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Multimedia Development Corporation (MDeC) would like to take this opportunity to convey gratitude to all those who have made the Malaysia Government Portals and Websites Assessment (MGPWA) possible again for the sixth year.

MDeC is bound and deeply indebted to the Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Ministry of Science, Technology and Innovations (MOSTI), Public Service Department Malaysia (PSD) and Economic Planning Unit (EPU) for their continuous support, interest, assistance and encouragement as the Technical Working Group (TWG) members.

Executive Summary

This year 2011 denotes the sixth Malaysia Government Portals and Websites Assessment (MGPWA) conducted since its first in 2005. With the objectives to reach out to the citizen, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 2 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOSTI, PSD and EPU. With the TWG approval, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. This year observation was only made to Waseda University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to retain its place at number 24 with 67.37 score. Nevertheless, there is an improvement of 3.87 score. Out of the 7 indicators, 3 were found to be the most affiliated with MGPWA 2011 namely Required Interface-Functioning Applications, National Portal and e-Participation.

In adjustment to the requirement that some websites are not transactional, Portal and Website category were introduced in the assessment. Both portals and websites have to conform to the 5 pillars. Criteria were rearranged according to the new 5 pillars, i.e. Content, Usability, Security, Participation and

Services. New criteria were also introduced this year. A portal as compared to the website will have the opportunity to earn additional 10 marks from the total of 100 marks.

The total portals and websites assessed in MGPWA 2011 have increased to 1,155. They are derivation from item Machinery on myGovernment Portal. From the assessment, there are still availability of inaccessible portals/websites, a total of 64. In the overall ranking of portals and websites, sub rankings were derived. They are Ministry, State, Local Authority, University and Managed Portal Services (MPS). Two new sub rankings are introduced - Top 10 Portals and Top 10 Websites.

In terms of star rating, a significant progress was observed in the 5-star. There are 285 5-stars as compared to 101 in 2010. The 4-star portals/websites are the biggest portion, an increment of 50.45%. For 3-star, the total portals/websites is 330, an increment of 0.61%. As desired, the number for 2-star and 1-star has much reduced. A noteworthy finding of MGPWA 2011 was the percentage of portals and websites rated 3-star onwards which sums up to 86.71%, as compared to 61.57% in 2010.

The other subtle objective of the assessment is to streamline all listed agencies and their respective URLs on myGovernment portal. As there are a number of 64 inaccessible portals/websites, the respective agencies need to verify their existence as not to confuse users or public when accessing the gateway portal of their availability.

Many portals/websites scored well for updating criteria such as contact number, updated website and web 2.0. Number of online

services showed good progress with 88.7% achieved at least 1 service put online. Statistic of online services tracked via the sites and the client's charter achievement were found to be on the contrary. For the disability criteria, it is not encouraging as fulfillment showed only 34.19%. Languages, although has several combinations, was observed to have majority of only 1, either Malay language or English language. Platforms to promote citizen participation are still low where response for feedback forms was given not within 3 working days. Social media is not widely used with only 61.96%.



“Number of online services showed good progress with 88.7% achieved at least 1 service put online.”

Taking into account the observations made, Government portals and websites must strive further to ensure better take-up rate for every citizen of Malaysia and utilizing the portals and websites as their communication medium when dealing with Government agencies.

“Although the Government has successfully operated online services, it has to rethink whether they are still relevant.

I recognize that we have implemented many e-Government applications nationwide over the years. (But) just because it is e-something, it doesn't make it relevant for all time.”

YBhg. Tan Sri Mohd Sidek bin Hj. Hassan
The Chief Secretary to the Government of Malaysia
National ICT Conference 2011



The Executive Roundtable session during the National ICT Conference (NICT) 2011 with the presence of The Chief Secretary to the Government of Malaysia, YBhg. Tan Sri Mohd Sidek bin Hj. Hassan to officiate session.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOST, Public Service Department and STB. With the TWG approach, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.

In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. Both portals and gateways have to conform to the 5 pillars. A portal is considered to be website will have the opportunity to have additional to make how the target of 500 users.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 institutions for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to rethink whether they are still relevant."

1.0 INTRODUCTION

1.0 Introduction

The Malaysia Government Portals and Websites Assessment (MGPWA) 2011 is conducted in order to support the delivery of public services in Malaysia. From the star rating awarded at the end of the assessment, Government portals/websites will be able to improve themselves further towards becoming a good, beneficial portals/websites to citizen.

From the star rating awarded at the end of the assessment, Government portals/websites will be able to improve themselves further towards becoming a good, beneficial portals/websites to citizen.

Over the past 5 years, since the mandated given by YAB Prime Minister to MDeC to undertake an audit on all of the Government agencies on 7th December 2006, MGPWA has gone through quite an experience. Starting with only 903 portals/websites, the numbers has thus far been increasing to 1,155 this year. Portals and websites of different star rating continue to aim to be at top of the ranking by seeking ways to be a portal/website that cater the needs of its users. Hence, these portals and websites has transformed towards providing services that are convenient and easy to citizen.

This report presents the result of MGPWA 2011 star rating together with the overall analysis. Observations made and situations encountered through out the assessment are put forward so that they are taken notice of by every Government portals and website. At the end of the report, recommendations are given and hopefully being considered.

A set of evolved criteria which was used when assessing the portals and websites were formed based on the international reports and practices. The scores obtained will then decide the rating that they will be accorded with.

The MGPWA 2011 has seen the greatest impact thus far. The performance and number of 5-star portals and website has increased tremendously. This is the result from the active participation of Government agencies at various workshops, 1-to-1 consultation sessions and seminars organized throughout the nation. For this encouraging situation to be further enhanced, cooperation of every Government agency to play their pivotal role in encouraging usage of their respective services offered must prevail. Fundamentally, ensuring E-Government implementation will be better served.

88.7% offering online services to citizen

1991 and 2001 between the sixth Malaysian Government and the Malaysian Government. The Government of Malaysia has been the first to use the word 'Assessment' in the title of the document. The document is also the first to use the word 'Assessment' in the title of the document. The document is also the first to use the word 'Assessment' in the title of the document.

MARRA has consistently made up of 2 approaches, namely the assessment itself and accompanying best practices. This format involved a set of criteria which was presented and agreed upon during the Technical Working Group (TWG) meeting. Minutes of the meeting are from MARRA, 2003b. Public Service Employment and LIFE. With the TWG approval, assessment was then conducted for a period of three and half months, beginning April 2003. Upon completion of assessment, overall strategy was performed and put into strategy and recommendations.

In the latter approach, reports of international bodies were studied. Two year information was only made to Heriada University World e-Government Survey as it was the only report produced by the Asia Malaysia with trend to show its place at number 24 out of 60. Nevertheless, there is an improvement of 1.17 score. Out of the 7 indicators, 3 were found to be the most affected with MPOB 2011 namely Requested services Functioning Applications, National Portal and e-Participation.



in alignment with the organization's high values, which we call *transnational*. *Portus* and *Immense* allegory were introduced in the movement. Both *Portus* and *Immense* have to conform to the 5 pillars. A *Portus* is compared to the article and has the opportunity to use additional remarks from the text of the work.

In other words, objective of the statement is to streamline all listed agencies and their respective UICs on a government portal. As there are a number of 84 institutions participating, the respective agencies need to verify their existence as not to replace any or public while accessing the gateway portal of their availability.

"Although the Government has successfully operated nuclear reactors, it has to decide whether they are still relevant."

2.0 OBJECTIVES

2.0 Objectives

The main objective of MGPWA is to aid Government agencies towards furnishing portal/website that has the ability to reaching out to the citizens, be it at cities or in the rural areas.

To encourage usage, agencies must then focus on ways to keep these citizens returning to the portals/website for more information and also services offered. This is where not only

offering more online services are important, but also driving these initiatives to the citizens via portals/websites as a key objective.

Hence, several criteria were put together in MGPWA so that Government agencies would be able to adapt best practices and at the same time, able to obtain the 5-star rating.

“reaching out to the citizen”

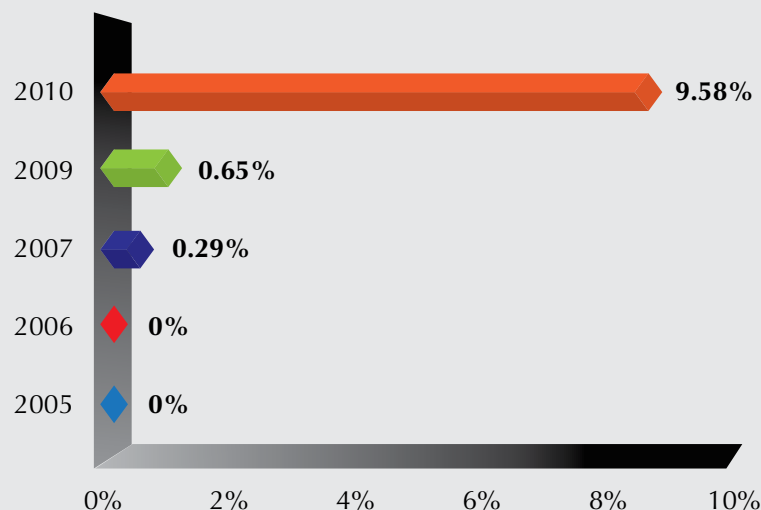


Figure 1: 5-Star Rating Comparison from 2005 to 2010

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the TWG approach, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year 2010 edition was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have a place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 3 categories, 3 were found to be the most efficient with MGPWA 2011 mainly focuses towards Functioning Applications, National Data and e-Integration.



In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. Both portals and gateways have to conform to the 5 pillars. A portal is considered to be website will have the opportunity to have additional to make use the top of 500 marks.

The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 participants. In view of this, the negative agencies need some of public when assessing the gateway portal of their usability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

3.0 SCOPE OF STUDY

3.0 Scope of Study

The MGPWA 2011 is divided into 2 areas namely Assessment and Best Practices.

3.1 Assessment

The total portals and websites assessed in MGPWA 2011 is 1,155 of which 479 falls under Federal and 675 under State.

These portals and websites were derivation from Machinery of myGovernment (<http://www.malaysia.gov.my>) Portal. Remaining was myGovernment (myGov) Portal itself. Breakdown and comparison of total portals and websites is depicted in Table 1. To date the number of portals and websites has increased by 0.87%.

| CATEGORY | 2011 | 2010 | 2009 | 2007 | 2006 | 2005 |
|----------|-------------|---------------------------------|---|--|---|------|
| Federal | 479 | 454 | 448 | 442 | 419 | 321 |
| State | 675 | 683 | 714 | 681 | 628 | 578 |
| Others | 1 myGov* | 6 | 6 | 6 | 7 MyHealth* | 4 |
| | | | 8 myGov, eKL, OSC, ePBT, UPU, PEMUDAH, I Cerve U, BLESS | | | |
| | | 2 PMR, Khazanah Nasional* | 2 PMR, Khazanah Nasional* | 4 myGov, eKL, PMR & Khazanah Nasional* | 1 Pusat Maklumat Rakyat (PMR)* | |
| | | | 14 MPS | | | |
| TOTAL | 1,155 | 1,145 | 1,192 | 1,133 | 1,055 | 903 |

Table 1: Breakdown of Portals and Websites

3.2 Best Practices

This year, MGPWA has examined results that of The 2011 Waseda University World e-Government Ranking. This is to motivate Government agencies towards achieving a world standard portal/website.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Subsector Working Group (SWG) meeting. Members of the working group from MAMPU, MOJ, Public Service Department and STB. With the 2011 annual assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.

In alignment to the requirement that some websites are not functional, Portal and Website Survey was introduced in the assessment. With portal and website have to conform to the 5 pillars, 8 pillars as compared to the website will have the opportunity to have additional 10 marks for the total of 100 marks.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 participants for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

4.0 METHODOLOGY OF ASSESSMENT

4.0 Methodology of Assessment

The MGPWA 2011 structure is as Table 2. Prior to the assessment, a set of criteria was formulated and tabled at the Technical Working Group (TWG) members from MAMPU, MOSTI, PSD and EPU (serve as advisors, supporters and input contributors). The criteria were accepted for the assessment. Meantime MDeC will be studying various

international reports for best practices. The assessment was carried out by MDeC and this was followed by analyzing and putting forward all the findings and recommendation to Government agencies. The TWG was called again for final checks and confirmation before the report was produced and distributed to all Government agencies involved.

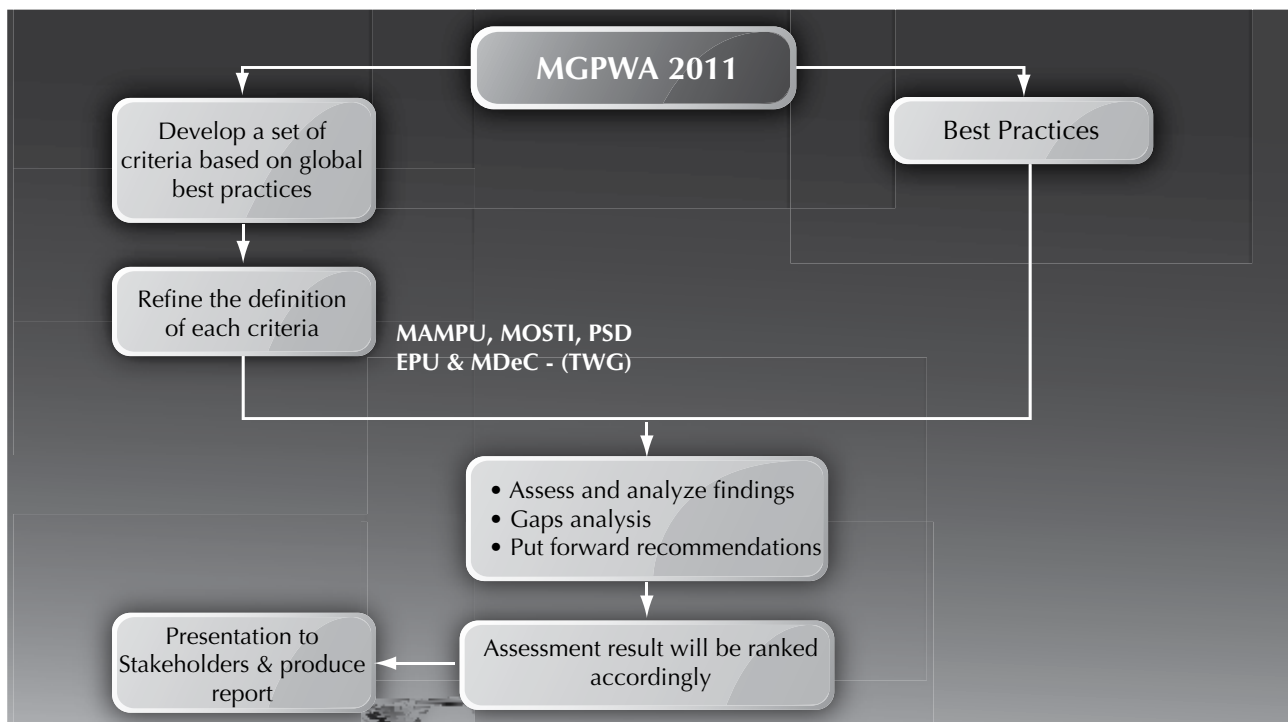


Table 2: Assessment Structure

4.1 Assessment

Assessment on the 1,155 Government portals and websites were done based on 2 categories, namely Portal and Website. Depending on the phrase made available, e.g. “Laman Web Rasmi” or “Portal Rasmi”, categorization is then done. The introduction of categorization is timely as MGPWA have always been incorporating the criteria towards portals readiness. The typical attributes of portals and websites have been outlined as stated in MGPWA 2006 report. They are as figure below:-

| Portal | Website |
|---|--|
| Public and private interface | Public interface |
| Common access point for multiple user roles | Target one user type/audience |
| Personalization/Role-specific functionality and content | Support users in specific tasks |
| Versatile/Enhances functionality and flexibility | Provide targeted content from specific resources/authors |
| Support users in multiple tasks | Generally content focused |
| Provide content from diverse distributed resources | May or may not have authentication |
| Generally spans content, collaboration and e-commerce | |
| Authentication process to “know” a user | |

Figure 2: Comparison of Portals and Websites Attributes

A portal is a hub or gateway to locate commonly used content. A portal gives approved users access to web-based information, tools, and services from one location, with single sign-on and user-specific views. Roles-based profiles allow for dynamic, customized, personalized data. Use of portals allows for broadcast of messages or notifications, or narrower, targeted messages. Value of portals: single branding; link integrity; and due to customization of content, efficiency (time saving), reduced frustration, easier access to commonly used tools and information, and a more pleasurable experience.¹

Hence, with the categories, the score now ranges from 0 to 110, of which a portal has the ability to earn additional 10 marks on top of the 100 marks. A website merits 100 points for all the successfully implemented set of criteria. The bonus of 10 marks is accorded with the availability of sessions, digital signature, e-payment, searchable database, external services and customization of page according to user preference in a portal. Therefore, even if a website does provide any of the bonus criteria, it would not be awarded with marks because instead of being known as portal, it is a website.

