

Public Sector Website and Online Services Monitoring Model



Content

- ▷ Goal
- ▷ New Model
- ▷ Proposed Criteria
- ▷ Proposed Monitoring Dashboard
- ▷ Timeline



Goal

Goal

- To enhance Online Services Index (OSI) ranked 15th in 2020
- To increase the level of online government service provision at 90%
- To increase the level of customer satisfaction up to 80%

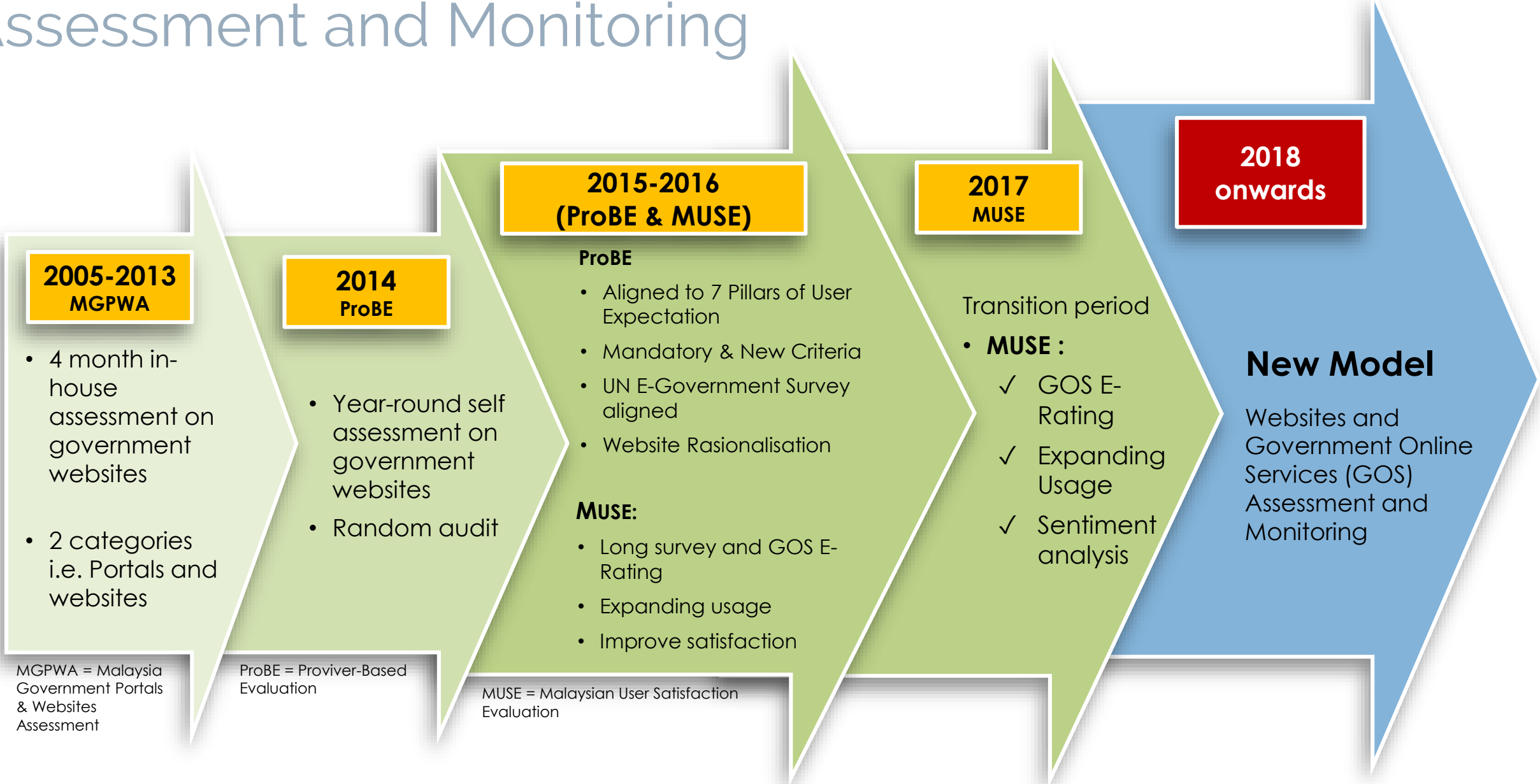


MAMPU
JABATAN PERDANA MENTERI



New Model

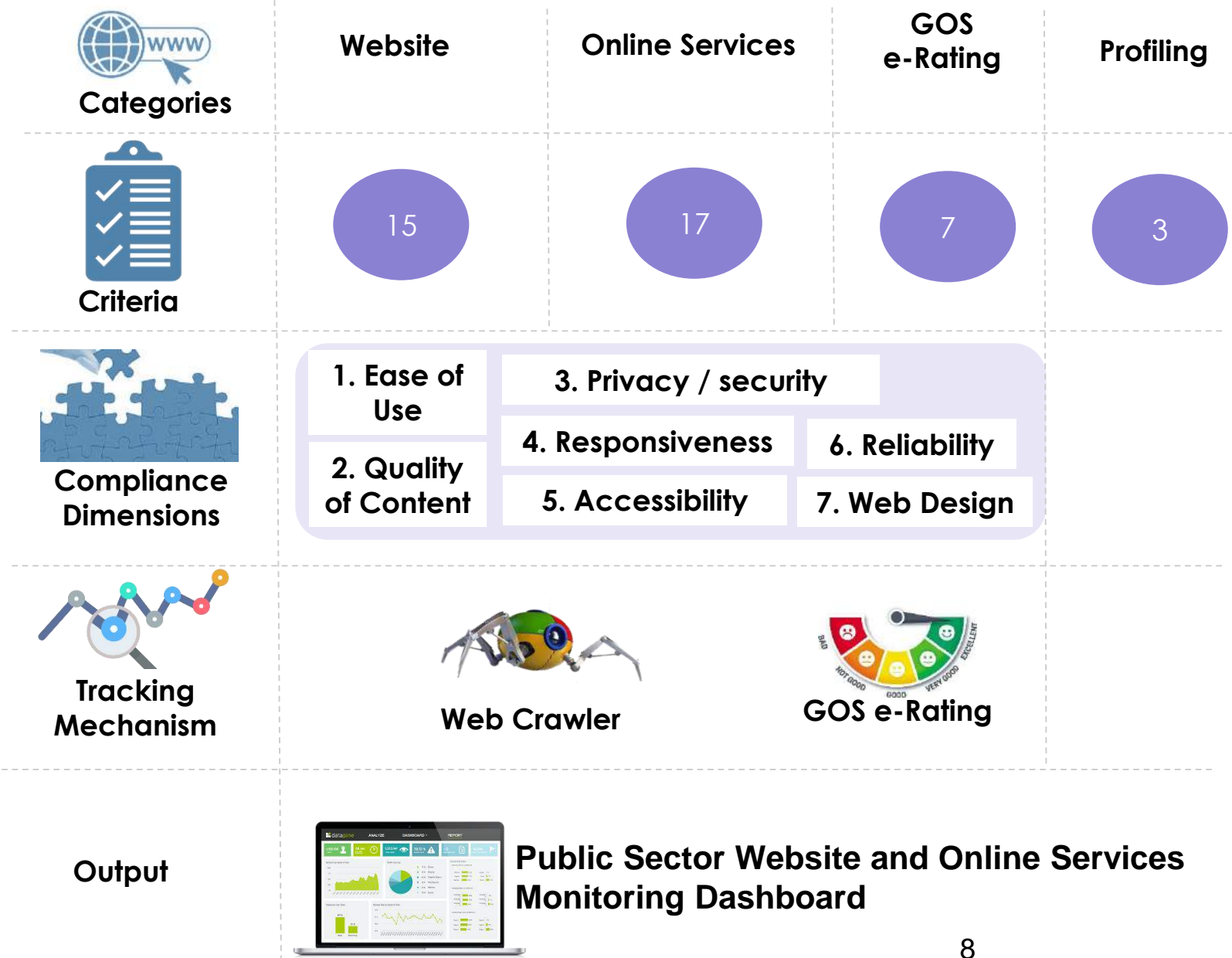
Journey of Websites and Government Online Services Assessment and Monitoring



Objectives of New Model

- ❑ **Monitoring** of Government Online Services (GOS) and websites to indicate compliance scoring based on 7 dimensions.
- ❑ **Measuring** citizen satisfaction on using GOS / agencies website.
- ❑ **Profiling** of GOS / agencies websites

New Model



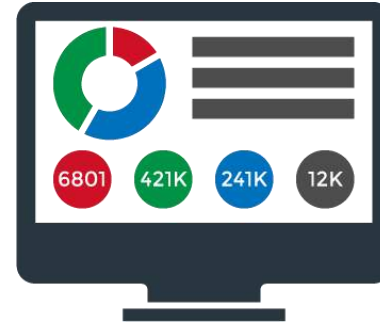
Top Management SUK Negeri /
Kementerian Agensi Negeri/
Persekutuan



