 22 | 24 | 2 | 6 | 15 | 1 |
| 310 | 33 | Labuan Hospital | http://hlabuan.moh.gov.my/ | 70 | 4 | 19 | 26 | 2 | 8 | 15 | 0 |
| 311 | 33 | Machang District and Land Office | http://www.ptjm.kelantan.gov.my | 70 | 4 | 25 | 26 | 2 | 8 | 9 | 0 |
| 312 | 33 | Malaysian Dental Council | http://mdc.moh.gov.my | 70 | 4 | 16 | 36 | 2 | 4 | 9 | 3 |
| 313 | 33 | Perak Office of State Treasury | http://kewangan.perak.gov.my/ | 70 | 4 | 25 | 19 | 2 | 8 | 11 | 5 |
| 314 | 33 | Property and Land Management Division | http://www.bph.gov.my | 70 | 4 | 20 | 21 | 2 | 6 | 11 | 10 |
| 315 | 33 | Selangor Public Services Commission | http://spn.selangor.gov.my/v5 | 70 | 4 | 25 | 25 | 2 | 8 | 7 | 3 |
| 316 | 34 | Bukit Beruang Community College | http://kkbbm.edu.my/ | 69 | 4 | 25 | 22 | 2 | 10 | 10 | 0 |
| 317 | 34 | District and Land Office of Kuala Langat | http://www.selangor.gov.my/kualalangat/ | 69 | 4 | 22 | 25 | 2 | 8 | 12 | 0 |
| 318 | 34 | Kelantan State Department of | http://www.jaheaik.gov.my | 69 | 4 | 21 | 26 | 2 | 10 | 10 | 0 |

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| | | Islamic Affairs | | | | | | | | | | |
| 319 | 34 | Public Work Department of Perlis | http://jkr.perlis.gov.my/ | 69 | 4 | 19 | 26 | 2 | 10 | 8 | 4 | |
| 320 | 34 | Selangor Waters Management Authority | http://www.luas.gov.my/ | 69 | 4 | 20 | 28 | 2 | 6 | 11 | 2 | |
| 321 | 34 | Teluk Intan Hospital | http://htintan.moh.gov.my/ | 69 | 4 | 21 | 28 | 2 | 8 | 10 | 0 | |
| 322 | 34 | Public Complaints Bureau | http://www.pcb.gov.my | 69 | 4 | 21 | 22 | 2 | 10 | 11 | 3 | |
| 323 | 35 | Agri-Food Business Development Center (BDC) | http://www.agribdc.gov.my/ | 68 | 4 | 24 | 25 | 2 | 4 | 11 | 2 | |
| 324 | 35 | Jeli Polytechnic | http://www.pjk.edu.my/ | 68 | 4 | 24 | 26 | 2 | 4 | 11 | 1 | |
| 325 | 35 | Johor Land and Mines Department | http://www.johordt.gov.my/ptj | 68 | 4 | 21 | 31 | 2 | 4 | 7 | 3 | |
| 326 | 35 | Kajang Hospital | http://hkjg.moh.gov.my/ | 68 | 4 | 22 | 23 | 2 | 8 | 13 | 0 | |
| 327 | 35 | Langkawi District Office | http://webjabatan.kedah.gov.my/pdl.php | 68 | 4 | 15 | 33 | 2 | 6 | 12 | 0 | |
| 328 | 36 | Balik Pulau Polytechnic | http://www.pbu.edu.my/ | 67 | 4 | 25 | 27 | 2 | 2 | 9 | 2 | |
| 329 | 36 | Kelantan Islamic Foundation | http://yik.edu.my/ | 67 | 4 | 20 | 24 | 2 | 10 | 8 | 3 | |
| 330 | 36 | Kuala Muda District Office | http://webjabatan.kedah.gov.my/pdkm.php | 67 | 4 | 15 | 33 | 2 | 6 | 11 | 0 | |
| 331 | 36 | Perak Land and Mines Department | http://ptg.perak.gov.my/ | 67 | 4 | 21 | 26 | 0 | 4 | 8 | 8 | |
| 332 | 36 | Sarawak State Health Department | http://jknsarawak.moh.gov.my/ | 67 | 4 | 25 | 27 | 2 | 8 | 5 | 0 | |
| 333 | 36 | Serdang Hospital | http://hserdang.moh.gov.my/ | 67 | 4 | 24 | 28 | 2 | 10 | 3 | 0 | |
| 334 | 36 | Sultan Haji Ahmad Shah Hospital | http://hoshas.moh.gov.my/ | 67 | 4 | 22 | 24 | 2 | 6 | 13 | 0 | |
| 335 | 36 | UDA Holdings Berhad | http://www.uda.com.my/ | 67 | 4 | 20 | 31 | 2 | 6 | 5 | 3 | |
| 336 | 37 | Kelantan Education Department | http://www.moe.gov.my/jpnkelantan/ | 66 | 4 | 16 | 27 | 2 | 4 | 14 | 3 | |
| 337 | 37 | Paya Besar Community College | http://www.kkpbe.edu.my/ | 66 | 4 | 12 | 30 | 2 | 6 | 15 | 1 | |
| 338 | 37 | Sungai Petani Community College | http://www.kkspe.edu.my/ | 66 | 4 | 24 | 19 | 2 | 10 | 11 | 0 | |
| 339 | 38 | Balik Pulau Hospital | http://hbpulau.moh.gov.my/ | 65 | 4 | 25 | 26 | 2 | 6 | 6 | 0 | |
| 340 | 38 | District and Land Office of | http://kualaselangor.selangor.gov.my/ | 65 | 4 | 25 | 24 | 2 | 8 | 6 | 0 | |

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| | | Kuala Selangor | | | | | | | | | | |
| 341 | 38 | Malaysian Examinations Syndicate | http://www.moe.gov.my/lp | 65 | 4 | 21 | 24 | 2 | 2 | 11 | 5 | |
| 342 | 38 | National Agriculture Training Council (NATC) | http://www.natc.gov.my/home | 65 | 4 | 25 | 27 | 2 | 6 | 5 | 0 | |
| 343 | 38 | Perak Agriculture Department | http://www.pertanianperak.gov.my/ | 65 | 4 | 24 | 23 | 2 | 6 | 7 | 3 | |
| 344 | 38 | Perlis Department of Education | http://www.jpnpelis.gov.my/ | 65 | 4 | 20 | 19 | 2 | 6 | 11 | 7 | |
| 345 | 38 | Putrajaya Hospital | http://www.hpj.gov.my/ | 65 | 4 | 21 | 24 | 2 | 6 | 7 | 5 | |
| 346 | 39 | District and Land Office of Hulu Langat | http://www.selangor.gov.my/hululangat/ | 64 | 4 | 19 | 28 | 2 | 6 | 9 | 0 | |
| 347 | 39 | Kepala Batas Community College | http://www.kkkba.edu.my/ | 64 | 4 | 21 | 22 | 2 | 6 | 11 | 2 | |
| 348 | 39 | Malacca Hospital | http://hmelaka.moh.gov.my/ | 64 | 4 | 25 | 23 | 2 | 6 | 8 | 0 | |
| 349 | 39 | Malaysian Examinations Council | http://www.mpm.edu.my | 64 | 4 | 18 | 27 | 1 | 2 | 8 | 8 | |
| 350 | 39 | Public Works Department of Melaka State | http://jkrmlk.gov.my | 64 | 4 | 18 | 22 | 2 | 10 | 9 | 3 | |
| 351 | 39 | Sultan Ismail Hospital | http://hsi.moh.gov.my/ | 64 | 4 | 23 | 27 | 2 | 6 | 6 | 0 | |
| 352 | 39 | Tapah Hospital | http://htapah.moh.gov.my/ | 64 | 4 | 18 | 28 | 2 | 6 | 10 | 0 | |
| 353 | 39 | Temerloh Community College | http://www.kkmen.edu.my/ | 64 | 4 | 20 | 21 | 2 | 8 | 13 | 0 | |
| 354 | 40 | Cameron Highlands District and Land Office | http://pdtchighlands.gov.my | 63 | 4 | 15 | 31 | 2 | 6 | 6 | 3 | |
| 355 | 40 | Hospital Queen Elizabeth II | http://hqe2.moh.gov.my | 63 | 4 | 17 | 27 | 2 | 6 | 11 | 0 | |
| 356 | 40 | Johor State Religious Council | http://www.maij.gov.my | 63 | 4 | 15 | 30 | 2 | 6 | 7 | 3 | |
| 357 | 40 | Malaysian Communications and Multimedia Commission | http://www.skmm.gov.my | 63 | 4 | 18 | 21 | 2 | 4 | 12 | 6 | |
| 358 | 40 | Melaka Polytechnic | http://www.polimelaka.edu.my/ | 63 | 4 | 20 | 25 | 2 | 0 | 11 | 5 | |
| 359 | 40 | Mukah Sarawak Polytechnic | http://www.pmu.edu.my/ | 63 | 4 | 23 | 19 | 2 | 10 | 8 | 1 | |
| 360 | 40 | Seri Manjung Hospital | http://hsmanjung.moh.gov.my/ | 63 | 4 | 21 | 25 | 0 | 6 | 11 | 0 | |

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| 361 | 41 | District and Land Office of Klang | http://www.selangor.gov.my/klang/ | 62 | 4 | 17 | 28 | 2 | 8 | 7 | 0 |
| 362 | 41 | District and Land Office of Sepang | http://www.selangor.gov.my/sepang/ | 62 | 4 | 22 | 25 | 2 | 6 | 7 | 0 |
| 363 | 41 | Institut Pendidikan Guru Kampus Rajang | http://www.ipgkrajang.edu.my | 62 | 4 | 21 | 19 | 2 | 4 | 15 | 1 |
| 364 | 41 | Johor Public Services Commission | http://spaj.johordt.gov.my/ | 62 | 4 | 19 | 21 | 2 | 8 | 8 | 4 |
| 365 | 41 | Manjung District Health Office | http://pkdmanjung.moh.gov.my/ | 62 | 4 | 22 | 31 | 2 | 6 | 1 | 0 |
| 366 | 41 | Royal Malaysian Navy | http://www.navy.mil.my | 62 | 4 | 22 | 24 | 2 | 4 | 5 | 5 |
| 367 | 41 | Sabak Bernam Community College | http://www.kksbs.edu.my/ | 62 | 4 | 21 | 20 | 2 | 10 | 9 | 0 |
| 368 | 41 | Selangor Land and Mines Office | http://ptg.selangor.gov.my | 62 | 4 | 21 | 22 | 2 | 6 | 8 | 3 |
| 369 | 41 | Serian District Office | http://www.seriando.sarawak.gov.my | 62 | 4 | 18 | 22 | 2 | 6 | 11 | 3 |
| 370 | 41 | Teluk Intan Community College | http://www.kktin.edu.my/ | 62 | 4 | 17 | 23 | 2 | 4 | 15 | 1 |
| 371 | 42 | District and Land Office of Hulu Selangor | http://www.selangor.gov.my/huluselangor/ | 61 | 4 | 20 | 27 | 2 | 6 | 6 | 0 |
| 372 | 42 | Kuching Community College | http://www.kkkg.edu.my | 61 | 4 | 21 | 20 | 2 | 10 | 8 | 0 |
| 373 | 42 | Penang State Health Department | http://jknpenang.moh.gov.my | 61 | 4 | 23 | 24 | 2 | 4 | 5 | 3 |
| 374 | 42 | Taiping Hospital | http://htaiping.moh.gov.my/ | 61 | 4 | 21 | 24 | 2 | 6 | 8 | 0 |
| 375 | 42 | Terengganu State Museum | http://museum.terengganu.gov.my | 61 | 4 | 20 | 29 | 2 | 6 | 4 | 0 |
| 376 | 43 | Institute for Public Health | http://www.iku.gov.my | 60 | 4 | 18 | 28 | 2 | 0 | 9 | 3 |
| 377 | 43 | Jerantut Community College | http://kkjerantut.edu.my/v1/index.php/home | 60 | 4 | 20 | 19 | 2 | 6 | 12 | 1 |
| 378 | 43 | Jerantut Hospital | http://hjerantut.moh.gov.my | 60 | 4 | 22 | 24 | 2 | 4 | 8 | 0 |
| 379 | 43 | Kunak Hospital | http://hknk.moh.gov.my/ | 60 | 4 | 19 | 24 | 2 | 6 | 9 | 0 |
| 380 | 43 | Pasir Puteh District and Land Office | http://ptjpp.kelantan.gov.my/ | 60 | 4 | 22 | 24 | 2 | 6 | 6 | 0 |
| 381 | 43 | Pejabat Kesihatan Kawasan Beaufort | http://pkkbeaufort.moh.gov.my | 60 | 4 | 18 | 24 | 2 | 6 | 7 | 3 |
| 382 | 43 | Putrajaya | http://www.moe.gov.my/ | 60 | 4 | 18 | 24 | 2 | 2 | 11 | 3 |

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | | |
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| | | | | | | C | U | Sec | P | Ser | B | |
| | | Education Department | ppwpp | | | | | | | | | |
| 383 | 44 | Hospital Kampar | http://hkampar.moh.gov.my | 59 | 3 | 19 | 30 | 2 | 4 | 4 | 0 | |
| 384 | 44 | Hospital Sipitang | http://hsipitang.moh.gov.my | 59 | 3 | 16 | 28 | 2 | 6 | 7 | 0 | |
| 385 | 44 | Penang Port Commission | http://www.penangport.gov.my/ | 59 | 3 | 16 | 26 | 2 | 6 | 8 | 1 | |
| 386 | 44 | Perak Water Board | http://www.lap.com.my/ | 59 | 3 | 21 | 20 | 0 | 10 | 5 | 3 | |
| 387 | 44 | Sabah State Treasury Department | http://www.sabah.gov.my/jbn/ | 59 | 3 | 19 | 19 | 0 | 4 | 9 | 8 | |
| 388 | 44 | Sultan Idris Shah Polytechnic | http://www.psis.edu.my/ | 59 | 3 | 21 | 17 | 1 | 2 | 11 | 7 | |
| 389 | 44 | Sultanah Aminah Hospital | http://hsajb.moh.gov.my/ | 59 | 3 | 19 | 21 | 2 | 6 | 11 | 0 | |
| 390 | 44 | Tun Abdul Razak Institute For Broadcasting and Information | http://www.ipptar.gov.my/ | 59 | 3 | 21 | 26 | 2 | 4 | 6 | 0 | |
| 391 | 45 | Hospital Tambunan | http://www.htbn.moh.gov.my | 58 | 3 | 12 | 27 | 2 | 6 | 11 | 0 | |
| 392 | 45 | Institut Pendidikan Guru Kampus Temenggong Ibrahim | http://www.ipgkti.edu.my/ | 58 | 3 | 4 | 23 | 2 | 2 | 8 | 4 | |
| 393 | 45 | Kepala Batas Hospital | http://hkbatas.moh.gov.my | 58 | 3 | 25 | 21 | 2 | 6 | 4 | 0 | |
| 394 | 45 | Kota Kinabalu Polytechnic | http://www.pkksabah.edu.my/ | 58 | 3 | 17 | 24 | 2 | 4 | 11 | 0 | |
| 395 | 45 | Mersing Polytechnic | http://www.pmj.edu.my/ | 58 | 3 | 13 | 22 | 2 | 10 | 11 | 0 | |
| 396 | 45 | Pejabat Kesihatan Daerah Kerian | http://pkd-kerian.moh.gov.my/ | 58 | 3 | 18 | 30 | 2 | 6 | 2 | 0 | |
| 397 | 45 | State Museum Corporation | http://www.muzium.kelantan.gov.my | 58 | 3 | 16 | 25 | 2 | 6 | 6 | 3 | |
| 398 | 45 | Terengganu Public Works Department | http://www.jkr.terengganu.gov.my/ | 58 | 3 | 15 | 26 | 2 | 6 | 6 | 3 | |
| 399 | 46 | Clinical Research Centre | http://www.crc.gov.my | 57 | 3 | 21 | 22 | 2 | 2 | 5 | 5 | |
| 400 | 46 | District and Land Office of Gombak | http://www.selangor.gov.my/gombak/ | 57 | 3 | 16 | 25 | 2 | 6 | 8 | 0 | |
| 401 | 46 | Kedah Education Department | http://www.kedah.edu.my/ | 57 | 3 | 18 | 21 | 2 | 4 | 8 | 4 | |
| 402 | 46 | Masjid Tanah Community College | http://kkmt.edu.my/ | 57 | 3 | 15 | 21 | 2 | 10 | 8 | 1 | |
| 403 | 46 | Setiu Hospital | http://hsetiu.moh.gov.my/ | 57 | 3 | 13 | 30 | 2 | 8 | 4 | 0 | |
| 404 | 47 | Bachok District and Land Office | http://ptjb.kelantan.gov.my/ | 56 | 3 | 15 | 27 | 2 | 4 | 8 | 0 | |

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| | | | | | | C | U | Sec | P | Ser | B |
| 405 | 47 | Department of Irrigation and Drainage, Kedah | http://www.didkedah.gov.my | 56 | 3 | 18 | 18 | 1 | 8 | 8 | 3 |
| 406 | 47 | Department of Youth and Sports, Johor | http://www.jbsjohor.gov.my | 56 | 3 | 21 | 19 | 2 | 4 | 7 | 3 |
| 407 | 47 | Department of Youth and Sports, Kedah | http://www.jbskedah.gov.my | 56 | 3 | 18 | 19 | 2 | 4 | 10 | 3 |
| 408 | 47 | Department of Youth and Sports, Penang | http://www.jbspenang.gov.my | 56 | 3 | 18 | 19 | 2 | 4 | 10 | 3 |
| 409 | 47 | Department of Youth and Sports, Perlis | http://www.jbsperlis.gov.my | 56 | 3 | 18 | 19 | 2 | 4 | 10 | 3 |
| 410 | 47 | Institute for Medical Research | http://www.imr.gov.my | 56 | 3 | 16 | 27 | 2 | 0 | 9 | 2 |
| 411 | 47 | Jempol Community College | http://www.kkjns.edu.my/ | 56 | 3 | 21 | 17 | 2 | 4 | 11 | 1 |
| 412 | 47 | Pilgrimage Fund Board | http://www.tabunghaji.gov.my | 56 | 3 | 18 | 22 | 0 | 4 | 8 | 4 |
| 413 | 47 | Segamat 2 Community College | http://kksegamat2.edu.my/ | 56 | 3 | 18 | 24 | 2 | 2 | 8 | 2 |
| 414 | 47 | Segamat Community College | http://www.kkseg.edu.my/ | 56 | 3 | 19 | 22 | 2 | 4 | 9 | 0 |
| 415 | 47 | Sungai Buloh Health Science College | http://kskbsb.moh.gov.my | 56 | 3 | 16 | 22 | 2 | 6 | 10 | 0 |
| 416 | 47 | Tengku Ampuan Afzan Hospital | http://htaa.moh.gov.my/ | 56 | 3 | 21 | 16 | 2 | 6 | 11 | 0 |
| 417 | 47 | Terengganu State Service Commission | http://spn.terengganu.gov.my/ | 56 | 3 | 15 | 29 | 2 | 4 | 3 | 3 |
| 418 | 48 | Bayan Baru Community College | http://www.kkbba.edu.my/ | 55 | 3 | 21 | 16 | 2 | 6 | 10 | 0 |
| 419 | 48 | Department of Syariah Judiciary Johore | http://www.johrdt.gov.my/syariah/ | 55 | 3 | 18 | 24 | 2 | 6 | 5 | 0 |
| 420 | 48 | Department of Youth and Sports, Melaka | http://www.jbsmelaka.gov.my | 55 | 3 | 18 | 19 | 2 | 4 | 9 | 3 |
| 421 | 48 | Kuantan Community College | http://www.kkkua.edu.my/ | 55 | 3 | 16 | 22 | 2 | 4 | 8 | 3 |
| 422 | 48 | Muadzam Shah Polytechnic | http://www.pms.edu.my/ | 55 | 3 | 15 | 25 | 2 | 4 | 7 | 2 |
| 423 | 48 | Perak State Library | http://www.ppanpk.gov.my/ | 55 | 3 | 19 | 20 | 0 | 6 | 8 | 2 |
| 424 | 48 | Sungai Siput Hospital | http://hsgsiput.moh.gov.my/ | 55 | 3 | 18 | 21 | 2 | 6 | 8 | 0 |
| 425 | 48 | Terengganu | http://www.ypkt.gov.my/ | 55 | 3 | 15 | 24 | 2 | 6 | 8 | 0 |

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| | | | | | | C | U | Sec | P | Ser | B | |
| | | Family Development Foundation | | | | | | | | | | |
| 426 | 49 | Besut Hospital | http://hpbesut.moh.gov.my/v3/ | 54 | 3 | 19 | 28 | 2 | 2 | 3 | 0 | |
| 427 | 49 | Children's Dental Center and Dental Training College Malaysia | http://ppkkklpm.moh.gov.my/ | 54 | 3 | 19 | 19 | 2 | 6 | 5 | 3 | |
| 428 | 49 | Department of Youth and Sports, Negeri Sembilan | http://www.jbsn9.gov.my | 54 | 3 | 21 | 14 | 2 | 4 | 10 | 3 | |
| 429 | 49 | District and Land Office of Petaling | http://www.selangor.gov.my/petaling/ | 54 | 3 | 13 | 28 | 2 | 6 | 5 | 0 | |
| 430 | 49 | Jejebu Community College | http://www.kkjel.edu.my/ | 54 | 3 | 21 | 19 | 0 | 2 | 11 | 1 | |
| 431 | 49 | Johor State Religious Department | http://www.johordt.gov.my/jaj/ | 54 | 3 | 21 | 20 | 2 | 6 | 5 | 0 | |
| 432 | 49 | Melaka Education Department | http://www.moe.gov.my/jpnmelaka/ | 54 | 3 | 15 | 15 | 2 | 6 | 8 | 8 | |
| 433 | 49 | Terengganu Education Department | http://www.moe.gov.my/jpnterengganu/ | 54 | 3 | 18 | 12 | 0 | 4 | 15 | 5 | |
| 434 | 49 | Terengganu Foundation | http://www.ytrg.terengganu.gov.my/ | 54 | 3 | 12 | 22 | 2 | 6 | 8 | 4 | |
| 435 | 50 | Johor National Parks Corporation | http://johorparcs.johordt.gov.my | 53 | 3 | 21 | 19 | 2 | 4 | 4 | 3 | |
| 436 | 50 | Johor Office of State Treasury | http://www.johordt.gov.my/pnj/ | 53 | 3 | 17 | 19 | 2 | 8 | 4 | 3 | |
| 437 | 50 | Ministry of Resource Development and Information Technology | http://www.kpsktm.sabah.gov.my/ | 53 | 3 | 13 | 17 | 2 | 6 | 8 | 7 | |
| 438 | 50 | National Youth Vocational Institute Chembong | http://www.ikbncb.gov.my | 53 | 3 | 19 | 19 | 0 | 8 | 7 | 0 | |
| 439 | 50 | National Youth Vocational Institute Dusun Tua | http://www.ikbndt.gov.my | 53 | 3 | 16 | 20 | 0 | 4 | 13 | 0 | |
| 440 | 50 | Negeri Sembilan Mufti Department | http://www.muftins.gov.my | 53 | 3 | 21 | 22 | 2 | 0 | 5 | 3 | |
| 441 | 50 | Pejabat Kesihatan Kawasan Kota Kinabalu | http://pkkkk.moh.gov.my | 53 | 3 | 12 | 27 | 2 | 4 | 8 | 0 | |