Having to use the same pillars for the past 5 years, a revision was done and new pillars were introduced. Consisting of 5 pillars still, they are known as Content (30 marks), Usability (40 marks), Security (10 marks), Participation (10 marks) and Services (10 marks). Additional marks for portals can be found in Security and Services with 2 marks and 8 marks respectively. For more details, refer to Appendix 1.

New criteria were also incorporated to the revised set. To name, they are Electronic Archive, Homepage Length, Login to Any System and Customization of Page According to User Preference. As for Updated Website, assessment on this particular criterion was in line with 6 out of the 7 areas from the *Perkara-Perkara Yang Dipantau Berkaitan Pengemaskinian Maklumat Di Laman Web* by MAMPU. Statistic of Online Services was examined as fulfilled when statistic of every online service offered in the portals/websites are displayed. In terms of Feature Additional Technology/Web 2.0, more mark will be obtained by providing more channels. Online services also had some changes for they are segregated into 2 parts of which E-Services must be fulfilled by both portals and websites and External Services to be fulfilled by portals only. Altogether, these parts made up 10 marks. Taken into account for E-Services are any kind of online services, be it external or

¹ Gibson et al., *Due Diligence for the MIT Portal*, p. 30

internal use. The other part which is External Services is very much self-explanatory.

| Pillar | Score | |
|---------------|------------|------------|
| | Portal | Website |
| Content | 30 | 30 |
| Usability | 40 | 40 |
| Security | 12 | 10 |
| Participation | 10 | 10 |
| Services | 18 | 10 |
| TOTAL | 110 | 100 |

Table 3: Score Allocation for Portal and Website

With the result from the overall ranking of portals and websites, other sub rankings were derived, namely:-

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

4.2 Best Practices: The 2011 Waseda University World e-Government Ranking

Table 4 depicts the progress of Malaysia E-Government ranking in the international reports. As for year 2011, only Waseda University has published its report, making it the 7th one since 2005. NA indicates that no report was produced in the particular year or has yet to be produced this year.

| YEAR | UNPAN  | BROWN  | WASEDA University  | accenture  | WORLD ECONOMIC FORUM  |
|------|---|---|--|---|--|
| 2002 | 59/190 | 21/198 | NA | 20/23 | NA |
| 2003 | 43/191 | 8/198 | NA | 18/22 | NA |
| 2004 | 42/191 | 83/198 | NA | 17/22 | NA |
| 2005 | 43/191 | 157/198 | 9/23 | 19/22 | NA |
| 2006 | NA | 36/198 | 14/32 | Citizens' Trust Survey | 19/122 (2006-2007) |
| 2007 | NA | 25/198 | 15/32 | 14/22 | 21/131 (2007-2008) |
| 2008 | 34/192 | 11/198 | 18/34 | NA | 21/130 (2008-2009) |
| 2009 | NA | NA | 22/34 | NA | 24/133 (2009-2010) |
| 2010 | 32/192 | NA | 24/40 | NA | 26/139 (2010-2011) |
| 2011 | NA | NA | 24/50 | NA | NA (2011-2012) |

Table 4: E-Government Ranking

Puan Gayah Gulam Haidar, Senior Manager of Government Enablement, during her presentation at Kota Darul Naim, on 2nd December 2010.



In the World e-Government Ranking report, a total of 50 countries being ranked accordingly. Malaysia retained at 24th place with the score of 67.37. It was noted that despite the stagnancy, Malaysia's score has improved by 3.87. This also indicates that the only decline experienced was in 2008 with a score of 4.01.

| Year | Ranking | Score |
|------|---------|---------------|
| 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 | NA |
| 2005 | 9/23 | 0.925 (index) |

Table 5: Malaysia Progress in World e-Government Ranking by Waseda University

Waseda University monitored the development of e-Government worldwide through 7 main indicators that are made up of 31 dimensions. They are as follows:-

| No | Dimensions | Indicators |
|----|---|---|
| 1 | a) Internet Users b) Broadband Subscribers c) Mobile Cellular Subscribers d) PC Users | Network Preparedness |
| 2 | e) Optimization Awareness f) Integrated Enterprise Architecture g) Administrative and Budgetary Systems | Management Optimization |
| 3 | h) Cyber Laws i) e-Tender systems j) e-Tax system k) e-Payment system l) e-Voting system m) Social Security Service n) Civil Registration o) Consular Services p) Labor Related Service q) e-Health system | Required Interface-Functioning Applications |
| 4 | r) Navigation s) Interactivity t) Interface u) Technical | National Portal |
| 5 | v) GCIO Presence w) GCIO Mandate x) GCIO Organizations y) CIO Development Programs | Government CIO |
| 6 | z) Legal Mechanism aa) Enabling Mechanism bb) Support Mechanism cc) Assessment Mechanism | e-Government Promotion |
| 7 | dd) e-Information and Mechanism ee) Decision-Making | e-Participation |

Table 6: Dimensions and Indicators of World e-Government Ranking

The most affiliated indicators with MGPWA 2011 are Required Interface-Functioning Applications, National Portal and e-Participation.

Measuring 9 core e-services, Required Interface-Functioning Applications showed United States of America (USA) at the top of its ranking, followed by Singapore and Australia and Canada sharing the third place. Although observed for the indicators are e-government applications, it was not mentioned the way Waseda University rank each country. With the number of online services offered to the citizen, it is possible to see Malaysia among the top 10 of this ranking in years to come.

In the National Portal, Malaysia is still not reflected in the top 10. As the basic interface for stakeholders to access government in an electronic way, the 4 dimensions were further segregated into 59 parameters ranging from layout, text, sitemap, help function, social network service and online polls to innovative aspect of a portal. Although Malaysia is absence from the top ranking of National Portal, it was noted that from MGPWA 2011, myGov fulfilled most of the disclosed parameters with the existence of font resizing, change of background image according to user's preference, 3 languages, video, mobile web, sitemap, search engine within myGov itself, user manual on one of the online services, display of contact details and several social media including SMS services.

Malaysia shares the same ranking as Singapore, Hong Kong, Netherlands, Chile, Israel, Brazil, Mexico, Malaysia, Japan and Switzerland in the e-Participation indicator. This indicator is used to take into account the "demand" side of e-Government as well as to see to what degree people are using e-government platforms especially in the light of Gov 2.0 mash ups. From the three sub-indicators mainly e-information, e-consultation and

e-decision, it was suggested in the report that there is grouping of nations as advanced and e-participation tools become more common.

It was also noted that Malaysia was highlighted in the Network Preparedness indicator as one of the few countries in Southeast Asia to have improved over last year. With the presence of trends by grouping introduced in this year report, Malaysia has fallen into the middle scoring countries. Other trends of grouping are Group 1 for the upper scoring countries, Group 3 for the lower scoring countries and Group 4 for 10 new entry countries.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the TWG, annual assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 3 categories, it was found to be the most efficient with MGPWA 2011 mainly focuses towards Functioning Applications, National Data and e-Integration.



In alignment to the requirement that some websites are not functional, Portal and Website Survey was introduced in the assessment. With portal and website have to conform to the 5 pillars, 8 pillars as compared to the website will have the opportunity to have additional 3 marks for the total of 300 marks.

The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 participants. In order to ensure the negative agencies need some of public when assessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

5.0 ASSESSMENT : GROUP RANKING

5.0 Assessment : Group Ranking

From the total 1,155 portals/websites assessed this year, only 1,091 were accessible and the remaining 5.54% which is 64 portals/websites were not accessible at the point of

assessment. This also indicates the positive decrease of inaccessible portals/websites of 29.67% compared to last year.

| Year \ Issues | | Page cannot be displayed | Page cannot be found | Under construction | Object not found | No URL at myGov | Forbidden to access | Firewall error | Displays FTP directory | No results | Wrong URL | Link is broken | NSL | Miscellaneous | Total |
|---------------|------------|--------------------------|----------------------|--------------------|------------------|-----------------|---------------------|----------------|------------------------|------------|-----------|----------------|------|---------------|------------|
| 2011 | No. | 8 | 5 | 13 | 5 | 6 | 1 | 0 | 0 | 1 | 15 | 0 | 8 | 2 | 64 |
| | Percentage | 12.5 | 7.8 | 20.3 | 7.8 | 9.4 | 1.6 | 0 | 0 | 1.6 | 23.4 | 0 | 12.5 | 3.1 | 100 |

Table 7: Segregation of Inaccessible Portals/Websites 2011

The highest number of portals/websites came from the Wrong URL category with a total of 15, followed by 13 portals/websites which were under construction. The third contributor with 12.5% is portals/websites that falls under

the category of Page Cannot be Displayed and No Specific Link (NSL). This year marked the third year since the introduction of NSL and it still exists.

| | Federal | State | Total |
|---------|------------|------------|--------------|
| Portal | 189 | 198 | 387 |
| Website | 267 | 437 | 704 |
| Total | 456 | 635 | 1,091 |

Table 8: Segregation of Accessible Portals and Websites

From the total 1,091 accessible Government portals and websites, it was identified that 387 were categorized as portal and 704 (64.53%) were categorized as website. The total 387 portals are made up of 189 federal

portals and 198 state portals. As for website, it is a combination of 267 federal and 437 state websites, with the latter as the major contributor.

5.1 Overall Top 10 Portals

A total of 387 portals are assessed in MGPWA 2011, of which score ranges from 106 to 25 marks. The number of portals obtaining more than 100 marks was found to be only 8. Nevertheless, it was also noted that some are not ready as portals.

The top 10 is made of 87 portals with Ministry

of Housing and Local Government at 1st place. Majority of the portals in the ranking are local authority with a total of 40 portals. Also listed are 3 states, namely Negeri Sembilan, Kelantan and Penang. It was also noted that 9 ministry managed to be in the Top 10 Portal. All in all, 43 portals are federal and 44 are state levels.

| Rank | Portal Name | Score | Star |
|------|---|-------|------|
| 1 | Ministry of Housing and Local Government | 106 | 5 |
| 2 | Municipal Council of Pasir Gudang | 103 | 5 |
| 2 | Nilai Municipal Council | 103 | 5 |
| 3 | City Hall of Kuala Lumpur | 101 | 5 |
| 3 | General Administration Division | 101 | 5 |
| 3 | Malaysia Geospatial Data Infrastructure (MyGDI) | 101 | 5 |
| 3 | myGovernment | 101 | 5 |
| 3 | Prime Minister's Department | 101 | 5 |
| 4 | Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) | 100 | 5 |
| 4 | National Academy of Art, Culture and Heritage | 100 | 5 |
| 4 | National Registration Department | 100 | 5 |
| 4 | Prime Minister's Office | 100 | 5 |
| 4 | Rubber Industry Small Holders Development Authority (RISDA) | 100 | 5 |
| 5 | Cameron Highlands District Council | 99 | 5 |
| 5 | FELCRA Berhad | 99 | 5 |
| 5 | Kuala Selangor District Council | 99 | 5 |
| 5 | Local Government Department | 99 | 5 |
| 5 | Malaysian Agricultural Research and Development Institute (MARDI) | 99 | 5 |
| 5 | Penang Island Municipal Council | 99 | 5 |
| 5 | Sepang Municipal Council | 99 | 5 |
| 6 | Batu Gajah District Council | 98 | 5 |
| 6 | Development Authority of Kelantan Selatan (KESEDAR) | 98 | 5 |
| 6 | Kajang Municipal Council | 98 | 5 |

| Rank | Portal Name | Score | Star |
|------|---|-------|------|
| 6 | Kulim Municipal Council | 98 | 5 |
| 6 | Maran District Council | 98 | 5 |
| 6 | Ministry of Health, Malaysia | 98 | 5 |
| 6 | Ministry of Natural Resources and Environment | 98 | 5 |
| 7 | Alor Setar Municipal Council | 97 | 5 |
| 7 | Attorney General's Chamber | 97 | 5 |
| 7 | Cooperative College of Malaysia | 97 | 5 |
| 7 | Kampar District Council | 97 | 5 |
| 7 | Kedah Regional Development Authority (KEDA) | 97 | 5 |
| 7 | Lenggong District Council | 97 | 5 |
| 7 | Lipis District Council | 97 | 5 |
| 7 | Malaysian Rubber Board | 97 | 5 |
| 7 | Ministry of Domestic Trade, Cooperative and Consumerism | 97 | 5 |
| 7 | National Craft Institute | 97 | 5 |
| 7 | Perbadanan Putrajaya | 97 | 5 |
| 7 | Temerloh Municipal Council | 97 | 5 |
| 8 | Baling District Council | 96 | 5 |
| 8 | District Council of Kota Tinggi | 96 | 5 |
| 8 | District Council of Marang | 96 | 5 |
| 8 | Economic Planning Unit (EPU) | 96 | 5 |
| 8 | Farmers' Organization Authority of Malaysia | 96 | 5 |
| 8 | Kulai Municipal Council | 96 | 5 |
| 8 | Manjung Municipal Council | 96 | 5 |
| 8 | Ministry of Works, Malaysia | 96 | 5 |
| 8 | Muda Agricultural Development Authority (MADA) | 96 | 5 |
| 8 | National Archive of Malaysia | 96 | 5 |
| 8 | Negeri Sembilan | 96 | 5 |
| 8 | Petaling Jaya City Council | 96 | 5 |
| 8 | Selayang Municipal Council | 96 | 5 |
| 8 | Shah Alam City Council | 96 | 5 |
| 8 | Taiping Municipal Council | 96 | 5 |
| 9 | City Council of Johor Bahru | 95 | 5 |
| 9 | Contractor Services Centre | 95 | 5 |
| 9 | Department of Survey and Mapping Malaysia | 95 | 5 |