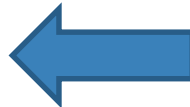
Sistem Pemantauan



Dashboard



Crawler



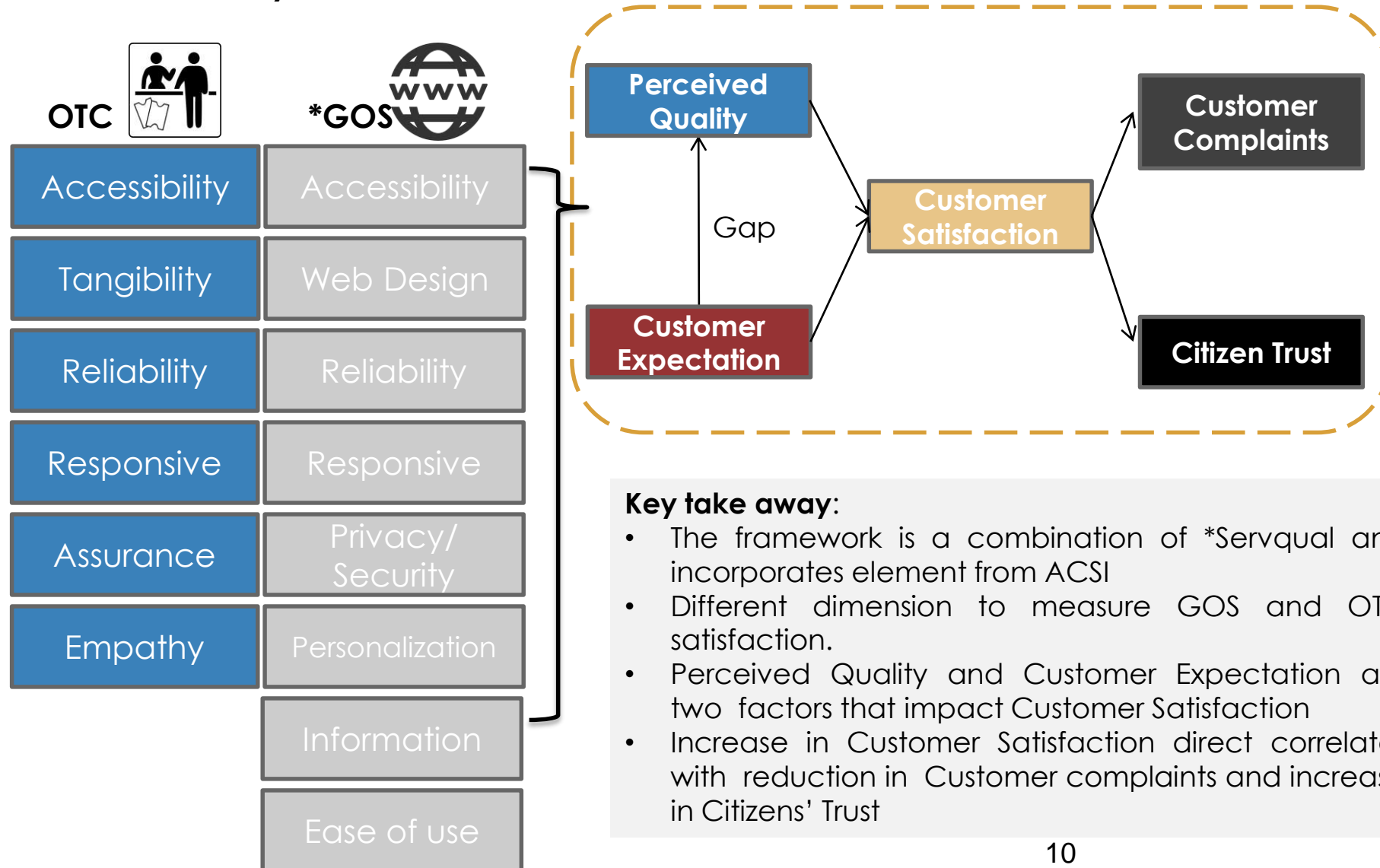
Target

- 11k Online services
- 657 Laman web



MUSE Conceptual Framework: Dimension

In 2015, 8 dimensions were developed based on the Servqual model for MUSE which was tested for years in 2015 and 2016



Key take away:

- The framework is a combination of *Servqual and incorporates element from ACSI
- Different dimension to measure GOS and OTC satisfaction.
- Perceived Quality and Customer Expectation are two factors that impact Customer Satisfaction
- Increase in Customer Satisfaction direct correlates with reduction in Customer complaints and increase in Citizens' Trust

New Model (cont...)

Characteristic of the Model

- ▷ Profiling of websites and GOS
- ▷ Auto monitoring
- ▷ Real time dashboard
- ▷ Readiness level
- ▷ Alert & notification
- ▷ Continuous assessment

Scope of the Model

- ▷ 657 websites
- ▷ 11k GOS

Criteria

Criteria via web crawler

Blue font = 6 criteria for Web & GOS
Orange font = 7 criteria use GOS e-Rating

Website (9+6=15)

Ease of Use (4)

1. Search function
2. Link to MyGov portal
3. Find website using search tool
4. W3C Disability Accessibility

Quality of Content (3)

1. Updated Content
2. Presence of Datasets
3. Publication

Privacy / Security (1)

1. Privacy Policy

Responsiveness (1)

1. Feedback Form

Accessibility (4)

1. Browser compatibility
2. Active Link
3. Device Responsiveness
4. Search Engine Optimisation

Reliability (2)

1. Loading Time
2. Downtime

GOS (10+6=16)

Ease of Use (3)

1. Quick Link
2. Personalisation

Quality of Content (2)

1. Understandable content
2. Accuracy of content

Privacy / Security (1)

1. Online Service Security

Reliability (2)

1. Loading Time
2. Downtime

Web Design

1. Look and Feel

Responsiveness (4)

1. Responsiveness to enquiries
2. Availability of GOS e-rating
3. Aid, Tools, and Help Resources
4. Feedback Auto Notification

Accessibility (4)

1. Browser compatibility
2. Active Link
3. Device Responsiveness
4. Search Engine Optimisation

Profile Criteria

Profiling (3)

1. Mobile Apps to Go
2. Statistic transaction
3. Number online services

Search function (1/2)

Categories	Description
Definition	Search Function refers to search function made available on the website for users to locate information within the websites only.
Conditions	All conditions MUST be complied: <ol style="list-style-type: none">1. Web service must have a search form2. Search form must be identified by an attribute in a <form> tag

Search function (2/2)

The screenshot shows the FRIM website's search results page. At the top, there is a search bar containing the text "publication". A blue arrow points from a black box labeled "Search Function" to this search bar. Below the search bar is the FRIM logo and the text "Official Website Forest Research Institute Malaysia Ministry of Natural Resources and Environment". To the right of the logo is the slogan "Conserve, Innovate, Educate". Below the header, the search results are displayed. The first result is titled "Search Non Journal Publication" and is annotated with a blue arrow pointing from a black box labeled "Search Results". Below this result is a "Continue Reading »" link. The second result is titled "Publication" and also has a "Continue Reading »" link below it.

Staff Login | Webmail 1GovUC | Webmail FRIM English | Bahasa Malaysia | Other Languages |

Official Website
Forest Research Institute Malaysia
Ministry of Natural Resources and Environment

*"Conserve,
Innovate,
Educate"*

Search Results for 'publication'

Search Non Journal Publication
Written by FRIM Webmaster on Friday, 27 June 2014. Posted in

[Continue Reading »](#)

Publication
Written by Webmaster on Tuesday, 18 March 2014. Posted in

123

[Continue Reading »](#)

Link to MyGOV Portal(1/2)


Categories	Description
Definition	Link to myGov Portal Link to myGov Portal refers to the hyperlink provided on the website to access national portal i.e. myGov
Conditions	Link to myGov Portal a) Hyperlink to myGov portal must be correct (http://www.malaysia.gov.my) b) The hyperlink is active. Inactive or broken link is considered as non compliant for this criterion
Compliance	(Y/N)
Mechanism	Crawler


Link to MyGOV Portal(2/2)

[Disclaimer](#) [Security Policy](#) [Privacy Policy](#) [Web Policy](#) [Frequently Ask Questions \(FAQ\)](#) [Site Map](#)

Forest Research Institute Malaysia (FRIM),
52109 Kepong, Selangor Darul Ehsan, Malaysia.
G : 3.2464539,101.643837
T : 603-62797000
F : 603 62731314
E : feedback@frim.gov.my

Total visitor :
03581876 since 23 June 2014
Best viewed : Firefox 15+, Internet Explorer 10+, Chrome 24
Resolution : 1280 X 1024, Responsive Design

[Link to myGov portal](#) 



Copyright © 2014 Forest Research Institute Malaysia. All Rights Reserved.
Last Update:
Friday, November 6, 2015

Find Website Using Search Tool (1/2)

Categories	Description
Definition	Find Website Using Search Tool refers to searching of agency's website using any search tool/search engine such as Google, Yahoo!, bing, Ask, AOL
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) "Google" search engine is used to search for the agency websiteb) Search must be conducted in Malay and English Languagesc) Agency website is listed in the first page of the "Google" search engine resultd) Search result from search engines other than "Google" is considered as non compliant for this criterion

Find Website Using Search Tool (2/2)

The image shows two side-by-side Google search results. The left search is for 'ministry of national resources and environment malaysia' in English. The right search is for 'kementerian sumber asli dan alam sekitar' in Malay. Both searches show the first page of results, with a black box highlighting 'Result on 1st page' in the center. The English results include links to the official portal, a Wikipedia entry, and other related sites. The Malay results include the official portal, a list of links (Direktori, Carta Organisasi, Hubungi Kami, Menteri), and a Wikipedia entry.

English Language

About 2,400 results

Official Portal Ministry of Natural Resources and ... - Nre
www.nre.gov.my/.../def... Ministry of National Resources and Environment Ministry of National Resources and Environment ... Azizan Bin Ahmad, Secretary General **Ministry of Natural Resources & Environment** ... **Malaysia** Government Transformation Programme Achievement (GTP). NRE Directory - About Us - Land - Frequently Asked Questions

Official Portal Ministry of Natural Resources and Environment
www.nre.gov.my/.../def... Ministry of National Resources and Environment Department of Director General of Lands and Mines (JKPTG), Department of Survey & Mapping **Malaysia** (JUPEM) and **National** Institute of Land and Survey ...

Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar NRE
www.nre.gov.my Translate this page Ministry of National Resources and Environment Portal Rasmi **Malaysia** Geoportal · Maklum Balas Kepuasan Pelanggan · Statistik Transaksi Perkhidmatan Dalam Talian · Koleksi Mobile Apps NRE ... Direktori - Warga NRE - Hubungi Kami - Official Portal Ministry of ...

Ministry of Natural Resources and Environment ... - Wikipedia
https://en.wikipedia.org/.../Ministry_of_Natural_Resources_an... Wikipedia Ministry of Natural Resources and Environment (NRE), Kementerian Sumber Asli

Malay Language

About 4 results

Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar NRE
www.nre.gov.my Translate this page Ministry of National Resources and Environment YB Menteri Sumber Asli dan Alam Sekitar menghadiri taklimat mengenai Rancangan Tebatan Banjir (RTB) Sarawak. Seterusnya, Tinjauan projek naik taraf ...

Direktori
 ... Asli dan Alam Sekitar > Hubungi Kami > Hubungi Kami ...

Carta Organisasi NRE
 NRE > Portal Rasmi Kementerian Sumber Asli dan Alam Sekitar > Carta ...

Hubungi Kami
 Hubungi kami di talian +603 8000 8000 / Faks : +603 8889 2672 ...

Warga NRE
 Awam; Warga NRE ... Pelan Strategik dan KPI NRE ...

Mengenai NRE
 Jata Negara Logo NRE ... Sumber Asli dan Alam Sekitar ...

Menteri
 Nama, YB Dato Sri Dr. Haji Wan Junaidi bin Tuanku Jaafar ...