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| 442 | 50 | Simunjan District Office | http://www.simunjando.sarawak.gov.my | 53 | 3 | 15 | 24 | 2 | 4 | 5 | 3 |
| 443 | 50 | State Economic Development Corporation | http://www.pkink.gov.my/ | 53 | 3 | 18 | 23 | 0 | 6 | 4 | 2 |
| 444 | 50 | Ulu Kita Bahagia Hospital | http://hbuk.moh.gov.my/ | 53 | 3 | 15 | 27 | 2 | 4 | 5 | 0 |
| 445 | 51 | Hospital Batu Gajah | http://hbgjh.moh.gov.my/ | 52 | 3 | 19 | 23 | 2 | 4 | 4 | 0 |
| 446 | 51 | Hulu Selangor Community College | http://www.kkhse.edu.my/ | 52 | 3 | 13 | 16 | 2 | 10 | 8 | 3 |
| 447 | 51 | Institut Pendidikan Guru Kampus Batu Lintang | http://www.ipbl.edu.my/ | 52 | 3 | 5 | 17 | 2 | 4 | 5 | 5 |
| 448 | 51 | Kedah Mufti Office | http://mufti.kedah.gov.my | 52 | 3 | 19 | 24 | 2 | 0 | 4 | 3 |
| 449 | 51 | Negeri Sembilan State Health Department | http://jknn.s.moh.gov.my/ | 52 | 3 | 15 | 21 | 2 | 4 | 10 | 0 |
| 450 | 51 | Patient Safety Council of Malaysia | http://patientsafety.moh.gov.my | 52 | 3 | 11 | 24 | 2 | 4 | 8 | 3 |
| 451 | 51 | Seberang Jaya Hospital | http://hsbjy.moh.gov.my/ | 52 | 3 | 25 | 17 | 0 | 6 | 4 | 0 |
| 452 | 51 | Yayasan Warisan Johor | http://www.ywj.gov.my/ | 52 | 3 | 15 | 22 | 2 | 6 | 4 | 3 |
| 453 | 52 | Academy of Science's Malaysia | http://www.akademisains.gov.my | 51 | 3 | 15 | 22 | 2 | 4 | 5 | 3 |
| 454 | 52 | Perak Education Department | http://www.pelajaranperak.gov.my/ | 51 | 3 | 16 | 19 | 2 | 4 | 7 | 3 |
| 455 | 52 | Sabah Civil Sector Training Institute | http://www.sabah.gov.my/insan/ | 51 | 3 | 16 | 14 | 2 | 4 | 12 | 3 |
| 456 | 53 | Beaufort District Council | http://www.mdbft.sabah.gov.my/ | 50 | 3 | 15 | 24 | 2 | 4 | 5 | 0 |
| 457 | 53 | Kedah Public Works Department | http://www.jkrkedah.gov.my | 50 | 3 | 15 | 27 | 0 | 0 | 5 | 3 |
| 458 | 53 | Malaysian Remote Sensing Agency (ARSM) | http://www.remotesensing.gov.my | 50 | 3 | 14 | 22 | 0 | 0 | 8 | 6 |
| 459 | 53 | Manjung Land and District Office | http://pdtmanjung.perak.gov.my/ | 50 | 3 | 20 | 25 | 0 | 0 | 5 | 0 |
| 460 | 53 | Pejabat Kesihatan Daerah Kinta | http://pkdkinta.moh.gov.my/ | 50 | 3 | 11 | 26 | 2 | 10 | 1 | 0 |
| 461 | 53 | Penang Education Department | http://www.jpnpenang.edu.my/ | 50 | 3 | 17 | 18 | 2 | 4 | 6 | 3 |
| 462 | 53 | Seri Iskandar District and Land Office | http://pdtseriiskandar.perak.gov.my/ | 50 | 3 | 20 | 25 | 0 | 0 | 5 | 0 |

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| 463 | 53 | Works Department of State | http://kelantan.jkr.gov.my / | 50 | 3 | 16 | 22 | 2 | 0 | 7 | 3 |
| 464 | 53 | Women and Children Hospital of Sabah | http://hwkks.moh.gov.my | 50 | 3 | 15 | 23 | 2 | 4 | 6 | 0 |
| 465 | 54 | Baling Hospital | http://hbaling.moh.gov.m y/ | 49 | 3 | 15 | 27 | 2 | 0 | 5 | 0 |
| 466 | 54 | Batu Gajah Land and District Office | http://pdtbatugajah.perak.gov.my | 49 | 3 | 18 | 23 | 0 | 0 | 8 | 0 |
| 467 | 54 | Department of Youth and Sports, Sabah | http://www.jbssabah.gov.my | 49 | 3 | 18 | 19 | 2 | 4 | 6 | 0 |
| 468 | 54 | Department of Youth and Sports, Terengganu | http://www.jbsterengganu .gov.my | 49 | 3 | 18 | 19 | 2 | 4 | 6 | 0 |
| 469 | 54 | Kuala Kangsar Land and District Office | http://pdtkualakangsar.pe rak.gov.my/ | 49 | 3 | 21 | 18 | 0 | 2 | 8 | 0 |
| 470 | 54 | Kuala Nerang Hospital | http://hknerang.moh.gov. my/ | 49 | 3 | 15 | 24 | 2 | 4 | 4 | 0 |
| 471 | 54 | National Film Department of Malaysia | http://www.filemnegara.g ov.my | 49 | 3 | 14 | 28 | 2 | 0 | 5 | 0 |
| 472 | 54 | Pengkalan Hulu Land and District Office | http://pdtpengkalanhulu.p erak.gov.my/ | 49 | 3 | 17 | 21 | 0 | 0 | 8 | 3 |
| 473 | 54 | Perak Public Works Department | http://www.jkrperak.gov. my/ | 49 | 3 | 18 | 20 | 1 | 4 | 6 | 0 |
| 474 | 54 | Perak Town and Rural Planning Department | http://jpbd.perak.gov.my/ | 49 | 3 | 19 | 19 | 2 | 6 | 3 | 0 |
| 475 | 54 | Registrar of Youth Office | http://roy.kbs.gov.my | 49 | 3 | 13 | 24 | 0 | 2 | 7 | 3 |
| 476 | 54 | Selangor Syariah Judiciary Department | http://www.jakess.gov.my / | 49 | 3 | 16 | 24 | 2 | 4 | 3 | 0 |
| 477 | 54 | Taiping Land and District Office | http://pdttaiping.perak.g ov.my/ | 49 | 3 | 21 | 20 | 0 | 0 | 8 | 0 |
| 478 | 55 | Department of Land and Survey | http://www.jtu.sabah.gov. my/ | 48 | 3 | 14 | 16 | 2 | 4 | 9 | 3 |
| 479 | 55 | Department of Youth and Sports, Selangor | http://www.jbsselangor.g ov.my | 48 | 3 | 18 | 14 | 2 | 4 | 10 | 0 |
| 480 | 55 | National Youth Vocational Institute Miri | http://www.ikbnmr.gov.m y | 48 | 3 | 16 | 17 | 0 | 6 | 6 | 3 |
| 481 | 55 | Sabah State Health Department | http://jknsabah.moh.gov. my | 48 | 3 | 17 | 16 | 2 | 10 | 3 | 0 |
| 482 | 55 | State Treasury | http://pkn.pahang.gov.my | 48 | 3 | 16 | 25 | 2 | 2 | 3 | 0 |

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| | | Office | / | | | | | | | | | |
| 483 | 56 | Bukit Padang Friendly Hospital | http://hmbp.moh.gov.my | 47 | 3 | 13 | 19 | 2 | 6 | 7 | 0 | |
| 484 | 56 | Department of Youth and Sports, Sarawak | http://www.jbssarawak.gov.my | 47 | 3 | 21 | 14 | 2 | 4 | 6 | 0 | |
| 485 | 56 | Kerian Land and District Office | http://pdtkerian.perak.gov.my/ | 47 | 3 | 21 | 18 | 0 | 0 | 8 | 0 | |
| 486 | 56 | Malaysian Ministry of Health Training Institutions | http://ilkkm.moh.gov.my | 47 | 3 | 8 | 22 | 2 | 4 | 11 | 0 | |
| 487 | 56 | Pahang Public Works Department | http://jkr.pahang.gov.my | 47 | 3 | 16 | 16 | 2 | 4 | 6 | 3 | |
| 488 | 56 | Perak Islamic Religious Affairs Department | http://jaipk.perak.gov.my/ | 47 | 3 | 16 | 15 | 0 | 4 | 5 | 7 | |
| 489 | 56 | Slim River Land and District Office | http://pdtslimriver.perak.gov.my/ | 47 | 3 | 21 | 18 | 0 | 0 | 8 | 0 | |
| 490 | 56 | Tapah Land and District Office | http://pdttapah.perak.gov.my | 47 | 3 | 21 | 18 | 0 | 0 | 8 | 0 | |
| 491 | 57 | Department of Youth and Sports, Kelantan | http://www.jbskelantan.gov.my | 46 | 3 | 20 | 14 | 2 | 4 | 6 | 0 | |
| 492 | 57 | Department of Youth and Sports, Pahang | http://www.jbsnpahang.gov.my | 46 | 3 | 15 | 19 | 2 | 4 | 6 | 0 | |
| 493 | 57 | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my | 46 | 3 | 15 | 19 | 2 | 4 | 6 | 0 | |
| 494 | 57 | Syarikat Air Negeri Sembilan Sdn.Bhd | http://www.sainswater.com/ | 46 | 3 | 16 | 17 | 0 | 4 | 4 | 5 | |
| 495 | 58 | IPG Kampus Ilmu Khas | http://www.ipik.edu.my/portal2/ | 45 | 3 | 0 | 16 | 0 | 2 | 8 | 3 | |
| 496 | 58 | Kuala Lipis Hospital | http://hlipis.moh.gov.my/ | 45 | 3 | 13 | 25 | 0 | 0 | 7 | 0 | |
| 497 | 58 | Teluk Intan Land and District Office | http://pdttelukintan.perak.gov.my | 45 | 3 | 20 | 17 | 0 | 0 | 8 | 0 | |
| 498 | 59 | Institut Pendidikan Guru Kampus Sultan Abdul Halim | http://www.ipsah.edu.my | 44 | 3 | 20 | 11 | 0 | 0 | 11 | 2 | |
| 499 | 59 | Perak Islamic Economy Development Corporation | http://pkeinp.com/ | 44 | 3 | 18 | 23 | 0 | 0 | 0 | 3 | |
| 500 | 60 | Johor Agriculture Department | http://www.johordt.gov.my/pertanian/ | 43 | 3 | 17 | 18 | 0 | 2 | 6 | 0 | |
| 501 | 60 | Kedah Islamic Affairs Department | http://www.jaik.gov.my | 43 | 3 | 12 | 23 | 0 | 4 | 1 | 3 | |

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| | | | | | | C | U | Sec | P | Ser | B |
| 502 | 60 | Miri Hospital | http://hmiri.moh.gov.my/ | 43 | 3 | 21 | 12 | 2 | 4 | 4 | 0 |
| 503 | 60 | Pahang Agriculture Department | http://agri.pahang.gov.my | 43 | 3 | 11 | 23 | 0 | 4 | 5 | 0 |
| 504 | 60 | State Legislative Assembly (Terengganu) | http://dun.terengganu.gov .my/ | 43 | 3 | 16 | 18 | 1 | 4 | 1 | 3 |
| 505 | 61 | Akademi Pembangunan Belia Malaysia Batu Gajah | http://www.apbmbg.gov. my | 42 | 3 | 15 | 14 | 2 | 6 | 5 | 0 |
| 506 | 61 | Alor Gajah Hospital | http://hag.moh.gov.my/ | 42 | 3 | 15 | 24 | 2 | 0 | 1 | 0 |
| 507 | 61 | Kapit Hospital | http://hkap.moh.gov.my/v 3 | 42 | 3 | 12 | 24 | 2 | 0 | 4 | 0 |
| 508 | 61 | Kedah State Development Corporation | http://www.pknk.gov.my | 42 | 3 | 14 | 15 | 0 | 8 | 5 | 0 |
| 509 | 61 | Pekan Hospital | http://hpekan.moh.gov.m y | 42 | 3 | 14 | 22 | 0 | 0 | 6 | 0 |
| 510 | 61 | Perak Public Service Commission | http://spa.perak.gov.my/ | 42 | 3 | 13 | 16 | 0 | 4 | 6 | 3 |
| 511 | 62 | Department of Youth and Sports, Federal Territory Labuan | http://www.jbslabuan.gov .my | 41 | 3 | 15 | 14 | 2 | 4 | 6 | 0 |
| 512 | 62 | District Office of Hulu Terengganu | http://pdht.terengganu.g o v.my | 41 | 3 | 13 | 16 | 1 | 4 | 4 | 3 |
| 513 | 62 | Mersing Hospital | http://hmersing.moh.gov. my | 41 | 3 | 16 | 20 | 2 | 0 | 3 | 0 |
| 514 | 62 | Perak Foundation | http://yayasanperak.com. my/ | 41 | 3 | 18 | 16 | 2 | 2 | 3 | 0 |
| 515 | 62 | Sabah State Archives Department | http://www.sabah.gov.my /ark/ | 41 | 3 | 15 | 18 | 0 | 0 | 5 | 3 |
| 516 | 62 | Sungai Bakap Hospital | http://hsbakap.moh.gov. my | 41 | 3 | 19 | 17 | 0 | 0 | 5 | 0 |
| 517 | 63 | Hospital Jitra | http://hjitra.moh.gov.my/ | 40 | 3 | 18 | 16 | 2 | 0 | 4 | 0 |
| 518 | 63 | IPG Kampus Tengku Ampuan Afzan | http://iptaa.edu.my/ | 40 | 3 | 12 | 17 | 2 | 4 | 5 | 0 |
| 519 | 63 | Kuala Terengganu Community College | http://www.kkktu.edu.my / | 40 | 3 | 14 | 15 | 2 | 0 | 8 | 1 |
| 520 | 64 | District Offices of Johor | http://pdnj.johordt.gov.m y | 39 | 2 | 18 | 16 | 2 | 0 | 3 | 0 |
| 521 | 65 | Gerik Hospital | http://hgerik.moh.gov.my/ | 38 | 2 | 10 | 22 | 2 | 0 | 4 | 0 |
| 522 | 65 | Kampar District and Land Office | http://pdtkampar.perak.g o v.my/ | 38 | 2 | 14 | 17 | 0 | 0 | 4 | 3 |
| 523 | 65 | National Youth Vocational Institute Alor Gajah | http://www.ikbnag.gov.m y | 38 | 2 | 15 | 15 | 0 | 2 | 6 | 0 |

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| 524 | 65 | National Youth Vocational Institute Kuala Perlis | http://www.ikbnkp.gov.my | 38 | 2 | 10 | 18 | 0 | 4 | 6 | 0 |
| 525 | 65 | National Youth Vocational Institute Sri Iskandar | http://www.ikbnsi.gov.my | 38 | 2 | 13 | 11 | 0 | 6 | 8 | 0 |
| 526 | 66 | Institut Pendidikan Guru Kampus Kota Bharu | http://ipgkkb.edu.my | 37 | 2 | 3 | 13 | 0 | 0 | 5 | 3 |
| 527 | 66 | Johor Biotechnology and Biodiversity Corporation | http://www.jbiotech.gov.my | 37 | 2 | 12 | 12 | 0 | 6 | 4 | 3 |
| 528 | 66 | Kuala Kangsar Hospital | http://hkangsar.moh.gov.my/ | 37 | 2 | 9 | 19 | 0 | 4 | 5 | 0 |
| 529 | 66 | National Advanced Youth Vocational Institute IKTBN Sepang | http://www.iktbnsp.gov.my | 37 | 2 | 13 | 15 | 0 | 4 | 5 | 0 |
| 530 | 66 | Sultan Ahmad Shah Pahang College of Islamic (KIPSAS) | http://www.kipsas.edu.my/ | 37 | 2 | 17 | 12 | 0 | 4 | 2 | 2 |
| 531 | 67 | National Youth Vocational Institute Kinarut | http://www.ikbnkn.gov.my | 36 | 2 | 18 | 9 | 0 | 4 | 5 | 0 |
| 532 | 67 | Perak Mufti Department | http://mufti.perak.gov.my/ | 36 | 2 | 13 | 14 | 0 | 0 | 6 | 3 |
| 533 | 67 | Sultanah Hajjah Kalsom Hospital | http://hcameron.moh.gov.my | 36 | 2 | 10 | 23 | 0 | 0 | 3 | 0 |
| 534 | 67 | Tampin Hospital | http://htampin.moh.gov.my/ | 36 | 2 | 19 | 11 | 2 | 0 | 4 | 0 |
| 535 | 68 | National Youth Vocational Institute Pagoh | http://www.ikbnpg.gov.my | 35 | 2 | 12 | 15 | 0 | 4 | 4 | 0 |
| 536 | 68 | Tourism and Culture | http://www.tic.kelantan.gov.my/ | 35 | 2 | 6 | 24 | 2 | 2 | 1 | 0 |
| 537 | 68 | Tunku Ampuan Jemaah Hospital | http://htaj.moh.gov.my/ | 35 | 2 | 9 | 23 | 2 | 0 | 1 | 0 |
| 538 | 69 | Akademi Pembangunan Belia Malaysia Port Dickson | http://www.apbmpd.gov.my | 34 | 2 | 10 | 9 | 0 | 6 | 9 | 0 |
| 539 | 69 | Office of HRH The Raja of Perlis | http://dymm.perlis.gov.my | 34 | 2 | 11 | 20 | 0 | 0 | 0 | 3 |
| 540 | 69 | Sandakan Sabah Polytechnic | http://www.pss.edu.my/ | 34 | 2 | 15 | 15 | 0 | 0 | 4 | 0 |
| 541 | 70 | Negeri Sembilan Islamic Religious Council | http://www.mains.gov.my/ | 33 | 2 | 8 | 18 | 0 | 0 | 4 | 3 |
| 542 | 70 | Pejabat Majlis | http://mmk.kedah.gov.my | 33 | 2 | 13 | 7 | 2 | 4 | 4 | 3 |

| No | Rank | Portal | URL | Score | Star | Pillar | | | | | | |
|-----|------|---|---|-------|------|--------|----|-----|---|-----|---|--|
| | | | | | | C | U | Sec | P | Ser | B | |
| | | Mesyuarat Kerajaan | | | | | | | | | | |
| 543 | 71 | Institut Pendidikan Guru Kampus Sultan Mizan | http://www.ipgmksm.edu.my/mainksm.php | 32 | 2 | 12 | 8 | 0 | 4 | 5 | 3 | |
| 544 | 72 | Penampang District Office | http://www.sabah.gov.my/pd.ppg/ | 31 | 2 | 10 | 16 | 0 | 0 | 5 | 0 | |
| 545 | 72 | Perbadanan Pembangunan Pertanian Negeri Perak | http://www.pppnp.gov.my/ | 31 | 2 | 13 | 8 | 2 | 4 | 1 | 3 | |
| 546 | 72 | Sabah Survey and Mapping Department | http://www.jupsb.gov.my/ | 31 | 2 | 8 | 17 | 0 | 0 | 3 | 3 | |
| 547 | 73 | Negeri Sembilan State Museum | http://www.ns.gov.my/jabatan/muzium/ | 29 | 2 | 10 | 13 | 0 | 0 | 3 | 3 | |
| 548 | 74 | Jabatan Mufti Negeri Johor | http://www.johordt.gov.my/mufti/ | 28 | 2 | 13 | 12 | 0 | 0 | 0 | 3 | |
| 549 | 74 | Jasin Hospital | http://hjasin.moh.gov.my/ | 28 | 2 | 8 | 17 | 2 | 0 | 1 | 0 | |
| 550 | 74 | Papar District Council | http://www.sabah.gov.my/md.ppr/ | 28 | 2 | 11 | 17 | 0 | 0 | 0 | 0 | |
| 551 | 74 | Tuanku Ampuan Najihah Hospital | http://htan.moh.gov.my/v1 | 28 | 2 | 9 | 15 | 2 | 0 | 2 | 0 | |
| 552 | 75 | Office of KDYMM Sultan Perak | http://sultan.perak.gov.my/ | 27 | 2 | 11 | 16 | 0 | 0 | 0 | 0 | |
| 553 | 76 | Lembaga Sumber Air Negeri Kedah | http://lsan.kedah.gov.my | 26 | 2 | 10 | 10 | 2 | 0 | 4 | 0 | |
| 554 | 77 | Majlis Agama Islam dan Adat Istiadat Melayu Negeri Perlis | http://maip.perlis.gov.my | 20 | 2 | 7 | 11 | 0 | 0 | 2 | 0 | |