| Rank | Portal Name | Score | Star |
|------|---|-------|------|
| 9 | Development Authority of Terengganu Tengah (KETENGAH) | 95 | 5 |
| 9 | District Council of Setiu | 95 | 5 |
| 9 | Fisheries Development Authority of Malaysia | 95 | 5 |
| 9 | Gerik District Council | 95 | 5 |
| 9 | Judicial and Legal Training Institute | 95 | 5 |
| 9 | Kerian District Council | 95 | 5 |
| 9 | Ketereh District Council | 95 | 5 |
| 9 | Labuan Corporation | 95 | 5 |
| 9 | Ministry of Agriculture and Agro-Based Industry | 95 | 5 |
| 9 | Ministry of Higher Education | 95 | 5 |
| 9 | Municipal Council of Batu Pahat | 95 | 5 |
| 9 | Raub District Council | 95 | 5 |
| 9 | Selangor Land and Mines Offices | 95 | 5 |
| 9 | Universiti Teknikal Malaysia Melaka | 95 | 5 |
| 10 | Bentong Municipal Council | 94 | 5 |
| 10 | District Council of Simpang Renggam | 94 | 5 |
| 10 | Jerantut District Council | 94 | 5 |
| 10 | Kelantan | 94 | 5 |
| 10 | Kuala Langat District Council | 94 | 5 |
| 10 | Malaysia External Trade Development Corporation (MATRADE) | 94 | 5 |
| 10 | Malaysian Pineapple Industry Board | 94 | 5 |
| 10 | Ministry of Federal Territories and Urban Wellbeing | 94 | 5 |
| 10 | National Art Gallery | 94 | 5 |
| 10 | Penang | 94 | 5 |
| 10 | Road Transport Department | 94 | 5 |
| 10 | Rompin District Council | 94 | 5 |
| 10 | Seremban Municipal Council | 94 | 5 |
| 10 | Subang Jaya Municipal Council | 94 | 5 |
| 10 | Sungai Petani Municipal Council | 94 | 5 |
| 10 | Tampin District Council | 94 | 5 |

Table 9: Top 10 Portals

5.2 Overall Top 10 Websites

The number of websites involved in MGPWA 2011 is 704. However, only 35 websites are included in the Top 10 with Department of Irrigation and Drainage and Ministry of Rural and Regional Development, Malaysia at 1st place. The score varies from 93 to 84 marks. This indicates that the whole top 10 are 5-star rated.

From the observation made, 5 ministries were found to be listed in the Top 10, together with 2 universities. Selangor was the only state included.

| Rank | Website Name | Score | Star |
|------|---|-------|------|
| 1 | Department of Irrigation and Drainage | 93 | 5 |
| 1 | Ministry of Rural and Regional Development, Malaysia | 93 | 5 |
| 2 | National Solid Waste Management Department | 92 | 5 |
| 2 | Penang Development Corporation | 92 | 5 |
| 3 | Department of Environment (DOE) | 91 | 5 |
| 4 | Department of Statistics, Malaysia | 90 | 5 |
| 4 | Malaysian National News Agencies (BERNAMA) | 90 | 5 |
| 4 | Minerals and Geoscience Department Malaysia | 90 | 5 |
| 4 | Selangor | 90 | 5 |
| 4 | Universiti Sains Islam Malaysia | 90 | 5 |
| 5 | Department of Syariah Judiciary Malaysia | 89 | 5 |
| 5 | Ledang Community College | 89 | 5 |
| 6 | Federal Town and Country Planning Department | 88 | 5 |
| 7 | Ministry of Energy, Green Technology and Water | 87 | 5 |
| 7 | National Sports Institute | 87 | 5 |
| 7 | Royal Malaysian Police | 87 | 5 |
| 7 | Southeast Asia Regional Centre For Counter-Terrorism (SEARCCT) | 87 | 5 |
| 8 | Federal Land Development Authority (FELDA) | 86 | 5 |
| 8 | Forestry Department Peninsular Malaysia | 86 | 5 |
| 8 | Inland Revenue Board of Malaysia | 86 | 5 |
| 8 | Malaysian Maritime Enforcement Agency | 86 | 5 |
| 8 | Portal Info Desa | 86 | 5 |
| 9 | Community Development Department (KEMAS) | 85 | 5 |
| 9 | Department of Occupational Safety & Health, Ministry of Human Resources | 85 | 5 |

| Rank | Website Name | Score | Star |
|------|---|-------|------|
| 9 | Institute for Rural Advancement (INFRA) | 85 | 5 |
| 9 | Kuala Muda Land Office | 85 | 5 |
| 10 | Department of Marine Park Malaysia | 84 | 5 |
| 10 | Employees Provident Fund | 84 | 5 |
| 10 | Kedah State Government Secretary Office | 84 | 5 |
| 10 | Kulim Land Office | 84 | 5 |
| 10 | Ministry of Human Resources | 84 | 5 |
| 10 | Ministry of Plantation Industries and Commodities | 84 | 5 |
| 10 | Ministry of Women, Family and Community Development | 84 | 5 |
| 10 | Terengganu State Health Department | 84 | 5 |
| 10 | Universiti Tun Hussein Onn Malaysia | 84 | 5 |

Table 10: Top 10 Websites



One of the presentations during the Perlis roadshow on the 14th December 2011, at Kangar.

5.3 Example of Achievers

Among the 1,155 portals and websites assessed, there were a few that is considered as achievers for fulfilling the goal of becoming a good portal/website. Being a portal has given them the motivation and ability to fulfill the criteria towards being convenience to users.

It was found that these achievers have the trend of providing from 8 to 10 types of online services to the users, be it public or internal use. They also ensure that the portal length is ideal and users have the ability to customize the portal according to their preference for background image or layout width.

5.3.1 Ministry of Housing and Local Government

Ministry of Housing and Local Government again topped the ranking of MGPWA, for the third time with a score of 106. Being a portal since 2010, it has fulfilled almost all of the criteria outlined in the assessment.



Figure 3: Ministry of Housing and Local Government

One of the significant findings of the portal is the variety of social media provided from Facebook, Youtube, flickr to Twitter. Also, the portal has retained at being error free of the Priority 1 compliance. The ministry also provides a third language to its user.

The element of convenience displayed is the ideal homepage length, which of course has been taken into account by the ministry since last year. Response from the message sent by the assessor was also replied within the same day. For convenience purposes, the ministry offered QR-KPKT, which is a QR code containing the URL of Ministry of Housing and Local Government mobile web.



YBhg. Datuk Badlisham Ghazali, CEO of MDeC presenting the 5-star portal/website award to Secretary General of Ministry of Housing and Local Government, YBhg. Datuk Ahmad bin Hj. Kabit. Present during the seminar is Director General of MAMPU, YBhg. Dato' Mohamad Zabidi Zainal.

5.3.2 Municipal Council of Pasir Gudang

With a difference of 3 points, Municipal Council of Pasir Gudang comes in second place. A momentous improvement of the agency is the transformation of its website to a portal this year. Hence, most of the absence criteria were able to be fulfilled.

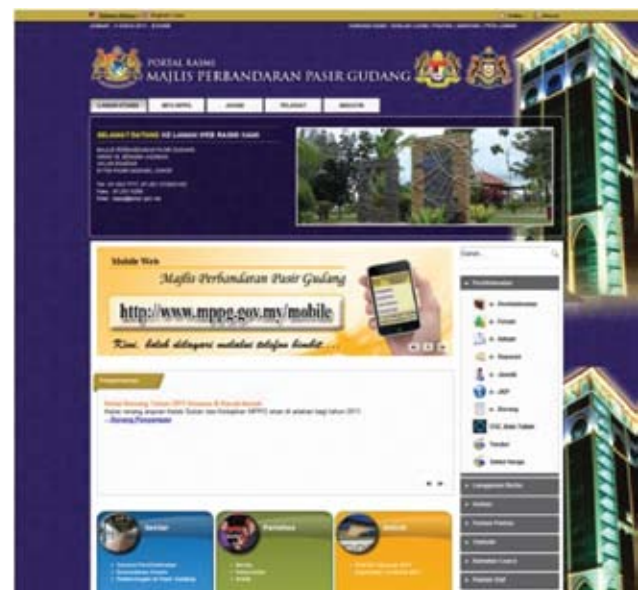


Figure 4: Municipal Council of Pasir Gudang

With a progression of 23 marks, Municipal Council of Pasir Gudang has a better organized display. Similar to Ministry of Housing and Local Government, the local authority has responded to the assessor on the same day that a message was sent via the feedback from. Social media was also incorporated as ways to engage its users among others.

The difference that set Pasir Gudang apart from Nilai is the fulfillment of the W3C Disability Accessibility.



YBhg. Datuk Badlisham Ghazali, CEO of MDeC presenting the 5-star portal/website award to Secretary of Municipal Council of Pasir Gudang, En. Md Za'nal bin Misran. Present during the seminar is Director General of MAMPU, YBhg. Dato' Mohamad Zabidi Zainal.

5.3.3 Nilai Municipal Council

Making the second biggest leap, Nilai Municipal Council has obtained second place in the overall ranking, sharing the same position with Municipal Council of Pasir Gudang. They have transformed the website to portal this year and this has contributed to the total score of 103.



Figure 5: Nilai Municipal Council

In terms of the elements and content of the portal, Nilai Municipal Council and Pasir Gudang Municipal Council are similar. The former when compared to its performance last year, has managed to incorporate the missing criteria and ensured that they are functioning well. They even scored full marks for online services when compared to Pasir Gudang.

The portal is now offering a third language to its users. No dead links were found when compared to last year's result. Assistance on using the portal is available through user manual. As for the people on the go, portal now comes in mobile version.

Feedback form is provided for the purpose of users sending in any issues or comments to the

agency, together with its stipulated timeline. A notable finding is the response received which was of the same day the comment was sent to the local authority. Social media of the agency is updated from time to time, be it RSS feed, Facebook or its forum.

5.3.4 myGovernment



Figure 6: myGovernment Portal

The third place of the overall portal ranking belongs to myGov with 101 marks. They improved by 21 marks. It was also noted that layout of myGov has been replaced with a new one.

Similar to MyGDI, myGov is also offering Malay and English language coupled with a third language. A much differentiated criterion offered on myGov is E-Payment.

Feedback notification generated not only met the stipulated timeline, but also included the ticket number as a user-friendly feature of the portal.



YBhg. Datuk Badlisham Ghazali, CEO of MDeC presenting the 5-star portal/website award to Director General of MAMPU, YBhg. Dato' Mohamad Zabidi Zainal.

5.3.5 City Hall of Kuala Lumpur

Also sharing third place with myGov is City Hall of Kuala Lumpur. Although they were rated 5-star last year, the improvement they experienced is 21 marks.

It was noted that from the comparison made to last year's performance, the city hall is providing more online services and statistic of these services are being tracked and updated on the portal from time to time.

None of the links within City Hall of Kuala Lumpur were found to be broken. Stipulated timeline is also included for the convenience of user in anticipating the response. Similar to the rest rank toppers, they are also providing social media namely Facebook, Youtube and RSS feed.



Figure 7: City Hall of Kuala Lumpur



YBhg. Datuk Badlisham Ghazali, CEO of MDeC presenting the 5-star portal/website award to IT Officer of City Hall of Kuala Lumpur, Pn. Nor Eyniwati Bt. Hassan. Present during the seminar is Director General of MAMPU, YBhg. Dato' Mohamad Zabidi Zainal.

5.3.6 General Administration Division & Prime Minister's Department

Both General Administration Division and Prime Minister's Department are of the same portal. They are another example of website which has transformed into portal for the betterment of their users. This portal was proven to be the biggest leap with the difference of 54 marks.

Significant improvement of the portal is being error free when tested for the compliance of Priority 1. Broken link was also successfully eliminated this year and user can expect the response from the agency based on the stipulated timeline made available on the portal.

As for the reply from the feedback form, it was received on the same day it was sent by assessor. In terms of updating, statistics for all of the online services are available in the portal. A variety of updated, social media and mobile version were also incorporated. The element that set them apart from the rest of the third places is the fastest loading time. As a matter of fact, their record of 2.33 seconds is the fastest among the top 3.



Figure 8: General Administration Division & Prime Minister's Department

5.3.7 Malaysia Geospatial Data Infrastructure (MyGDI)

Also obtaining third place is Malaysia Geospatial Data Infrastructure (MyGDI). With 101 points, MyGDI also has experienced a good progress thus far. Most of the enhancements were made in the Content pillar. In the area of updating, the statistics for all of the online services are available together with their

achievement of client's charter. Among the third places, MyGDI has provided all three languages.

With regards to the feedback form, it is well-functioned this year, complete with the stipulated timeline and response of which was received on the same day message was sent out.



Figure 9: Malaysia Geospatial Data Infrastructure (MyGDI)

5.4 Ministry

Ministry ranking consists of 25 ministries of which 18 are portal and 7 are website. The score ranges between 71 to 106 with Ministry of Housing and Local Government at the top. All of the ministries are rated 5-star, except for Ministry of Transport, Malaysia.

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|------------------|-------|------|
| | | Score | Star | Ministry Ranking | Score | Star |
| 1 | Ministry of Housing and Local Government | 106 | 5 | 1 | 94 | 5 |
| 2 | Prime Minister's Department | 101 | 5 | 19 | 47 | 3 |
| 3 | Ministry of Health, Malaysia | 98 | 5 | 8 | 80 | 5 |
| 3 | Ministry of Natural Resources and Environment | 98 | 5 | 17 | 66 | 4 |
| 4 | Ministry of Domestic Trade, Cooperative and Consumerism | 97 | 5 | 13 | 74 | 4 |
| 5 | Ministry of Works, Malaysia | 96 | 5 | 11 | 76 | 4 |
| 6 | Ministry of Agriculture and Agro-Based Industry | 95 | 5 | 6 | 84 | 5 |
| 6 | Ministry of Higher Education | 95 | 5 | 10 | 77 | 4 |
| 7 | Ministry of Federal Territories and Urban Wellbeing | 94 | 5 | 12 | 75 | 4 |
| 8 | Ministry of Education | 93 | 5 | 5 | 85 | 5 |
| 8 | Ministry of Rural and Regional Development, Malaysia | 93 | 5 | 8 | 80 | 5 |

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|------------------|-------|------|
| | | Score | Star | Ministry Ranking | Score | Star |
| 9 | Ministry of Defence | 92 | 5 | 9 | 78 | 4 |
| 9 | Ministry of Finance, Malaysia | 92 | 5 | 2 | 89 | 5 |
| 9 | Ministry of Tourism | 92 | 5 | 8 | 80 | 5 |
| 10 | Ministry of International Trade and Industry (MITI), Malaysia | 91 | 5 | 16 | 67 | 4 |
| 11 | Ministry of Information, Communication and Culture | 90 | 5 | 4 | 86 | 5 |
| 12 | Ministry of Energy, Green Technology and Water | 87 | 5 | 15 | 71 | 4 |
| 12 | Ministry of Youth and Sports, Malaysia | 87 | 5 | 9 | 78 | 4 |
| 13 | Ministry of Science, Technology and Innovations, Malaysia | 86 | 5 | 8 | 80 | 5 |
| 14 | Ministry of Foreign Affairs | 84 | 5 | 14 | 73 | 4 |
| 14 | Ministry of Human Resources | 84 | 5 | 3 | 88 | 5 |
| 14 | Ministry of Plantation Industries and Commodities | 84 | 5 | 13 | 74 | 4 |
| 14 | Ministry of Women, Family and Community Development | 84 | 5 | 7 | 83 | 5 |
| 15 | Ministry of Home Affairs | 82 | 5 | 16 | 67 | 4 |
| 16 | Ministry of Transport, Malaysia | 71 | 4 | 18 | 62 | 4 |

Table 11: Ministry Ranking

Prime Minister's Department was found to increase the highest in score and ranking, with 54 and 17 respectively. The lowest to experience increase is Ministry of Women, Family and Community Development with 1 mark while Ministry of Human Resources declined by 4 marks when compared to its performance last year.