More results from nre.gov.my »

Kementerian Sumber Asli dan Alam Sekitar Malaysia ...
https://ms.wikipedia.org/.../Kementerian_Sumber_Asli... Translate this page Kementerian Sumber Asli dan Alam Sekitar Malaysia adalah kementerian di bawah kerajaan Malaysia. Menteriinya masa kini ialah Datuk Wan Junaidi Tuanku ...

W3C Disability Accessibility (1/2)

WEB

1. Ease of use

Categories	Description
Definition	<p>Accessibility for the visually impaired</p> <p>Accessibility to the visually impaired refers to the ability of the website to allow for a person who has sight loss that cannot be fully corrected using glasses or contact lenses¹ to access it</p>
Conditions	<p>Accessibility for the visually impaired</p> <p>All conditions must be complied:</p> <ul style="list-style-type: none">a) The website must provide at least one of the following:<ul style="list-style-type: none">i. Ability to change the font sizeii. Ability to change the font typeiii. Ability to change the background colorb) Number of main colors on the website must not exceed 3 colorsc) Inconsistency of font size, type of background color is considered as non compliant for this criterion

¹ <http://www.nhs.uk/conditions/Visual-impairment/Pages/Introduction.aspx>

W3C Disability Accessibility (2/2)

Accessibility for the Visually Impaired

Ability to change background colour

Ability to change font type

Ability to change font size

The screenshot shows the official portal of the Malaysian Ministry of Health. At the top, there is a navigation bar with the text "Portal Rasmi Kementerian Kesihatan Malaysia". Below this, there is a menu with links: "INFO KORPORAT", "DIREKTORI", "PENERBITAN", "KERJAYA", "ARKIB", "SOALAN LAZIM", and "HUBUNGI KAMI". There are also three main categories: "ORANG AWAM", "SWASTA", and "WARGA KKM". A search bar is present with the text "Enjin Carian 1AKSES" and a "Cari" button. At the bottom, there is a large banner for "PROGRAM PENERAPAN & PENGUKUHAN BUDAYA KORPORAT".

Accessibility controls are visible at the top of the page, including a font type selector (Arial | Verdana | Comic Sans), a background color selector (yellow, green, blue, red), and a font size selector (A+, A, A-). Arrows point from the text labels above to these controls.

Updated Content (1/2)

WEB

2. Quality of Content

Categories

Description

Definition

Updated Content refers to the availability of the following information on the website:

- i. Broadcast: May include activities, events, announcement, tender / quotation / recruitment announcements
- ii. About Us: Includes up to date information on Minister, Deputy Minister and Senior Management
- iii. News and /or updates on government policies
- iv. Frequently Asked Questions (FAQ)
- v. Achievement of Client Charter: Includes Client Charter
- vi. Contact Details

The content above may be placed anywhere within the website

Conditions

All conditions must be complied:

- i. Broadcast: Recent updates refers to the previous **30 days** information stamp. Tagging <broadcast> is required
- ii. About Us: Change on information with regards to Minister, Deputy Minister and Senior Management must be updated immediately. Recent updates refers to the previous **30 days** information. Tagging <about-us> is required
- iii. News and /or updates on government policies must be updated within **30 days** of the announcement. Tagging <news> and / or <gov-policies> is required
- iv. Have Frequently Asked Questions (FAQ):. Tagging <faq> is required.
- v. Achievement of Client Charter: The agency's client charter must be displayed together with the achievement of the previous **60 days** from the. Tagging <client-charter> is required
- vi. Have Contact Details: The information published on the website must be updated within **30 days** . Tagging <contact-details> is required
- vii. Time-stamp is required for broadcast, about-us, news and/or government policies, achievement of client charter and contact details.
- viii. Specific tagging is required for all content

Updated Content(2/2)

Portal Rasmi Jabatan Alam Sekitar
Kementerian Sumber Asli & Alam Sekitar
"Pemuliharaan Alam Sekitar, Tanggungjawab Bersama"

TAHNIAH! SISTEM PENGURUSAN KUALITI MS ISO 9001:2008

Audit Pemertuaan MS ISO 9001:2008

JAS berjaya mengkalakan KFTAKAKIRAN SIRIM dan perijinan MS ISO 9001:2008 AR 9141 sehingga Mac 2015.

Utama Tentang JAS Piagam Pelanggan Awam Industri Pemasu Perunding Soalan Lazim Hubungi

Pengumuman

Sabti Jawat Majlis Dialog Sempena Pelebaran Pusat Kecekapan Bahan Gergaji dan Industri Hijaunya
Program Industri Hijaunya

Pemertuaan UHLK Yangkali Training Provider Bagi Kurus Kompetensi dan Persijilan Industri EMAS

Bertar Keadilan Rakan Alam Sekitar (RAS) Sekarang 18 Hari dan Menarik Menarik Anda

Para Industri Para Pemasu Para Perunding Awam Warga JAS

Takes Search Engine GO

E-Perkhidmatan

- Terkhidmatan Atas Talian
- Akta, Undang-undang, Peraturan & Arahan
- Aduan & Pertanyaan
- Rancangan Malaysia Peringkat Antarabangsa Alam Sekitar (EMAS)
- Koperasi, Viesse Jabatan Alam Sekitar
- Muat Turun & Ungah
- Tindakan Alam Sekitar & Hutan

Pusat Pengurusan Maklumat Alam Sekitar

- Ensura Library
- Ensura Museum
- Ensura Repository

Sub-Laman JAS

- Bahan Berbahaya Alam Sekitar (EHSS)
- Kurus & Latihan di EMAS
- Maklumat & Laporan EIA

IPU Terkini

Rujukan Bacaan Indeks Pencemaran Udara:

- Bacaan Indeks Pencemaran Udara JAS
- Keadaan Jerabu Serantau
- Peti Jabatan Hutan
- Kejuruteraan Hutan

Keratan Akhbar Sorotan Aktiviti

- 29-Nov-2015 Sunday - Bauville miners to pay compensation (New Straits Times)
- 29-Nov-2015 Sunday - Penang reveals plans to reclaim 2 islands (New Straits Times)
- 26-Nov-2015 Thursday - No plans to stop bauville mining (New Straits Times)
- 26-Nov-2015 Thursday - Iida: boleh dawa penyebab jerebu dari luar (Utusan Malaysia)
- 25-Nov-2015 Wednesday - Tiga kapal selam diarahkan ke arah pulau (Harian Melayu)

Kenyataan Akhbar Perolehan

- Kenyataan Akhbar Kementerian Sumber Asli, 30 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 26 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 20 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 20 Oktober 2015
- Kenyataan Akhbar Kementerian Sumber Asli, 20 Oktober 2015

EIA **Notis EIA** **Sosial & Galeri** **Inisiatif Hijau** **Laporan**

Main Page

Presence of Datasets (1/2)

Categories	Description
Definition	Machine-readable structured data Machine-readable structured data refers to provision of dataset in format such as XLS
	Application Programming Interfaces (APIs) Application Programming Interfaces (APIs) refers to provision of dataset in API
	Non-proprietary form Non-proprietary form refers to provision of dataset in format such as CSV
	Open standards from W3C Open standards from W3C refers to provision of dataset in the in format such as RDF and SPARQL
Conditions	Machine-readable structured data All conditions must be complied: a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to parent agency can be considered for this criterion and vice versa
	Open standards from W3C All conditions must be complied: a) Dataset must be available in Malaysia Open Government Portal (http://www.data.gov.my) b) Link to the dataset in the above portal must be made available in the agency's website c) Provision of dataset that belongs to parent agency can be considered for this criterion and vice versa

A dataset refers to a collection of data. Most commonly a dataset corresponds to the contents of a single database table, or a single statistical data matrix¹. ¹

Presence of Datasets (2/2)

WEB

2. Quality of Content

catalog.data.gov/dataset



Map data CC-BY-SA by [OpenStreetMap](#)
Tiles by [MapQuest](#)

Topics

A-Z 1-9

Clear All

Local Government (10663)

AAPI (1366)

Climate (766)

Safety (495)

Energy (325)

Show More Topics

Topic Categories

A-Z 1-9

Clear All

Pacific Islands (869)

Environment (789)

National Stock Number Extract [982 recent views](#)

General Services Administration – National Stock Number extract includes the current listing of National Stock Numbers (NSNs), NSN item name and descriptions, and current selling price of each...

Excel

Federal

USCIS My Case Status [827 recent views](#)

Department of Homeland Security – USCIS provide a way for the public who applied for U.S. citizenship to check the status of their application online. To view the status of a case, the application...

HTML

Federal

Consumer Complaint Database [736 recent views](#)

Consumer Financial Protection Bureau – These are complaints we've received about financial products and services.

CSV CSV JSON XML api

Federal

DTV Reception Maps [633 recent views](#)

Federal Communications Commission – Digital Television (DTV) is an advanced broadcasting technology that has transformed your television viewing experience. DTV has enabled broadcasters to offer...

TXT

Federal

Foreign Per Diem Rates by Location [572 recent views](#)

Department of State – Foreign Per Diem rates are established monthly by the Office of Allowances as maximum U.S. dollar rates for reimbursement of U.S. Government civilians traveling on...

HTML HTML

Federal

<http://www.data.gov/>

Publication (1/2)

Categories	Description
Definition	Publications refers to any publications issued by agencies that are published or downloadable in the websites
Conditions	All conditions must be complied: a) Publications can be in e-book reader or downloadable format (e.g. .pdf, .epub). Tagging <publication> is required

Publication (2/2)



Official Portal of
SURUHANJAYA KOMUNIKASI DAN MULTIMEDIA MALAYSIA
MALAYSIAN COMMUNICATIONS AND MULTIMEDIA COMMISSION

[About Us](#)[Sectors](#)[Spectrum](#)[Download](#)[Legal](#)[Tenders](#)[Media & Events](#)[FAQs](#)[Career](#)[Contact](#)

ABOUT US

- [History](#)
- [Vision & Mission](#)
- [Commission Members](#)
- [Organizational Leadership](#)
- [Our Responsibility](#)
- [Our Commitment](#)
- [Annual Reports](#)**

Consumer Complaints Bureau
PROBLEMS
with your service?

To learn more, click here

Did you know?