Appendix 12: Overall Website Ranking

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|----|------|--|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 1 | 1 | Kota Bharu Municipal Council | http://www.mpkbbri.gov.my/ | 90 | 5 | 25 | 35 | 5 | 10 | 15 | 0 |
| 2 | 1 | National AntiDrugs Agency (NADA) | http://www.adk.gov.my/ | 90 | 5 | 25 | 35 | 5 | 10 | 15 | 0 |
| 3 | 2 | Industrial Court of Malaysia, Ministry of Human Resources | http://www.mp.gov.my | 89 | 5 | 25 | 38 | 5 | 6 | 15 | 0 |
| 4 | 3 | South Kelantan Development Authority (KESEDAR) | http://www.kesedar.gov.my/ | 88 | 5 | 25 | 36 | 2 | 10 | 15 | 0 |
| 5 | 4 | Institute of Diplomacy and Foreign Relations (IDFR) | http://www.idfr.gov.my/index.php | 87 | 5 | 25 | 36 | 2 | 10 | 14 | 0 |
| 6 | 4 | Ministry of Plantation Industries and Commodities | http://www.kppk.gov.my | 87 | 5 | 25 | 33 | 5 | 10 | 14 | 0 |
| 7 | 5 | Employees Provident Fund | http://www.kwsp.gov.my | 86 | 5 | 22 | 37 | 2 | 10 | 15 | 0 |
| 8 | 5 | Malaysia Agriculture Park | http://www.tbnsa.gov.my/ | 86 | 5 | 24 | 35 | 2 | 10 | 15 | 0 |
| 9 | 5 | National Hydraulic Research Institute of Malaysia (NAHRIM) | http://www.nahrim.gov.my | 86 | 5 | 25 | 35 | 5 | 10 | 11 | 0 |
| 10 | 5 | National Institute of Land and Survey (INSTUN) | http://www.instun.gov.my | 86 | 5 | 25 | 34 | 2 | 10 | 15 | 0 |
| 11 | 5 | National Solid Waste Management Department | http://www.kpkt.gov.my/jpspn/ | 86 | 5 | 24 | 32 | 5 | 10 | 15 | 0 |
| 12 | 6 | Islamic Science University of Malaysia | http://www.usim.edu.my/ | 85 | 5 | 22 | 33 | 5 | 10 | 15 | 0 |
| 13 | 6 | Syariah Judiciary Department Malaysia | http://www.jksm.gov.my/ | 85 | 5 | 25 | 30 | 5 | 10 | 15 | 0 |
| 14 | 7 | Department of Marine Park Malaysia | http://www.dmpm.nre.gov.my | 84 | 5 | 25 | 30 | 5 | 10 | 14 | 0 |
| 15 | 7 | Forestry Department Peninsular Malaysia | http://www.forestry.gov.my/ | 84 | 5 | 25 | 29 | 5 | 10 | 15 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|----|------|---|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 16 | 7 | Kelantan Forestry Department | http://jpnk.kelantan.gov.my | 84 | 5 | 24 | 33 | 2 | 10 | 15 | 0 |
| 17 | 7 | National Sports Institute | http://www.isn.gov.my/ | 84 | 5 | 22 | 38 | 2 | 10 | 12 | 0 |
| 18 | 7 | Penang State Treasury Department | http://jkn.penang.gov.my | 84 | 5 | 25 | 29 | 5 | 10 | 15 | 0 |
| 19 | 8 | Department of Environment | http://www.doe.gov.my/ | 83 | 5 | 25 | 28 | 5 | 10 | 15 | 0 |
| 20 | 8 | Royal Malaysian Customs Department | http://www.customs.gov.my | 83 | 5 | 25 | 31 | 2 | 10 | 15 | 0 |
| 21 | 9 | Inland Revenue Board of Malaysia | http://www.hasil.gov.my | 82 | 5 | 25 | 30 | 2 | 10 | 15 | 0 |
| 22 | 9 | Malaysian Cocoa Board | http://www.koko.gov.my/ | 82 | 5 | 25 | 34 | 5 | 10 | 8 | 0 |
| 23 | 9 | Pahang Foundation | http://www.yp.org.my | 82 | 5 | 21 | 35 | 5 | 10 | 11 | 0 |
| 24 | 9 | Portal InfoDesa | http://www.infodesa.gov.my/ | 82 | 5 | 24 | 34 | 2 | 10 | 12 | 0 |
| 25 | 9 | Sarawak State Treasury Department | http://www.treasury.sarawak.gov.my | 82 | 5 | 23 | 34 | 5 | 6 | 14 | 0 |
| 26 | 9 | Sewerage Services Department Sarawak | http://www.ssd.sarawak.gov.my | 82 | 5 | 23 | 35 | 5 | 8 | 11 | 0 |
| 27 | 10 | Department of Occupational Safety and Health, Ministry of Human Resources | http://www.dosh.gov.my/ | 81 | 5 | 25 | 34 | 5 | 6 | 11 | 0 |
| 28 | 10 | Department of Statistics Malaysia | http://www.statistics.gov.my/ | 81 | 5 | 25 | 29 | 2 | 10 | 15 | 0 |
| 29 | 10 | Federal Land Development Authority (FELDA) | http://www.feldanet.my/feldav3/ | 81 | 5 | 25 | 30 | 5 | 10 | 11 | 0 |
| 30 | 10 | Penang Regional Development Authority (PERDA) | http://www.perda.gov.my | 81 | 5 | 23 | 31 | 2 | 10 | 15 | 0 |
| 31 | 10 | Sarawak State Library | http://www.pustaka-sarawak.com/ | 81 | 5 | 25 | 31 | 2 | 8 | 15 | 0 |
| 32 | 11 | Bintulu Development Authority | http://www.bda.gov.my/ | 80 | 5 | 25 | 31 | 5 | 6 | 13 | 0 |
| 33 | 11 | Johor State Health Department | http://jknjohor.moh.gov.my/ | 80 | 5 | 25 | 28 | 2 | 10 | 15 | 0 |
| 34 | 11 | Kuching Water Board | http://www.kwb.gov.my/ | 80 | 5 | 23 | 32 | 2 | 10 | 13 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|----|------|---|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 35 | 11 | Malaysian Maritime Enforcement Agency | http://www.mmea.gov.my | 80 | 5 | 25 | 28 | 2 | 10 | 15 | 0 |
| 36 | 11 | Minerals and Geoscience Department Malaysia | http://www.jmg.gov.my | 80 | 5 | 22 | 35 | 2 | 10 | 11 | 0 |
| 37 | 11 | Ministry of Human Resources | http://www.mohr.gov.my | 80 | 5 | 25 | 32 | 2 | 10 | 11 | 0 |
| 38 | 11 | Ministry of Rural and Regional Development | http://www.rurallink.gov.my/ | 80 | 5 | 25 | 36 | 2 | 6 | 11 | 0 |
| 39 | 11 | Nilai Polytechnic | http://www.polinilai.edu.my/ | 80 | 5 | 25 | 28 | 2 | 10 | 15 | 0 |
| 40 | 11 | Sibu Water Board | http://www.swb.gov.my/ | 80 | 5 | 23 | 31 | 5 | 10 | 11 | 0 |
| 41 | 11 | Skills Fund Development Corporation | http://www.ptpk.gov.my/ | 80 | 5 | 21 | 32 | 2 | 10 | 15 | 0 |
| 42 | 12 | Johor State Forestry Department | http://www.forestry.gov.my/johor/ | 79 | 4 | 25 | 33 | 2 | 8 | 11 | 0 |
| 43 | 12 | Manpower Department, Ministry of Human Resources | http://www.jtm.gov.my/ | 79 | 4 | 22 | 33 | 5 | 8 | 11 | 0 |
| 44 | 12 | Ministry of Tourism Sarawak | http://www.mot.sarawak.gov.my/ | 79 | 4 | 23 | 32 | 5 | 6 | 13 | 0 |
| 45 | 12 | Port Dickson District and Land Office | http://www.ns.gov.my/daerah/pd/ | 79 | 4 | 25 | 31 | 2 | 8 | 13 | 0 |
| 46 | 12 | Southeast Asia Regional Centre for Center-Terrorism (SEARCCT) | http://www.searcct.gov.my | 79 | 4 | 21 | 35 | 2 | 10 | 11 | 0 |
| 47 | 13 | Baling Community College | http://www.kkbk.edu.my/ | 78 | 4 | 20 | 35 | 2 | 8 | 13 | 0 |
| 48 | 13 | Department of Museums Malaysia | http://www.jmm.gov.my | 78 | 4 | 23 | 29 | 1 | 10 | 15 | 0 |
| 49 | 13 | Department of National Heritage | https://www.heritage.gov.my/ | 78 | 4 | 21 | 36 | 1 | 8 | 12 | 0 |
| 50 | 13 | Department of Social Welfare | http://www.jkm.gov.my | 78 | 4 | 25 | 35 | 2 | 6 | 10 | 0 |
| 51 | 13 | Kedah State Government Secretary Office | http://psuk.kedah.gov.my | 78 | 4 | 21 | 34 | 2 | 10 | 11 | 0 |
| 52 | 13 | Malaysia Productivity | http://www.mpc.gov.my/ | 78 | 4 | 21 | 31 | 5 | 10 | 11 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | | |
|----|------|---|---|-------|------|--------|----|-----|----|-----|---|--|
| | | | | | | C | U | Sec | P | Ser | B | |
| | | Corporation (MPC) | | | | | | | | | | |
| 53 | 13 | Penang Syariah Judiciary Department | http://www.jksnpp.gov.my/ | 78 | 4 | 25 | 29 | 5 | 8 | 11 | 0 | |
| 54 | 13 | Public Service Commission Sarawak | http://www.psc.sarawak.gov.my | 78 | 4 | 25 | 32 | 2 | 8 | 11 | 0 | |
| 55 | 13 | State Treasury Officials | http://www.pkn.kelantan.gov.my/ | 78 | 4 | 23 | 31 | 2 | 8 | 14 | 0 | |
| 56 | 13 | Valuation and Property Services Department | http://www.jpsh.gov.my/ | 78 | 4 | 25 | 28 | 2 | 8 | 15 | 0 | |
| 57 | 14 | Department of Skills Development, Ministry of Human Resources | http://www.nvtc.gov.my | 77 | 4 | 20 | 33 | 2 | 10 | 12 | 0 | |
| 58 | 14 | Department of Wildlife and National Parks | http://www.wildlife.gov.my | 77 | 4 | 21 | 32 | 5 | 8 | 11 | 0 | |
| 59 | 14 | Federal Territory Syariah Court | http://www.mswp.gov.my/main.php | 77 | 4 | 25 | 32 | 2 | 10 | 8 | 0 | |
| 60 | 14 | Jempol District and Land Office | http://www.ns.gov.my/darah/jempol | 77 | 4 | 24 | 31 | 2 | 10 | 10 | 0 | |
| 61 | 14 | Kulim Land Office | http://webjabatan.kedah.gov.my/ptk.php | 77 | 4 | 20 | 34 | 2 | 10 | 11 | 0 | |
| 62 | 14 | NAM Institute For The Empowerment Of Women Malaysia | http://www.niew.gov.my | 77 | 4 | 25 | 30 | 2 | 10 | 10 | 0 | |
| 63 | 14 | National Department For Culture and Arts | http://www.jkkn.gov.my/ | 77 | 4 | 24 | 33 | 2 | 10 | 8 | 0 | |
| 64 | 14 | Saratok District Office | http://www.saratokdo.sarawak.gov.my | 77 | 4 | 25 | 33 | 2 | 10 | 7 | 0 | |
| 65 | 14 | State Development Office of Negeri Sembilan | http://www.nsb.icu.gov.my | 77 | 4 | 24 | 31 | 2 | 8 | 12 | 0 | |
| 66 | 15 | Department of Labour Sarawak, Ministry of Human Resources | http://jtkswk.mohr.gov.my/ | 76 | 4 | 21 | 34 | 2 | 8 | 11 | 0 | |
| 67 | 15 | Dungun District Office | http://pddungun.terengganu.gov.my | 76 | 4 | 25 | 31 | 2 | 10 | 8 | 0 | |
| 68 | 15 | Dungun Land Office | http://ptdungun.terengganu.gov.my | 76 | 4 | 25 | 31 | 2 | 10 | 8 | 0 | |
| 69 | 15 | North East District and Land Office, Penang | http://dtl.penang.gov.my/ | 76 | 4 | 25 | 31 | 0 | 10 | 10 | 0 | |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|----|------|---|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 70 | 15 | Penang Development Corporation | http://www.pdc.gov.my | 76 | 4 | 19 | 34 | 2 | 10 | 11 | 0 |
| 71 | 15 | Penang State Forestry Department | http://jhn.penang.gov.my | 76 | 4 | 21 | 31 | 5 | 8 | 11 | 0 |
| 72 | 15 | Selangor Forestry Department | http://www.forestry.gov.my/selangor/ | 76 | 4 | 22 | 28 | 5 | 6 | 15 | 0 |
| 73 | 15 | SME Corporation Malaysia (SME Corp.Malaysia) | http://www.smecorp.gov.my/ | 76 | 4 | 25 | 31 | 2 | 10 | 8 | 0 |
| 74 | 16 | Department of Labour Peninsular Malaysia, Ministry of Human Resources | http://jtksm.mohr.gov.my | 75 | 4 | 21 | 33 | 2 | 8 | 11 | 0 |
| 75 | 16 | Kuala Muda Land Office | http://webjabatan.kedah.gov.my/ptkm.php | 75 | 4 | 18 | 34 | 2 | 10 | 11 | 0 |
| 76 | 16 | Ministry of Energy, Green Technology and Water | http://www.kettha.gov.my | 75 | 4 | 24 | 28 | 2 | 10 | 11 | 0 |
| 77 | 16 | Negeri Sembilan Agriculture Department | http://www.ns.gov.my/jabatan/pertanian/ | 75 | 4 | 25 | 31 | 2 | 4 | 13 | 0 |
| 78 | 17 | Commercial Vehicle Licensing Board (LPKP) Sarawak | http://www.lpkpsarawak.gov.my | 74 | 4 | 25 | 28 | 5 | 8 | 8 | 0 |
| 79 | 17 | Department of Irrigation and Drainage, Negeri Sembilan | http://www.ns.gov.my/jabatan/jpsns/ | 74 | 4 | 24 | 28 | 2 | 8 | 12 | 0 |
| 80 | 17 | Federal Territory Islamic Affairs Department | http://www.jawi.gov.my | 74 | 4 | 23 | 30 | 2 | 8 | 11 | 0 |
| 81 | 17 | Natural Resources and Environment Board (NREB) Sarawak | http://www.nreb.gov.my | 74 | 4 | 20 | 29 | 5 | 10 | 10 | 0 |
| 82 | 17 | State Drainage and Irrigation Department | http://did.kelantan.gov.my/ | 74 | 4 | 21 | 31 | 5 | 6 | 11 | 0 |
| 83 | 18 | Bintulu District Office | http://www.bintuludo.sarawak.gov.my | 73 | 4 | 23 | 25 | 2 | 8 | 15 | 0 |
| 84 | 18 | Chief Government Security Office | http://www.cgso.gov.my/ | 73 | 4 | 21 | 35 | 2 | 4 | 11 | 0 |
| 85 | 18 | International Islamic University Malaysia | http://www.iium.edu.my/ | 73 | 4 | 20 | 31 | 1 | 10 | 11 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|-----|------|---|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 86 | 18 | Labuan Financial Services Authority | http://www.lfsa.gov.my/ | 73 | 4 | 25 | 24 | 2 | 10 | 12 | 0 |
| 87 | 18 | Ministry of Resource Planning and Environment | http://www.kpps.sarawak.gov.my | 73 | 4 | 23 | 24 | 5 | 10 | 11 | 0 |
| 88 | 18 | Ministry of Rural Development (Sarawak) | http://www.mrd.sarawak.gov.my | 73 | 4 | 21 | 32 | 5 | 6 | 9 | 0 |
| 89 | 18 | National Population and Family Development Board Malaysia (NPFDB) | http://www.lppkn.gov.my / | 73 | 4 | 22 | 32 | 2 | 6 | 11 | 0 |
| 90 | 18 | Pitas Hospital | http://hpitas.moh.gov.my/ | 73 | 4 | 25 | 29 | 2 | 8 | 9 | 0 |
| 91 | 18 | Railway Asset Corporation | http://www.rac.gov.my/ | 73 | 4 | 21 | 36 | 2 | 10 | 4 | 0 |
| 92 | 18 | Southern Seberang Perai District and Land Office Penang | http://sps.penang.gov.my | 73 | 4 | 24 | 31 | 2 | 8 | 8 | 0 |
| 93 | 18 | Tawau Community College | http://kktaw.edu.my/v4/ | 73 | 4 | 18 | 28 | 2 | 10 | 15 | 0 |
| 94 | 19 | Board of Engineers Malaysia | http://www.bem.org.my/ | 72 | 4 | 19 | 32 | 2 | 6 | 13 | 0 |
| 95 | 19 | Department of Irrigation and Drainage, Sarawak | http://www.did.sarawak.gov.my | 72 | 4 | 23 | 29 | 5 | 4 | 11 | 0 |
| 96 | 19 | Federal Town and Country Planning Department | http://www.townplan.gov.my/ | 72 | 4 | 24 | 29 | 2 | 6 | 11 | 0 |
| 97 | 19 | Jasin Community College | http://www.kkjs.edu.my/ | 72 | 4 | 21 | 33 | 2 | 4 | 12 | 0 |
| 98 | 19 | Kubang Pasu Land Office | http://webjabatan.kedah.gov.my/ptkp.php | 72 | 4 | 18 | 33 | 2 | 8 | 11 | 0 |
| 99 | 19 | Langkawi Development Authority (LADA) | http://www.lada.gov.my/ | 72 | 4 | 20 | 28 | 2 | 10 | 12 | 0 |
| 100 | 19 | Pendang Land Office | http://webjabatan.kedah.gov.my/ptp.php | 72 | 4 | 18 | 33 | 2 | 8 | 11 | 0 |
| 101 | 20 | Bandar Baharu Land Office | http://webjabatan.kedah.gov.my/ptbb.php | 71 | 4 | 19 | 33 | 2 | 6 | 11 | 0 |
| 102 | 20 | Department of Irrigation and Drainage, Selangor | http://water.selangor.gov.my/ | 71 | 4 | 22 | 30 | 2 | 6 | 11 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|-----|------|--|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| 103 | 20 | Hulu Langat Community College | http://www.kkhl.edu.my | 71 | 4 | 24 | 29 | 2 | 8 | 8 | 0 |
| 104 | 20 | Kedah Social Welfare Department | http://webjabatan.kedah.gov.my/jkmk.php | 71 | 4 | 18 | 33 | 2 | 10 | 8 | 0 |
| 105 | 20 | Kuala Langat Community College | http://www.kkkla.edu.my | 71 | 4 | 18 | 32 | 2 | 8 | 11 | 0 |
| 106 | 20 | Miri City Council | http://www.miricouncil.gov.my/ | 71 | 4 | 20 | 27 | 2 | 8 | 14 | 0 |
| 107 | 20 | Northern Seberang Perai District and Land Office, Penang | http://spu.penang.gov.my | 71 | 4 | 25 | 27 | 2 | 6 | 11 | 0 |
| 108 | 20 | Sport Commissioner's Office of Malaysia | http://pps.kbs.gov.my | 71 | 4 | 25 | 32 | 2 | 6 | 6 | 0 |
| 109 | 20 | Sultan Abdul Halim Hospital | http://hsah.moh.gov.my/v2/ | 71 | 4 | 25 | 28 | 2 | 10 | 6 | 0 |
| 110 | 20 | Sungai Buloh Hospital | http://hsgebulo.moh.gov.my/ | 71 | 4 | 22 | 31 | 2 | 8 | 8 | 0 |
| 111 | 20 | Terengganu State Health Department | http://jknterengganu.moh.gov.my/ | 71 | 4 | 25 | 26 | 2 | 6 | 12 | 0 |
| 112 | 21 | Ministry of Public Utilities | http://www.mpu.sarawak.gov.my | 70 | 4 | 20 | 28 | 5 | 8 | 9 | 0 |
| 113 | 21 | Penang State Mufti Office | http://mufti.penang.gov.my/ | 70 | 4 | 25 | 29 | 2 | 8 | 6 | 0 |
| 114 | 21 | Penang State Religious Council | http://www.mainpp.gov.my/ | 70 | 4 | 25 | 25 | 2 | 10 | 8 | 0 |
| 115 | 21 | Penang State Religious Department | http://jaipp.penang.gov.my | 70 | 4 | 21 | 28 | 5 | 8 | 8 | 0 |
| 116 | 21 | Rajang Port Authority | http://www.rajangport.gov.my | 70 | 4 | 25 | 28 | 2 | 10 | 5 | 0 |
| 117 | 21 | Sabah Federal Secretary Office | http://www.psupsabah.gov.my/ | 70 | 4 | 18 | 29 | 5 | 8 | 10 | 0 |
| 118 | 21 | Sabah State Department of Syariah Judiciary | http://www.jksm.gov.my/jksns/ | 70 | 4 | 25 | 25 | 2 | 10 | 8 | 0 |
| 119 | 21 | Tampin Community College | http://www.kktns.edu.my/ | 70 | 4 | 17 | 30 | 2 | 6 | 15 | 0 |
| 120 | 22 | Bintulu Resident Office | http://www.bintuluro.sarawak.gov.my/ | 69 | 4 | 20 | 24 | 5 | 8 | 12 | 0 |
| 121 | 22 | Chief Registrar's Office Federal Court of Malaysia | http://www.kehakiman.gov.my | 69 | 4 | 17 | 33 | 2 | 6 | 11 | 0 |
| 122 | 22 | Community Development Department | http://www.kemas.gov.my/ | 69 | 4 | 18 | 30 | 2 | 8 | 11 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | | |
|-----|------|--|---|-------|------|--------|----|-----|----|-----|---|--|
| | | | | | | C | U | Sec | P | Ser | B | |
| | | (KEMAS) | | | | | | | | | | |
| 123 | 22 | Department of Awqaf, Zakat and Hajj | http://www.jawhar.gov.my | 69 | 4 | 21 | 25 | 2 | 10 | 11 | 0 | |
| 124 | 22 | Department of Irrigation and Drainage, Penang | http://jps.penang.gov.my | 69 | 4 | 22 | 24 | 5 | 8 | 10 | 0 | |
| 125 | 22 | Johor Town and Rural Planning Department | http://www.johordt.gov.my/jpbd/ | 69 | 4 | 21 | 30 | 2 | 6 | 10 | 0 | |
| 126 | 22 | National Institute of Occupational Safety and Health | http://www.niosh.com.my/ | 69 | 4 | 19 | 28 | 2 | 8 | 12 | 0 | |
| 127 | 22 | National Service Training Department | http://www.khidmatnegera.gov.my | 69 | 4 | 17 | 30 | 2 | 8 | 12 | 0 | |
| 128 | 22 | Pahang State Development Corporation | http://www.pknp.gov.my/ | 69 | 4 | 19 | 29 | 2 | 4 | 15 | 0 | |
| 129 | 22 | Sibu Municipal Council | http://www.smc.gov.my/ | 69 | 4 | 21 | 28 | 2 | 8 | 10 | 0 | |
| 130 | 23 | Department of Chemistry Malaysia | http://www.kimia.gov.my | 68 | 4 | 21 | 27 | 2 | 10 | 8 | 0 | |
| 131 | 23 | Department of Syariah Judiciary Negeri Sembilan | http://www.ns.gov.my/jabatan/jksns/ | 68 | 4 | 21 | 27 | 2 | 10 | 8 | 0 | |
| 132 | 23 | Kelantan Social Welfare Department | http://www.jkm.kelantan.gov.my/v2/ | 68 | 4 | 22 | 31 | 2 | 6 | 7 | 0 | |
| 133 | 23 | Kelantan State Health Department | http://jknkelantan.moh.gov.my | 68 | 4 | 22 | 32 | 2 | 8 | 4 | 0 | |
| 134 | 23 | Kuala Pilah District and Land Office | http://www.ns.gov.my/darerah/pilah/ | 68 | 4 | 19 | 29 | 2 | 10 | 8 | 0 | |
| 135 | 23 | Malaysia Pepper Board | http://www.mpb.gov.my | 68 | 4 | 25 | 29 | 2 | 4 | 8 | 0 | |
| 136 | 23 | Malaysian Rubber Export Promotion Council | http://www.mrepc.com | 68 | 4 | 21 | 28 | 4 | 4 | 11 | 0 | |
| 137 | 23 | National Space Agency of Malaysia (ANGKASA) | http://www.angkasa.gov.my | 68 | 4 | 21 | 28 | 2 | 10 | 7 | 0 | |
| 138 | 23 | Perlis State Health Department | http://jknperlis.moh.gov.my/ | 68 | 4 | 22 | 23 | 2 | 6 | 15 | 0 | |
| 139 | 23 | Sarawak Syariah Judiciary Department | http://www.syariah.sarawak.gov.my | 68 | 4 | 22 | 25 | 5 | 8 | 8 | 0 | |
| 140 | 23 | Sik District | http://webjabatan.kedah | 68 | 4 | 21 | 28 | 2 | 6 | 11 | 0 | |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
|-----|------|--|---|-------|------|--------|----|-----|----|-----|---|
| | | | | | | C | U | Sec | P | Ser | B |
| | | Office | gov.my/pds.php | | | | | | | | |
| 141 | 23 | Social Institute of Malaysia | http://www.ism.gov.my/ | 68 | 4 | 18 | 27 | 2 | 10 | 11 | 0 |
| 142 | 23 | Universiti Teknologi Mara (UiTM) | http://www.uitm.edu.my/ | 68 | 4 | 18 | 23 | 2 | 10 | 15 | 0 |
| 143 | 24 | Duchess of Kent Hospital | http://hdok.moh.gov.my/ | 67 | 4 | 20 | 30 | 2 | 6 | 9 | 0 |
| 144 | 24 | Forest Department Sarawak | http://www.forestry.sarawak.gov.my | 67 | 4 | 25 | 27 | 2 | 6 | 7 | 0 |
| 145 | 24 | Kedah State Forestry Department | http://www.kedahforestry.gov.my | 67 | 4 | 25 | 27 | 2 | 6 | 7 | 0 |
| 146 | 24 | Kemaman District and Land Office | http://pdkemaman.terengganu.gov.my | 67 | 4 | 24 | 26 | 2 | 6 | 9 | 0 |
| 147 | 24 | Klang Health Office | http://pkdklang.moh.gov.my | 67 | 4 | 23 | 27 | 2 | 10 | 5 | 0 |
| 148 | 24 | Labuan Agriculture Department | http://www.portal.doa.gov.my/labuan/ | 67 | 4 | 20 | 27 | 2 | 6 | 12 | 0 |
| 149 | 24 | Negeri Sembilan Town and Rural Planning Department | http://www.ns.gov.my/jabatan/jpbdns/ | 67 | 4 | 17 | 27 | 2 | 6 | 15 | 0 |
| 150 | 24 | Penang Town and Rural Planning Department | http://jpbdenang.gov.my/ | 67 | 4 | 21 | 30 | 2 | 6 | 8 | 0 |
| 151 | 24 | Sultanah Fatimah Specialist Hospital | http://hpsf.moh.gov.my/ | 67 | 4 | 25 | 27 | 2 | 6 | 7 | 0 |
| 152 | 24 | UM Medical Centre | http://www.ummc.edu.my/ | 67 | 4 | 18 | 26 | 2 | 10 | 11 | 0 |
| 153 | 25 | Central Seberang Perai District and Land Office Penang | http://spt.penang.gov.my | 66 | 4 | 16 | 26 | 5 | 8 | 11 | 0 |
| 154 | 25 | Johor State Development Office | http://www.jhr.icu.gov.my/ | 66 | 4 | 15 | 30 | 2 | 4 | 15 | 0 |
| 155 | 25 | Kelantan Land and Mines Department | http://ptg.kelantan.gov.my/ | 66 | 4 | 24 | 24 | 2 | 8 | 8 | 0 |
| 156 | 25 | Kota Setar Land Office | http://webjabatan.kedah.gov.my/ptks.php | 66 | 4 | 15 | 28 | 2 | 10 | 11 | 0 |
| 157 | 25 | Labuan Education Department | http://www.jpwpl.gov.my | 66 | 4 | 18 | 25 | 2 | 6 | 15 | 0 |
| 158 | 25 | Marine Department Malaysia | http://www.marine.gov.my/ | 66 | 4 | 16 | 30 | 2 | 6 | 12 | 0 |
| 159 | 25 | Padang Terap District Office | http://webjabatan.kedah.gov.my/pdpt.php | 66 | 4 | 15 | 28 | 2 | 10 | 11 | 0 |