It was observed that 5 ministries retained their ranking. They are Ministry of Housing and Local Government, Ministry of Agriculture and Agro-Based Industry, Ministry of Rural and Regional Development, Malaysia, Ministry of Defence and Ministry of Foreign Affairs.

5.5 State

State ranking encompasses the 13 states, where 10 are portals and 3 are websites. The three websites are Selangor, Pahang and Sabah. The score ranges from 66 to 96 within the 5-star and 4-star achievements. It was noted that 12 states obtained 5-star rating. Sabah and Perlis were found to be the only 4-star rated portals/websites.

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---------------------|-------|------|---------------|-------|------|
| | | Score | Star | State Ranking | Score | Star |
| 1 | Negeri Sembilan | 96 | 5 | 6 | 76 | 4 |
| 2 | Kelantan | 94 | 5 | 3 | 86 | 5 |
| 2 | Penang | 94 | 5 | 10 | 48 | 3 |
| 3 | Sarawak | 91 | 5 | 1 | 88 | 5 |
| 4 | Selangor | 90 | 5 | 3 | 86 | 5 |
| 5 | Terengganu | 88 | 5 | 5 | 80 | 5 |
| 6 | Kedah | 86 | 5 | 11 | 43 | 3 |
| 6 | Malacca | 86 | 5 | 4 | 84 | 5 |
| 7 | Johor | 82 | 5 | 2 | 87 | 5 |
| 8 | Perak | 81 | 5 | 7 | 74 | 4 |
| 9 | Pahang | 80 | 5 | 8 | 72 | 4 |
| 10 | Sabah | 71 | 4 | 12 | 37 | 2 |
| 11 | Perlis | 66 | 4 | 9 | 65 | 4 |

Table 12: State Ranking

Negeri Sembilan led the ranking with a total score of 96 marks, an improvement of 20 marks when compared to last year. From the comparison made, it was noted that Terengganu retained its position at 5th place. Negeri Sembilan and Kedah, meanwhile, have shown the highest improvement in ranking by 5 places. Johor, however, declined 5 positions in ranking, from 2nd place in 2010 to 7th place this year.

Also observed was the highest score increment by Penang of 46 marks. The least increased of score is Perlis with 1 mark. Decline in scores was found in Johor by 5 marks.



1-to-1 consultation sessions given by assessor during the roadshow in Melaka at Seri Negeri on 30th November 2010.

5.6 Local Authority

Top 10 of the local authority ranking is made up from 58 portals which are all rated 5-star with an additional of 25 new portals. This simply indicates that they have improved in score as compared to 2010. The highest, 45 marks was obtained by Nilai Municipal Council, making them 2nd place in the ranking after Municipal Council of Pasir Gudang.

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|------------------------------------|-------|------|-------------------------|-------|------|
| | | Score | Star | Local Authority Ranking | Score | Star |
| 1 | Municipal Council of Pasir Gudang | 103 | 5 | 8 | 80 | 5 |
| 1 | Nilai Municipal Council | 103 | 5 | NI | 58 | 3 |
| 2 | Cameron Highlands District Council | 99 | 5 | NI | 75 | 4 |
| 2 | Kuala Selangor District Council | 99 | 5 | NI | 68 | 4 |
| 2 | Penang Island Municipal Council | 99 | 5 | NI | 61 | 4 |
| 2 | Sepang Municipal Council | 99 | 5 | 4 | 84 | 5 |
| 3 | Batu Gajah District Council | 98 | 5 | 6 | 82 | 5 |
| 3 | Kajang Municipal Council | 98 | 5 | 6 | 82 | 5 |
| 3 | Kulim Municipal Council | 98 | 5 | NI | 61 | 4 |
| 3 | Maran District Council | 98 | 5 | NI | 76 | 4 |
| 4 | Alor Setar Municipal Council | 97 | 5 | NI | 68 | 4 |
| 4 | Kampar District Council | 97 | 5 | NI | 77 | 4 |
| 4 | Lenggong District Council | 97 | 5 | 8 | 80 | 5 |
| 4 | Lipis District Council | 97 | 5 | NI | 72 | 4 |
| 4 | Temerloh Municipal Council | 97 | 5 | 10 | 78 | 4 |
| 5 | Baling District Council | 96 | 5 | NI | 60 | 4 |
| 5 | District Council of Kota Tinggi | 96 | 5 | 5 | 83 | 5 |
| 5 | District Council of Marang | 96 | 5 | 6 | 82 | 5 |
| 5 | Kulai Municipal Council | 96 | 5 | NI | 76 | 4 |
| 5 | Manjung Municipal Council | 96 | 5 | NI | 77 | 4 |
| 5 | Petaling Jaya City Council | 96 | 5 | 6 | 82 | 5 |
| 5 | Selayang Municipal Council | 96 | 5 | NI | 58 | 3 |
| 5 | Shah Alam City Council | 96 | 5 | 5 | 83 | 5 |
| 5 | Taiping Municipal Council | 96 | 5 | 1 | 88 | 5 |
| 6 | City Council of Johor Bahru | 95 | 5 | 2 | 86 | 5 |
| 6 | District Council of Setiu | 95 | 5 | 8 | 80 | 5 |
| 6 | Gerik District Council | 95 | 5 | 4 | 84 | 5 |

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|-------------------------|-------|------|
| | | Score | Star | Local Authority Ranking | Score | Star |
| 6 | Kerian District Council | 95 | 5 | 8 | 80 | 5 |
| 6 | Ketereh District Council | 95 | 5 | 3 | 85 | 5 |
| 6 | Municipal Council of Batu Pahat | 95 | 5 | 8 | 80 | 5 |
| 6 | Raub District Council | 95 | 5 | NI | 75 | 4 |
| 7 | Bentong Municipal Council | 94 | 5 | NI | 77 | 4 |
| 7 | District Council of Simpang Renggam | 94 | 5 | 8 | 80 | 5 |
| 7 | Jerantut District Council | 94 | 5 | NI | 69 | 4 |
| 7 | Kuala Langat District Council | 94 | 5 | NI | 60 | 4 |
| 7 | Rompin District Council | 94 | 5 | 8 | 80 | 5 |
| 7 | Seremban Municipal Council | 94 | 5 | 7 | 81 | 5 |
| 7 | Subang Jaya Municipal Council | 94 | 5 | NI | 65 | 4 |
| 7 | Sungai Petani Municipal Council | 94 | 5 | NI | 67 | 4 |
| 7 | Tampin District Council | 94 | 5 | NI | 62 | 4 |
| 8 | Municipal Council of Johor Bahru Tengah | 93 | 5 | 4 | 84 | 5 |
| 8 | Pekan District Council | 93 | 5 | NI | 75 | 4 |
| 8 | Port Dickson Municipal Council | 93 | 5 | NI | 52 | 3 |
| 8 | Sik District Council | 93 | 5 | NI | 72 | 4 |
| 8 | Tanjong Malim District Council | 93 | 5 | 6 | 82 | 5 |
| 9 | District Council of Dungun | 92 | 5 | 10 | 78 | 4 |
| 9 | Ipoh City Council | 92 | 5 | 4 | 84 | 5 |
| 9 | Kota Bharu Municipal Council | 92 | 5 | 5 | 83 | 5 |
| 9 | Machang District Council | 92 | 5 | 7 | 81 | 5 |
| 9 | Municipal Council of Muar | 92 | 5 | 8 | 80 | 5 |
| 9 | Pasir Mas District Council | 92 | 5 | 7 | 81 | 5 |
| 9 | Pasir Puteh District Council | 92 | 5 | 7 | 81 | 5 |
| 9 | Tumpat District Council | 92 | 5 | 3 | 85 | 5 |
| 9 | Yan District Council | 92 | 5 | NI | 68 | 4 |
| 10 | Hulu Terengganu District Council | 91 | 5 | 6 | 82 | 5 |
| 10 | Jelevu District Council | 91 | 5 | NI | 61 | 4 |
| 10 | Jeli District Council | 91 | 5 | 7 | 81 | 5 |
| 10 | Tapah District Council | 91 | 5 | 6 | 82 | 5 |

Table 13: Local Authority Ranking

Retaining their position in the ranking are District Council of Kota Tinggi, Shah Alam City Council and Seremban Municipal Council. Tumpat District Council on the contrary decline in ranking by 6 positions.

5.7 University

Similar to MGPWA 2010, the university ranking showcased a total of 20 universities. To note, only 2 of them are portals and the rest are websites. The 2 universities are Universiti Teknikal Malaysia Melaka and Universiti Sains Malaysia. The range for the ranking varies from 62 to 95 marks. The ranking consists of 5 5-star rated portals/websites.

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|--------------------|-------|------|
| | | Score | Star | University Ranking | Score | Star |
| 1 | Universiti Teknikal Malaysia Melaka | 95 | 5 | 8 | 70 | 4 |
| 2 | Universiti Sains Islam Malaysia | 90 | 5 | 2 | 81 | 5 |
| 3 | Universiti Sains Malaysia | 86 | 5 | 4 | 76 | 4 |
| 4 | Universiti Tun Hussein Onn Malaysia | 84 | 5 | 3 | 77 | 4 |
| 5 | Universiti Malaysia Pahang | 83 | 5 | 6 | 73 | 4 |
| 6 | National University Malaysia (UKM) | 79 | 4 | 10 | 68 | 4 |
| 7 | Universiti Malaysia Perlis | 78 | 4 | 5 | 75 | 4 |
| 7 | University of Malaya | 78 | 4 | 10 | 68 | 4 |
| 7 | Universiti Teknologi Mara (UiTM) | 78 | 4 | 8 | 70 | 4 |
| 8 | Universiti Teknologi Malaysia | 76 | 4 | 9 | 69 | 4 |
| 9 | International Islamic University Malaysia | 73 | 4 | 6 | 73 | 4 |
| 9 | Universiti Malaysia Terengganu | 73 | 4 | 13 | 62 | 4 |
| 9 | Universiti Pendidikan Sultan Idris | 73 | 4 | 1 | 82 | 5 |
| 10 | Universiti Pertahanan Nasional Malaysia | 72 | 4 | 11 | 67 | 4 |
| 10 | Universiti Putra Malaysia | 72 | 4 | 7 | 71 | 4 |
| 11 | Universiti Utara Malaysia | 69 | 4 | 7 | 71 | 4 |
| 12 | Universiti Malaysia Sarawak | 68 | 4 | 14 | 55 | 3 |
| 12 | Universiti Sultan Zainal Abidin | 68 | 4 | 15 | 49 | 3 |
| 13 | Universiti Malaysia Sabah | 63 | 4 | 12 | 63 | 4 |
| 14 | Universiti Malaysia Kelantan | 62 | 4 | 16 | 36 | 2 |

Table 14: University Ranking

Universiti Malaysia Kelantan was observed to improve greatly with an increase of 26 marks. The least improved was found to be Universiti Malaysia Perlis with an increase of 3 marks. Retaining the same score as last year were International Islamic University Malaysia and Universiti Malaysia Sabah. However, it was also noted that Universiti Pendidikan Sultan Idris and Universiti Utara Malaysia declined in score.

The ranking movement was also observed whereby Universiti Teknikal Malaysia Melaka improved by 7 places. Universiti Sains Malaysia, Universiti Malaysia Pahang, Universiti

Teknologi Mara (UiTM), Universiti Teknologi Malaysia and Universiti Pertahanan Nasional Malaysia had the lowest improvement by 1 spot. Biggest declining in ranking, meanwhile, belongs to Universiti Pendidikan Sultan Idris. Universiti Malaysia Kelantan remained at the bottom ranking as last year.

Even though the ranking saw a good progress with the combination of 5-star and 4-star, it was noted that the 18 websites have the readiness to be portals where they provide a variety of online services to their users. Therefore, when assessed as portals, the result is showed as Table 15.

| Rank | Portal/Website Name | Actual Result | | Re-assessment | | |
|------|---|---------------|------|---------------|-------|------|
| | | Score | Star | Bonus | Score | Star |
| 1 | Universiti Sains Islam Malaysia | 90 | 5 | 8 | 98 | 5 |
| 2 | Universiti Teknikal Malaysia Melaka | 95 | 5 | | | |
| 3 | Universiti Tun Hussein Onn Malaysia | 84 | 5 | 9 | 92 | 5 |
| 3 | Universiti Malaysia Pahang | 83 | 5 | 8 | 92 | 5 |
| 4 | University of Malaya | 78 | 4 | 9 | 87 | 5 |
| 5 | National University Malaysia (UKM) | 79 | 4 | 7 | 86 | 5 |
| 5 | Universiti Sains Malaysia | 86 | 5 | | | |
| 5 | Universiti Teknologi Mara (UiTM) | 78 | 4 | 8 | 86 | 5 |
| 6 | Universiti Malaysia Perlis | 78 | 4 | 7 | 85 | 5 |
| 6 | Universiti Teknologi Malaysia | 76 | 4 | 9 | 85 | 5 |
| 7 | International Islamic University Malaysia | 73 | 4 | 8 | 81 | 5 |
| 7 | Universiti Pendidikan Sultan Idris | 73 | 4 | 8 | 81 | 5 |
| 8 | Universiti Malaysia Terengganu | 73 | 4 | 6 | 79 | 4 |
| 8 | Universiti Putra Malaysia | 72 | 4 | 7 | 79 | 4 |
| 9 | Universiti Pertahanan Nasional Malaysia | 72 | 4 | 3 | 75 | 4 |
| 9 | Universiti Utara Malaysia | 69 | 4 | 6 | 75 | 4 |
| 9 | Universiti Malaysia Sarawak | 68 | 4 | 7 | 75 | 4 |
| 10 | Universiti Sultan Zainal Abidin | 68 | 4 | 5 | 73 | 4 |
| 11 | Universiti Malaysia Sabah | 63 | 4 | 8 | 71 | 4 |
| 12 | Universiti Malaysia Kelantan | 62 | 4 | 5 | 67 | 4 |

Table 15: Universities as Portal

But the scores were not prevalent as the websites were not indicated as portal. It is merely a check and suggestion of their readiness as portals.