[Home](#) > [About Us](#) > [Annual Reports](#) > MCMC Annual Reports

MCMC Annual Reports

[← BACK](#)[Print](#)[Share](#)

MCMC Annual Report 2014

17/11/2015

[PDF](#)

MCMC Annual Report 2013

04/03/2015

[PDF](#)

MCMC Annual Report 2012

19/02/2014

[PDF](#)

Recent Entries

> [MCMC Annual Report 2014](#)

17/11/2015

> [MCMC Annual Report 2013](#)

04/03/2015

> [MCMC Annual Report 2012](#)

19/02/2014

> [MCMC Annual Report 2011](#)

11/12/2012

> [MCMC Annual Report 2010](#)

01/01/2011

Archived Entries

Privacy Policy (1/2)

Categories	Description
Definition	<p>Privacy Policy Statement¹ refers to the website's privacy policy that provides information on some or all of the ways the website gathers, uses, discloses, and manages a visitor's data.</p> <p>Personal Data Protection Act² (PDPA) refers to the Personal Data Protection Act 2010 [Act 709] that regulates the collection, recording, holding or storing of personal data, and carrying out of any operation on personal data for commercial transactions. It does not apply to Federal and State Governments.</p>
Conditions	<p>All conditions must be complied:</p> <ul style="list-style-type: none"> a) The website must provide either a Privacy Policy Statement or Personal Data Protection Act based on the services provided within the website. Tagging <privacy-policy> or <pdpa> is required b) The privacy policy statement or the Personal Data Protection Act must be linked or displayed on the footer of the main page

¹ <http://webguide.gov.au/about/privacy/>
<http://www.google.com/policies/privacy/>
https://en.wikipedia.org/wiki/Privacy_policy

² <http://www.kkmm.gov.my/pdf/Personal%20Data%20Protection%20Act%202010.pdf>

Privacy Policy (2/2)



You are here: [Privacy & Security Policy](#)

Privacy and Security Policy

Privacy Policy

Your Privacy

This page explains our privacy policy which includes the use and protection of any information submitted by visitors.

If you choose to make any transaction or send an e-mail which contains personal information, this information may be shared where necessary with other Government agencies so as to serve you in the most efficient and effective manner. An example might be in terms of resolving or addressing complaints that require escalation to other Government agencies.

Information Collected

No personal information will be gathered while you are using this website except for information given via e-mail.



Privacy Policy
Statement

Feedback Form (1/2)

Categories	Description
Definition	Feedback Form refers to the opinion expressed by users on the website functionality, usage experience or issues related to the agency
Conditions	All conditions must be complied: a) Tagging <feedback-form> is required

Feedback Form (2/2)

Portal Rasmi
KEMENTERIAN BELIA DAN SUKAN
http://www.kbs.gov.my

1Akses Search Engine GO

Laman Utama | Info KBS | Kementerian | Agensi KBS | Perkhidmatan | Hubungi Kami

Laman Utama / Hubungi Kami / Maklumbalas / Aduan

Maklumbalas / Aduan
Sistem Aduan/Maklumbalas KBS > Sistem Aduan/Maklumbalas KBS > Maklumbalas/Aduan

Use this form to submit a support request. Required fields are marked with *

Name: *

Email: *

Priority: * Low

Kategori: * -Sila Pilih Kategori-

Name: * Email: * Priority: * Kategori: * Telefon: * Faks: Organisasi: Subject: * Mesej: *

Ticket submitted

[Sistem Aduan/Maklumbalas KBS](#) > [Sistem Aduan/Maklumbalas KBS](#) > Ticket submitted

✓ **Success:** Ticket submitted

Aduan/Maklumbalas anda telah dihantar dan akan dijawab dalam masa tiga hari bekerja! Ticket ID: **SWD-73R-67YZ**

[View your ticket](#)

Browser compatibility (1/2)

Categories	Description
Definition	Browser compatibility refers to the capability or flexibility of a website, web application, script or HTML design to function on different types of web browsers
Conditions	All conditions must be complied: <ol style="list-style-type: none">1. Websites and online services must be compatible on all of the following web browsers:<ul style="list-style-type: none">• IE• Safari• Chrome• Firefox2. All functions of the website and online services must supported

Browser compatibility (2/2)

The screenshot shows the SPAB1 registration form in Internet Explorer. The browser's address bar displays the URL <https://putra2.spa.gov.my/spa8/index.aspx>. The page title is "PENDAFTARAN PEKERJAAN DALAM PERKHIDMATAN AWAM (SPAB1)". The form includes sections for "Maklumat Asas", "Soalan Keselamatan", "Maklumat Kata Laluan", and "Kod Keselamatan". The security code displayed is "R F 7 1 6". The "Daftar" button is highlighted in blue.

Internet Explorer

The screenshot shows the SPAB1 registration form in Google Chrome. The browser's address bar displays the URL <https://putra2.spa.gov.my/spa8/index.aspx>. The page title is "PENDAFTARAN PEKERJAAN DALAM PERKHIDMATAN AWAM (SPAB1)". The form includes sections for "Maklumat Asas", "Soalan Keselamatan", "Maklumat Kata Laluan", and "Kod Keselamatan". The security code displayed is "O W 2 6 7". The "Daftar" button is highlighted in blue.

Google Chrome

Active link (1/2)

Categories	Description
Definition	<p>Active link refers to active and error-free hyperlink file or document that allows user visit another location or file.</p> <p>Broken Link refers to a hyperlink that no longer points to its original destination. This could be for a variety of reasons such as the page has been moved or the page has been renamed.</p>
Conditions	<p>All conditions MUST be complied:</p> <ol style="list-style-type: none">1. No broken link is found on the website and online services2. For internal links within agency's website and online services, 'nofollow' attribute is not allowed

¹ <https://techterms.com/definition/hyperlink>

² <https://support.google.com/webmasters/answer/76329>

³ <https://www.nngroup.com/articles/duplicate-links/>

Active link (2/2)

Enter the address ([URL](#)) of a document that you would like to check:

More Options

Summary only

Hide [redirects](#): all for directories only

Don't send the [Accept-Language](#) header

Don't send the [Referer](#) header

Check linked documents recursively, recursion depth:

Save options in a [cookie](#)

Processing <http://www.doa.gov.my/>

Go to [the results](#).

For reliable link checking results, check [HTML validity](#) and [CSS validity](#) first.

Back to the [link checker](#).

user-agent: wotwot

- [Accept](#): text/html, application/*
- [Accept-Language](#): en-us
- [Referer](#): sending
- Sleeping 1 second between rec

Status: Done. Document processed in 9.67 seconds.

```
HEAD http://www.doa.gov.my/home;jsessionid=0155B4CD342976062B21B731F8D2F955  fetched in 1.30 seconds
Checking link http://www.openmobilealliance.org/Tech/DTD/xhtml-mobile12.dtd
HEAD http://www.openmobilealliance.org/Tech/DTD/xhtml-mobile12.dtd
-> HEAD http://technical.openmobilealliance.org/Tech/DTD/xhtml-mobile12.dtd  fetched in 3.23 seconds
Checking link http://www.doa.gov.my/warga-doa;jsessionid=0155B4CD342976062B21B731F8D2F955
HEAD http://www.doa.gov.my/warga-doa;jsessionid=0155B4CD342976062B21B731F8D2F955  fetched in 0.61 seconds
Checking link http://www.doa.gov.my/customer;jsessionid=0155B4CD342976062B21B731F8D2F955
HEAD http://www.doa.gov.my/customer;jsessionid=0155B4CD342976062B21B731F8D2F955  fetched in 1.31 seconds
Processed in 9.67 seconds.
```

Results

Links

Valid links!

Device responsiveness (1/2)

Categories	Description
Definition	Device responsiveness refers to Responsive Web Design (RWD) approach whereby appearance of a website or online services is dependent on the screen size and orientation of the device used
Conditions	All conditions MUST be complied: <ol style="list-style-type: none">1. The appearance of the website or online services are tailored to the screen size and orientation of the device2. The information, features and functions of the website or online services must be available on the devices and appropriately displayed3. Website and GOS must have <code><meta name="viewport" content="width=device-width, initial-scale=1.0"></code>

Device responsiveness (2/2)



Search Engine Optimisation (2/2)

Categories	Description
Definition	Search engine optimization (SEO) is the practice of increasing the quantity and quality of traffic to agency's website through organic search engine results ¹
Conditions	All conditions MUST be complied ²: <ol style="list-style-type: none">1. Meta title < 70 characters2. Meta descriptions < 160 characters3. All images has define 'alt' attribute in Html tag4. Does not use HTML deprecated tags³ defined by W3S on the main page of the website and online service5. At least have a <H1> tag on the main page to represent most important topics

¹ <https://moz.com/learn/seo/what-is-seo>

² <https://seositecheckup.com>

³ <https://www.w3schools.com/tags/default.asp>

Search Engine Optimisation (2/2)

```
<!DOCTYPE html>
<html lang="ms-MY" dir="ltr">
  <head>
    <meta name="viewport" content="width=device-width, initial-scale=1.0">
    <meta http-equiv="X-UA-Compatible" content="IE=edge">
    <meta charset="utf-8" />
    <base href="http://www.mampu.gov.my/ms/" />
    <meta name="description" content="Mampu" />
    <meta name="generator" content="Joomla! - Open Source Content Management" />
    <title>Portal Rasmi MAMPU</title>
    <link href="/ms/?format=feed&type=rss" rel="alternate" type="application/rss+xml" title="RSS 2.0" />
    <link href="/ms/?format=feed&type=atom" rel="alternate" type="application/atom+xml" title="Atom 1.0" />
    <link href="http://www.mampu.gov.my" rel="shortcut icon" type="image/x-icon" />
    <link href="http://www.mampu.gov.my/en/" rel="alternate" hreflang="en-GB" />
    <link href="/templates/rt_isotope/favicon.ico" rel="shortcut icon" type="image/vnd.microsoft.icon" />
    <link href="/media/tabs/css/style.min.css?v=7.1.7" rel="stylesheet" />
    <link href="http://www.mampu.gov.my/modules/mod_datetime/tmpl/default.css" rel="stylesheet" />
    <link href="/media/jui/css/chosen.css?47e221b9476fd190a38bead1defaded4" rel="stylesheet" />
    <link href="/media/com_finder/css/finder.css?47e221b9476fd190a38bead1defaded4" rel="stylesheet" />
    <link href="/media/mod_languages/css/template.css?47e221b9476fd190a38bead1defaded4" rel="stylesheet" />
```

< 160 characters

< 70 characters

Loading time

Categories	Description
Definition	Loading Time refers to the amount of time (in seconds) it takes to load the page until complete web request.
Conditions	All conditions MUST be complied: <ol style="list-style-type: none"><li data-bbox="486 476 2384 515">1. Automated Assessment loading time recorded for the website or online services: 5 seconds and below<li data-bbox="486 519 2354 558">2. Only loading time recorded by the new system (Automated Assessment) is considered for this criteria<li data-bbox="486 562 2033 601">3. Each web request must not be redirected more than 5 times before its completion.