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| 160 | 25 | Sarawak Agriculture Department | http://www.doa.sarawak.gov.my | 66 | 4 | 25 | 24 | 2 | 10 | 5 | 0 |
| 161 | 25 | Sarawak Federal Secretary Office | http://www.supsrwk.gov.my | 66 | 4 | 21 | 23 | 2 | 8 | 12 | 0 |
| 162 | 25 | Terengganu State Economic Development Corporation | http://www.pmint.gov.my/ | 66 | 4 | 20 | 31 | 2 | 2 | 11 | 0 |
| 163 | 25 | Terengganu State Library | http://www.trglib.gov.my/ | 66 | 4 | 19 | 26 | 2 | 6 | 13 | 0 |
| 164 | 25 | Yayasan Pelajaran Johor | http://www.ypj.gov.my/ | 66 | 4 | 18 | 27 | 2 | 4 | 15 | 0 |
| 165 | 26 | Alor Gajah District and Land Office | http://www.pdttag.gov.my/ | 65 | 4 | 18 | 26 | 2 | 4 | 15 | 0 |
| 166 | 26 | Baling District Office | http://webjabatan.kedah.gov.my/pdb.php | 65 | 4 | 13 | 33 | 2 | 10 | 7 | 0 |
| 167 | 26 | Bandar Baharu Islamic Religious Office | http://webjabatan.kedah.gov.my/pabb.php | 65 | 4 | 15 | 33 | 2 | 6 | 9 | 0 |
| 168 | 26 | Kuching South City Council | http://www.mbks.gov.my | 65 | 4 | 21 | 27 | 2 | 6 | 9 | 0 |
| 169 | 26 | National Film Development Corporation Malaysia (FINAS) | http://www.finas.gov.my | 65 | 4 | 18 | 30 | 2 | 4 | 11 | 0 |
| 170 | 26 | Pahang Town and Rural Planning Department | http://jpbd.pahang.gov.my/ | 65 | 4 | 24 | 23 | 2 | 10 | 6 | 0 |
| 171 | 26 | Sabah State Rubber Industry Board | http://www.ligs.sabah.gov.my/ | 65 | 4 | 19 | 29 | 2 | 6 | 9 | 0 |
| 172 | 26 | Sarawak Timber Industry and Development Corporation | http://www.sarawaktimber.org.my | 65 | 4 | 18 | 30 | 5 | 4 | 8 | 0 |
| 173 | 27 | Atomic Energy Licensing Board | http://www.aelb.gov.my/ | 64 | 4 | 24 | 26 | 2 | 4 | 8 | 0 |
| 174 | 27 | Baling Islamic Religious Office | http://webjabatan.kedah.gov.my/pab.php | 64 | 4 | 12 | 32 | 2 | 10 | 8 | 0 |
| 175 | 27 | Baling Land Office | http://webjabatan.kedah.gov.my/ptb.php | 64 | 4 | 15 | 33 | 2 | 8 | 6 | 0 |
| 176 | 27 | Betong District Council | http://www.betongdc.sarawak.gov.my | 64 | 4 | 20 | 24 | 5 | 6 | 9 | 0 |
| 177 | 27 | Board of Quantity Surveyors Malaysia | http://www.bqsm.gov.my/ | 64 | 4 | 21 | 25 | 2 | 6 | 10 | 0 |
| 178 | 27 | Department of Labour Sabah, Ministry of Human Resources | http://jtksbh.mohr.gov.my | 64 | 4 | 20 | 27 | 2 | 4 | 11 | 0 |

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| 179 | 27 | Jeli Oral Health Clinic | http://kpjeli.moh.gov.my/ | 64 | 4 | 19 | 31 | 2 | 4 | 8 | 0 |
| 180 | 27 | Kedah Islamic Religious Council | http://www.maik.gov.my | 64 | 4 | 22 | 24 | 2 | 10 | 6 | 0 |
| 181 | 27 | Kubang Pasu District Office | http://webjabatan.kedah.gov.my/pdkp.php | 64 | 4 | 15 | 33 | 2 | 6 | 8 | 0 |
| 182 | 27 | Kuching Port Authority | http://www.kpa.gov.my/ | 64 | 4 | 20 | 29 | 2 | 6 | 7 | 0 |
| 183 | 27 | Meradong District Office | http://www.meradongdo.sarawak.gov.my | 64 | 4 | 20 | 27 | 2 | 6 | 9 | 0 |
| 184 | 27 | Pahang State Library | http://web.pahanglibrary.gov.my | 64 | 4 | 19 | 24 | 2 | 10 | 9 | 0 |
| 185 | 27 | Pendang District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmp.php | 64 | 4 | 15 | 33 | 2 | 4 | 10 | 0 |
| 186 | 27 | Sarawak Mufti Office | http://www.muftinegeri.sarawak.gov.my | 64 | 4 | 18 | 27 | 2 | 8 | 9 | 0 |
| 187 | 27 | Segamat Hospital | http://hsgm.moh.gov.my/ | 64 | 4 | 17 | 30 | 2 | 8 | 7 | 0 |
| 188 | 27 | Social Welfare Department of Sarawak | http://www.welfare.sarawak.gov.my | 64 | 4 | 20 | 24 | 2 | 10 | 8 | 0 |
| 189 | 27 | State Development Office | http://www.ppn.kelantan.gov.my | 64 | 4 | 18 | 29 | 2 | 6 | 9 | 0 |
| 190 | 27 | Tampin District and Land Office | http://www.ns.gov.my/daherah/tampin/ | 64 | 4 | 22 | 19 | 2 | 8 | 13 | 0 |
| 191 | 27 | Tanah Merah Hospital | http://hmerah.moh.gov.my/ | 64 | 4 | 25 | 24 | 2 | 4 | 9 | 0 |
| 192 | 27 | Terengganu Social Welfare Department | http://jkm.terengganu.gov.my | 64 | 4 | 18 | 31 | 2 | 8 | 5 | 0 |
| 193 | 27 | Yan District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmy.php | 64 | 4 | 15 | 28 | 2 | 8 | 11 | 0 |
| 194 | 28 | Chief Minister's Department | http://www.jkm.sarawak.gov.my/ | 63 | 4 | 18 | 29 | 2 | 6 | 8 | 0 |
| 195 | 28 | Islamic Religious Department Sarawak | http://www.jais.sarawak.gov.my | 63 | 4 | 22 | 23 | 5 | 6 | 7 | 0 |
| 196 | 28 | Julau District Office | http://www.julau.do.sarawak.gov.my | 63 | 4 | 21 | 26 | 2 | 6 | 8 | 0 |
| 197 | 28 | Kedah Survey and Mapping Department | http://www.jukd.gov.my | 63 | 4 | 18 | 24 | 2 | 8 | 11 | 0 |
| 198 | 28 | Padang Terap Land Office | http://webjabatan.kedah.gov.my/ptpt.php | 63 | 4 | 12 | 28 | 2 | 10 | 11 | 0 |
| 199 | 28 | Raja Perempuan Zainab II Hospital | http://hrpz2.moh.gov.my/ | 63 | 4 | 18 | 31 | 2 | 8 | 4 | 0 |
| 200 | 28 | Sabah Education Department | http://www.moe.gov.my/jpnsabah | 63 | 4 | 20 | 24 | 2 | 6 | 11 | 0 |
| 201 | 28 | Sri Aman Resident Office | http://www.sriamanro.sarawak.gov.my | 63 | 4 | 20 | 24 | 5 | 10 | 4 | 0 |

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| 202 | 28 | Tumpat District and Land Office | http://www.ptjt.kelantan.gov.my/ | 63 | 4 | 22 | 23 | 2 | 8 | 8 | 0 |
| 203 | 29 | Bukit Mertajam Hospital | http://hospbm.moh.gov.my | 62 | 4 | 21 | 27 | 2 | 4 | 8 | 0 |
| 204 | 29 | Chief Secretary to The Government of Malaysia | http://www.pmo.gov.my/ksn/ | 62 | 4 | 22 | 21 | 5 | 6 | 8 | 0 |
| 205 | 29 | Department of Information | http://www.penerangan.gov.my | 62 | 4 | 20 | 24 | 2 | 8 | 8 | 0 |
| 206 | 29 | Department of Special Affairs | http://www.jasa.gov.my | 62 | 4 | 21 | 27 | 2 | 4 | 8 | 0 |
| 207 | 29 | Department of Standards of Malaysia | http://www.standardsmalaysia.gov.my/ | 62 | 4 | 21 | 26 | 2 | 6 | 7 | 0 |
| 208 | 29 | Halal Industry Development Corporation (HDC) | http://www.hdcglobal.com | 62 | 4 | 16 | 26 | 2 | 10 | 8 | 0 |
| 209 | 29 | Institut Penyelidikan Pembangunan Belia Malaysia | http://www.ippbm.gov.my/v2 | 62 | 4 | 0 | 25 | 2 | 10 | 4 | 0 |
| 210 | 29 | Institute of Islamic Understanding Malaysia | http://www.ikim.gov.my/ | 62 | 4 | 16 | 23 | 5 | 10 | 8 | 0 |
| 211 | 29 | KLIA Health Office | http://kesklia.moh.gov.my | 62 | 4 | 15 | 30 | 2 | 4 | 11 | 0 |
| 212 | 29 | Maran District and Land Office | http://pdtmaran.pahang.gov.my | 62 | 4 | 20 | 28 | 2 | 6 | 6 | 0 |
| 213 | 29 | Melaka Town and Rural Planning Department | http://www.jpbdmelaka.gov.my | 62 | 4 | 20 | 26 | 2 | 6 | 8 | 0 |
| 214 | 29 | Perak Survey and Mapping Department | http://www.jupk.gov.my/ | 62 | 4 | 15 | 28 | 2 | 6 | 11 | 0 |
| 215 | 29 | Rembau District and Land Office | http://www.ns.gov.my/darah/rembau/ | 62 | 4 | 22 | 23 | 2 | 6 | 9 | 0 |
| 216 | 29 | Road Safety Department of Malaysia | http://www.jkjr.gov.my/webv2/ | 62 | 4 | 15 | 30 | 2 | 6 | 9 | 0 |
| 217 | 29 | Rompin Community College | http://www.kkrompin.edu.my/ | 62 | 4 | 22 | 22 | 2 | 8 | 8 | 0 |
| 218 | 29 | Samarahan Resident Office | http://www.samarahanro.sarawak.gov.my | 62 | 4 | 20 | 19 | 2 | 6 | 15 | 0 |
| 219 | 29 | Selangor Education Department | http://www.moe.gov.my/jpnselangor/ | 62 | 4 | 21 | 20 | 2 | 4 | 15 | 0 |
| 220 | 29 | Terengganu State Islamic Affairs and Malay Customs | http://www.maidam.gov.my/ | 62 | 4 | 25 | 19 | 1 | 6 | 11 | 0 |

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| 221 | 30 | Bandar Penawar Community College | http://www.kkbpenawar.edu.my/ | 61 | 4 | 19 | 24 | 2 | 6 | 10 | 0 |
| 222 | 30 | Ceremonial and International Conference Secretariat Division | http://www.istiadat.gov.my/ | 61 | 4 | 21 | 27 | 2 | 4 | 7 | 0 |
| 223 | 30 | Department of Industrial Development and Research | http://www.didr.sabah.gov.my/ | 61 | 4 | 21 | 26 | 2 | 4 | 8 | 0 |
| 224 | 30 | District and Land Office of Marang | http://pdtmarang.terengganu.gov.my | 61 | 4 | 24 | 24 | 1 | 4 | 8 | 0 |
| 225 | 30 | Election Commission of Malaysia | http://www.spr.gov.my | 61 | 4 | 21 | 24 | 2 | 6 | 8 | 0 |
| 226 | 30 | Energy Commission | http://www.st.gov.my/ | 61 | 4 | 19 | 24 | 2 | 8 | 8 | 0 |
| 227 | 30 | Kanowit District Council | http://www.kanowitdc.sarawak.gov.my | 61 | 4 | 14 | 28 | 5 | 8 | 6 | 0 |
| 228 | 30 | Kelantan Water Supply Department | http://www.jank.kelantan.gov.my/ | 61 | 4 | 20 | 27 | 2 | 4 | 8 | 0 |
| 229 | 30 | Kota Setar District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmks.php | 61 | 4 | 15 | 32 | 2 | 6 | 6 | 0 |
| 230 | 30 | Ministry of Industrial Development (MID) Sarawak | http://www.mid.sarawak.gov.my | 61 | 4 | 18 | 29 | 2 | 8 | 4 | 0 |
| 231 | 30 | National Kenaf and Tobacco Board | http://www.lktn.gov.my/ | 61 | 4 | 19 | 28 | 2 | 6 | 6 | 0 |
| 232 | 30 | National Water Services Commission | http://www.span.gov.my | 61 | 4 | 20 | 21 | 1 | 10 | 9 | 0 |
| 233 | 30 | Pahang Survey and Mapping Department | http://www.juph.gov.my/ | 61 | 4 | 13 | 29 | 2 | 6 | 11 | 0 |
| 234 | 30 | Pendang District Office | http://webjabatan.kedah.gov.my/pdp.php | 61 | 4 | 19 | 29 | 2 | 6 | 5 | 0 |
| 235 | 30 | Perlis State Treasury Department | http://perbendaharaan.perlis.gov.my | 61 | 4 | 21 | 27 | 2 | 4 | 7 | 0 |
| 236 | 30 | Public Works Department of Sarawak | http://www.jkr.sarawak.gov.my/ | 61 | 4 | 18 | 29 | 2 | 6 | 6 | 0 |
| 237 | 30 | Pulau Pinang State Development Office | http://www.ppg.icu.gov.my | 61 | 4 | 25 | 20 | 2 | 6 | 8 | 0 |
| 238 | 30 | Sabah State Water Department | http://www.sabah.gov.my/air/ | 61 | 4 | 16 | 26 | 1 | 6 | 12 | 0 |

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| 239 | 30 | Selangor State Library | http://www.ppas.gov.my/ | 61 | 4 | 21 | 24 | 2 | 8 | 6 | 0 |
| 240 | 30 | Sik Land Office | http://webjabatan.kedah.gov.my/pts.php | 61 | 4 | 12 | 28 | 2 | 8 | 11 | 0 |
| 241 | 30 | Sirim Berhad | http://www.sirim.my | 61 | 4 | 17 | 24 | 2 | 10 | 8 | 0 |
| 242 | 30 | Sungai Siput Community College | http://www.kkss.edu.my/ | 61 | 4 | 20 | 21 | 2 | 6 | 12 | 0 |
| 243 | 30 | Syarikat Bekalan Air Selangor Sdn.Bhd. | http://www.syabas.com.my | 61 | 4 | 15 | 28 | 0 | 10 | 8 | 0 |
| 244 | 31 | Bank Rakyat Bhd | http://www.bankrakyat.com.my/ | 60 | 4 | 20 | 22 | 2 | 8 | 8 | 0 |
| 245 | 31 | Bau District Office | http://www.baudo.sarawak.gov.my | 60 | 4 | 17 | 27 | 5 | 6 | 5 | 0 |
| 246 | 31 | Bera Community College | http://www.kkbera.edu.my/ | 60 | 4 | 15 | 19 | 2 | 10 | 14 | 0 |
| 247 | 31 | Department of Irrigation and Drainage, Perlis | http://www.jpasperlis.gov.my/ | 60 | 4 | 18 | 24 | 2 | 4 | 12 | 0 |
| 248 | 31 | Department of Women Development | http://www.jpw.gov.my | 60 | 4 | 20 | 26 | 0 | 8 | 6 | 0 |
| 249 | 31 | Langkawi Land Office | http://webjabatan.kedah.gov.my/ptl.php | 60 | 4 | 11 | 28 | 2 | 8 | 11 | 0 |
| 250 | 31 | Negeri Sembilan Foundation | http://www.yns.gov.my/ | 60 | 4 | 18 | 28 | 2 | 8 | 4 | 0 |
| 251 | 31 | Pokok Sena District Office | http://webjabatan.kedah.gov.my/pdps.php | 60 | 4 | 11 | 28 | 2 | 8 | 11 | 0 |
| 252 | 31 | Sarawak Stadium Corporation | http://www.stadiumcorp.sarawak.gov.my | 60 | 4 | 20 | 24 | 2 | 6 | 8 | 0 |
| 253 | 31 | Tuanku Jaafar Seremban Hospital | http://htjs.moh.gov.my/ | 60 | 4 | 19 | 25 | 2 | 6 | 8 | 0 |
| 254 | 32 | Arau Community College | http://www.kkarau.edu.my | 59 | 3 | 24 | 14 | 2 | 8 | 11 | 0 |
| 255 | 32 | Bandar Darulaman Community College | http://www.kkbda.edu.my/ | 59 | 3 | 21 | 22 | 2 | 6 | 8 | 0 |
| 256 | 32 | Biro Tatanegara | http://www.btn.gov.my | 59 | 3 | 21 | 25 | 2 | 2 | 9 | 0 |
| 257 | 32 | District and Land Office of Kuala Terengganu | http://pdtkt.terengganu.gov.my | 59 | 3 | 16 | 30 | 2 | 4 | 7 | 0 |
| 258 | 32 | Hospital Port Dickson | http://hpd.moh.gov.my/ | 59 | 3 | 19 | 24 | 2 | 6 | 8 | 0 |
| 259 | 32 | Johor Survey and Mapping Department | http://jujh.gov.my/ | 59 | 3 | 14 | 26 | 2 | 6 | 11 | 0 |
| 260 | 32 | Judicial Appointments Commission | http://www.jac.gov.my | 59 | 3 | 22 | 29 | 2 | 0 | 6 | 0 |