With the additional marks obtained by the 18 universities, changes in both ranking and score can be observed. Significantly, 7 of the universities stood a chance of being rated 5-star, making only 8 portals that remained being rated 4-star.



During the Taklimat ICT Negeri Sarawak 2010 held at Kuching on the 21st October 2010.

5.8 Managed Portal Services (MPS)

MPS showed a significant improvement when out of 152 portals and websites, 146 are 5-star achievers. Municipal Council of Pasir Gudang at 1st place with 103 marks. Although the scores in the top 10 range until 93, the actual range for the entire rank is from 103 to 64 marks. This indicates that this year's ranking has eliminated the 3-star portals and websites.

Total portals/websites that are in the top 10 is 70, of which 69 are portals and the remaining is a website. Biggest improvement of score belongs to Nilai Municipal which was rated 3-star last year with 45 marks, making them

at 2nd place this year. Although all of the 70 portals/websites progressed in score, Taiping Municipal experienced the lowest improvement with 8 marks.

As for the ranking, District Council of Marang, Petaling Jaya City Council, District Council of Simpang Renggam and Rompin District Council retained at the same position as last year. Municipal Council of Pasir Gudang moved by 8 places making them at number 1 spot.

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 1 | Municipal Council of Pasir Gudang | 103 | 5 | 9 | 80 | 5 |
| 1 | Nilai Municipal Council | 103 | 5 | NI | 58 | 3 |
| 2 | City Hall of Kuala Lumpur | 101 | 5 | 9 | 80 | 5 |
| 3 | National Academy of Art, Culture and Heritage | 100 | 5 | 7 | 82 | 5 |
| 3 | Rubber Industry Small Holders Development Authority (RISDA) | 100 | 5 | 1 | 88 | 5 |
| 4 | Cameron Highlands District Council | 99 | 5 | NI | 75 | 4 |

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 4 | FELCRA Berhad | 99 | 5 | NI | 71 | 4 |
| 4 | Kuala Selangor District Council | 99 | 5 | NI | 68 | 4 |
| 4 | Malaysian Agricultural Research and Development Institute (MARDI) | 99 | 5 | NI | 75 | 4 |
| 4 | Penang Island Municipal Council | 99 | 5 | NI | 61 | 4 |
| 4 | Selangor Municipal Council | 99 | 5 | 5 | 84 | 5 |
| 5 | Batu Gajah District Council | 98 | 5 | 7 | 82 | 5 |
| 5 | Development Authority of Kelantan Selatan (KESEDAR) | 98 | 5 | 7 | 82 | 5 |
| 5 | Kajang Municipal Council | 98 | 5 | 7 | 82 | 5 |
| 5 | Kulim Municipal Council | 98 | 5 | NI | 61 | 4 |
| 5 | Maran District Council | 98 | 5 | NI | 76 | 4 |
| 6 | Alor Setar Municipal Council | 97 | 5 | NI | 68 | 4 |
| 6 | Cooperative College of Malaysia | 97 | 5 | 7 | 82 | 5 |
| 6 | Kampar District Council | 97 | 5 | NI | 77 | 4 |
| 6 | Kedah Regional Development Authority (KEDA) | 97 | 5 | NI | 76 | 4 |
| 6 | Lenggong District Council | 97 | 5 | 9 | 80 | 5 |
| 6 | Lipis District Council | 97 | 5 | NI | 72 | 4 |
| 6 | Ministry of Domestic Trade, Cooperative and Consumerism | 97 | 5 | NI | 74 | 4 |
| 6 | Perbadanan Putrajaya | 97 | 5 | 7 | 82 | 5 |
| 6 | Temerloh Municipal Council | 97 | 5 | NI | 78 | 4 |
| 7 | Baling District Council | 96 | 5 | NI | 60 | 4 |
| 7 | District Council of Kota Tinggi | 96 | 5 | 6 | 83 | 5 |
| 7 | District Council of Marang | 96 | 5 | 7 | 82 | 5 |
| 7 | Economic Planning Unit (EPU) | 96 | 5 | 6 | 83 | 5 |
| 7 | Farmers' Organization Authority of Malaysia | 96 | 5 | NI | 69 | 4 |
| 7 | Kulai Municipal Council | 96 | 5 | NI | 76 | 4 |
| 7 | Manjung Municipal Council | 96 | 5 | NI | 77 | 4 |
| 7 | Muda Agricultural Development Authority (MADA) | 96 | 5 | NI | 69 | 4 |
| 7 | National Archive of Malaysia | 96 | 5 | 2 | 87 | 5 |
| 7 | Petaling Jaya City Council | 96 | 5 | 7 | 82 | 5 |

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|---|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 7 | Selayang Municipal Council | 96 | 5 | NI | 58 | 3 |
| 7 | Shah Alam City Council | 96 | 5 | 6 | 83 | 5 |
| 7 | Taiping Municipal Council | 96 | 5 | 1 | 88 | 5 |
| 8 | City Council of Johor Bahru | 95 | 5 | 3 | 86 | 5 |
| 8 | Contractor Services Centre | 95 | 5 | 7 | 82 | 5 |
| 8 | Development Authority of Terengganu Tengah (KETENGAH) | 95 | 5 | NI | 73 | 4 |
| 8 | District Council of Setiu | 95 | 5 | 9 | 80 | 5 |
| 8 | Fisheries Development Authority of Malaysia | 95 | 5 | NI | 62 | 4 |
| 8 | Gerik District Council | 95 | 5 | 5 | 84 | 5 |
| 8 | Kerian District Council | 95 | 5 | 9 | 80 | 5 |
| 8 | Ketereh District Council | 95 | 5 | 4 | 85 | 5 |
| 8 | Labuan Corporation | 95 | 5 | 7 | 82 | 5 |
| 8 | Ministry of Agriculture and Agro-Based Industry | 95 | 5 | 5 | 84 | 5 |
| 8 | Municipal Council of Batu Pahat | 95 | 5 | 9 | 80 | 5 |
| 8 | Raub District Council | 95 | 5 | NI | 75 | 4 |
| 9 | Bentong Municipal Council | 94 | 5 | NI | 77 | 4 |
| 9 | District Council of Simpang Renggam | 94 | 5 | 9 | 80 | 5 |
| 9 | Jerantut District Council | 94 | 5 | NI | 69 | 4 |
| 9 | Kuala Langat District Council | 94 | 5 | NI | 60 | 4 |
| 9 | Malaysian Pineapple Industry Board | 94 | 5 | NI | 68 | 4 |
| 9 | National Art Gallery | 94 | 5 | 4 | 85 | 5 |
| 9 | Rompin District Council | 94 | 5 | 9 | 80 | 5 |
| 9 | Seremban Municipal Council | 94 | 5 | 8 | 81 | 5 |
| 9 | Subang Jaya Municipal Council | 94 | 5 | NI | 65 | 4 |
| 9 | Sungai Petani Municipal Council | 94 | 5 | NI | 67 | 4 |
| 9 | Tampin District Council | 94 | 5 | NI | 62 | 4 |
| 10 | Agriculture Department | 93 | 5 | 9 | 80 | 5 |
| 10 | Agri-Food Business Development Centre (BDC) | 93 | 5 | NI | 61 | 4 |
| 10 | Kemubu Agricultural Development Authority (KADA) | 93 | 5 | 9 | 80 | 5 |

| Rank | Portal/Website Name | 2011 | | 2010 | | |
|------|--|-------|------|-------------|-------|------|
| | | Score | Star | MPS Ranking | Score | Star |
| 10 | Ministry of Rural and Regional Development, Malaysia | 93 | 5 | 9 | 80 | 5 |
| 10 | Municipal Council of Johor Bahru Tengah | 93 | 5 | 5 | 84 | 5 |
| 10 | Pekan District Council | 93 | 5 | NI | 75 | 4 |
| 10 | Port Dickson Municipal Council | 93 | 5 | NI | 52 | 3 |
| 10 | Sik District Council | 93 | 5 | NI | 72 | 4 |
| 10 | Tanjong Malim District Council | 93 | 5 | 7 | 82 | 5 |

Table 16: Managed Portal Services (MPS) Ranking

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the TWG approach, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.



In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. Both portals and gateways have to conform to the 5 pillars. A portal is considered to have achieved its goals when the target of 500 users.

The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 institutions for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

6.0 ASSESSMENT : STAR RATING

6.0 Assessment : Star Rating

A portal/website performance is assessed and scored. Star rating is then given based on the score. Being inaccessible, a portal/website will not be rated with any star but will be given the status N/A. The standard of 1-star to 5-star is given based on the score range below:-

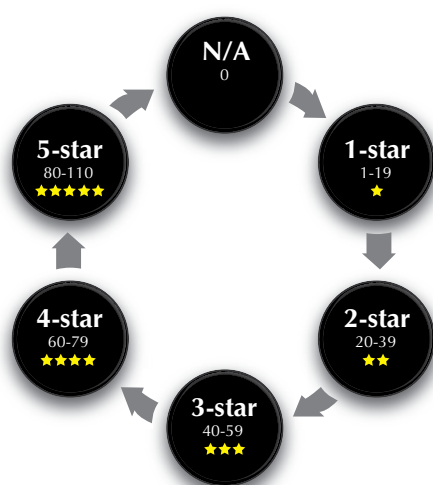


Figure 10: Star Rating

Out of the 1,155 portals and websites assessed, it was noted that the total number of 5-star portals and websites is 285. However, the biggest portion which is more than a quarter of 1,155 falls under 4-star category, followed by 3-star with a total of 330 portals and websites. The lowest number belongs to 1-star with only 7 websites.

| Star-rating | Number of Portals/ Websites | Percentage |
|-------------|-----------------------------|------------|
| 5-star | 285 | 24.68% |
| 4-star | 331 | 28.66% |
| 3-star | 330 | 28.57% |
| 2-star | 138 | 11.95% |
| 1-star | 7 | 0.61% |
| N/A | 64 | 5.54% |

Table 17: Star Rating Segregation of 2011

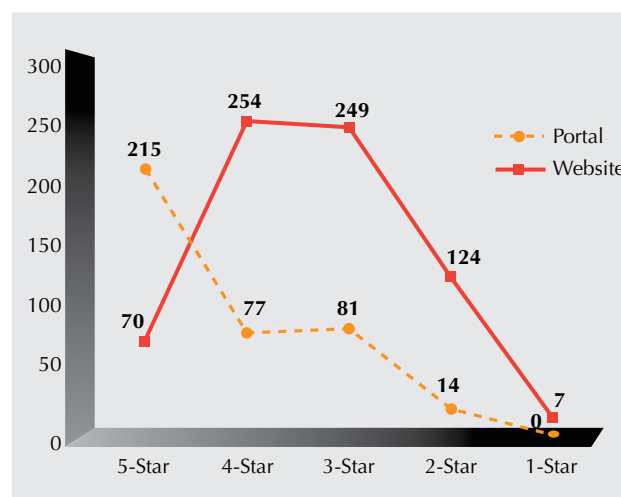


Figure 11: Segregation of Star Rating According to Portal and Website

Amongst the 1,091 accessible portals and websites, the biggest group belongs to the 4-star rated websites with the percentage of 23.28%. This is followed by 3-star rated websites with 22.82%. In the 5-star group, majority comes from the portal category. However, for the rest of the star rating, the number of websites tends to be higher than the portals. It was also noted that the 1-stars are amongst websites. N/A is not included in the analysis as they cannot be identified.



During Sabah Roadshow held on 28th February 2011 at Kota Kinabalu.

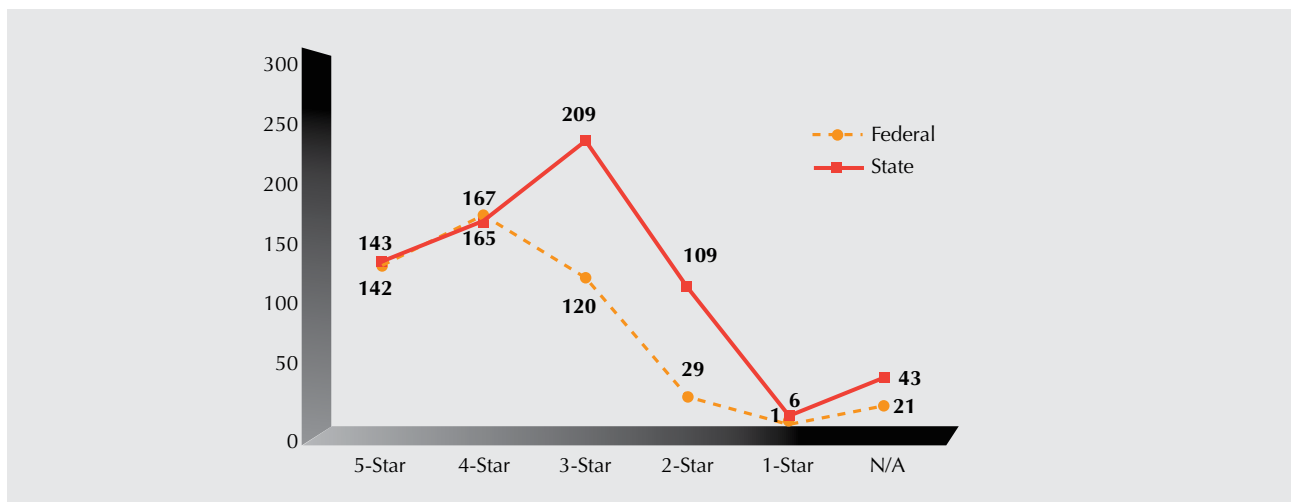


Figure 12: Segregation of Star Rating According to Federal and State

In terms of federal and state category, the highest number was found to be 3-star state portals/websites with a total of 209. This is followed by federal portals/websites rated 4-star with 167. As for the lowest number of federal and state portals/websites, they were found to be rated 1-star with 1 and 6 portals/websites respectively.