Downtime

Categories	Description
Definition	<p>Downtime refers to the occasions whereby the website is not operational and is not accessible by the users.</p> <p>Downtime does not include planned maintenance period in which the agency have informed users of the time and duration of website and online services unavailability for access</p>
Conditions	<p>All conditions MUST be complied:</p> <ol style="list-style-type: none">1. Website downtime must be within the stipulated SLA of respective agencies.<ul style="list-style-type: none">• For agencies without SLA to comply 99.5% uptime.2. Planned downtime must be updated in advanced into this new system.3. Notification of the website inaccessibility must be displayed on other official channels such as GOS Gateway or agency social media accounts. Agency that does not own any official social media account is required to utilize its parent website or official accounts

¹ <https://www.w3.org/Protocols/rfc2616/rfc2616-sec10.html>

Quick link(1/2)

Categories	Description
Definition	Refers to the number of clicks to reach the Online Services page
Conditions	All conditions must be complied: a) Maximum of 3 clicks from the main page of the agency's website

Quick link(2/2)



PORTAL RASMI
JABATAN AKAUNTAN NEGARA MALAYSIA
Excellent Accounting @ Your Service

اڪاءونتن نگارا

**SELAMAT DATANG KE
PAUTAN PINTAS PORTAL RASMI
JABATAN AKAUNTAN NEGARA MALAYSIA**

WELCOME TO
THE FAST LINK OF THE
ACCOUNTANT GENERAL'S DEPARTMENT OF MALAYSIA
OFFICIAL PORTAL

SILA KLIK PAUTAN DI BAWAH UNTUK KOMUNIKASI YANG LEBIH CEPAT DAN PANTAS
PLEASE CLICK THE ICONS BELOW FOR A FASTER AND SPEEDY COMMUNICATION



SISTEM e-PENYATA GAJI
DAN LAPORAN



LAMAN UTAMA PORTAL RASMI JANM
AGD OFFICIAL PORTAL MAINPAGE



SISTEM e-MAKLUM

Online Service Security (1/2)

Categories	Description
Definition	Refers to the level of security configurations and encryption of Online Services
Conditions	All conditions must be complied: <ul style="list-style-type: none">a) Online services must implement HTTPS protocol with valid SSL certificateb) Agencies to ensure the configurations of the Web Server Signature is hidden, specifically the name, version and OS of the web serversc) Agencies to disable directory browsing for common directory as defined by WFUZZ¹
Compliance	Yes / No (All conditions must be complied to consider as compliant)
Tracking Mechanism	Crawler (Automated Assessment)

¹<https://github.com/xmendez/wfuzz/blob/master/wordlist/general/common.txt>

Online Service Security (2/2)

Peraturan Nombor Pendaftaran Kenderaan Dan Cermin Gelap Serta Larangan Penggunaan Lampu HID Dan Strobe Light

TRANSAKSI DALAM TALIAN

- Kenderaan Gaya
- Lesen Memandu Gaya
- Kawakan dan Pemak Gaya

STATISTIK TRANSAKSI DALAM TALIAN

Bil. Perkhidmatan	Bil. Transaksi 2015
1. Servis Servis	478145
2. Rayuan Lesen Memandu Tempoh Tempoh	10860

Online Service Security



Public Portal | Transaksi Dalam Talian | Kenderaan Gaya | LKM - Tempoh Lesen | LKM - Tarikh Tamat Lesen

SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

Kategori ID :

NOTA:
Sila pilih Kategori ID dan masukkan Nombor ID DAN Nombor Pendaftaran Kenderaan anda.
(Contoh Format Nombor ID Orang Awam Malaysia - MyKAD : 801121141234 atau KP Lama : A1234567).
Yang berlands * wajib diisi.

SEMAKAN TARIKH LUPUT LESEN KENDERAAN MOTOR

Kategori ID :

No. ID :

No. Pendaftaran Kenderaan :



Kod Bekuriti :

NOTA:
Sila pilih Kategori ID dan masukkan Nombor ID DAN Nombor Pendaftaran Kenderaan anda.
(Contoh Format Nombor ID Orang Awam Malaysia - MyKAD : 801121141234 atau KP Lama : A1234567).
Yang berlands * wajib diisi.

HASIL CARIAN

Rekod pemilik tidak wujud.

Availability of GOS e-Rating (1/2)

Categories	Description
Definition	Refers to the availability of GOS e-rating survey on the G2C Online Services The GOS e-rating script must be embedded at the completion of the Online Service transaction.
Conditions	All conditions must be complied: a) The GOS e-Rating script must be available at the defined location disclosed on this new system Profile page b) The embedded script must match exactly as the GOS e-Rating script

Availability of GOS e-Rating (2/2)

The screenshot displays the GOS e-Rating system interface. At the top, there are language selection buttons for 'Bahasa Malaysia' and 'English'. A light blue notification box contains the following text:

MUSE 2017
Objektif kajian adalah untuk mengukur kepuasan pengguna dengan tujuan untuk memperbaiki perkhidmatan ini.
Hanya 1 minit untuk kajian ini!

Question 1: Nyatakan kepuasan anda terhadap perkhidmatan ini? Sila klik pada emotikon.

Question 2: Berapa jumlah klik untuk anda mengakses perkhidmatan ini?

Question 3: Berapa kerap anda mengalami pautan putus (*broken link*) apabila mencari perkhidmatan ini?

The interface also shows a list of survey items with columns for Name, Type of Question, Status, and Action. The items are:

Name	Type of Question	Status	Action
Test Michael	1 klik	DRAFT	EDIT
MUSE 2017	2 - 3 klik	PUBLISHED	PREVIEW
PILOT MUSE 2017	4 - 5 klik	PUBLISHED	PREVIEW
Survey 2017	6 - 10 klik	PUBLISHED	PREVIEW
	Lebih dari 10 klik		

Objektif GOS e-Rating

1. Mengukur kepuasan pelanggan perkhidmatan dalam talian kerajaan.
2. Mengumpul dan menganalisis pandangan dan cadangan kualitatif melalui maklum balas pengguna perkhidmatan dalam talian kerajaan bagi menambah baik dimensi penyediaan perkhidmatan dalam talian kerajaan iaitu :
 - a. *Ease of use*
 - b. *Quality of content*
 - c. *Responsiveness*
 - d. *Web Design*

Peribadi/Personalisation

Kategori	Huraian
Definisi	Seberapa mudahnya perkhidmatan ini boleh di sesuaikan kepada keutamaan pelanggan individu
Syarat	1. Perkhidmatan ini disediakan mengikut kumpulan pengguna (Pekerja/majikan, pelajar/guru, warganegara/bukan warganegara)
Pematuhan	Skala likert (1 hingga 5) Skor 4 & 5 lebih daripada tahap National Compliance
Mekanisme Pengesahan	GOS e-Rating

Kandungan yang difahami /Understandable Content

Kategori	Huraian
Definisi	Merujuk kepada penyediaan maklumat yang jelas.
Syarat	<p>Semua syarat mesti dipatuhi :</p> <ul style="list-style-type: none"> (a) Maklumat yang disediakan mesti jelas dan secara langsung (b) Penggunaan istilah awam ('layman term') dengan teknikal jargons yang minimal (c) Penggunaan bahasa yang mudah. Contoh : 'Cabutan' (d) Susun atur kandungan bagi setiap halaman adalah tersusun dan konsisten. <p>Q1 : Perkhidmatan ini menyediakan maklumat atau arahan yang mudah difahami</p>
Pematuhan	<p>Skala likert (1 hingga 5)</p> <p>Skor 4 & 5 lebih daripada tahap National Compliance</p>
Mekanisme pengesahan	GOS e-Rating

Ketepatan Kandungan/ Accuracy of Content

Kategori	Huraian
Definisi	Merujuk kepada penyediaan maklumat yang tepat dalam perkhidmatan dalam talian kerajaan
Syarat	<p>Semua syarat mesti dipatuhi :</p> <ul style="list-style-type: none"> (a) Penyediaan maklumat di dalam perkhidmatan dalam talian mesti terkini dan spesifik (b) Maklumat yang disediakan mestilah mencerminkan amalan semasa daripada perkhidmatan yang ditawarkan (Contoh: Senarai dokumentasi yang diterbitkan di laman web mestilah dokumen yang sama diperlukan di kaunter) <p>Q1 : Perkhidmatan ini menyediakan maklumat atau arahan yang tepat</p>
Pematuhan	<p>Skala likert (1 hingga 5)</p> <p>Skor 4 & 5 lebih daripada tahap National Compliance</p>
Mekanisme pengesahan	GOS e-Rating

Responsif kepada Pertanyaan/ Responsive to Enquiries

Kategori	Huraian
Definisi	Merujuk kepada kerangka masa yang diberikan kepada agensi untuk memberi respons akan pertanyaan yang dibuat oleh pengguna melalui perkhidmatan dalam talian
Syarat	<p>Semua syarat mesti dipatuhi :</p> <ul style="list-style-type: none"> (a) Respons lalai terhadap sebarang pertanyaan oleh pengguna adalah dalam masa 7 hari bekerja seperti 'Panduan Pengurusan Perhubungan Pelanggan' daripada 'Pekeliling Kemajuan Kemajuan Pentadbiran Awam Bilangan 1 Tahun 2008'. (b) Sekiranya agensi telah menegaskan waktu respons kurang daripada 7 hari bekerja dalam Piagam Pelanggan (contohnya: Masa maklum balas untuk pertanyaan adalah dalam masa 3 hari bekerja), jangka masa yang lebih pendek untuk respons akan mengambil masa. (c) Maklum balas yang dihantar di luar jangka masa yang ditetapkan dianggap sebagai tidak menepati. <p>Q1 : Perkhidmatan ini memberikan maklum balas yang cepat kepada anda</p>
Pematuhan	<p>Skala likert (1 hingga 5)</p> <p>Skor 4 & 5 lebih daripada tahap National Compliance</p>
Mekanisme pengesahan	GOS e-Rating