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| 261 | 32 | Klang Oral Health Office | http://ppdklang.moh.gov.my | 59 | 3 | 13 | 30 | 2 | 4 | 10 | 0 |
| 262 | 32 | Kuala Kubu Bharu Hospital | http://hkqb.moh.gov.my/ | 59 | 3 | 18 | 27 | 2 | 4 | 8 | 0 |
| 263 | 32 | Kuantan Port Authority | http://www.lpkt.gov.my/ | 59 | 3 | 21 | 30 | 2 | 4 | 2 | 0 |
| 264 | 32 | Land and Survey Department Sarawak | http://www.landsurvey.sarawak.gov.my | 59 | 3 | 16 | 27 | 2 | 6 | 8 | 0 |
| 265 | 32 | Ministry of Modernization of Agriculture | http://www.moma.sarawak.gov.my | 59 | 3 | 12 | 24 | 5 | 8 | 10 | 0 |
| 266 | 32 | Penang Survey and Mapping Department | http://www.jupp.gov.my | 59 | 3 | 15 | 26 | 2 | 8 | 8 | 0 |
| 267 | 32 | Sabah Tourism Board | http://www.sabahtourism.com/ | 59 | 3 | 18 | 24 | 0 | 8 | 9 | 0 |
| 268 | 32 | Sibu Resident Office | http://www.residensibu.sarawak.gov.my | 59 | 3 | 18 | 29 | 2 | 6 | 4 | 0 |
| 269 | 32 | Slim River Hospital | http://hsr.moh.gov.my/ | 59 | 3 | 21 | 28 | 2 | 4 | 4 | 0 |
| 270 | 33 | Armed Forces Fund Board | http://www.ltat.org.my/ | 58 | 3 | 21 | 24 | 2 | 4 | 7 | 0 |
| 271 | 33 | Department of Irrigation and Drainage, Terengganu | http://jpsweb.terengganu.gov.my | 58 | 3 | 18 | 29 | 2 | 2 | 7 | 0 |
| 272 | 33 | Kapit Resident Office | http://www.kapitro.sarawak.gov.my | 58 | 3 | 17 | 27 | 2 | 8 | 4 | 0 |
| 273 | 33 | Keningau Hospital | http://hkgu.moh.gov.my/ | 58 | 3 | 20 | 22 | 2 | 8 | 6 | 0 |
| 274 | 33 | Kuala Krai Hospital | http://hkrai.moh.gov.my/ | 58 | 3 | 25 | 23 | 2 | 0 | 8 | 0 |
| 275 | 33 | Kubang Pasu District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmpk.php | 58 | 3 | 12 | 27 | 2 | 6 | 11 | 0 |
| 276 | 33 | Malaysian Investment Development Authority (MIDA) | http://www.mida.gov.my | 58 | 3 | 21 | 21 | 2 | 6 | 8 | 0 |
| 277 | 33 | Mas Gading Community College | http://www.kkmas.edu.my/ | 58 | 3 | 17 | 27 | 2 | 4 | 8 | 0 |
| 278 | 33 | Melaka Foundation | http://www.yayasanmelaka.gov.my | 58 | 3 | 22 | 22 | 2 | 8 | 4 | 0 |
| 279 | 33 | MSC Malaysia | http://www.msomalaysia.my | 58 | 3 | 15 | 21 | 0 | 10 | 12 | 0 |
| 280 | 33 | Negeri Sembilan State Library | http://nslibrary.gov.my | 58 | 3 | 20 | 22 | 2 | 8 | 6 | 0 |
| 281 | 33 | Pasir Gudang Community College | http://www.kkpg.edu.my/ | 58 | 3 | 18 | 24 | 2 | 6 | 8 | 0 |
| 282 | 33 | Penang Hospital | http://moh.gov.my/v2 | 58 | 3 | 20 | 21 | 2 | 8 | 7 | 0 |
| 283 | 33 | Public Works | http://www.jkrjohor.gov | 58 | 3 | 18 | 26 | 2 | 6 | 6 | 0 |

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| 284 | 33 | Sarawak Foundation | http://yayasansarawak.gov.my | 58 | 3 | 21 | 28 | 2 | 2 | 5 | 0 |
| 285 | 33 | Science and Technology Research Institution for Defence | http://www.stride.gov.my/alpha.2.0/ | 58 | 3 | 19 | 30 | 2 | 4 | 3 | 0 |
| 286 | 33 | Securities Commission Malaysia | http://www.sc.com.my | 58 | 3 | 19 | 25 | 0 | 6 | 8 | 0 |
| 287 | 33 | Selayang Hospital | http://hselayang.moh.gov.my | 58 | 3 | 17 | 20 | 2 | 10 | 9 | 0 |
| 288 | 33 | Setiu District and Land Office | http://pdsetiu.terengganu.gov.my | 58 | 3 | 22 | 26 | 1 | 6 | 3 | 0 |
| 289 | 33 | Sibu District Office | http://www.sibudo.sarawak.gov.my | 58 | 3 | 18 | 24 | 2 | 6 | 8 | 0 |
| 290 | 33 | South West District and Land Office, Penang | http://dbd.penang.gov.my | 58 | 3 | 21 | 25 | 2 | 4 | 6 | 0 |
| 291 | 33 | State Attorney General's Chambers (Sarawak) | http://www.sag.sarawak.gov.my | 58 | 3 | 14 | 27 | 5 | 6 | 6 | 0 |
| 292 | 33 | Tabung Baitulmal Sarawak | http://www.tabung-baitulmal-sarawak.org.my | 58 | 3 | 19 | 24 | 2 | 6 | 7 | 0 |
| 293 | 33 | Terengganu Survey and Mapping Department | http://www.jutr.gov.my/ | 58 | 3 | 13 | 26 | 2 | 6 | 11 | 0 |
| 294 | 33 | W.P Labuan Survey and Mapping Department | http://www.juwplb.gov.my | 58 | 3 | 15 | 26 | 2 | 8 | 7 | 0 |
| 295 | 34 | Baling District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmb.php | 57 | 3 | 14 | 28 | 2 | 6 | 7 | 0 |
| 296 | 34 | Chief Minister Office | http://chiefministertaib.sarawak.gov.my | 57 | 3 | 15 | 27 | 5 | 4 | 6 | 0 |
| 297 | 34 | Kota Setar District Office | http://webjabatan.kedah.gov.my/pdks.php | 57 | 3 | 11 | 28 | 2 | 8 | 8 | 0 |
| 298 | 34 | Langkawi District Social Welfare Office | http://webjabatan.kedah.gov.my/pkml.php | 57 | 3 | 15 | 27 | 2 | 6 | 7 | 0 |
| 299 | 34 | Malacca State Development Office | http://www.mel.icu.gov.my/ | 57 | 3 | 16 | 27 | 2 | 4 | 8 | 0 |
| 300 | 34 | Malaysia Health Promotion Board | http://www.mysihat.gov.my | 57 | 3 | 21 | 29 | 2 | 4 | 1 | 0 |
| 301 | 34 | Melaka State Finance and Treasury Department | http://ikpnm.melaka.gov.my/main/index.php | 57 | 3 | 21 | 28 | 2 | 0 | 6 | 0 |

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| 302 | 34 | Miri Resident Office | http://www.residenmiri.sarawak.gov.my | 57 | 3 | 15 | 23 | 5 | 8 | 6 | 0 |
| 303 | 34 | National Institute of Valuation | http://www.inspen.gov.my/ | 57 | 3 | 21 | 20 | 2 | 6 | 8 | 0 |
| 304 | 34 | Negeri Sembilan Veterinary Services Department | http://www.ns.gov.my/jpvns/ | 57 | 3 | 18 | 28 | 2 | 4 | 5 | 0 |
| 305 | 34 | Padawan Municipal Council | http://www.mpp.sarawak.gov.my/ | 57 | 3 | 13 | 28 | 2 | 6 | 8 | 0 |
| 306 | 34 | Pendang Islamic Religious Office | http://webjabatan.kedah.gov.my/pap.php | 57 | 3 | 15 | 27 | 2 | 4 | 9 | 0 |
| 307 | 34 | Perlis Agriculture Department | http://pertanian.perlis.gov.my | 57 | 3 | 18 | 24 | 2 | 4 | 9 | 0 |
| 308 | 34 | Perlis State Development Office | http://www.pls.icu.gov.my | 57 | 3 | 19 | 24 | 2 | 4 | 8 | 0 |
| 309 | 34 | Pokok Sena Land Office | http://webjabatan.kedah.gov.my/ptps.php | 57 | 3 | 13 | 25 | 2 | 6 | 11 | 0 |
| 310 | 34 | Putatan District Office | http://www.sabah.gov.my/pdptn/ | 57 | 3 | 18 | 24 | 2 | 4 | 9 | 0 |
| 311 | 34 | Putrajaya Health Office | http://pkpj.moh.gov.my | 57 | 3 | 19 | 22 | 2 | 6 | 8 | 0 |
| 312 | 34 | Samarahan District Office | http://www.samarahando.sarawak.gov.my | 57 | 3 | 20 | 20 | 2 | 6 | 9 | 0 |
| 313 | 34 | Sarikei Resident Office | http://www.sarikeiro.sarawak.gov.my | 57 | 3 | 16 | 23 | 5 | 8 | 5 | 0 |
| 314 | 34 | Selama Hospital | http://hselama.moh.gov.my/ | 57 | 3 | 18 | 25 | 2 | 6 | 6 | 0 |
| 315 | 34 | Sri Aman District Office | http://www.sriamando.sarawak.gov.my | 57 | 3 | 13 | 27 | 2 | 6 | 9 | 0 |
| 316 | 34 | Yan District Office | http://webjabatan.kedah.gov.my/pdy.php | 57 | 3 | 11 | 28 | 2 | 8 | 8 | 0 |
| 317 | 35 | Bandar Baharu Community College | http://www.kkbb.edu.my/news.php | 56 | 3 | 18 | 20 | 2 | 8 | 8 | 0 |
| 318 | 35 | Bandar Baharu District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmbb.php | 56 | 3 | 12 | 28 | 2 | 4 | 10 | 0 |
| 319 | 35 | Betong District Office | http://www.betongdo.sarawak.gov.my | 56 | 3 | 19 | 24 | 2 | 6 | 5 | 0 |
| 320 | 35 | Cabinet Constitution and Government Relation Division | http://www.kabinet.gov.my | 56 | 3 | 14 | 27 | 2 | 4 | 9 | 0 |
| 321 | 35 | Federal Development Department of Sabah | http://www.sbh.icu.gov.my | 56 | 3 | 17 | 25 | 2 | 4 | 8 | 0 |
| 322 | 35 | Johor Port Authority | http://www.lpj.gov.my/ | 56 | 3 | 18 | 21 | 2 | 6 | 9 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| | | | | | | C | U | Sec | P | Ser | B |
| 323 | 35 | Malacca Survey and Mapping Department | http://www.juml.gov.my | 56 | 3 | 14 | 23 | 2 | 6 | 11 | 0 |
| 324 | 35 | Malaysian Nuclear Agency | http://www.nuclearmalaysia.gov.my | 56 | 3 | 18 | 18 | 2 | 6 | 12 | 0 |
| 325 | 35 | Malaysian Palm Oil Council | http://www.mpoc.org.my | 56 | 3 | 15 | 20 | 0 | 10 | 11 | 0 |
| 326 | 35 | Ministry of Infrastructure Development and Communications | http://www.midcom-sarawak.gov.my | 56 | 3 | 15 | 27 | 2 | 8 | 4 | 0 |
| 327 | 35 | Ministry of Land Development | http://www.mlids.sarawak.gov.my | 56 | 3 | 18 | 19 | 2 | 10 | 7 | 0 |
| 328 | 35 | Penang Agriculture Department | http://jpn.penang.gov.my | 56 | 3 | 17 | 27 | 2 | 4 | 6 | 0 |
| 329 | 35 | Perlis Survey and Mapping Department | http://www.jupr.gov.my | 56 | 3 | 18 | 25 | 2 | 4 | 7 | 0 |
| 330 | 35 | Sabah State | http://www.sabah.gov.my/ | 56 | 3 | 16 | 23 | 2 | 4 | 11 | 0 |
| 331 | 35 | Sabah State Department of Human Resource Development | http://www.jpsm.sabah.gov.my/ | 56 | 3 | 25 | 13 | 2 | 8 | 8 | 0 |
| 332 | 35 | Sarawak Biodiversity Centre | http://www.sbc.org.my | 56 | 3 | 19 | 27 | 2 | 4 | 4 | 0 |
| 333 | 35 | Selangor State Religious Department | http://www.jais.gov.my/ | 56 | 3 | 18 | 24 | 2 | 4 | 8 | 0 |
| 334 | 35 | Yan Land Office | http://webjabatan.kedah.gov.my/pty.php | 56 | 3 | 12 | 28 | 2 | 6 | 8 | 0 |
| 335 | 36 | Asajaya District Office | http://www.asajaya.sarawak.gov.my | 55 | 3 | 22 | 20 | 2 | 6 | 5 | 0 |
| 336 | 36 | Institute for Health Management | http://www.ihm.moh.gov.my | 55 | 3 | 21 | 27 | 2 | 0 | 5 | 0 |
| 337 | 36 | Institute for Health System Research | http://www.ihsr.gov.my | 55 | 3 | 16 | 25 | 2 | 4 | 8 | 0 |
| 338 | 36 | Jabatan Kebajikan Masyarakat Negeri Selangor | http://www.jkmselangor.gov.my/ | 55 | 3 | 19 | 22 | 2 | 4 | 8 | 0 |
| 339 | 36 | Jasin District and Land Office | http://www.pdtjasin.gov.my/ | 55 | 3 | 17 | 28 | 2 | 0 | 8 | 0 |
| 340 | 36 | Jeli District and Land Office | http://www.ptjj.kelantan.gov.my/v2/ | 55 | 3 | 15 | 23 | 0 | 6 | 11 | 0 |
| 341 | 36 | Kuala Muda District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmkm.php | 55 | 3 | 12 | 27 | 2 | 4 | 10 | 0 |
| 342 | 36 | Kulim Islamic Religious Office | http://webjabatan.kedah.gov.my/pak.php | 55 | 3 | 12 | 27 | 2 | 6 | 8 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| 343 | 36 | Land Office of Hulu Terengganu | http://pht.terengganu.gov.my | 55 | 3 | 19 | 22 | 2 | 4 | 8 | 0 |
| 344 | 36 | Land Public Transport Commission | http://www.spad.gov.my | 55 | 3 | 16 | 21 | 2 | 8 | 8 | 0 |
| 345 | 36 | Malaysia Tourism Promotion Board | http://www.tourism.gov.my | 55 | 3 | 15 | 23 | 2 | 10 | 5 | 0 |
| 346 | 36 | Marudi District Office | http://www.marudido.sarawak.gov.my | 55 | 3 | 11 | 24 | 2 | 6 | 12 | 0 |
| 347 | 36 | National Hydrographic Centre | http://www.hydro.gov.my/ | 55 | 3 | 19 | 24 | 2 | 6 | 4 | 0 |
| 348 | 36 | Negeri Sembilan Survey and Mapping Department | http://www.juns.gov.my | 55 | 3 | 13 | 26 | 2 | 6 | 8 | 0 |
| 349 | 36 | Padang Terap District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmppt.php | 55 | 3 | 12 | 28 | 2 | 6 | 7 | 0 |
| 350 | 36 | Pejabat Tanah dan Galian Terengganu | http://ptgweb.terengganu.gov.my | 55 | 3 | 19 | 23 | 2 | 6 | 5 | 0 |
| 351 | 36 | Perak State Forestry Department | http://www.perakforestry.gov.my | 55 | 3 | 17 | 22 | 2 | 6 | 8 | 0 |
| 352 | 36 | Sabah Forestry Department | http://www.forest.sabah.gov.my | 55 | 3 | 20 | 21 | 2 | 8 | 4 | 0 |
| 353 | 36 | Sabah Public Complaints Bureau | http://www.aduan.sabah.gov.my/ | 55 | 3 | 15 | 28 | 2 | 4 | 6 | 0 |
| 354 | 36 | Selayang Community College | http://www.kkselayang.edu.my/ | 55 | 3 | 20 | 20 | 1 | 6 | 8 | 0 |
| 355 | 36 | Tuanku Fauziah Hospital | http://htf.moh.gov.my/ | 55 | 3 | 22 | 20 | 2 | 4 | 7 | 0 |
| 356 | 36 | Wilayah Persekutuan Mufti Office | http://www.muftiwp.gov.my/ | 55 | 3 | 21 | 23 | 2 | 0 | 9 | 0 |
| 357 | 36 | Youth Training Center | http://www.plpb.sarawak.gov.my | 55 | 3 | 12 | 27 | 2 | 6 | 8 | 0 |
| 358 | 37 | Besut District and Land Office | http://pdtbesut.terengganu.gov.my | 54 | 3 | 20 | 26 | 1 | 4 | 3 | 0 |
| 359 | 37 | Department of Fisheries Sabah | http://www.fishdept.sabah.gov.my/ | 54 | 3 | 19 | 15 | 5 | 4 | 11 | 0 |
| 360 | 37 | Kelantan Veterinary Services Department | http://www.jphnk.gov.my/ | 54 | 3 | 13 | 27 | 2 | 6 | 6 | 0 |
| 361 | 37 | Negeri Sembilan Islamic Religious Affairs Department | http://www.ns.gov.my/jabatan/jheains | 54 | 3 | 16 | 26 | 2 | 6 | 4 | 0 |
| 362 | 37 | Negeri Sembilan Social Welfare | http://www.ns.gov.my/jabatan/jkm | 54 | 3 | 23 | 20 | 2 | 6 | 3 | 0 |

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| | | Department | | | | | | | | | |
| 363 | 37 | Putrajaya Health Clinic | http://pkjp.moh.gov.my/kkjp/ | 54 | 3 | 21 | 18 | 2 | 6 | 7 | 0 |
| 364 | 37 | Rural Development Corporation | http://www.sabah.gov.my/kpd/ | 54 | 3 | 17 | 19 | 2 | 4 | 12 | 0 |
| 365 | 37 | Sarawak Rivers Board | http://www.srb.sarawak.gov.my/ | 54 | 3 | 17 | 22 | 2 | 8 | 5 | 0 |
| 366 | 37 | Sik District Social Welfare Office | http://webjabatan.kedah.gov.my/pkms.php | 54 | 3 | 10 | 28 | 2 | 4 | 10 | 0 |
| 367 | 37 | Tengku Ampuan Rahimah Hospital | http://htar.moh.gov.my/ | 54 | 3 | 16 | 27 | 2 | 4 | 5 | 0 |
| 368 | 38 | Bandar Baharu District Office | http://webjabatan.kedah.gov.my/pdbb.php | 53 | 3 | 9 | 28 | 2 | 6 | 8 | 0 |
| 369 | 38 | Department of Veterinary Services Perak | http://www.jpvpk.gov.my | 53 | 3 | 20 | 22 | 0 | 0 | 11 | 0 |
| 370 | 38 | Jerantut District and Land Office | http://pdtjerantut.pahang.gov.my | 53 | 3 | 14 | 24 | 2 | 8 | 5 | 0 |
| 371 | 38 | Kuala Lumpur Hospital | http://www.hkl.gov.my | 53 | 3 | 15 | 27 | 2 | 6 | 3 | 0 |
| 372 | 38 | Kuala Muda Islamic Religious Office | http://webjabatan.kedah.gov.my/pakm.php | 53 | 3 | 12 | 27 | 2 | 4 | 8 | 0 |
| 373 | 38 | Kubang Pasu Islamic Religious Office | http://webjabatan.kedah.gov.my/pakp.php | 53 | 3 | 12 | 27 | 2 | 4 | 8 | 0 |
| 374 | 38 | Lembaga Perumahan dan Hartanah Negeri Selangor | http://lphs.selangor.gov.my/ | 53 | 3 | 18 | 21 | 2 | 4 | 8 | 0 |
| 375 | 38 | Melaka State Office of Land and Mines | http://ptg.melaka.gov.my/ | 53 | 3 | 21 | 22 | 2 | 0 | 8 | 0 |
| 376 | 38 | National Saving Bank | http://www.mybsn.com.my | 53 | 3 | 9 | 28 | 2 | 6 | 8 | 0 |
| 377 | 38 | Selangor Agriculture Department | http://pertanian.selangor.gov.my/ | 53 | 3 | 16 | 26 | 2 | 4 | 5 | 0 |
| 378 | 38 | State Islamic Affairs Department | http://jheatweb.terengganu.gov.my | 53 | 3 | 15 | 24 | 2 | 4 | 8 | 0 |
| 379 | 38 | Sultan Abdul Halim Mu'adzam Syah Polytechnic (POLIMAS) | http://www.polimas.edu.my/ | 53 | 3 | 19 | 19 | 2 | 2 | 11 | 0 |
| 380 | 38 | Unit Kawal Selia FELDA | http://www.uksf.gov.my/ | 53 | 3 | 16 | 26 | 2 | 4 | 5 | 0 |
| 381 | 39 | Beluran District Council | http://www.sabah.gov.my/md.blm/ | 52 | 3 | 21 | 21 | 2 | 4 | 4 | 0 |
| 382 | 39 | Jabatan Perkhidmatan Veterinar Negeri | http://www.johordt.gov.my/veterinar/ | 52 | 3 | 19 | 21 | 2 | 4 | 6 | 0 |