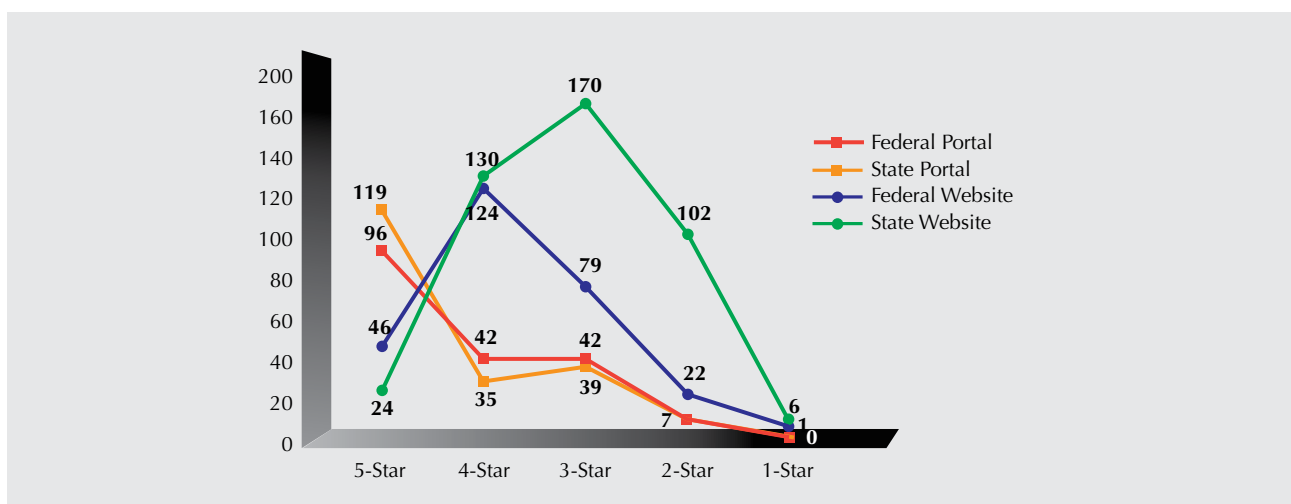


Figure 13: Star Rating Segregation According to Portals and Websites of Federal and State

Also observed in the star rating was the number of federal portals and websites and state portals and websites. Out of the 4 category, the highest number belongs to 3-star state website with a total of 170. It was noted that the biggest contributor of 5-star are state portal with 41.75% from the total of 285. There was a pattern of which the rest of the star rating biggest contributor comes from state website, and the second biggest contributors are federal websites. This was probably because the number of websites is far more than the number of portals by 45.03%. Again the N/A is not included in the analysis as they were not identifiable.

| Year | STAR | 5-STAR | 4-STAR | 3-STAR | 2-STAR | 1-STAR | TOTAL |
|------|--------------------------------|------------|-----------|-----------|-----------|----------|-------|
| | | (80 - 100) | (60 - 79) | (40 - 59) | (20 - 39) | (1 - 19) | |
| 2011 | Number of portals/ websites | 285 | 331 | 330 | 138 | 7 | 1091 |
| | Percentage | 26.12% | 30.34% | 30.25% | 12.65% | 0.64% | 100% |
| 2010 | Number of portals/ websites | 101 | 220 | 328 | 374 | 31 | 1054 |
| | Percentage | 9.58% | 20.87% | 31.12% | 35.48% | 2.94% | 100% |
| 2009 | Number of portals/ websites | 7 | 173 | 352 | 495 | 51 | 1078 |
| | Percentage | 0.65% | 16.05% | 32.65% | 45.92% | 4.73% | 100% |
| 2007 | Number of portals/ websites | 3 | 85 | 387 | 412 | 165 | 1052 |
| | Percentage | 0.29% | 8.08% | 36.79% | 39.16% | 15.68% | 100% |
| 2006 | Number of portals/ websites | 0 | 16 | 124 | 434 | 251 | 825 |
| | Percentage | 0% | 1.94% | 15.03% | 52.61% | 30.42% | 100% |
| 2005 | Number of portals/ websites | 0 | 9 | 61 | 440 | 343 | 853 |
| | Percentage | 0% | 1.06% | 7.15% | 51.58% | 40.21% | 100% |

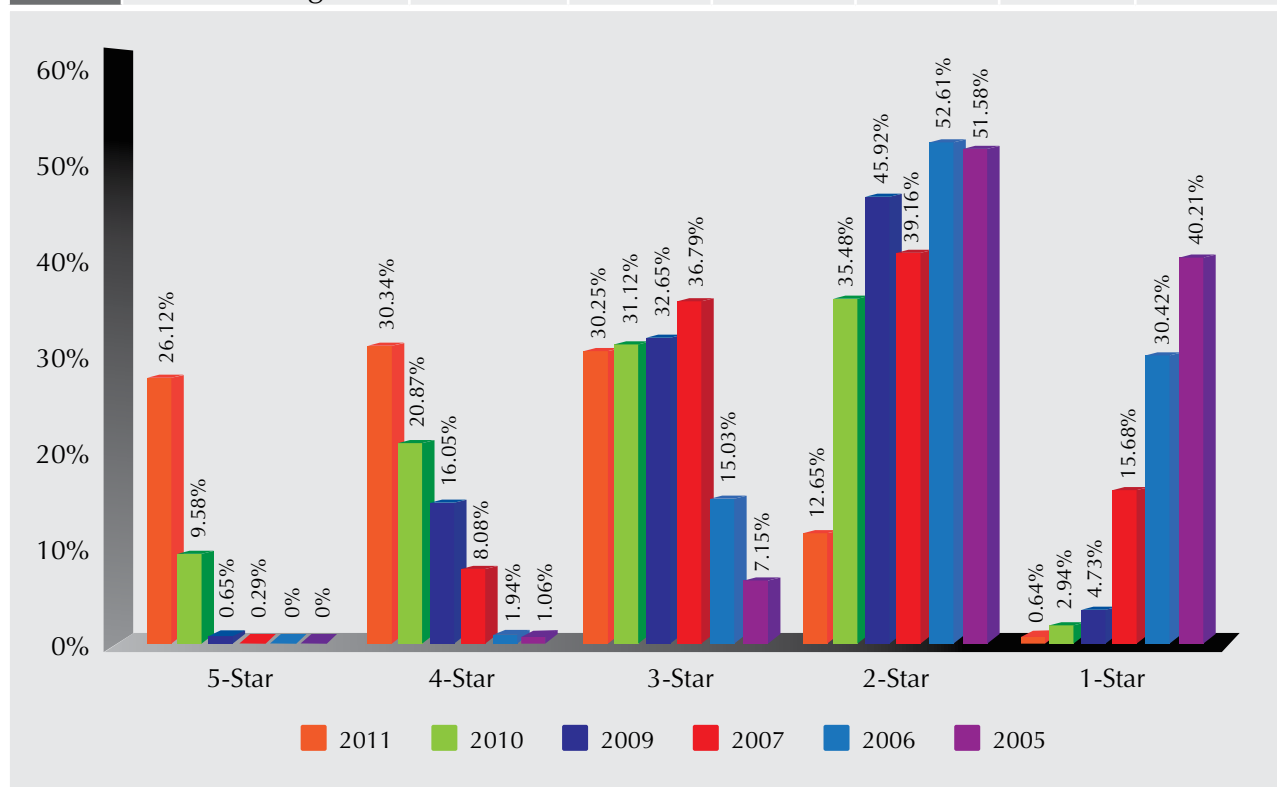


Figure 14: Star Rating Comparison Since 2005

From the graph, the significant improvement can be observed in the 5-star portals. This is then followed by the 4-star rated portals/websites. With the increase number of both 5-star and 4-star, naturally the number of the remaining star rating would decrease. The number of 1-star obtained last year has reduced to 7 portals and websites and this has been very encouraging. It is envisioned that by next year these portals can obtained better ranking and rating or just diminished.



1-to-1 consultation session conducted during the roadshow in Penang dated 15th December, 2011 at Komtar.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOST, Public Service Department and STB. With the TWG, annual assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, email analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.



In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. Both portals and gateways have to conform to the 5 pillars. A portal is considered to be website will have the opportunity to have additional to make use the step of 500 marks.

The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 institutions for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to rethink whether they are still relevant."

7.0 KEY FINDINGS

7.0 Key Findings

7.1 Progress of Star Rating

The star rating of MGPWA 2011 has demonstrated an overwhelming progress. A total of 285 obtained 5-star out of the 1,091 accessible portals/websites. This indicates an improvement of 182.18% as compared to the 2010 result.

The number of 4-star has also improved from 220 to 332 this year. This clearly shows there was an advance by almost half of last year's number. As for 3-star, a percentage improvement of 0.30% were noted.

| Year | | 5-STAR | 4-STAR | 3-STAR | 2-STAR | 1-STAR |
|-----------------------------------|------|------------|-----------|-----------|-----------|----------|
| STAR | | (80 - 100) | (60 - 79) | (40 - 59) | (20 - 39) | (1 - 19) |
| Number of Portals and Websites | 2011 | 285 | 331 | 330 | 138 | 7 |
| | 2010 | 101 | 220 | 328 | 374 | 31 |
| Percentage of Increment/Decrement | | 182.18% | 50.45% | 0.61% | (63.10%) | (77.42%) |

Table 18: Star Rating Percentage Progress

All in all, the number of portals/websites rated 3-star onwards sums up to 86.71%, as compared to 2010 result 61.57%, 49.35% for 2009 and 45.16% in 2007. This also means that the number of Government portals and websites rated 2-star and below has decreased tremendously to 13.29%.

7.2 Offering of Accessible Online Services

From the 1,091 portals and websites, a total of 967 portals and websites offered accessible online services with percentage of 88.63%. This shows an increase progress from last year performance. However it was noted that the

biggest number is those portals and websites offering a total of 5 online services, with 297 being websites alone. This is then followed by portals/websites that offered only 1 online service with 11.46%.

| E-Services | External Services | Total Score | Number of Portals/ Websites |
|------------|-------------------|-------------|--------------------------------|
| 5 | 5 | 10 | 82 |
| 5 | 4 | 9 | 26 |
| 5 | 3 | 8 | 25 |
| 5 | 2 | 7 | 31 |
| 5 | 1 | 6 | 41 |
| 5 | 0 | 5 | 343 |
| 4 | 0 | 4 | 88 |
| 3 | 0 | 3 | 100 |
| 2 | 0 | 2 | 106 |
| 1 | 0 | 1 | 125 |
| 0 | 0 | 0 | 124 |
| TOTAL | | | 1,091 |

Table 19: Online Services Progress

82 portals managed to earn full score for both E-Services and External Services, hence fulfilling one of the concepts of a portal. Second amongst the portals are those that earn 5 marks with 4.22% from 1,091 portals/websites. Third largest group is observed to be those scoring full marks for E-Services and additional 1 mark for External Services with 3.76%. The smallest number is portals and websites offering 5 E-Services and 3 External Services with 2.29%

As for websites, the highest number is those that obtained full mark with a total of 297. This is then followed by 86 websites obtained 1 mark and the lowest among all was noted to be websites offering 4 online services.

Although many Government agencies are now making their online services available on their portals and websites, those with no services are still available by 11.37%. It is a combination of 111 websites and 13 portals.

7.3 Updating Activities in the Portals/ Websites

Updating of contents has become a concern of MGPWA 2011. Since last year, the general phone number displayed on the main page of a portal/website is validated through phone calls. This is due to several complaints received whereby the number has changed and was not updated on the portal/website. From 1,091 portals/website, only 79.47% obtained marks. This indicates that the number of portals/websites with unvalidated phone number has increased from 210 to 224.

An increase in Statistic of Online Services was also noted this year. From 223 portals/websites, the number has increased to 341. This probably due to criterion being 1 of the 7 items of updates which has been emphasized by MAMPU since February 2011. The other 68.74% was not awarded any score as marks will be rewarded for availability of statistic of all of the online services offered in the portal/website and must be updated 2 months before

the current month.

Despite 945 portals/websites has successfully made their client's charter available for viewing, only 249 managed to show an updated achievement of the client's charter. The other 77.18% could have provided an outdated one or none at all. This is not encouraged as the achievement was another

element of transparencies that Government can offer to public.

The criterion Updated Website is assessed based on 6 of the updating items by MAMPU. Out of 1,091, only 902 portals and websites were found to be updated. The remaining 17.32% fails to update any of the 6 items. Refer Appendix 2 for more details.

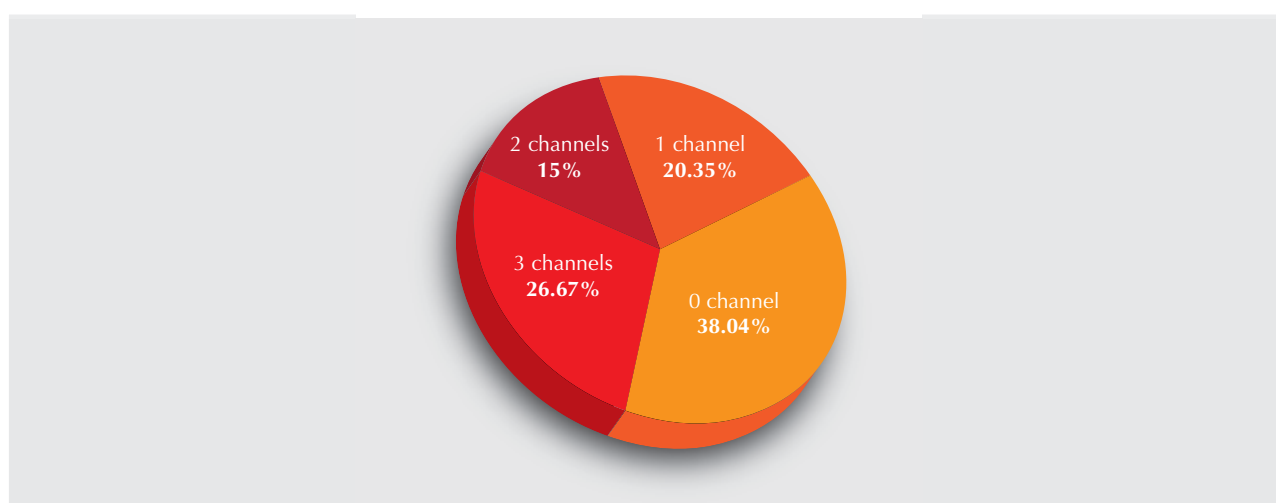


Figure 15: Segregation of Feature Additional Technology/Web 2.0

Government social media has become important among the citizen as another alternative medium to the portal/website. To be able to earn full score for the Feature Additional Techology/Web 2.0, 3 channels must be provided of which includes any form of social media or new technologies. However, if agencies provided any social media, then they must be up-to-date. From Figure 15, it was noted that the biggest number is 38.04% of which are portals/websites with either no social media or technology or simply because the media are unupdated. Nevertheless, it was impressive to find out that the second highest group is portals/websites with 3 updated social media.

7.4 Streamlining of myGovernment Portal

myGovernment Portal as the portal of Malaysian Government has always been the reference when conducting the Malaysia Government Portals and Websites Assessment for the past 6 years. The URL of portals and websites listed in its Machinery were derived and they are assessed and ranked accordingly.

Nonetheless, some observations were made on the list of portals/websites throughout the MGPWA 2011. To name, there were issues of outdated URL, duplications of URL, wrong URL, no URL and outdated agency name. After the 6 years of assessment, this should have not been prevalent as it has been raised in the report year in, year out.

Outdated URL is the case where the URL, as per myGov, was found to be the old URL and not current. Tracing through its parent portals/websites, the latest URL was sought there. Unless the parent does not supply users with its sub agencies directory, chances are the portals/websites cannot be assessed due to the outdated, error-page URL. In total, there are 41 portals/websites found. Refer Appendix 3.