Bantuan, Alat, Sumber Bantuan Aid, Tools and Help Resources

Kategori	Huraian
Definisi	Merujuk kepada maklumat yang akan membantu pengguna apabila menggunakan perkhidmatan dalam talian termasuk petua, garis panduan, manual pengguna, carta alir, tutorial video dan sebagainya.
Syarat	<ol style="list-style-type: none"> 1. Semua perkhidmatan dalam talian (Bilangan Kriteria Perkhidmatan Dalam Talian yang dikenalpasti) mestilah mempunyai salah satu daripada lima contoh tersebut. 2. Ia mesti disediakan di halaman utama perkhidmatan dalam talian masing-masing. 3. Soalan Lazim tidak dianggap sebagai sebahagian daripada kriteria ini. <p>Q1 : Panduan pengguna membantu anda membuat transaksi perkhidmatan ini</p>
Pematuhan	<p>Skala likert (1 hingga 5) Skor 4 & 5 lebih daripada tahap National Compliance</p>
Mekanisme pengesahan	GOS e-Rating

Maklum balas Pemberitahuan Automatik / Feedback Auto Notification

Kategori	Huraian
Definisi	Merujuk kepada paparan notifikasi selepas penghantaran maklum balas oleh pengguna
Syarat	<ol style="list-style-type: none">1. Pemberitahuan mesti memberi maklumat mengenai status penyerahan borang maklumbalas sama ada ia telah dihantar atau diterima.2. Mesej pemberitahuan perlu meliputi kerangka masa tempoh memberi tindakbalas dari pegawai yang berkaitan.3. Pemberitahuan tanpa kerangka masa dianggap sebagai tidak menepati kriteria ini <p>Q1 : Paparan notifikasi selepas tamat transaksi adalah meyakinkan</p>
Pematuhan	Skala likert (1 hingga 5) Skor 4 & 5 lebih daripada tahap National Compliance
Mekanisme pengesahan	GOS e-Rating

Look and Feel

Kategori	Huraian
Definisi	Merujuk kepada bagaimana sesuatu laman web kelihatan dan bagaimana perasaannya apabila pengguna tersebut berinteraksi dengannya.
Syarat	<ol style="list-style-type: none">1. Mengekalkan rupa dan rasa yang sama pada setiap halaman.2. Header, footer dan panel sisi yang konsisten pada setiap halaman. <p>Q1 : Susun atur pada setiap halaman adalah seragam</p>
Pematuhan	Skala likert (1 hingga 5) Skor 4 & 5 lebih daripada tahap National Compliance
Mekanisme pengesahan	GOS e-Rating



Proposed Monitoring Dashboard

TOP MANAGEMENT Dashboard Website



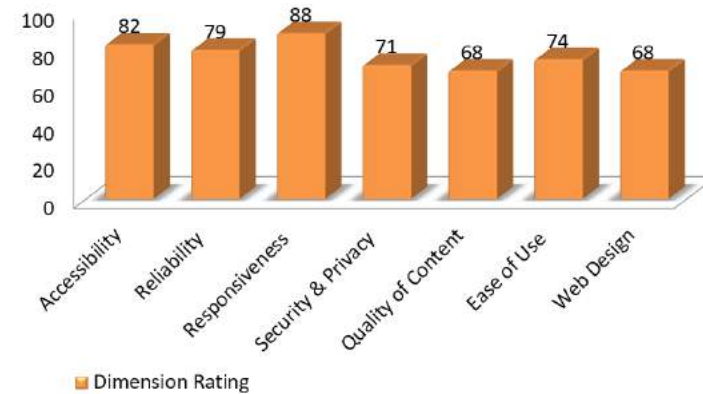
MAMPU
JABATAN PERDANA MENTERI

Public Sector Compliance and Performance Dashboard

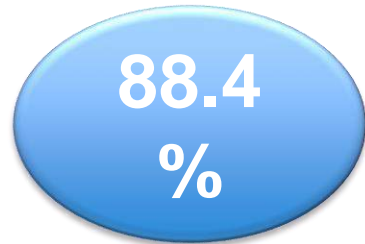
Prioritization Matrix



Compliance scoring



Compliance score

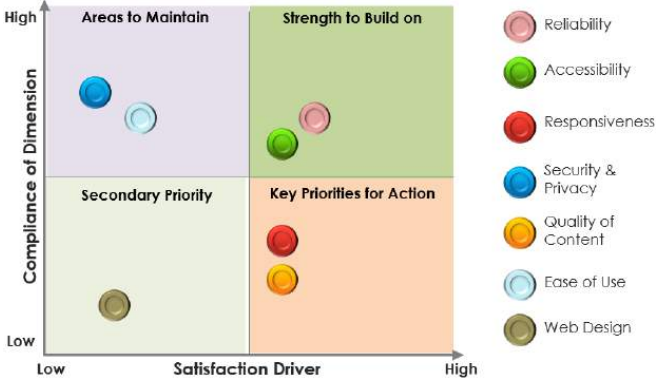


TOP MANAGEMENT Dashboard

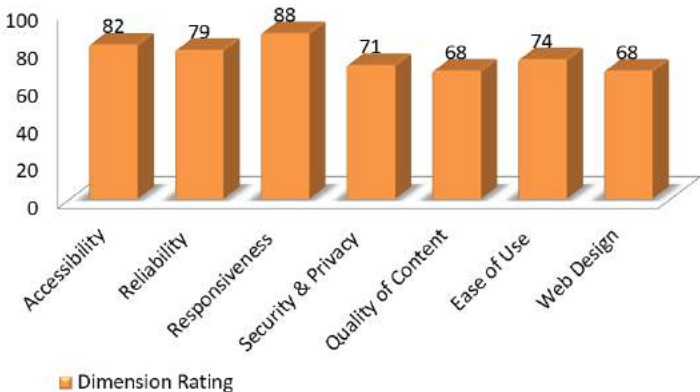


Public Sector Compliance and Performance Dashboard

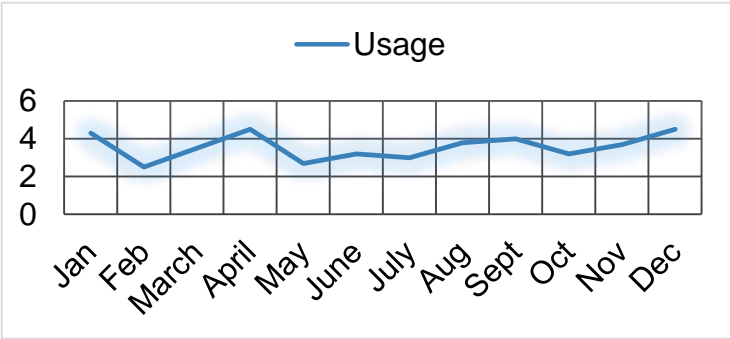
Prioritization Matrix



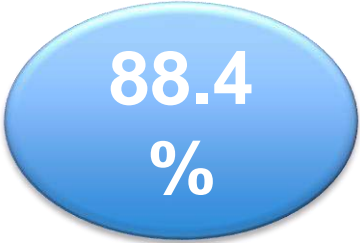
Compliance scoring



Statistics of GOS Usage



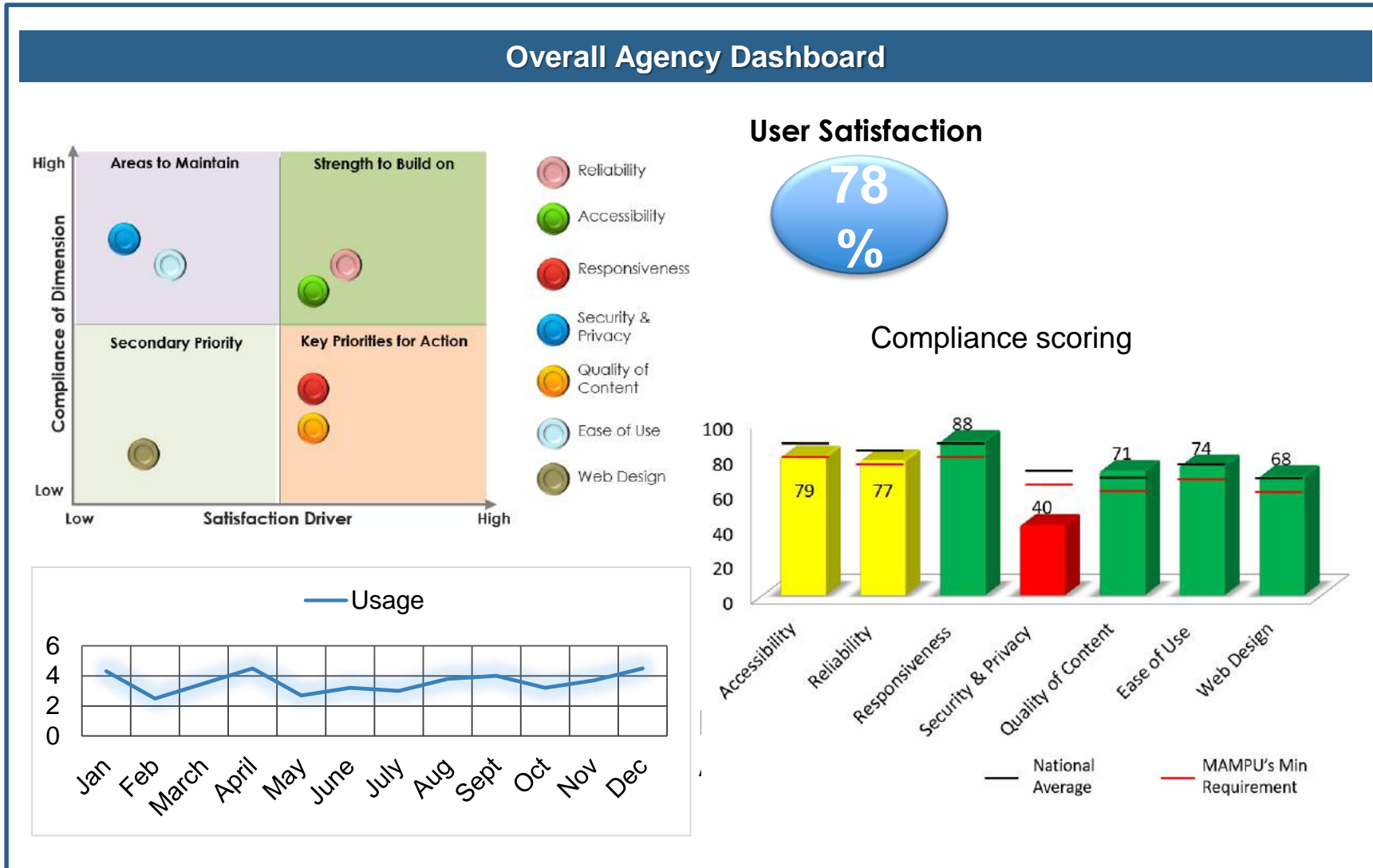
Availability of GOS



User Satisfaction



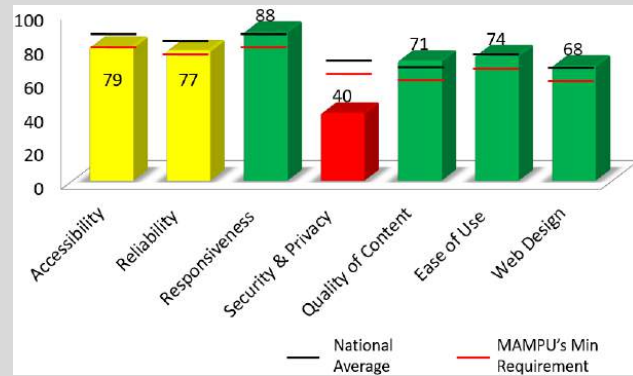
Agency Dashboard (2)