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| | | Johor | | | | | | | | | |
| 383 | 39 | Kuantan District and Land Office | http://pdtkuantan.pahang.gov.my | 52 | 3 | 14 | 27 | 2 | 4 | 5 | 0 |
| 384 | 39 | Langkawi Hospital | http://hlangkawi.moh.gov.my/ | 52 | 3 | 13 | 24 | 2 | 4 | 9 | 0 |
| 385 | 39 | Langkawi Islamic Religious Office | http://webjabatan.kedah.gov.my/pal.php | 52 | 3 | 9 | 32 | 2 | 4 | 5 | 0 |
| 386 | 39 | Lundu District Council | http://www.lundudc.sarawak.gov.my | 52 | 3 | 16 | 21 | 5 | 6 | 4 | 0 |
| 387 | 39 | Menumbok Sub-District Office | http://www.sabah.gov.my/dkmb | 52 | 3 | 22 | 19 | 2 | 4 | 5 | 0 |
| 388 | 39 | Muar Oral Health Office | http://ppmuar.moh.gov.my/ | 52 | 3 | 21 | 20 | 2 | 4 | 5 | 0 |
| 389 | 39 | Perbadanan Adat Melayu dan Warisan Negeri Selangor (PADAT) | http://www.padat.gov.my/ | 52 | 3 | 17 | 21 | 2 | 6 | 6 | 0 |
| 390 | 39 | Selangor Veterinary Services Department | http://www.dvssel.gov.my/ | 52 | 3 | 20 | 19 | 2 | 4 | 7 | 0 |
| 391 | 39 | Social Welfare Department of Johor | http://www.jkmnj.gov.my/ | 52 | 3 | 19 | 22 | 2 | 6 | 3 | 0 |
| 392 | 39 | State Computer Service Department | http://www.jpkn.sabah.gov.my/ | 52 | 3 | 21 | 19 | 2 | 2 | 8 | 0 |
| 393 | 39 | Terengganu Veterinary Services Department | http://www.jpvtrg.gov.my/ | 52 | 3 | 15 | 21 | 2 | 8 | 6 | 0 |
| 394 | 39 | Yan Islamic Religious Office | http://webjabatan.kedah.gov.my/pay.php | 52 | 3 | 9 | 27 | 2 | 8 | 6 | 0 |
| 395 | 40 | Agrobank | http://www.agrobank.com.my | 51 | 3 | 20 | 22 | 1 | 6 | 2 | 0 |
| 396 | 40 | Belaga District Office | http://www.belagado.sarawak.gov.my/ | 51 | 3 | 13 | 24 | 2 | 6 | 6 | 0 |
| 397 | 40 | Bentong Community College | http://www.kkben.edu.my/ | 51 | 3 | 20 | 19 | 2 | 2 | 8 | 0 |
| 398 | 40 | Betong Resident Office | http://www.betongro.sarawak.gov.my | 51 | 3 | 15 | 24 | 2 | 8 | 2 | 0 |
| 399 | 40 | Dalat District Office | http://www.dalatdo.sarawak.gov.my | 51 | 3 | 19 | 19 | 2 | 6 | 5 | 0 |
| 400 | 40 | Daro District Office | http://www.darodo.sarawak.gov.my | 51 | 3 | 16 | 24 | 2 | 4 | 5 | 0 |
| 401 | 40 | Jelevu District and Land Office | http://www.ns.gov.my/darah/jelevu/ | 51 | 3 | 16 | 21 | 0 | 4 | 10 | 0 |
| 402 | 40 | Limbang Resident Office | http://www.limbangrdov.gov.my | 51 | 3 | 17 | 24 | 2 | 4 | 4 | 0 |
| 403 | 40 | Lundu District Office | http://www.lundudo.sarawak.gov.my | 51 | 3 | 21 | 22 | 2 | 0 | 6 | 0 |
| 404 | 40 | Majlis Ugama | http://www.muip.gov.my | 51 | 3 | 18 | 20 | 2 | 0 | 11 | 0 |

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| | | | | | | C | U | Sec | P | Ser | B |
| | | Islam dan Adat Resam Melayu Pahang | | | | | | | | | |
| 405 | 40 | Ministry of Housing and Urban Development | http://www.minhousing.sarawak.gov.my | 51 | 3 | 16 | 24 | 2 | 8 | 1 | 0 |
| 406 | 40 | National Science Centre | http://www.psn.gov.my | 51 | 3 | 19 | 15 | 0 | 10 | 7 | 0 |
| 407 | 40 | Penang Botanic Gardens | http://botanicalgardens.penang.gov.my | 51 | 3 | 20 | 24 | 2 | 4 | 1 | 0 |
| 408 | 40 | Penang Social Welfare Department | http://jkm.penang.gov.my | 51 | 3 | 13 | 21 | 2 | 8 | 7 | 0 |
| 409 | 40 | Perbadanan Stadium Malaysia | http://www.stadium.gov.my/ | 51 | 3 | 18 | 22 | 2 | 6 | 3 | 0 |
| 410 | 40 | Sewerage Services Department | http://www.jpp.gov.my | 51 | 3 | 18 | 17 | 2 | 4 | 10 | 0 |
| 411 | 40 | Sik Islamic Religious Office | http://webjabatan.kedah.gov.my/pas.php | 51 | 3 | 12 | 27 | 2 | 4 | 6 | 0 |
| 412 | 40 | Veterinary Services and Animal Industry Department | http://vet.sabah.gov.my/ | 51 | 3 | 19 | 21 | 0 | 4 | 7 | 0 |
| 413 | 41 | Bintulu Hospital | http://hbtu.moh.gov.my | 50 | 3 | 17 | 21 | 2 | 6 | 4 | 0 |
| 414 | 41 | Jerai Community College | http://www.kkcj.edu.my/ | 50 | 3 | 19 | 17 | 2 | 6 | 6 | 0 |
| 415 | 41 | Kedah Agriculture Department | http://pertanian.kedah.gov.my | 50 | 3 | 19 | 22 | 2 | 6 | 1 | 0 |
| 416 | 41 | Kota Belud Hospital | http://hkotabelud.moh.gov.my | 50 | 3 | 14 | 21 | 2 | 6 | 7 | 0 |
| 417 | 41 | Kulim District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmk | 50 | 3 | 12 | 27 | 1 | 4 | 6 | 0 |
| 418 | 41 | Ministry of Local Government and Community Development | http://www.kktpk.sarawak.gov.my/ | 50 | 3 | 12 | 24 | 2 | 8 | 4 | 0 |
| 419 | 41 | Ministry of Local Government and Housing | http://www.sabah.gov.my/mlgh/ | 50 | 3 | 19 | 24 | 2 | 0 | 5 | 0 |
| 420 | 41 | National Heart Institute | http://www.ijn.com.my/ijn | 50 | 3 | 15 | 14 | 0 | 10 | 11 | 0 |
| 421 | 41 | National Pharmaceutical Control Bureau | http://portal.bpfk.gov.my | 50 | 3 | 16 | 21 | 3 | 4 | 6 | 0 |
| 422 | 41 | Sarawak Education Department | http://www.moe.gov.my/jpnsarawak/ | 50 | 3 | 19 | 19 | 2 | 4 | 6 | 0 |
| 423 | 41 | Sarawak State Secretary Office | http://www.ss.sarawak.gov.my | 50 | 3 | 13 | 25 | 2 | 8 | 2 | 0 |
| 424 | 41 | Selangau District Office | http://www.selangaudo.sarawak.gov.my/ | 50 | 3 | 14 | 27 | 2 | 6 | 1 | 0 |

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| | | | | | | C | U | Sec | P | Ser | B |
| 425 | 41 | State Financial and Treasury Department | http://ppnk.kedah.gov.my | 50 | 3 | 19 | 20 | 2 | 4 | 5 | 0 |
| 426 | 41 | Zakat Collection Centre of Federal Territories | http://www.zakat.com.my | 50 | 3 | 15 | 15 | 3 | 6 | 11 | 0 |
| 427 | 42 | Bau District Council | http://www.baudc.sarawak.gov.my | 49 | 3 | 11 | 24 | 5 | 4 | 5 | 0 |
| 428 | 42 | Department of Irrigation and Drainage, Negeri Perak | http://www.jpserak.gov.my/ | 49 | 3 | 18 | 16 | 2 | 6 | 7 | 0 |
| 429 | 42 | Jabatan Kebajikan Masyarakat Negeri Melaka | http://www.jkmm.gov.my | 49 | 3 | 16 | 24 | 2 | 0 | 7 | 0 |
| 430 | 42 | Kulim District Office | http://webjabatan.kedah.gov.my/pdk.php | 49 | 3 | 13 | 27 | 1 | 6 | 2 | 0 |
| 431 | 42 | Limbang District Office | http://www.limbangdo.sarawak.gov.my | 49 | 3 | 11 | 21 | 5 | 4 | 8 | 0 |
| 432 | 42 | Lubok Antu District Council | http://www.lubokantudc.sarawak.gov.my | 49 | 3 | 11 | 26 | 5 | 4 | 3 | 0 |
| 433 | 42 | Malaysia Green Technology Corporation | http://www.greentechmalaysia.my | 49 | 3 | 16 | 25 | 2 | 2 | 4 | 0 |
| 434 | 42 | Malaysian Institute of Accountants (MIA) | http://www.mia.org.my/ | 49 | 3 | 13 | 22 | 1 | 2 | 11 | 0 |
| 435 | 42 | Malaysian Institute of Road Safety Research (MIROS) | http://www.miros.gov.my/ | 49 | 3 | 16 | 22 | 2 | 8 | 1 | 0 |
| 436 | 42 | Melaka Agriculture Department | http://www.agrimelaka.gov.my | 49 | 3 | 18 | 27 | 0 | 2 | 2 | 0 |
| 437 | 42 | Sabah State Library | http://www.ssl.sabah.gov.my/ | 49 | 3 | 16 | 22 | 2 | 4 | 5 | 0 |
| 438 | 42 | Serian District Council | http://www.seriandc.sarawak.gov.my | 49 | 3 | 13 | 23 | 5 | 4 | 4 | 0 |
| 439 | 42 | State Department of Agriculture | http://www.jpkn.kelantan.gov.my/ | 49 | 3 | 17 | 22 | 2 | 6 | 2 | 0 |
| 440 | 43 | Kanowit District Office | http://www.kanowitdo.sarawak.gov.my | 48 | 3 | 13 | 24 | 2 | 4 | 5 | 0 |
| 441 | 43 | Malaysian National Institute of Translation and Books (ITBM) | http://www.itnm.com.my | 48 | 3 | 15 | 16 | 0 | 10 | 7 | 0 |
| 442 | 43 | Melaka Islamic Religious Council | http://www.maim.gov.my | 48 | 3 | 18 | 21 | 0 | 6 | 3 | 0 |
| 443 | 43 | Melaka Stadium Corporation | http://stadium.melaka.gov.my/ | 48 | 3 | 13 | 27 | 2 | 0 | 6 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| 444 | 43 | Miri Port Authority | http://www.miriport.gov.my/ | 48 | 3 | 15 | 21 | 2 | 8 | 2 | 0 |
| 445 | 43 | Mukah District Office | http://www.mukahdo.sarawak.gov.my | 48 | 3 | 15 | 24 | 2 | 6 | 1 | 0 |
| 446 | 43 | Negeri Sembilan Forestry Department | http://www.forestry.gov.my/negerisembilan/ | 48 | 3 | 16 | 18 | 2 | 4 | 8 | 0 |
| 447 | 43 | Negeri Sembilan Land and Mines Office | http://www.ns.gov.my/ptgns/ | 48 | 3 | 13 | 28 | 2 | 0 | 5 | 0 |
| 448 | 43 | Office of the Keeper of the Rulers' Seal the Conference of Rulers' | http://www.majlisraja.gov.my/index.php/bm/ | 48 | 3 | 15 | 28 | 2 | 0 | 3 | 0 |
| 449 | 43 | Parliament of Malaysia | http://www.parlimen.gov.my | 48 | 3 | 15 | 22 | 2 | 6 | 3 | 0 |
| 450 | 43 | Sabah Public Works Department | http://www.jkr.sabah.gov.my/ | 48 | 3 | 18 | 21 | 0 | 4 | 5 | 0 |
| 451 | 43 | Sabah State Cultural Board | http://www.sabah.gov.my/lks/ | 48 | 3 | 18 | 19 | 1 | 6 | 4 | 0 |
| 452 | 43 | Sarawak Economic Development Corporation | http://www.sedc.com.my | 48 | 3 | 16 | 22 | 2 | 4 | 4 | 0 |
| 453 | 43 | Selangor Survey and Mapping Department | http://www.jusl.gov.my/ | 48 | 3 | 15 | 16 | 2 | 4 | 11 | 0 |
| 454 | 43 | Water Supply Department | http://www.jba.gov.my | 48 | 3 | 14 | 21 | 2 | 4 | 7 | 0 |
| 455 | 44 | Dalat and Mukah District Council | http://www.mukah-dalatdc.sarawak.gov.my | 47 | 3 | 10 | 24 | 5 | 4 | 4 | 0 |
| 456 | 44 | Department of Civil Aviation | http://www.dca.gov.my/ | 47 | 3 | 21 | 21 | 2 | 0 | 3 | 0 |
| 457 | 44 | Gombak District Health Office | http://pkdgombak.moh.gov.my | 47 | 3 | 16 | 24 | 2 | 4 | 1 | 0 |
| 458 | 44 | Institut Pendidikan Guru Kampus Dato' Razali Ismail | http://www.ipgmkdri.edu.my | 47 | 3 | 0 | 21 | 0 | 0 | 8 | 0 |
| 459 | 44 | Jabatan Mufti Negeri Terengganu | http://mufti.terengganu.gov.my | 47 | 3 | 15 | 22 | 2 | 4 | 4 | 0 |
| 460 | 44 | Jabatan Perancangan Bandar dan Desa Negeri Kelantan | http://jpbd.kelantan.gov.my/ | 47 | 3 | 21 | 16 | 2 | 4 | 4 | 0 |
| 461 | 44 | Malaysian Timber Council | http://www.mtc.com.my | 47 | 3 | 13 | 19 | 0 | 4 | 11 | 0 |
| 462 | 44 | Ministry of Finance | http://www.mof.sabah.gov.my/ | 47 | 3 | 18 | 18 | 0 | 0 | 11 | 0 |
| 463 | 44 | Pakan District Office | http://www.pakando.sarawak.gov.my/ | 47 | 3 | 15 | 21 | 2 | 4 | 5 | 0 |

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| 464 | 44 | Sibu Rural District Council | http://www.srdc.gov.my | 47 | 3 | 11 | 22 | 5 | 6 | 3 | 0 |
| 465 | 44 | Terengganu Syariah Judiciary Department | http://syariah.terengganu.gov.my/ | 47 | 3 | 13 | 23 | 1 | 6 | 4 | 0 |
| 466 | 45 | Department of Agriculture Terengganu's | http://jtn.terengganu.gov.my | 46 | 3 | 16 | 20 | 2 | 4 | 4 | 0 |
| 467 | 45 | Housing Development Corporation | http://www.hdc.sarawak.gov.my | 46 | 3 | 13 | 24 | 2 | 4 | 3 | 0 |
| 468 | 45 | Institut Pendidikan Guru Kampus Ipoh | http://ipgipoh.info/ | 46 | 3 | 0 | 17 | 2 | 2 | 8 | 0 |
| 469 | 45 | Malaysian Industry-Government Group For High Technology | http://www.might.org.my/ | 46 | 3 | 17 | 20 | 0 | 6 | 3 | 0 |
| 470 | 45 | Ministry of Rural Development (Sabah) | http://www.sabah.gov.my/kplb/ | 46 | 3 | 12 | 24 | 2 | 0 | 8 | 0 |
| 471 | 45 | Ministry of Youth and Sports Sabah | http://www.sabah.gov.my/kbs/ | 46 | 3 | 17 | 23 | 2 | 2 | 2 | 0 |
| 472 | 45 | Mukah Resident Office | http://www.mukahro.sarawak.gov.my | 46 | 3 | 21 | 17 | 0 | 4 | 4 | 0 |
| 473 | 45 | Muzium Negara | http://www.muziumnegara.gov.my | 46 | 3 | 14 | 23 | 2 | 2 | 5 | 0 |
| 474 | 45 | National Blood Centre | http://www.pdn.gov.my | 46 | 3 | 18 | 15 | 2 | 4 | 7 | 0 |
| 475 | 45 | National Youth Vocational Institute Peretak | http://www.ikbnpt.gov.my | 46 | 3 | 15 | 19 | 2 | 4 | 6 | 0 |
| 476 | 45 | Negeri Sembilan Public Works Department | http://nsembilan.jkr.gov.my | 46 | 3 | 21 | 19 | 2 | 4 | 0 | 0 |
| 477 | 45 | Padang Terap Islamic Religious Office | http://webjabatan.kedah.gov.my/papt.php | 46 | 3 | 10 | 27 | 2 | 4 | 3 | 0 |
| 478 | 45 | Sabah Social Welfare Department | http://www.sabah.gov.my/jpka/ | 46 | 3 | 13 | 21 | 0 | 4 | 8 | 0 |
| 479 | 45 | Simunjan District Council | http://www.simunjandc.sarawak.gov.my | 46 | 3 | 11 | 23 | 3 | 4 | 5 | 0 |
| 480 | 45 | Terengganu Town and Rural Planning Department | http://www.jpbdtrg.gov.my/ | 46 | 3 | 16 | 19 | 2 | 2 | 7 | 0 |
| 481 | 46 | Bentong District and Land Office | http://pdtbentong.pahang.gov.my | 45 | 3 | 13 | 22 | 0 | 6 | 4 | 0 |
| 482 | 46 | Gua Musang District and Land Office | http://www.ptjgm.kelantan.gov.my/ | 45 | 3 | 14 | 26 | 2 | 0 | 3 | 0 |
| 483 | 46 | Pejabat Kesihatan | http://pkdlms.moh.gov.my/ | 45 | 3 | 9 | 27 | 2 | 6 | 1 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| | | | | | | C | U | Sec | P | Ser | B |
| | | Daerah Larut Matang dan Selama | | | | | | | | | |
| 484 | 46 | Public Services Department Sabah | http://www.sabah.gov.my/jpan/ | 45 | 3 | 17 | 16 | 2 | 2 | 8 | 0 |
| 485 | 46 | Sarikei District Council | http://www.sarikeidc.sarawak.gov.my | 45 | 3 | 8 | 26 | 3 | 4 | 4 | 0 |
| 486 | 47 | Department of Irrigation and Drainage, Johor | http://www.johordt.gov.my/jps/ | 44 | 3 | 13 | 18 | 2 | 4 | 7 | 0 |
| 487 | 47 | Jabatan Zakat Negeri Kedah | http://www.zakatkedah.com | 44 | 3 | 15 | 19 | 2 | 4 | 4 | 0 |
| 488 | 47 | Limbang District Council | http://www.limbangdc.gov.my | 44 | 3 | 14 | 16 | 5 | 4 | 5 | 0 |
| 489 | 47 | Malaysian Industrial Development Finance (MIDF) | http://www.midf.com.my | 44 | 3 | 15 | 22 | 0 | 4 | 3 | 0 |
| 490 | 47 | Matu-Daro District Council | http://www.matu-darodc.sarawak.gov.my | 44 | 3 | 10 | 21 | 5 | 4 | 4 | 0 |
| 491 | 47 | Melaka Institute of Management and Integrity | http://inspim.gov.my/ | 44 | 3 | 16 | 17 | 0 | 6 | 5 | 0 |
| 492 | 47 | Melaka State Forestry Department | http://www.forestry.gov.my/melaka/ | 44 | 3 | 11 | 23 | 2 | 4 | 4 | 0 |
| 493 | 47 | Ministry of Agriculture Development and Food Industry | http://www.sabah.gov.my/mafi/ | 44 | 3 | 13 | 21 | 2 | 0 | 8 | 0 |
| 494 | 47 | Ministry of Community Development and Consumer Affairs | http://www.sabah.gov.my/mss/ | 44 | 3 | 16 | 19 | 0 | 4 | 5 | 0 |
| 495 | 47 | National Accounting Institute | http://www.ipn.gov.my | 44 | 3 | 20 | 15 | 0 | 4 | 5 | 0 |
| 496 | 47 | Pahang Mufti Department | http://www.muftipahang.gov.my | 44 | 3 | 17 | 18 | 2 | 0 | 7 | 0 |
| 497 | 47 | Penang Public Works Department | http://ppinang.jkr.gov.my | 44 | 3 | 13 | 22 | 2 | 2 | 5 | 0 |
| 498 | 47 | Perlis Mufti Department | http://mufti.perlis.gov.my | 44 | 3 | 17 | 12 | 2 | 6 | 7 | 0 |
| 499 | 47 | Sandakan Municipal Council | http://www.mps.sabah.gov.my/ | 44 | 3 | 14 | 18 | 0 | 4 | 8 | 0 |
| 500 | 47 | Sri Aman Hospital | http://hsa.moh.gov.my | 44 | 3 | 13 | 24 | 2 | 0 | 5 | 0 |
| 501 | 47 | Technology Park Malaysia | http://www.tpm.com.my | 44 | 3 | 16 | 21 | 2 | 4 | 1 | 0 |
| 502 | 48 | Batu Pahat Hospital | http://hbp.moh.gov.my/ | 43 | 3 | 13 | 14 | 2 | 6 | 8 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| 503 | 48 | Changkat Melintang Hospital | http://hcm.moh.gov.my/ | 43 | 3 | 18 | 20 | 2 | 0 | 3 | 0 |
| 504 | 48 | Institut Pendidikan Guru Kampus Darulaman | http://www.ipda.edu.my | 43 | 3 | 17 | 17 | 0 | 4 | 5 | 0 |
| 505 | 48 | Kedah Town and Rural Planning Department | http://www.jpbdkedah.gov.my | 43 | 3 | 10 | 22 | 2 | 6 | 3 | 0 |
| 506 | 48 | Keningau District Office | http://www.sabah.gov.my/pd.kgu/ | 43 | 3 | 12 | 25 | 2 | 0 | 4 | 0 |
| 507 | 48 | Lahad Datu District Office | http://www.sabah.gov.my/pd.ld/ | 43 | 3 | 16 | 20 | 2 | 0 | 5 | 0 |
| 508 | 48 | Marudi District Council | http://www.marudidc.org | 43 | 3 | 13 | 16 | 2 | 6 | 6 | 0 |
| 509 | 48 | National Public Health Laboratory | http://mkak.moh.gov.my | 43 | 3 | 15 | 15 | 2 | 6 | 5 | 0 |
| 510 | 48 | National Sports Council | http://www.nsc.gov.my | 43 | 3 | 19 | 21 | 2 | 0 | 1 | 0 |
| 511 | 48 | Sabah Islamic Affairs Department | http://www.heains.sabah.gov.my/index.php?lang=en | 43 | 3 | 17 | 16 | 2 | 0 | 8 | 0 |
| 512 | 48 | Sibu Hospital | http://hsibu.moh.gov.my | 43 | 3 | 16 | 13 | 2 | 6 | 6 | 0 |
| 513 | 48 | Subis District Council | http://www.mdsubis.sarawak.gov.my | 43 | 3 | 10 | 24 | 2 | 6 | 1 | 0 |
| 514 | 48 | Terengganu State Forestry Department | http://trgforestry.terengganu.gov.my | 43 | 3 | 15 | 17 | 1 | 6 | 4 | 0 |
| 515 | 48 | Terengganu State Sports Council | http://msn.terengganu.gov.my/ | 43 | 3 | 17 | 19 | 2 | 4 | 1 | 0 |
| 516 | 48 | University College of Islam Melaka | http://www.kuim.edu.my/v2 | 43 | 3 | 16 | 18 | 2 | 2 | 5 | 0 |
| 517 | 49 | Bera District and Land Office | http://pdtbera.pahang.gov.my | 42 | 3 | 13 | 22 | 2 | 4 | 1 | 0 |
| 518 | 49 | Government Printing Department | http://www.sabah.gov.my/jck/ | 42 | 3 | 13 | 22 | 2 | 0 | 5 | 0 |
| 519 | 49 | Jabatan Bekalan Air Negeri Terengganu | http://jba.terengganu.gov.my | 42 | 3 | 13 | 19 | 2 | 4 | 4 | 0 |
| 520 | 49 | Johor Family Development Foundation | http://www.ypkdt.org.my/ypkdt/ | 42 | 3 | 14 | 18 | 2 | 6 | 2 | 0 |
| 521 | 49 | Kapit District Office | http://www.kapitdo.sarawak.gov.my | 42 | 3 | 13 | 22 | 2 | 4 | 1 | 0 |
| 522 | 49 | Lawas District Council | http://www.lawasdc.sarawak.gov.my/ | 42 | 3 | 11 | 26 | 2 | 2 | 1 | 0 |
| 523 | 49 | Lembaga Perumahan Melaka | http://lpm.melaka.gov.my | 42 | 3 | 14 | 21 | 2 | 4 | 1 | 0 |
| 524 | 49 | Lundu Hospital | http://hlundu.moh.gov.my/ | 42 | 3 | 16 | 19 | 2 | 0 | 5 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| 525 | 49 | Machang Hospital | http://hmachang.moh.gov.my/ | 42 | 3 | 22 | 14 | 2 | 0 | 4 | 0 |
| 526 | 49 | Malaysian Furniture Promotion Council | http://www.mfpc.com.my | 42 | 3 | 17 | 17 | 3 | 0 | 5 | 0 |
| 527 | 49 | Melaka State Development Corporation | http://www.pknm.com | 42 | 3 | 16 | 20 | 2 | 4 | 0 | 0 |
| 528 | 49 | Ministry of Tourism Culture and Environment Sabah | http://kepkas.sabah.gov.my/ | 42 | 3 | 15 | 17 | 0 | 6 | 4 | 0 |
| 529 | 49 | Sabah State Liaison Office | http://www.sabah.gov.my/ppnsl/ | 42 | 3 | 17 | 15 | 1 | 4 | 5 | 0 |
| 530 | 49 | Saratok District Council | http://www.saratokdc.sarawak.gov.my | 42 | 3 | 13 | 16 | 5 | 4 | 4 | 0 |
| 531 | 49 | Sultanah Nur Zahirah Hospital | http://hsnzkt.moh.gov.my/ | 42 | 3 | 13 | 24 | 2 | 0 | 3 | 0 |
| 532 | 49 | Terengganu Entrepreneur Development Foundation | http://www.ypu.com.my | 42 | 3 | 15 | 13 | 2 | 8 | 4 | 0 |
| 533 | 49 | Tumpat Hospital | http://htumpat.moh.gov.my | 42 | 3 | 10 | 20 | 2 | 4 | 6 | 0 |
| 534 | 49 | Wilayah Persekutuan Islamic Religious Council | http://www.maiwp.gov.my | 42 | 3 | 16 | 19 | 2 | 0 | 5 | 0 |
| 535 | 50 | Ampang Hospital | http://hampg.moh.gov.my/ | 41 | 3 | 11 | 23 | 2 | 4 | 1 | 0 |
| 536 | 50 | Daro Hospital | http://hdaro.moh.gov.my | 41 | 3 | 11 | 24 | 2 | 0 | 4 | 0 |
| 537 | 50 | Department of Irrigation and Drainage, Sabah | http://www.did.sabah.gov.my/ | 41 | 3 | 16 | 17 | 0 | 4 | 4 | 0 |
| 538 | 50 | Department of Veterinary Services of Melaka | http://jpvmelaka.gov.my/ | 41 | 3 | 16 | 19 | 2 | 4 | 0 | 0 |
| 539 | 50 | Hang Tuah Jaya Corporation (PHTJ) | http://www.phtj.gov.my | 41 | 3 | 15 | 22 | 0 | 4 | 0 | 0 |
| 540 | 50 | Hospital Yan | http://hyan.moh.gov.my | 41 | 3 | 13 | 21 | 2 | 4 | 1 | 0 |
| 541 | 50 | Industrial Relation Department, Ministry of Human Resources | http://jpp.mohr.gov.my | 41 | 3 | 15 | 20 | 0 | 2 | 4 | 0 |
| 542 | 50 | Kanowit Hospital | http://hkanowit.moh.gov.my/ | 41 | 3 | 10 | 24 | 2 | 4 | 1 | 0 |
| 543 | 50 | Kota Kinabalu City Hall | http://www.dbkk.sabah.gov.my/ | 41 | 3 | 14 | 19 | 0 | 4 | 4 | 0 |
| 544 | 50 | Miri District Office | http://www.mirido.sarawak.gov.my | 41 | 3 | 7 | 21 | 2 | 6 | 5 | 0 |
| 545 | 50 | National | http://www.nih.gov.my | 41 | 3 | 10 | 18 | 2 | 10 | 1 | 0 |