Twenty one portals/websites were found to have duplications in myGov. This happened when two portals/websites of the same URL were found in the list. Some carry the same name and some not. Also noted was the situation where these duplications were listed in myGov under different parents. This would still be considered as duplication. In the case of duplications of URL, only one of the portal/website will be assessed and therefore, the other portal/website will not be listed in the ranking as they are both considered as the same portal/website. Findings are as Appendix 4.

Wrong URL is when the derived URL led user to portal/website of other agency. Therefore, to obtain the correct URL, assessor will look for it in the parent portal/website. Again, if directory of sub agencies are provided in the portal/website, then assessor will most probably be able to obtain the URL. Otherwise, the portal is not assessed. There were 25 portals/websites under this category. Observation can be made in Appendix 5.

Encountered during the assessment were also the portals and websites that have no URL. Therefore, their URLs were obtained from the parent portal/website. In the case that the URL was not found, the portal/website will be considered as inaccessible. From the 1,155 portals and websites, only 7 fell under this category of no URL. Refer Appendix 6.

Outdated portal/website names are for those portals and websites whose new names are not reflected in myGov. This is based on the name of agency made available on the main page of the portal/website. Changes of name can be observed in the table containing 34 portals and websites of Appendix 7.

Despite announcing the commencement date of MGPWA 2011 on MAMPU portal and MSC Malaysia website, under construction still exists among the assessed portals and websites. It has been the MGPWA approach to make 3 attempts of assessment on a portal/website that is under construction. However, if it is not available on the third attempt, then the website will be considered as inaccessible. Refer Appendix 8 on the list of portals and websites of this case.

NSL or No Specific Link is the case where the URL listed in myGov led users to a portal/website that belongs to the parent. Out of the 1,155 portals and websites, 8 were found to be in this case. Hence, they are not accessible as they do have their own portals/websites. There were also portals/websites that were provided with the wrong URL e.g. Putrajaya Land and Mines Office. However upon checking for its correct URL in Department of Director General of Lands and Mines and Ministry of Federal Territories and Urban Wellbeing, information of the particular agency was found in the former website. Appendix 9 contained the list of 8 NSL portals/websites.

7.5 Readiness to be a Portal

Universities generally are ready as portals but had merely stated as websites. With a variety of online services offered to their users, these websites also act as a gateway and easy access apart from maintaining information for that targeted users.

Overall, many sites that stated portal are not ready as portals as they do not act as one stop centre with many online services. From total of 387 portals, 172 are rated 4-star and below, which is 44.44%. This simply means they are not able to fulfill the criteria of a portal.

7.6 Being Disabilities Friendly

Out of 1,091 portals/websites assessed, only 1 managed to obtain perfect score for the W3C Disability Accessibility which is the font size change, font colour change and Priority 1 compliance. This is followed by 11 portals and websites complying with the Priority 1 plus providing a working font size or font colour change. Another 31 complied with only the Priority 1 and another 44 managed to provide working font size and font colour changing. Majority of the portals/websites with a number of 286 portals and websites were found to provide either font size change or colour change. Therefore, these numbers total up to 373 which is 34.19% that fulfilled at least one of the sub criteria of W3C Disability Accessibility.

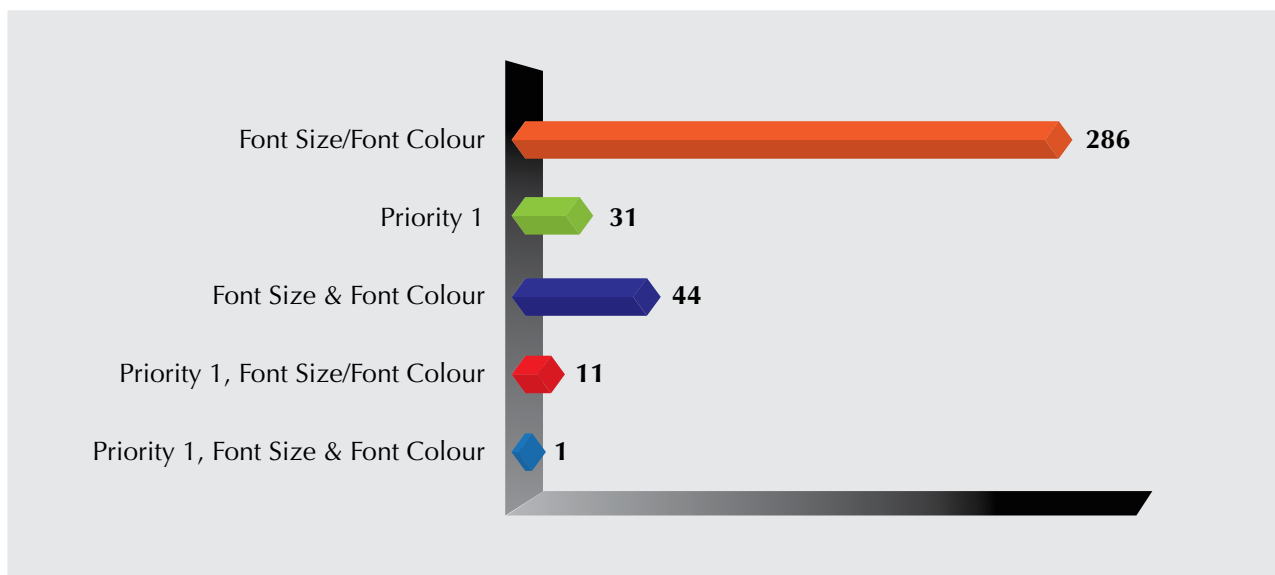


Figure 16: Segregation of W3C Disability Accessibility Fulfillment

7.7 Clear, Understable Languages

Naturally all 1,091 portals and website should obtain marks for Multi Language because we are multi language society with at least Malay language and English. The highest number, as per Figure 17, belongs to those that provide either Malay language or English language with a total of 678. Come next with 139 are portals/

websites that provide both Malay and English language. Multi language of combination Malay language or English language and any third language were provided by 204 portals/websites. Only 70 portals/websites has the combination of all three languages.

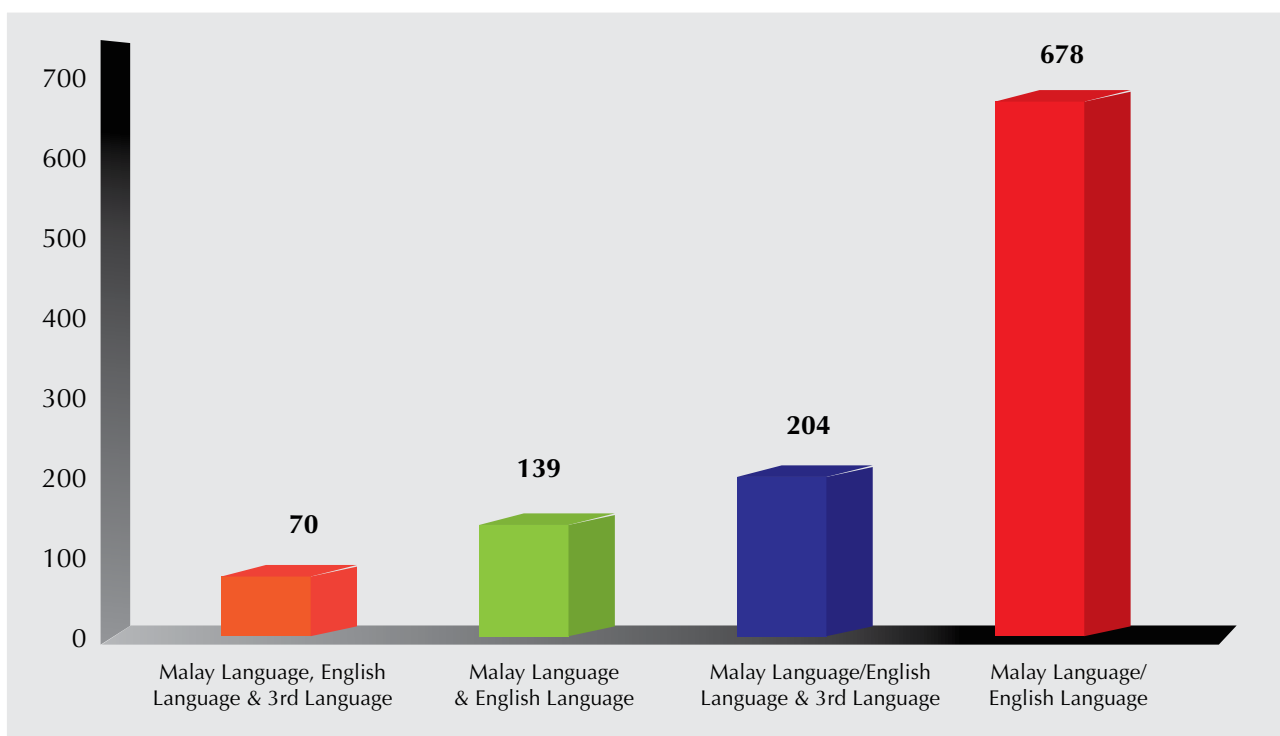


Figure 17: Segregation of Multi Language Fulfillment

7.8 Participation from Public

Although 826 portals and websites have successfully provided a comment or feedback forms, it was noted that only 232 or 28.09% have responded to the assessor. Messages were sent anonymously and this could be the reason to the low percentage. Every message sent should have been replied within the 3 working days. 594 responded later than 3 days or not responded at all.

The social media also act as a platform to gain participation from the public. Thus, it is emphasized again that for them to be able to fully utilized and benefitted from the social media, agencies must keep updating them constantly on the latest activities and information of the portals/websites or the agency. With 26.67% obtaining full marks, it is envisaged that the number will increase next year.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a list of criteria which was developed and agreed upon during the Subsector Working Group (SWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the 2011 annual assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year 2010 edition was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have a place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.

In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. With portals and websites have to conform to the 5 pillars, 8 pillars as compared to the website will have the opportunity to have additional 3 marks for the total of 100 marks.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 ministries for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

8.0 WAY FORWARD AND RECOMMENDATIONS

8.0 Way Forward and Recommendations

- i. Online services aid the public in terms of efficiency, convenience, time and cost saving. Therefore, with the increase number of online services, this will definitely improve the public service delivery.
- ii. Mobile service or mobile apps can be considered too as 'the way of the future' in delivering government services. The penetration rate of cellular phone in Malaysia in Q1 was stated 121.0% by Malaysian Communication and Multimedia Commission (MCMC).² With such services, government will be closer to the people.
- iii. Portals and websites act as a medium to disseminate information and online services to public. Therefore, each section must be kept updated with the current information. From updating on weekly basis, it timely that the activity is done daily as public of today would always want to be 'in the know' and portals/websites is one of the best places for them to update themselves on public information and services.
- iv. As a main gateway to E-Government Malaysia, myGov Portal should portray the up-to-date information, especially list of Government portals and website. This involves rigorous updating of URLs, agency name and elimination of duplications. But the onus also lies with each government agency in updating their respective portals and websites on myGov. Streamlining of the Government directory is meant to simplify a user's experience when trying to locate a Government portal/website.
- v. As portals and websites signify different expectations, agencies should identify themselves whether they are portals or websites and align this accordingly. This can then be envisaged for services to be made available accordingly.
- vi. Government portals and websites must strive at providing the same information and services available for normal citizen to disabled community. This is because they possess equal rights and there should not be any access of barriers that makes it difficult and frustrating when dealing with the Government portals and websites. Commitment of meeting the standards must be given as portals/websites are meant to be a platform of outreach to a greater community.

Section 30 of Person with Disabilities Act 2008 stated that persons with disabilities shall have the right to access to information, communication and technology on equal basis with persons without disabilities.
- vii. To ensure that the wide-angled information provided in the Government portals and websites are able to be utilized by the users, languages used must be improved so that they are clear and easy to understand. Users deserve clear communications. Therefore, mixed languages should not happen nor the usage of online translator for English languages section.

In United States, a group called Plain Language Action and Information Network (PLAIN) was set up to improve the federal Government communication to the public. One of their supports on

² MCMC, *Pocket Books of Statistics Q1 2011*, p. 3

the usage of clear communication is by offering a short half day introduction to plain language and writing for the web.

- viii. In engaging the public, feedback form and comments must be made available. This way Government agency will gauge the suggestion, issues and ideas made by public in order to improvement their services.
- ix. With the advent of social media, government agencies are urged to utilise such platform. It was reported that by July 2011, the number of Malaysian users in facebook are 11,429,000 (Socialbaker). Therefore, agencies must take this opportunity to have a two-way communication and to encourage active participation by public.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOP, Public Service Department and STB. With the TWG approach, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year 2010 edition was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have a place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.

In alignment to the requirement that some websites are not transactional, portal and service gateway were introduced in the assessment. With portals and gateways have to conform to the 3 pillars, a portal is considered to be available will have the opportunity to have additional to make use the step of 500 marks.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 institutions for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

9.0 CONCLUSION

9.0 Conclusion

The Government portals and websites have become mainstreamed with E-Government. In the light of this, it is recommended that the portals/websites are developed and maintained to cater the need of citizen. With the rampant awareness and roadshows held, more agencies have become more aware of the criteria and the need to enhance and maintain their respective portals and websites.

Interaction between citizen and Government is pertinent in the development of portals and websites. Improvement can then be made to the information and services offered via these sites. Hence, the usage of feedback/comment form and increasingly popular social media is encouraged.

Further to this, new online services must be created to replace the over-the-counter services. However, existing ones should not be left aside but instead, kept re-engineered to cater to the simplified and integrated approach in addressing citizens' need.

Updating activities, language, disabled-friendly elements are all vital factors that each Government agencies must consider when aiming for a good portal/website. These factors will encourage usage of portals and websites as a communication medium when dealing with Government agencies. For the Government agencies, this will further accelerate the target achievement desired in 2015, spelt out by GTP, for 90% online services made available and ensuring the 90% usage.



Consultation given during the Seminar Pengurusan Perubahan on 10th of November, 2010 at One World Hotel.

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizens, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the TWG, annual assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, overall analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have a place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registry use.