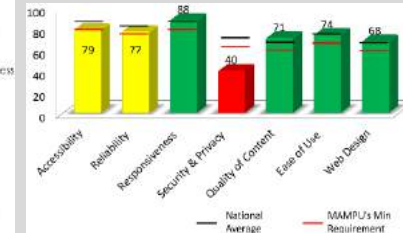
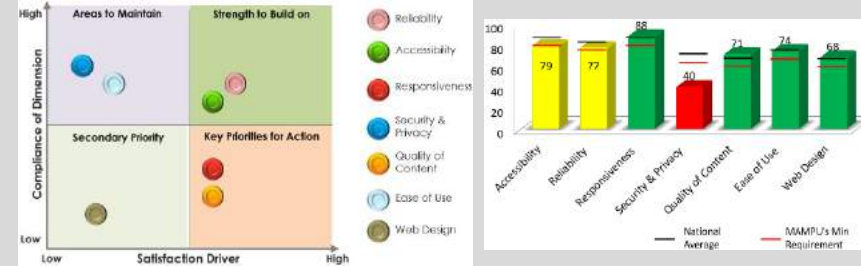
Agency Dashboard (2)

Website and GOS Compliance and Performance Dashboard

Website



GOS



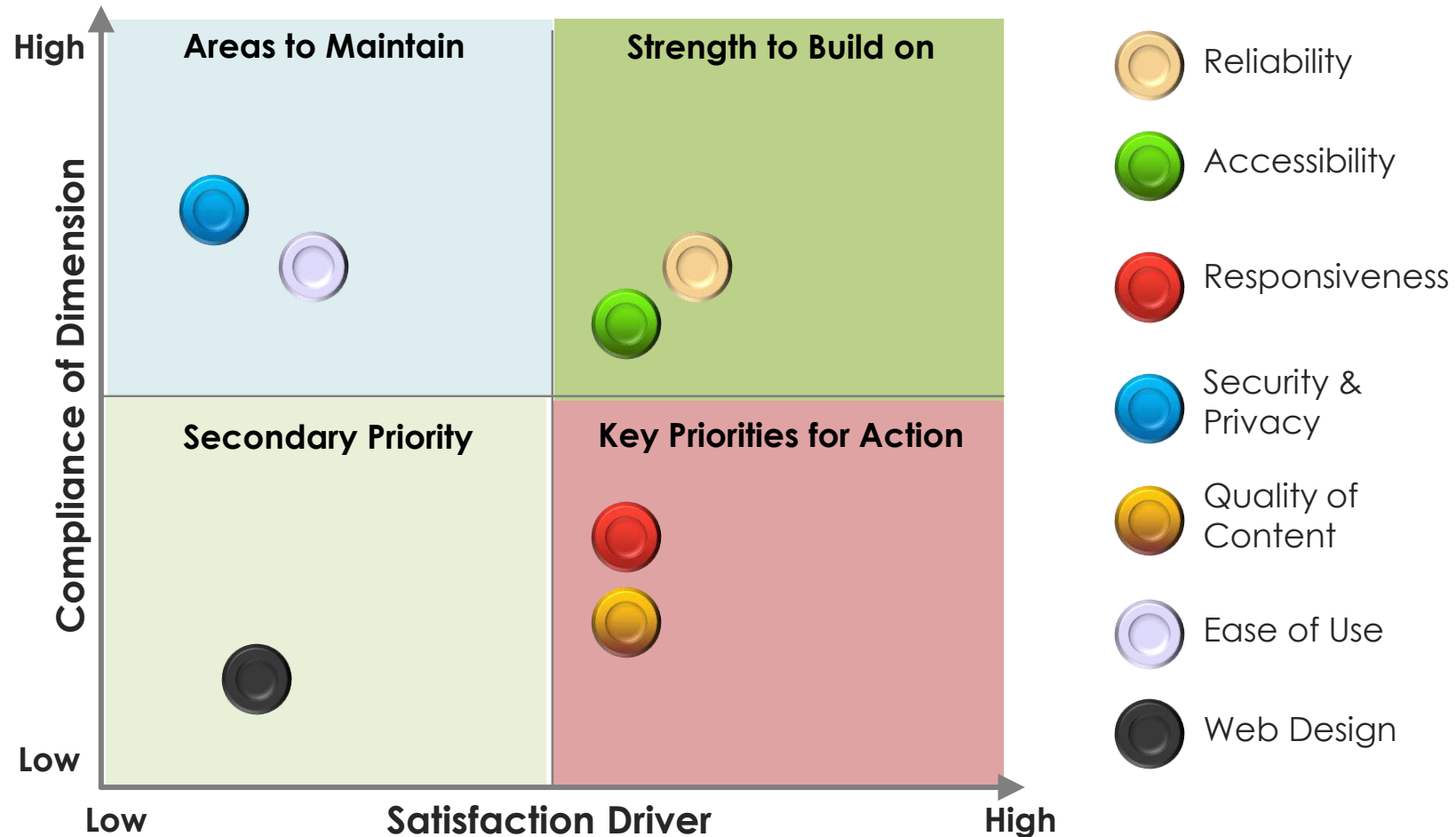
List of GOS with Compliance details :

1. Online service security ✓
2. Privacy policy ✗

Compliance Matrix

Objectives of the Compliance Matrix:

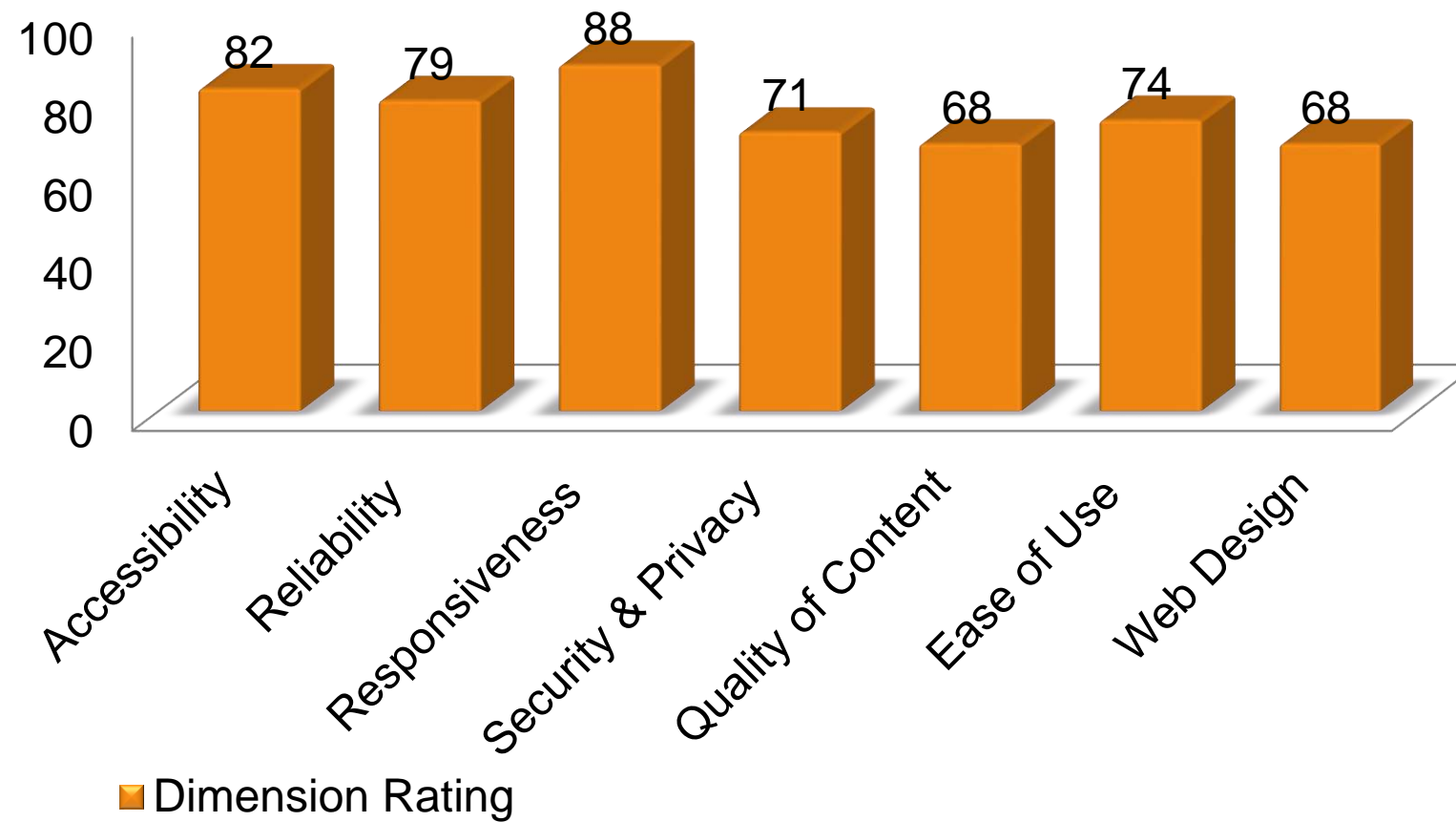
- To **map the level of overall compliance to user needs**
- To provide a **quick guide for immediate intervention**