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| | | Institute of Health | | | | | | | | | | |
| 546 | 50 | National Youth Vocational Institute Temerloh | http://www.ikbnt.gov.my | 41 | 3 | 15 | 13 | 0 | 4 | 9 | 0 | |
| 547 | 50 | Negeri Sembilan Zakat Centre | http://www.zakatns.com.my/ | 41 | 3 | 14 | 17 | 0 | 2 | 8 | 0 | |
| 548 | 50 | Perlis Veterinary Services Department | http://veterinar.perlis.gov.my/ | 41 | 3 | 13 | 17 | 0 | 4 | 7 | 0 | |
| 549 | 50 | Ranau District Office | http://www.sabah.gov.my/pd.rnu/ | 41 | 3 | 15 | 16 | 1 | 4 | 5 | 0 | |
| 550 | 50 | Selangor Department of Information Services | http://www.penerangan.gov.my/selangor/ | 41 | 3 | 13 | 19 | 2 | 6 | 1 | 0 | |
| 551 | 51 | Development Bank of Malaysia | http://www.bankpembangunan.com | 40 | 3 | 16 | 18 | 2 | 4 | 0 | 0 | |
| 552 | 51 | Health Campus Universiti Sains Malaysia | http://www.kk.usm.my/ | 40 | 3 | 18 | 14 | 0 | 0 | 8 | 0 | |
| 553 | 51 | Hospital Tanjong Karang | http://htgkarang.moh.gov.my | 40 | 3 | 6 | 24 | 2 | 4 | 4 | 0 | |
| 554 | 51 | Institut Pendidikan Guru Kampus Tun Hussein Onn | http://www.iptho.edu.my/ | 40 | 3 | 0 | 17 | 0 | 0 | 5 | 0 | |
| 555 | 51 | Kapit District Council | http://www.kapitdc.sarawak.gov.my | 40 | 3 | 10 | 16 | 5 | 4 | 5 | 0 | |
| 556 | 51 | Kunak District Office | http://www.sabah.gov.my/pd.knk/ | 40 | 3 | 10 | 18 | 2 | 2 | 8 | 0 | |
| 557 | 51 | Melaka Tengah District and Land Office | http://www.pdtmt.gov.my | 40 | 3 | 13 | 18 | 2 | 2 | 5 | 0 | |
| 558 | 51 | National Security Council | http://www.mkn.gov.my/ | 40 | 3 | 15 | 16 | 2 | 4 | 3 | 0 | |
| 559 | 51 | National Youth Vocational Institute Bachok | http://www.ikbnbc.gov.my | 40 | 3 | 16 | 14 | 0 | 4 | 6 | 0 | |
| 560 | 51 | Perak Social Welfare Department | http://kebajikan.perak.gov.my/ | 40 | 3 | 15 | 21 | 0 | 4 | 0 | 0 | |
| 561 | 51 | Sabah Credit Corporation | http://www.sabahcredit.com.my/ | 40 | 3 | 16 | 20 | 0 | 0 | 4 | 0 | |
| 562 | 51 | Sabah Urban Development Corporation | http://sudc.com.my/ | 40 | 3 | 15 | 19 | 0 | 6 | 0 | 0 | |
| 563 | 51 | Sarikei District Office | http://www.sarikeido.sarawak.gov.my/ | 40 | 3 | 7 | 22 | 2 | 6 | 3 | 0 | |
| 564 | 51 | Song District Office | http://www.songdo.sarawak.gov.my/ | 40 | 3 | 10 | 22 | 2 | 6 | 0 | 0 | |
| 565 | 52 | Chief Minister's Office | http://pmb.terengganu.gov.my | 39 | 2 | 11 | 19 | 1 | 4 | 4 | 0 | |
| 566 | 52 | Hospital | http://hlimbang.moh.gov | 39 | 2 | 10 | 22 | 2 | 0 | 5 | 0 | |

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| | | Limbang | my | | | | | | | | | |
| 567 | 52 | Kelantan State Chief Minister Corporation | http://www.pmbk.gov.my | 39 | 2 | 13 | 19 | 0 | 4 | 3 | 0 | |
| 568 | 52 | Malaysian Medical Council | http://www.mmc.gov.my/ | 39 | 2 | 15 | 19 | 0 | 0 | 5 | 0 | |
| 569 | 52 | Marang District Health Office | http://pkdmarang.moh.gov.my/ | 39 | 2 | 15 | 11 | 2 | 6 | 5 | 0 | |
| 570 | 52 | Melaka Museums Corporation | http://www.perzim.gov.my | 39 | 2 | 15 | 18 | 0 | 2 | 4 | 0 | |
| 571 | 52 | MIMOS Berhad | http://www.mimos.my | 39 | 2 | 15 | 15 | 2 | 4 | 3 | 0 | |
| 572 | 52 | Nabawan District Office | http://www.sabah.gov.my/pd.nbw/ | 39 | 2 | 12 | 20 | 2 | 0 | 5 | 0 | |
| 573 | 52 | Pahang Skills Development Centre | http://www.psd.gov.my | 39 | 2 | 12 | 22 | 0 | 0 | 5 | 0 | |
| 574 | 52 | Parit Buntar Hospital | http://hptar.moh.gov.my/ | 39 | 2 | 15 | 16 | 0 | 4 | 4 | 0 | |
| 575 | 52 | Royal Malaysian Air Force | http://www.airforce.gov.my | 39 | 2 | 13 | 16 | 0 | 6 | 4 | 0 | |
| 576 | 52 | Sabah Biodiversity Centre | http://www.sabah.gov.my/sabc/ | 39 | 2 | 15 | 18 | 0 | 0 | 6 | 0 | |
| 577 | 52 | Sarikei Hospital | http://hsarikei.moh.gov.my/ | 39 | 2 | 15 | 18 | 0 | 2 | 4 | 0 | |
| 578 | 52 | Selangor Office of State Treasury | http://pwn.selangor.gov.my/ | 39 | 2 | 13 | 20 | 0 | 2 | 4 | 0 | |
| 579 | 52 | Telupid Sub District Office | http://www.sabah.gov.my/pd.tlp/ | 39 | 2 | 11 | 21 | 2 | 0 | 5 | 0 | |
| 580 | 53 | Beaufort Hospital | http://bbeaufort.moh.gov.my/v3/ | 38 | 2 | 8 | 25 | 0 | 0 | 5 | 0 | |
| 581 | 53 | Board of Housing and Urban Development | http://www.lppb.gov.my/ | 38 | 2 | 16 | 15 | 2 | 2 | 3 | 0 | |
| 582 | 53 | Kedah State Stadium Corporation | http://www.stadiumkedah.gov.my | 38 | 2 | 20 | 9 | 1 | 8 | 0 | 0 | |
| 583 | 53 | Lembaga Kemajuan Penanaman-penanam Padi Kedah | http://www.lkppk.gov.my/ | 38 | 2 | 12 | 22 | 0 | 0 | 4 | 0 | |
| 584 | 53 | Penampang District Council | http://www.sabah.gov.my/md.ppg/ | 38 | 2 | 17 | 16 | 0 | 0 | 5 | 0 | |
| 585 | 53 | Ports and Harbour Department | http://www.sabah.gov.my/jpds/ | 38 | 2 | 13 | 18 | 2 | 0 | 5 | 0 | |
| 586 | 53 | Queen Elizabeth Hospital | http://qeh.moh.gov.my/ | 38 | 2 | 18 | 14 | 0 | 2 | 4 | 0 | |
| 587 | 53 | Ranau Hospital | http://hranau.moh.gov.my/v2/ | 38 | 2 | 10 | 18 | 2 | 4 | 4 | 0 | |
| 588 | 53 | Sabah State Secretary Office | http://www.skn.gov.my/ | 38 | 2 | 15 | 18 | 0 | 0 | 5 | 0 | |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| | | | | | | C | U | Sec | P | Ser | B |
| 589 | 54 | Board of Architects Malaysia | http://www.lam.gov.my/ | 37 | 2 | 12 | 23 | 0 | 0 | 2 | 0 |
| 590 | 54 | Johor Islamic Corporation | http://www.pij.gov.my | 37 | 2 | 10 | 23 | 2 | 2 | 0 | 0 |
| 591 | 54 | Johor State Library | http://ppaj.johordt.gov.m y/ | 37 | 2 | 7 | 22 | 2 | 6 | 0 | 0 |
| 592 | 54 | Kelantan Darul Naim Foundation | http://www.yakin.kelanta n.gov.my | 37 | 2 | 13 | 19 | 2 | 0 | 3 | 0 |
| 593 | 54 | Malaysian Technology Development Corporation | http://www.mtdc.com.my | 37 | 2 | 15 | 13 | 0 | 6 | 3 | 0 |
| 594 | 54 | Office of Internal Affairs and Research | http://www.sabah.gov.my /hednp/ | 37 | 2 | 16 | 16 | 0 | 0 | 5 | 0 |
| 595 | 54 | Pasir Mas Hospital | http://hmas.moh.gov.my/ | 37 | 2 | 15 | 16 | 2 | 0 | 4 | 0 |
| 596 | 54 | Pejabat Perbendaharaan Negeri Terengganu | http://perbendaharaan.ter engganu.gov.my | 37 | 2 | 20 | 10 | 2 | 0 | 5 | 0 |
| 597 | 54 | Penang State Museum and Art Gallery | http://www.penangmuseu m.gov.my | 37 | 2 | 13 | 19 | 0 | 4 | 1 | 0 |
| 598 | 54 | Samarahan District Council | http://www.samarahandc. sarawak.gov.my | 37 | 2 | 11 | 18 | 2 | 4 | 2 | 0 |
| 599 | 54 | Syarikat SESCO Berhad | http://www.sesco.com.m y/sesco/english | 37 | 2 | 12 | 24 | 0 | 0 | 1 | 0 |
| 600 | 54 | Tioman Development Authority | http://www.tioman.gov.m y | 37 | 2 | 19 | 13 | 0 | 2 | 3 | 0 |
| 601 | 55 | Environment Protection Department | http://www.sabah.gov.my /jpas/ | 36 | 2 | 19 | 15 | 2 | 0 | 0 | 0 |
| 602 | 55 | Islamic Religious Department of Malacca | http://jaim.melaka.gov.m y/ | 36 | 2 | 14 | 14 | 0 | 6 | 2 | 0 |
| 603 | 55 | Keretapi Tanah Melayu Berhad (KTMB) | http://www.ktmb.com.my | 36 | 2 | 7 | 18 | 2 | 4 | 5 | 0 |
| 604 | 55 | Kluang Hospital | http://hklg.moh.gov.my | 36 | 2 | 10 | 22 | 0 | 0 | 4 | 0 |
| 605 | 55 | Lipis Community College | http://www.kklipis.edu.m y/ | 36 | 2 | 11 | 14 | 2 | 4 | 5 | 0 |
| 606 | 55 | Malaysia Healthcare Travel Council | http://www.mhtc.org.my/ | 36 | 2 | 12 | 12 | 2 | 6 | 4 | 0 |
| 607 | 55 | Malaysian Timber Certification Council | http://www.mtcc.com.my | 36 | 2 | 16 | 13 | 0 | 4 | 3 | 0 |
| 608 | 55 | National Youth Vocational Institute Bukit Mertajam | http://www.ikbnbm.gov. my | 36 | 2 | 12 | 14 | 0 | 6 | 4 | 0 |

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| 609 | 55 | Perlis State Economic Development Corporation | http://www.pkenps.gov.my/ | 36 | 2 | 17 | 12 | 0 | 6 | 1 | 0 |
| 610 | 55 | Selangor State Development Corporation | http://www.pkns.gov.my | 36 | 2 | 10 | 22 | 0 | 4 | 0 | 0 |
| 611 | 55 | Tawau Municipal Council | http://www.mpt.sabah.gov.my/ | 36 | 2 | 11 | 17 | 0 | 0 | 8 | 0 |
| 612 | 56 | Agriculture Industrial Development Board | http://www.lkpp.gov.my | 35 | 2 | 11 | 20 | 2 | 0 | 2 | 0 |
| 613 | 56 | Forestry Department Perlis | http://www.perlisforestry.gov.my | 35 | 2 | 16 | 10 | 2 | 4 | 3 | 0 |
| 614 | 56 | Lipis District and Land Office | http://pdtlipis.pahang.gov.my | 35 | 2 | 13 | 20 | 0 | 0 | 2 | 0 |
| 615 | 56 | Ministry of Infrastructure Development Sabah | http://www.kpi.sabah.gov.my/ | 35 | 2 | 15 | 14 | 2 | 4 | 0 | 0 |
| 616 | 56 | National Youth Vocational Institute Wakaf Tapai | http://www.ikbnwt.gov.my | 35 | 2 | 12 | 16 | 0 | 4 | 3 | 0 |
| 617 | 56 | Sarawak Museum Department | http://www.museum.sarawak.gov.my/ | 35 | 2 | 9 | 24 | 0 | 0 | 2 | 0 |
| 618 | 56 | Terengganu State Economic Planning Unit | http://upen.terengganu.gov.my/ | 35 | 2 | 11 | 17 | 2 | 4 | 1 | 0 |
| 619 | 56 | Women's Bureau | http://www.birowanita.sarawak.gov.my | 35 | 2 | 8 | 23 | 2 | 2 | 0 | 0 |
| 620 | 57 | Beluran District Office | http://www.sabah.gov.my/pd.blrn/ | 34 | 2 | 12 | 15 | 2 | 0 | 5 | 0 |
| 621 | 57 | Kedah State Public Service Commission | http://www.spakedah.gov.my | 34 | 2 | 10 | 14 | 0 | 4 | 6 | 0 |
| 622 | 57 | Kota Belud District Office | http://www.sabah.gov.my/pd.kb/ | 34 | 2 | 13 | 16 | 0 | 0 | 5 | 0 |
| 623 | 57 | Melaka Public Library | http://www.perpustam.gov.my | 34 | 2 | 13 | 13 | 0 | 6 | 2 | 0 |
| 624 | 57 | Membakut Sub-District Office | http://www.sabah.gov.my/dkmm | 34 | 2 | 12 | 17 | 0 | 0 | 5 | 0 |
| 625 | 57 | Office of the Deputy State Secretary (Administration) | http://www.sabah.gov.my/tskn1/ | 34 | 2 | 18 | 11 | 0 | 0 | 5 | 0 |
| 626 | 57 | Sabah Economic Development Corporation | http://www.sedco.com.my/ | 34 | 2 | 16 | 8 | 0 | 6 | 4 | 0 |
| 627 | 57 | Sarawak Tourism Board | http://www.sarawaktourism.com.my | 34 | 2 | 12 | 15 | 0 | 6 | 1 | 0 |
| 628 | 57 | Sik Hospital | http://hsik.moh.gov.my | 34 | 2 | 11 | 17 | 0 | 4 | 2 | 0 |

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| 629 | 57 | Sipitang District Office | http://www.sabah.gov.my/pd.sptg/ | 34 | 2 | 13 | 16 | 0 | 0 | 5 | 0 |
| 630 | 57 | State Attorney General's Chambers (Sabah) | http://www.lawnet.sabah.gov.my/ | 34 | 2 | 15 | 19 | 0 | 0 | 0 | 0 |
| 631 | 57 | Suruhanjaya Persaingan Malaysia | http://www.mycc.gov.my/ | 34 | 2 | 10 | 17 | 0 | 4 | 3 | 0 |
| 632 | 57 | Tamparuli Sub-District Office | http://www.sabah.gov.my/dktmp/ | 34 | 2 | 16 | 13 | 0 | 0 | 5 | 0 |
| 633 | 58 | Kota Kinabalu Industrial Park Sdn.Bhd | http://www.kkip.com.my/ | 33 | 2 | 15 | 18 | 0 | 0 | 0 | 0 |
| 634 | 58 | Melaka Customary Land Corporation | http://pertam.gov.my/ | 33 | 2 | 12 | 17 | 0 | 4 | 0 | 0 |
| 635 | 58 | Palace of Sabah | http://www.sabah.gov.my/istana/ | 33 | 2 | 10 | 18 | 0 | 0 | 5 | 0 |
| 636 | 58 | Perlis Syariah Judiciary Department | http://syariah.perlis.gov.my | 33 | 2 | 14 | 14 | 0 | 2 | 3 | 0 |
| 637 | 58 | Sabah Forest Development Authority | http://sabah.gov.my/SAF ODA/ | 33 | 2 | 8 | 20 | 0 | 0 | 5 | 0 |
| 638 | 59 | IPG Kampus Pendidikan Islam | http://www.ipislam.edu.my/ | 32 | 2 | 0 | 8 | 0 | 0 | 5 | 0 |
| 639 | 59 | Melaka State Mufti Department | http://www.al-azim.com/jmm/ | 32 | 2 | 19 | 7 | 0 | 0 | 6 | 0 |
| 640 | 59 | Perak Syariah Judiciary Department | http://syariah.perak.gov.my/ | 32 | 2 | 19 | 13 | 0 | 0 | 0 | 0 |
| 641 | 59 | Selangor Mufti Department | http://www.muftiselangor.gov.my | 32 | 2 | 20 | 8 | 0 | 0 | 4 | 0 |
| 642 | 60 | Federal Territory Sports Council | http://www.wipers.gov.my/ | 31 | 2 | 12 | 15 | 0 | 2 | 2 | 0 |
| 643 | 60 | Institut Pendidikan Guru Kampus Pendidikan Teknik | http://www.ip teknik.edu.my/v2 | 31 | 2 | 0 | 5 | 0 | 2 | 7 | 0 |
| 644 | 60 | Keningau District Council | http://www.sabah.gov.my/md.kgu/ | 31 | 2 | 13 | 11 | 2 | 0 | 5 | 0 |
| 645 | 60 | Kuala Penyu District Office | http://www.sabah.gov.my/pd.kp/ | 31 | 2 | 10 | 16 | 0 | 0 | 5 | 0 |
| 646 | 60 | National Economic Advisory Council | http://www.neac.gov.my | 31 | 2 | 11 | 15 | 2 | 0 | 3 | 0 |
| 647 | 60 | Sabah Wildlife Department | http://wildlife.sabah.gov.my/ | 31 | 2 | 13 | 18 | 0 | 0 | 0 | 0 |
| 648 | 60 | Yayasan Sabah Group | http://www.ysnet.org.my/ | 31 | 2 | 15 | 11 | 0 | 4 | 1 | 0 |
| 649 | 61 | Betong | http://www.kkбетong.edu | 30 | 2 | 11 | 16 | 0 | 0 | 3 | 0 |

