Core Values, e-Government Implementation & Its Progress In Negara Brunei Darussalam

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CASA Singapore   4 – 6 January 2010

The **Paper Objectives** are:

to examine e-Government and the role of national cultures and its core values in Singapore and Negara Brunei Darussalam that enable e-Government to be successfully implemented, and thus make e-progress and assist economic growth and development.

Data/ evidence from:
the researchers' interviewees with several Singaporeans (six from the Infocomm Development Authority: IDA and Institute of System Science: ISS and four businesspersons and e-Government users during the period 21 to 26 September 2009)

- e-Government in Brunei and Singapore
- Why the choice & comparison with **Singapore**?
- Why are we discussing **core values**?

E-Government, National Culture and Supporting Core Values

- English as ICT language
- How e-Government can help modernise business
- Singapore e-government
  - Smart card

E-Government, National Culture and Supporting Core Values (con't)

- ☐ What Brunei can learn from Singapore's success stories?
- ☐ What Brunei has in common with Singapore?
  - ■ Education/ Emphasis on training
  - ■ Human resource development
    - ☐ HARIIS

Guiding Principles

- Mahizhnan and Andiappan (2002)
  - Every service that can be delivered electronically shall be.
  - The customer shall supply or update personal information only once.
  - Those without home access shall have access to public delivery network.
  - Staff must assist those who need special help like the elderly.
  - All services shall be "customer-centric" and not "agency-centric".
  - Physical visits shall be kept as low as possible

Caveats and the Way Forward

- Singapore's 5Es
  - e-Learning
  - e-Entertainment
  - e-Communication
  - e-Transactions
  - e-Lifestyle

Brunei e-Government updates

- E-Education Flagship (17August 2008)
  - "Quality Education towards a developed, peaceful and prosperous nation"
  - aims to provide reliable and efficient ICT resources and assured management, administration and operational excellence in the education system

Bruneians

- 31% Bruneian used e-banking (Hazair, 2007)
  - "they still worried about security in online banking"
  - e-banking's developing and gaining bigger ground
- Peace and Stability helps in e-implementation
- Innovation and Risk Taking
- Feeling/ People Orientation

Conclusion

- A challenge but DO-able
- Of course, "Brunei can (boleh)!"