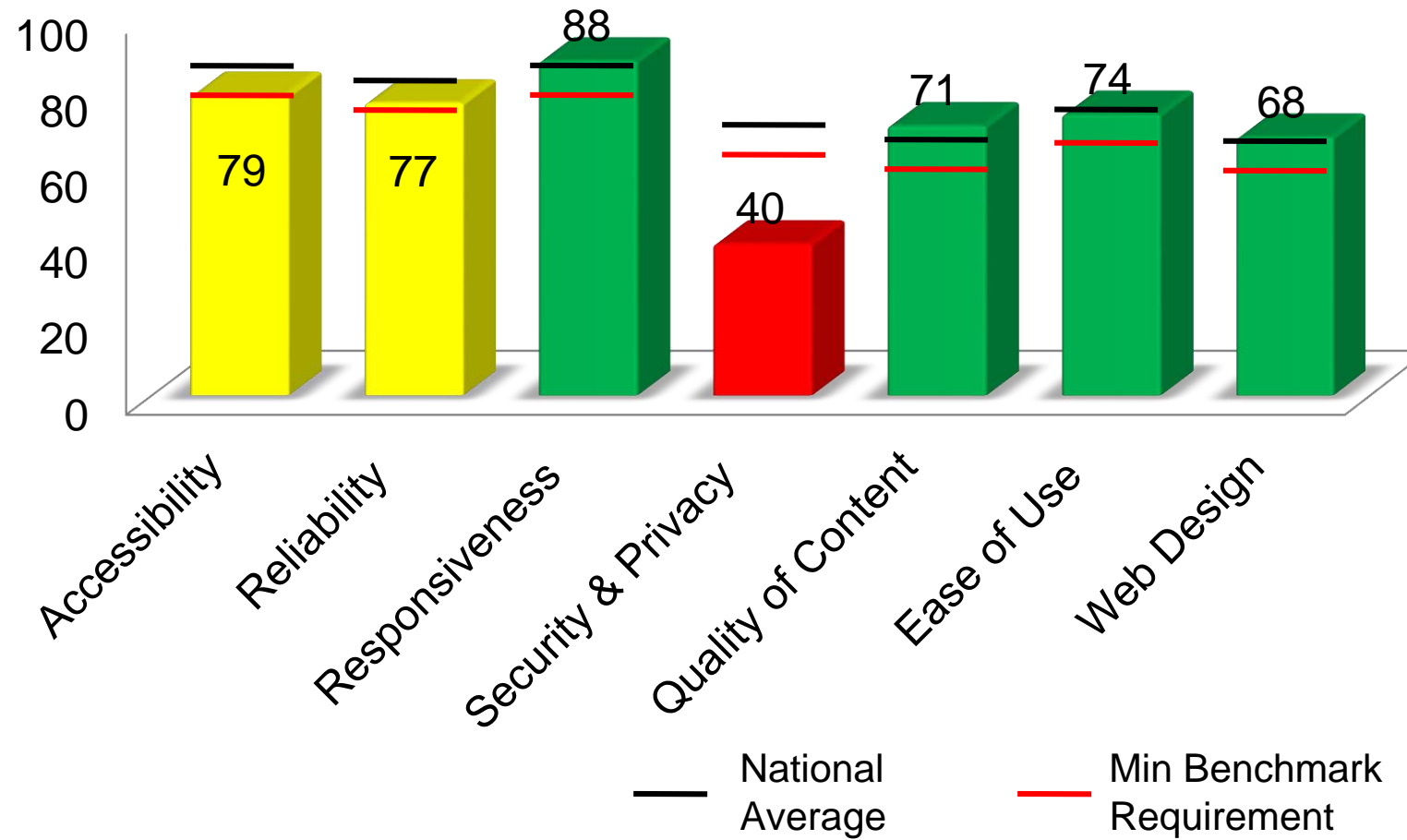
Notes:

- Satisfaction drivers derived from MUSE 2016 results
- Satisfaction drivers must be periodically reviewed as each driver is dynamic to user needs

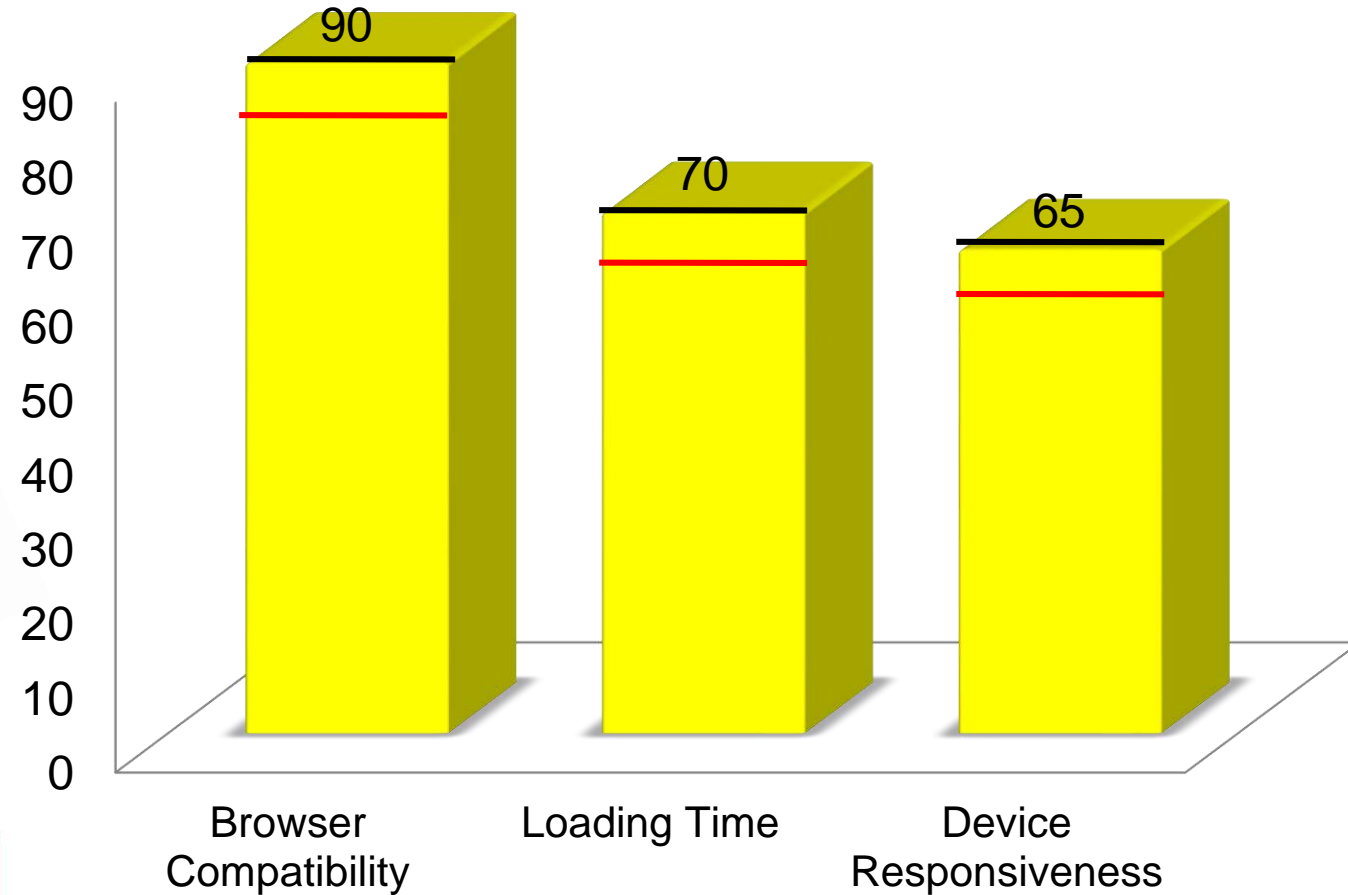
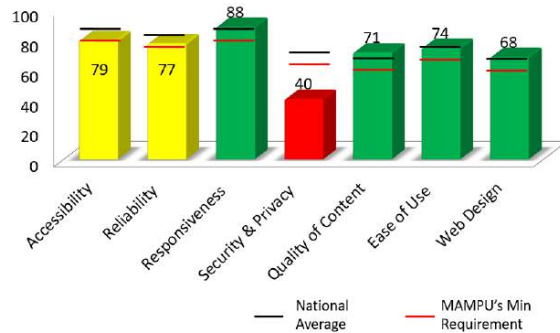
Dimension Rating – National Level



Dimension Rating – Compliance Scoring



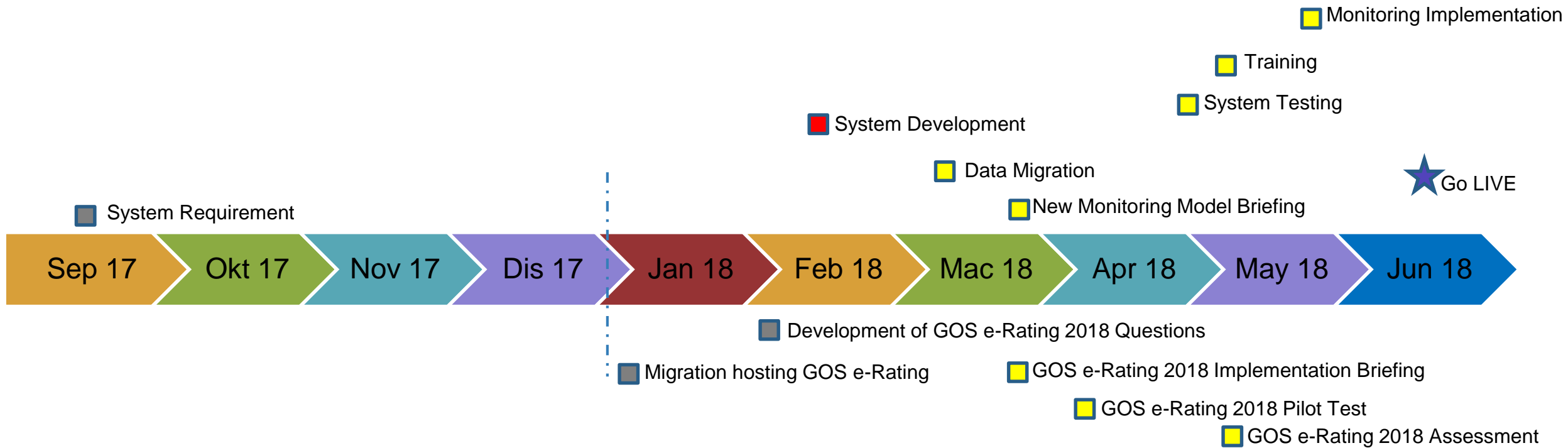
Agency Dashboard (3) – Criteria Ratings



— National Average

— Min Benchmark Requirement

Implementation Plan





MAMPU
JABATAN PERDANA MENTERI



Thank you