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| | | | | | | C | U | Sec | P | Ser | B |
| | | Community College | .my/ | | | | | | | | |
| 650 | 61 | Brooke Dockyard and Engineering Works Corporation | http://www.brookedockyard.com | 30 | 2 | 14 | 11 | 0 | 4 | 1 | 0 |
| 651 | 61 | Department of Urban and Regional Planning | http://www.townplanning.sabah.gov.my/ | 30 | 2 | 16 | 14 | 0 | 0 | 0 | 0 |
| 652 | 61 | Islamic Religious Affairs Department of Perlis | http://islam.perlis.gov.my | 30 | 2 | 8 | 14 | 0 | 4 | 4 | 0 |
| 653 | 61 | Malaysian Armed Forces | http://www.mafhq.mil.my | 30 | 2 | 13 | 12 | 2 | 2 | 1 | 0 |
| 654 | 61 | Papar District Office | http://www.sabah.gov.my/pd.ppr/ | 30 | 2 | 9 | 16 | 0 | 0 | 5 | 0 |
| 655 | 61 | Sabah Ports Authority | http://www.lpps.sabah.gov.my/ | 30 | 2 | 7 | 18 | 0 | 0 | 5 | 0 |
| 656 | 61 | State Financial Secretary's Office | http://www.sfs.gov.my | 30 | 2 | 9 | 20 | 0 | 0 | 1 | 0 |
| 657 | 61 | Unit Seranta (FELDA) | http://www.serantajpm.gov.my/news.php | 30 | 2 | 16 | 13 | 0 | 0 | 1 | 0 |
| 658 | 62 | Beaufort District Office | http://www.sabah.gov.my/pd.bft/ | 29 | 2 | 10 | 14 | 0 | 0 | 5 | 0 |
| 659 | 62 | Istana Terengganu | http://www.istana.terengganu.gov.my | 29 | 2 | 7 | 20 | 2 | 0 | 0 | 0 |
| 660 | 62 | National Youth Vocational Institute Jitra | http://www.ikbnjt.gov.my | 29 | 2 | 11 | 11 | 0 | 4 | 3 | 0 |
| 661 | 62 | Sabah Agriculture Department | http://www.sabah.gov.my/tani/ | 29 | 2 | 16 | 8 | 0 | 0 | 5 | 0 |
| 662 | 62 | Sarawak Land Consolidation and Rehabilitation Authority | http://www.salcra.gov.my | 29 | 2 | 11 | 15 | 2 | 0 | 1 | 0 |
| 663 | 62 | Tawau Hospital | http://htwu.moh.gov.my/ | 29 | 2 | 11 | 10 | 2 | 4 | 2 | 0 |
| 664 | 62 | Tenom District Office | http://www.sabah.gov.my/pd.tnm/ | 29 | 2 | 7 | 17 | 0 | 0 | 5 | 0 |
| 665 | 62 | Terengganu Islamic Foundation | http://yit.terengganu.gov.my/ | 29 | 2 | 4 | 19 | 1 | 4 | 1 | 0 |
| 666 | 63 | Bintulu Port Authority | http://www.bpa.gov.my | 28 | 2 | 9 | 17 | 2 | 0 | 0 | 0 |
| 667 | 63 | Institute for Development Studies (SABAH) | http://www.ids.org.my/ | 28 | 2 | 15 | 13 | 0 | 0 | 0 | 0 |
| 668 | 63 | Jebebu Hospital | http://hjebebu.moh.gov.my | 28 | 2 | 9 | 14 | 2 | 0 | 3 | 0 |
| 669 | 63 | Office of KDYMM Sultan | http://pkdymm.pahang.gov.my | 28 | 2 | 9 | 18 | 0 | 0 | 1 | 0 |

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| | | Pahang | | | | | | | | | | |
| 670 | 63 | Office of the Deputy Secretary (Development) | http://www.sabah.gov.my/tsknd/ | 28 | 2 | 13 | 11 | 0 | 0 | 4 | 0 | |
| 671 | 63 | Sabah Fisheries and Fishermen Corporation | http://www.sabah.gov.my/konelayan/ | 28 | 2 | 14 | 13 | 0 | 0 | 1 | 0 | |
| 672 | 63 | State Mufti Office | http://www.mufti.sabah.gov.my/ | 28 | 2 | 12 | 6 | 2 | 0 | 8 | 0 | |
| 673 | 64 | Kemabong Sub District Office | http://www.sabah.gov.my/dkkg/ | 27 | 2 | 10 | 13 | 0 | 0 | 4 | 0 | |
| 674 | 64 | Kuching Resident Office | http://www.kuchingro.sarawak.gov.my | 27 | 2 | 9 | 16 | 0 | 0 | 2 | 0 | |
| 675 | 64 | Ministry of Industrial Development | http://www.sabah.gov.my/mid/ | 27 | 2 | 8 | 13 | 1 | 0 | 5 | 0 | |
| 676 | 64 | Penang Water Supply Corporation | http://www.pba.com.my | 27 | 2 | 6 | 14 | 0 | 4 | 3 | 0 | |
| 677 | 64 | Perlis Social Welfare Department | http://jkmp Perlis.gov.my | 27 | 2 | 10 | 14 | 0 | 0 | 3 | 0 | |
| 678 | 64 | Royal Malaysian Customs Academy (AKMAL) | http://www.akmal.gov.my | 27 | 2 | 5 | 19 | 0 | 0 | 3 | 0 | |
| 679 | 64 | Sabah Chief Minister | http://www.sabah.gov.my/cm/ | 27 | 2 | 10 | 17 | 0 | 0 | 0 | 0 | |
| 680 | 64 | Sabah Energy Corporation | http://www.sabahenergycorp.com/ | 27 | 2 | 11 | 16 | 0 | 0 | 0 | 0 | |
| 681 | 65 | Laku Management Sdn.Bhd. | http://www.lakumanagement.com.my | 26 | 2 | 7 | 11 | 0 | 4 | 4 | 0 | |
| 682 | 65 | Maradong and Julau District Council | http://www.maradong-julaudc.sarawak.gov.my | 26 | 2 | 8 | 14 | 0 | 4 | 0 | 0 | |
| 683 | 65 | Sabah Art Gallery | http://www.sabah.gov.my/artgallery/ | 26 | 2 | 6 | 16 | 0 | 4 | 0 | 0 | |
| 684 | 65 | Sabah Land Development Board | http://www.sldb.com.my/ | 26 | 2 | 12 | 12 | 2 | 0 | 0 | 0 | |
| 685 | 65 | Syarikat Air Terengganu Sdn.Bhd (SATU) | http://www.satuwater.com.my | 26 | 2 | 11 | 10 | 0 | 0 | 5 | 0 | |
| 686 | 66 | Forestry Research Centre | http://www.sabah.gov.my/htan_frc/ | 25 | 2 | 12 | 13 | 0 | 0 | 0 | 0 | |
| 687 | 66 | Land Custody and Development Authority | http://www.pelita.gov.my | 25 | 2 | 9 | 16 | 0 | 0 | 0 | 0 | |
| 688 | 66 | Lembaga Muzium Negeri Kedah | http://www.muziumkedah.gov.my | 25 | 2 | 7 | 18 | 0 | 0 | 0 | 0 | |
| 689 | 66 | Minor District Council Banggi | http://www.pdkbanggi.sabah.gov.my/ | 25 | 2 | 6 | 14 | 0 | 0 | 5 | 0 | |

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| 690 | 66 | Office of Natural Resources | http://www.sabah.gov.my/phb/ | 25 | 2 | 9 | 11 | 0 | 0 | 5 | 0 |
| 691 | 67 | Malaysian Cultural Institute | http://ismma.melaka.gov.my/ | 24 | 2 | 5 | 15 | 0 | 4 | 0 | 0 |
| 692 | 67 | Sabah State Sports Board | http://www.sabah.gov.my/lis/ | 24 | 2 | 12 | 9 | 0 | 0 | 3 | 0 |
| 693 | 67 | TATI University College | http://www.tatiuc.edu.my | 24 | 2 | 10 | 13 | 0 | 0 | 1 | 0 |
| 694 | 67 | Usaha Maju Foundation | http://www.yumsabah.com.my/ | 24 | 2 | 11 | 13 | 0 | 0 | 0 | 0 |
| 695 | 68 | Institut Pendidikan Guru Kampus Sarawak | http://www.ipsmiri.edu.my/ | 23 | 2 | 11 | 10 | 0 | 0 | 2 | 0 |
| 696 | 68 | Kedah State Library | http://www.kdhlb.gov.my | 23 | 2 | 7 | 16 | 0 | 0 | 0 | 0 |
| 697 | 68 | PEMADAM Sabah | http://www.sabah.org.my/pemadam/ | 23 | 2 | 7 | 16 | 0 | 0 | 0 | 0 |
| 698 | 68 | Tambunan District Office | http://www.sabah.gov.my/pd.tbn/ | 23 | 2 | 11 | 9 | 0 | 0 | 3 | 0 |
| 699 | 69 | Matu District Office | http://www.matudo.sarawak.gov.my | 22 | 2 | 11 | 11 | 0 | 0 | 0 | 0 |
| 700 | 70 | Head of Melaka State's Office | http://tytmelaka.gov.my/tyt_wp1/wordpress/?lang=ms | 21 | 2 | 10 | 11 | 0 | 0 | 0 | 0 |
| 701 | 70 | Kedah Syariah Judiciary Department | http://www.kedah.gov.my/infojabatan/syariah/ | 21 | 2 | 10 | 8 | 0 | 0 | 3 | 0 |
| 702 | 70 | Kuching District Office | http://www.kuchingdo.sarawak.gov.my | 21 | 2 | 9 | 11 | 0 | 0 | 1 | 0 |
| 703 | 70 | Sabah Agriculture Park | http://www.sabah.net.my/agripark/ | 21 | 2 | 10 | 11 | 0 | 0 | 0 | 0 |
| 704 | 70 | State Legislative Assembly (Sarawak) | http://www.dun.sarawak.gov.my | 21 | 2 | 8 | 13 | 0 | 0 | 0 | 0 |
| 705 | 71 | Sabah Council of Social Services | http://www.sabah.org.my/scss/ | 20 | 2 | 4 | 16 | 0 | 0 | 0 | 0 |
| 706 | 71 | Tungku Sub District Office | http://www.sabah.gov.my/pdk.tgk/ | 20 | 2 | 9 | 11 | 0 | 0 | 0 | 0 |
| 707 | 72 | Sarawak Information Technology Resource Council (SITRC) | http://www.sitrc.sarawak.gov.my | 19 | 1 | 5 | 14 | 0 | 0 | 0 | 0 |
| 708 | 73 | Kudat District Office | http://www.sabah.gov.my/pd.kdt/ | 18 | 1 | 5 | 13 | 0 | 0 | 0 | 0 |
| 709 | 73 | State Farmers' Organisation Sarawak | http://www.peladang.sarawak.gov.my | 18 | 1 | 5 | 13 | 0 | 0 | 0 | 0 |
| 710 | 73 | Tenom District Council | http://www.sabah.gov.my/md.tnm/ | 18 | 1 | 12 | 6 | 0 | 0 | 0 | 0 |
| 711 | 74 | Kinabatangan District Council | http://www.sabah.gov.my/md.kinabatangan | 17 | 1 | 9 | 8 | 0 | 0 | 0 | 0 |
| 712 | 75 | Kota Marudu District Office | http://www.sabah.gov.my/pd.km/ | 16 | 1 | 5 | 11 | 0 | 0 | 0 | 0 |

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| 713 | 75 | Kota Setar Islamic Religious Office | http://webjabatan.kedah.gov.my/paks | 16 | 1 | 2 | 13 | 1 | 0 | 0 | 0 |
| 714 | 76 | Sabah Parks | http://www.sabahparks.org.my/ | 13 | 1 | 8 | 5 | 0 | 0 | 0 | 0 |
| 715 | N/A | Betong Hospital | http://hbetong.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 716 | N/A | Bukit Fraser Development Corporation | http://www.pkbp.org.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 717 | N/A | Chief Executive Management Information Systems | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 718 | N/A | Darul Makmur Stadium Corporation | http://psdm.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 719 | N/A | Department of Irrigation and Drainage, Pahang | http://jps.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 720 | N/A | Department of Railway | http://www.dor.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 721 | N/A | Department of Youth and Sports | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 722 | N/A | Department of Youth and Sports, Federal Territory Kuala Lumpur | http://www.jbskl.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 723 | N/A | Dungun District Health Office | http://pkddungun.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 724 | N/A | Dungun Hospital | http://hdungun.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 725 | N/A | Hospital Beluran | http://hbeluran.moh.gov.my/v3/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 726 | N/A | Hospital Hulu Terengganu | http://hhulu.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 727 | N/A | Hospital Kota Marudu | http://hkm.moh.gov.my/v2 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 728 | N/A | Hospital Kudat | http://hkdt.moh.gov.my/v3/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 729 | N/A | Hospital Papar | http://hpapar.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 730 | N/A | Hospital Semporna | http://hspn.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 731 | N/A | Hospital Tenom | http://htenom.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 732 | N/A | Hulu Selangor District Health Office | http://pkdhs.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 733 | N/A | Institut Pendidikan Guru Kampus Gaya | http://www.sabah.edu.my/ipgkgaya | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 734 | N/A | Institut Pendidikan Guru | http://2011.iprm.edu.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |

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| | | Kampus Raja Melewar | | | | | | | | | |
| 735 | N/A | Institute of Poultry Development | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 736 | N/A | Jeli Hospital | http://hjeli.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 737 | N/A | Johor State Government Secretary Office | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 738 | N/A | Kedah Veterinary Services Department | http://www.jpvkedah.net/portal/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 739 | N/A | Kemaman Port Authority | http://www.lpk.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 740 | N/A | Kinabatangan District Office | http://www.sabah.gov.my/pd.kbtg | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 741 | N/A | Kota Belud District Council | http://www.sabah.gov.my/pd.kb/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 742 | N/A | Kota Marudu District Council | http://www.sabah.gov.my/md.kmu/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 743 | N/A | Kuala Penyu District Council | http://www.sabah.org.my/bm/daerah/daerahpdm/kuala-penyu/jabatan_agensi.asp | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 744 | N/A | Kuching North City Hall Council | http://www.dbku.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 745 | N/A | Kudat Town Board | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 746 | N/A | Kunak District Council | http://www.sabah.gov.my/pd.knk/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 747 | N/A | Labok/Sugut Beluran District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 748 | N/A | Lahad Datu District Council | http://www2.epbt.gov.my/epbt/pbt8.asp | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 749 | N/A | Lubok Antu District Office | http://www.lubokantudo.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 750 | N/A | Malaysian Institute of Historical and Patriotic Studies | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 751 | N/A | Matunggong Sub-District Office | http://www.sabah.gov.my/pd.mtg/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 752 | N/A | Melaka Water Company LTD | http://www.samb.com.my/vl/index.php?lang=bm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 753 | N/A | Minor District Council Kemabong | Http://www.sabah.gov.my/pd.dkk | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 754 | N/A | Nabawan District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 755 | N/A | National Council for Occupational | http://www.mohr.gov.my/index.php | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| | | Safety and Health, Ministry of Human Resource | | | | | | | | | |
| 756 | N/A | National Labour Advisory Council, Ministry of Human Resources | http://www.mohr.gov.my/index.php | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 757 | N/A | Negeri Sembilan Tourism Action Council | http://www.ns.gov.my/tourism/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 758 | N/A | Pahang Director's Office of Lands and Mines | http://ptg.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 759 | N/A | Pahang Islamic Religious Affairs Department | http://jaip.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 760 | N/A | Pahang Public Services Commission | http://spa.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 761 | N/A | Pahang Social Welfare Department | http://jum.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 762 | N/A | Pahang State Forestry Department | http://forestry.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 763 | N/A | Pahang Syariah Judiciary Department | http://jksp.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 764 | N/A | Pahang Veterinary Services Department | http://vetphg.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 765 | N/A | Pejabat Kesihatan Kawasan Sandakan | http://pkksandakan.moh.gov.my/v3 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 766 | N/A | Pejabat Pergigian Kawasan Sandakan | http://ppksandakan.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 767 | N/A | Pekan District and Land Office | http://pdtpekan.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 768 | N/A | Perak Museum Board | http://muziumperak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 769 | N/A | Perlis State Library | http://www.lib-perlis.org.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 770 | N/A | Professional Services Development Corporation Sendirian Berhad | http://www.mypsdc.com | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |

| No | Rank | Website | URL | Score | Star | Pillar | | | | | |
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| 771 | N/A | Putrajaya Land and Mines Office | http://www.wp.icu.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 772 | N/A | Raja Permaisuri Bainun Hospital | http://hprb.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 773 | N/A | Ranau District Council | http://sabah.gov.my/dir/ou.asp? | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 774 | N/A | Raub District and Land Office | http://pdtraub.pahang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 775 | N/A | Rompin District and Land Office | http://pdtrompin.pahang.gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 776 | N/A | Royal Customs and Excise Department, Johor | http://www.kastamjh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 777 | N/A | School Department | http://www.moe.gov.my/bs | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 778 | N/A | Selangor Immigration Department | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 779 | N/A | Selangor National Registration Department | http://www.jpn.gov.my/bm/info/jpnselangor.htm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 780 | N/A | Selangor Public Works Department | http://jkrselangor.gov.my/v2/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 781 | N/A | Selangor Road Transport Department | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 782 | N/A | Semporna District Council | http://www.sabah.gov.my/pd.sprn | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 783 | N/A | Setiu District Health Office | http://pkdsetiu.moh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 784 | N/A | Sipitang District Council | http://www2.epbt.gov.my/epbt/pbt14.asp | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 785 | N/A | Sri Aman District Council | http://www.sriamandc.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 786 | N/A | State Islamic Foundation | http://www.perlis.gov.my/kemaskini.htm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 787 | N/A | State Legal Advisor | http://www.perlis.gov.my/undang/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 788 | N/A | State Legal Advisor Office | http://www.punm.gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 789 | N/A | Syariah Judiciary Department | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 790 | N/A | Tambunan District Council | http://www.sabah.gov.my/md.tbn/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 791 | N/A | Tatau District Office | http://www.tataudo.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 792 | N/A | Temerloh District and Land Office | http://pdttemerloh.pahang.gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 793 | N/A | Tuaran District Council | http://www2.epbt.gov.my/epbt/pbt16.asp | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |

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| 794 | N/A | Wages Council, Ministry of Human Resources | http://www.mohr.gov.my/ index.php?option=com_c ontent | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |
| 795 | N/A | Women Affairs Department | http://www.wanita.sabah. gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | 0 |

Acronyms and Abbreviations

| | |
|------------|---|
| APEC | Asia-Pacific Economic Cooperation |
| B | Bonus |
| BPICT | ICT Compliance Division |
| C | Content |
| CCI | Communication, Content and Infrastructure |
| CCTV | Closed-circuit Television |
| CIO | Chief Information Officer |
| EG | Electronic Government |
| EGDI | E-Government Development Index |
| EPP | Entry Point Project |
| EPU | Economic Planning Unit |
| FAQ | Frequently Asked Question |
| FPX | Financial Process Exchange |
| FTP | File Transfer Protocol |
| G2B | Government-to-Business |
| G2C | Government-to-Citizen |
| G2G | Government-to-Government |
| GCIO | General Chief Information Officer |
| ICT | Information and Communication Technology |
| IIM | Institut Integriti Malaysia |
| JPM | Prime Minister's Department |
| KBS | Ministry of Youth and Sports |
| KKLW | Ministry of Rural and Regional Development |
| KPDNKK | Ministry of Domestic, Trade Co-Operatives and Consumerism |
| LPKP | Malaysia Peninsular Commercial Vehicle Licensing Board |
| MAMPU | Malaysian Administrative Modernisation and Management Planning Unit |
| MDeC | Multimedia Development Corporation |
| MGPWA | Malaysia Government Portals and Websites Assessment |
| MOA | Ministry of Agriculture and Agro-Based Industry |
| MOE | Ministry of Education |
| MOF | Ministry of Finance Malaysia |
| MOH | Ministry of Health |
| MOHE | Ministry of Higher Education |
| MOSTI | Ministry of Science, Technology and Innovations |
| MPS | Managed Portal Services |
| myGov | myGovernment |
| N.Sembilan | Negeri Sembilan |
| N/A | Not Accessible |
| NADA | National AntiDrugs Agency |
| NKEA | National Key Economic Area |
| NRE | Ministry of Natural Resources and Environment |
| NSL | No Specific Link |

| | |
|--------|--|
| P | Participation |
| PCB | Public Complaint Bureau |
| PSD | Public Service Department Malaysia |
| QR | Quick Response |
| RSS | Really Simple Syndication |
| Sec | Security |
| Ser | Services |
| SMS | Short Messaging Service |
| SQL | Structured Query Language |
| TWG | Technical Working Group |
| U | Usability |
| UAE | United Arab Emirates |
| UiTM | Universiti Teknologi Mara |
| UN | United Nation |
| UNDESA | United Nations Department of Economic and Social Affairs |
| URL | Uniform Resource Locator |
| USA | United States of America |
| W3C | World Wide Web Consortium |
| WCAG | Web Content Accessibility Guidelines |