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**THE USE OF ELECTRONIC GOVERNMENT IN PROMOTING ICT :
A CASE STUDY IN PUBLIC SERVICE DEPARTMENT**

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ABSTRACT

THE USE OF ELECTRONIC GOVERNMENT IN PROMOTING ICT: A CASE STUDY IN PUBLIC SERVICE DEPARTMENT

Electronic Government is a flagship application for government, businesses and citizens to work together for the benefit of the country and all its citizens. Through the use of ICT and multimedia, government agencies become more efficient and effective in their delivery of public services and consequently more responsive to the needs of the citizens. The use of e-Government is still at the early stage and most of the public sectors are finding it difficult to keep up with fast moving technologies. Therefore, this paper tends to investigate how e-Government is used in Public Service Department (PSD) as a way to promote ICT in the organization. This research measures the view of employees in three divisions of PSD. The sample consisted of 93 returned questionnaires. Primary data were gathered through an interview and questionnaires. The data is analyzed using SPSS programme version 11.0. The analysis was being made using mean, percentage and One-way ANOVA. Firstly, the factors that influence the use of e-Government in PSD are appropriate time, efficiency and productivity, government's order, individual and organizational characteristics and the barriers in adopting e-Government in PSD .are external factors, organizational and individual characteristics. Secondly, the effectiveness after the implementation of e-Government in PSD is individual, organization, efficiency and productivity factors. Thirdly, the problems after the implementation of e-Government in PSD are organization, individual and external factors. Overall, the respondents accept the e-Government system.

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