In alignment to the requirement that some websites are not functional, Portal and Website Survey was introduced in the assessment. With portal and website have to conform to the 5 pillars, 8 portal is compared. At the website will have the opportunity to have additional 10 marks for the total of 100 marks.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 ministries for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

10.0 APPENDICES

10.0 Appendices

Appendix 1: Criteria of Assessment

| Pillar | Criteria | Definition |
|---------|--|--|
| Content | Phone Contact Information | <ul style="list-style-type: none"> Phone number that allows citizens to contact the respective government unit. |
| | Fax number | <ul style="list-style-type: none"> Fax number that allows citizens to fax in to the respective government unit/department. |
| | Address Information | <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. |
| | | <ul style="list-style-type: none"> This may include webmasters and the officers, who are in-charge of the government-related services. |
| | Phrase of Laman Web Rasmi/Portal Rasmi | <ul style="list-style-type: none"> The phrase must be displayed on the government website/portals. |
| | Website Counter | <ul style="list-style-type: none"> A tool to count the number of hits/visits of a website. |
| | | <ul style="list-style-type: none"> A hit is a file sent to the browser by a web server. |
| | | <ul style="list-style-type: none"> A visit happened when someone visits a website. It might consist of one or more hits. |
| | Display of Malaysia Crest | <ul style="list-style-type: none"> Malaysia crest to be displayed at the top of main page. |
| | | <ul style="list-style-type: none"> Display at following pages is recommended. |
| | 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. |
| | | <ul style="list-style-type: none"> If majority of publications/databases are not available/ non-accessible online or experiencing faulty link, then it should not be considered here. |
| | | <ul style="list-style-type: none"> Publication is usually explicitly stated as “publication” or sometimes “information” in a website. |
| | | <ul style="list-style-type: none"> If it is an abstract, then it is not considered as publication. |
| | | <ul style="list-style-type: none"> Articles/news clipping are not considered as publication. |

| Pillar | Criteria | Definition |
|-----------|---------------------------------|---|
| Content | Electronic Archive | <ul style="list-style-type: none"> • Archive of articles, news clipping, publications etc. • Recommended archive starting from 1 year back. |
| | Statistic of Online Services | <ul style="list-style-type: none"> • To provide updated number of transaction for all of the online services provided and listed in the portals/ websites on monthly basis. • To also provide percentage of the transactions. |
| | Broadcast | <ul style="list-style-type: none"> • Latest section of announcement is compulsory with the news and information on agency. |
| | Agency Policy | <ul style="list-style-type: none"> • Website must display their policy for visitors' viewing. |
| | 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. |
| | Achievement of Client's Charter | <ul style="list-style-type: none"> • To make available the achievements together with the client's charter. |
| | About Us section | <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 Clips | <ul style="list-style-type: none"> • Streaming/downloaded audio clips are clips with sound only and are meant to be recorded for listening purpose. • Background sound is not an audio clip. |
| | | <ul style="list-style-type: none"> • 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. |
| | | <ul style="list-style-type: none"> • Flash in the cover page is not considered as a video clip. • Both audio and video clip must be related to the agency. |
| | | <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 made available in the portal/website. |
| | | <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. |
| | | <ul style="list-style-type: none"> • Advertisement must be related to the agency. • Not meant for commercial purpose |
| Usability | Homepage Length | |
| | No Advertisement | |

| Pillar | Criteria | Definition |
|-----------|--------------------------|---|
| Usability | No Advertisement | <ul style="list-style-type: none"> Government-Linked Company (GLC) advertisement is considered a commercial advertisement. A government related tender/quotation notification is not considered as advertisement. Pop-up ads need to be avoided as it is delegitimizing. Example: Banner, pop-up, fly-by advertisement. |
| | | <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. |
| | | <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. |
| | | <ul style="list-style-type: none"> Whether a “link to other websites/portals” section is available. Links should be consolidated according to categories. Only relevant sites/links can be considered here. |
| | 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 website to find information they are looking for. |
| | Statement of Best Viewed | <ul style="list-style-type: none"> Statement of “Best Viewed” must be displayed. |

| Pillar | Criteria | Definition |
|-----------|------------------------------|---|
| Usability | No Broken Link | <ul style="list-style-type: none"> The hyperlink on a particular portal/website that does not function, non-existence, e.g. URL has been changed, or the page has been moved. |
| | | <ul style="list-style-type: none"> Many online tools are available e.g. Truwex, Xenu, Broken Link Checker. |
| | Updated Website | <ul style="list-style-type: none"> It is essential to provide updated information on the portals/ websites. |
| | | <ul style="list-style-type: none"> The phrase “Last update” must be displayed on the portals/websites. |
| | Website Personalization | <ul style="list-style-type: none"> Having sections catering to a specific audience in order to remove clutter. |
| | | <ul style="list-style-type: none"> Provide links so that users can view type of information tailored to their needs; i.e. students, parents, teachers, and partners. |
| | | <ul style="list-style-type: none"> 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. |
| | | <ul style="list-style-type: none"> Other language is an optional. |
| | | <ul style="list-style-type: none"> For portal/website with only Malay version, but a translation tool is provided, then it is still considered as yes. |
| | | <ul style="list-style-type: none"> 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"> Priority 1 of a portal/website to cater blind users is evaluated using WAVE (http://wave.webaim.org). |
| | | <ul style="list-style-type: none"> Users with poor eyesight must have the ability to change the text size of a website according to his/her preferences. |
| | | <ul style="list-style-type: none"> 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. |
| | | <ul style="list-style-type: none"> All of the accessibilities are compulsory in each portal/website. |
| | Loading Time | <ul style="list-style-type: none"> Loading time of front page of agency’s portal/website (should not exceed 10 seconds; based on network speed of 100Mbps). |
| | | <ul style="list-style-type: none"> Online tools can be used to test the criterion i.e. Truwex, Website Speed Test. |

| Pillar | Criteria | Definition |
|---------------|---|---|
| Security | Login to Any System | <ul style="list-style-type: none"> • Login features to any web applications/ systems. |
| | Privacy Policy | <ul style="list-style-type: none"> • Privacy statement must be displayed for visitor's viewing. • Disclaimer and terms & conditions cannot be considered as privacy statement. • Provide encrypted pages to demonstrate site users' protection. • Example: Prohibition on cookies and sharing personal information. |
| | | |
| | | |
| | Security Policy | <ul style="list-style-type: none"> • Security statement must be displayed for visitor's viewing. • Disclaimer and terms & conditions are not considered as security statement. • Example: Use of software to monitor traffic on a particular portal/website. |
| | | |
| | Disclose the Disclaimer Statement | <ul style="list-style-type: none"> • To notify visitors on the disclaimer statement. • Portal/Website must display the disclaimer statement for visitor's viewing. |
| Participation | Notice of Copyright | <ul style="list-style-type: none"> • Copyright statement must be displayed in the portal/ website to inform visitors on the intellectual property matters. |
| | Feedback/ Comment | <ul style="list-style-type: none"> • Feedback/Comment is defined as opinions expressed by users with regards to the 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 Tools | <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 | Frequently Asked Questions (FAQs) | <ul style="list-style-type: none"> • FAQ section should be created in order to answer citizen's enquiry/concern. • It is advisable for a portal/website to provide contacts (e.g. email) for other questions that are not listed in the FAQ. |
| | Feedback Response | <ul style="list-style-type: none"> • Agency has to respond within 3 working days upon submission of feedback/comment by a visitor. |

| Pillar | Criteria | Definition |
|----------|--|---|
| Services | E-Services | <ul style="list-style-type: none"> E-services are defined as online services that can be fully transacted online without having to physically visit the government. unit/department, bank, post office, etc. |
| | | <ul style="list-style-type: none"> Services must be provided within the portal/website domain. |
| | | <ul style="list-style-type: none"> The services could be for public or government agencies. |
| | | <ul style="list-style-type: none"> If they are for intranet usage, it is to be mentioned in the portals/websites. |
| | | <ul style="list-style-type: none"> Integration of services also contributed to the criterion. |
| | | <ul style="list-style-type: none"> Example: Room booking, online form submission, online tender/quotation submission, inquiry/checking on status of transaction, newsletter subscription etc. |
| Bonus | Digital Signature | <ul style="list-style-type: none"> Facility is provided in transactions that can be carried out in the portals. |
| | Use of Sessions | <ul style="list-style-type: none"> Eliminate the usage of cookies by opting for the usage sessions. |
| | | <ul style="list-style-type: none"> The existence of session can be checked using online tool. |
| | E-Payment Channels | <ul style="list-style-type: none"> Online payment services e.g: FPX payment, Online Banking or Integrated e-payment. |
| | | <ul style="list-style-type: none"> Centralized e-payment also contributes to this criterion. |
| | Searchable Databases | <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. |
| | | <ul style="list-style-type: none"> Example: Staff directory is considered as a database if the contact information is available. |
| | Customization of Page According to Users' Preference | <ul style="list-style-type: none"> The ability to customize any elements of portal/ website based on users' preference. e.g. Customization of background image, theme colour. |
| | External Services (Additional Marks) | <ul style="list-style-type: none"> Refer definition on E-Services. |

Appendix 2: Perkara-Perkara Pengemaskinian Yang Dipantau oleh MAMPU

| 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. (ii) Pengumuman-pengumuman yang berterusan | 3 hari bekerja selepas tarikh berita, aktiviti dan peristiwa dipaparkan 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) (ii) Keratan, kenyataan dan rencana akhbar mengandungi maklumat umum (perasmian, lawatan dan lain-lain) | Mengikut keperluan agensi 1 bulan selepas tarikh akhbar |
| 4 | Poster/Banner | (i) Poster/banner yang memaparkan pencapaian dan pengiktirafan yang diterima oleh agensi (ii) Poster/banner yang memaparkan aktiviti atau peristiwa (Perayaan, kempen dan lain-lain) | Mengikut keperluan agensi 1 minggu selepas tarikh aktiviti dan peristiwa |
| 5 | Tawaran tender Tawaran sebutharga Tawaran Jawatan kosong | Paparan berkaitan tawaran tender, sebut harga dan jawatan kosong | 1 hari bekerja selepas tarikh tawaran tender, sebut harga dan jawatan kosong ditutup |
| 6 | Statistik | Paparan bulanan bagi statistik pencapaian piagam pelanggan dan bilangan transaksi perkhidmatan online | 2 bulan sebelum bulan semasa Contoh: Bulan semasa adalah Mac 2011, jadi statistik sehingga bulan Januari 2011 perlu dipaparkan |

| No. | Kriteria | Penjelasan | Tempoh Paparan Untuk Dikemaskini |
|-----|--|--|---------------------------------------|
| 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: Outdated URL

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|--|---|---|
| 1 | Islamic Religious Department Council | http://jaim.melaka.gov.my/intro/intro.html | http://jaim.melaka.gov.my |
| 2 | State Veterinary Services Department | http://jph_melaka.tripod.com/ (old URL) | http://jpvmelaka.gov.my/bm/main.php?option=utama |
| 3 | Melaka Water Corporation | http://www.pamwtr.gov.my/ | http://www.samb.com.my/v1/index.php?lang=bm |
| 4 | State Governor's Office | http://www.mel.icu.gov.my/bm/index.htm | http://www.tytmelaka.gov.my |
| 5 | Terengganu Advanced Technical Institute (TATI) | http://www.tati.edu.my/ | http://www.tatiuc.edu.my/ |
| 6 | Malaysian Armed Forces | http://maf.mod.gov.my/ | http://www.mafhq.mil.my/ |
| 7 | Curriculum Development Centre | http://www.moe.gov.my/bpk/%20%20%20%20(under%20construction) | http://www.moe.gov.my/bpk |
| 8 | Department of Irrigation and Drainage Perak | http://jps.perak.gov.my/ | http://jpsprk.gov.my |
| 9 | Johor Education Department | http://www.johordt.gov.my/jpnjhr/ | http://www.moe.gov.my/jpnjohor/v5/index2.php?bhs=bm |
| 10 | Kuching Community College | http://www.kkkuc.edu.my/ | http://www.kkkkg.edu.my/ |
| 11 | Melaka Education Department | http://www.jpnmelaka.gov.my/ | http://www.moe.gov.my/jpnmelaka |
| 12 | Penang Education Department | http://www.geocities.com/jpnpp/ | http://www.jpnppeu.edu.my |
| 13 | Perak Education Department | http://www.jpnp perak.edu.my/ | http://www.pelajaranperak.gov.my/v2/ |

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|--|---|---|
| 14 | Perak Islamic Economy Development Corporation | http://www.pkeinp.com/ | http://pkeinp.com |
| 15 | Perlis Education Department | http://apps.emoe.gov.my/jpnperlis | http://www.jpnperlis.gov.my/v11/ |
| 16 | Sabah Education Department | http://www.sabah.edu.my/ | http://www.moe.gov.my/jpnsabah/ |
| 17 | Sabah Forest Development Authority | http://www.sabah.gov.my/kpsp/safo_index.htm | http://www.sabah.gov.my/SAFODA |
| 18 | Sabah Land Development Board | http://www.sabah.gov.my/slodb | http://www.sldb.com.my |
| 19 | Sabah Wildlife Department | http://www.sabah.gov.my/jhl | http://wildlife.sabah.gov.my |
| 20 | Sarawak Education Department | http://apps.emoe.gov.my/jpnsarawak | http://www.moe.gov.my/jpnsarawak/ |
| 21 | Special Education Department | http://www.moe.gov.my/jpkhas/ | http://www.moe.gov.my/bpkhas/ |
| 22 | Terengganu Education Department | http://apps.emoe.gov.my/jpnt/ | http://www.moe.gov.my/jpnterengganu/v2/ |
| 23 | Tuanku Sultanah Bahiyah Polytechnic | http://www.ptsb.edu.my/v3/ | http://www.ptsb.edu.my/ver4 |
| 24 | Hospital Universiti Kebangsaan Malaysia (HUKM) | http://www.hukm.ukm.my/ | http://www.ukmmc.ukm.my |
| 25 | Kuala Terengganu Teachers' Training Institute | http://www.ipkt.edu.my/ | http://www.ipgmkdri.edu.my/ |
| 26 | Gaya Teachers' Training Institute | http://www.sabah.edu.my/mpg/ | http://www.sabah.edu.my/ipgkgaya/ |
| 27 | Ilmu Khas Teachers' Training College | http://www.webipik.edidik.edu.my/menu/menu.htm | http://www.ipik.edu.my |
| 28 | Raja Melewar Teachers' Training College | http://www.angelfire.com/linux/itstop/ | http://2011.iprm.edu.my/ |
| 29 | Rajang Teachers' Training Institute | http://www.geocities.com/iprajang/ | http://www.ipgkrajang.edu.my/ |
| 30 | Sultan Mizan Teachers' Training Institute | http://www.ipsmb.edu.my/index.php/ | http://www.ipgmksm.edu.my |
| 31 | Technical Teachers' Training College | http://www.geocities.com/CollegePark/Library/2669/ | http://www.ip teknik.edu.my |

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|---|---|---|
| 32 | Temenggong Ibrahim Teachers' Training Institute | http://www.ipti.edu.my/index.php?option=com_events&task=view_day&year=2007&month=10&day=21&Itemid=1 | http://www.ipti.edu.my |
| 33 | Batu Pahat Teachers' Training College | http://www.geocities.com/Athens/Parthenon/5789/mpbp.html | http://www.iptho.edu.my |
| 34 | Federal Treasury Sarawak | http://www.pmswk.gov.my | http://pmsarawak.treasury.gov.my/index.php?option=com_content&view=frontpage&Itemid=305&lang=my |
| 35 | Labuan Financial Services Authority | http://www.lofsa.gov.my | http://www.lfsa.gov.my |
| 36 | National Kenaf and Tobacco Board | http://www.ltn.gov.my | http://www.lktn.gov.my |
| 37 | Perlis Syariah Judiciary Department | http://www.perlis.gov.my/syariah/ | http://syariah.perlis.gov.my |
| 38 | Perlis Veterinary Services Department | http://jpvperlis.gov.my/v1/ | http://veterinar.perlis.gov.my/utama.php |
| 39 | State Baitulmal (Perlis) | http://www.perlis.gov.my/maips/ | http://maip.perlis.gov.my |
| 40 | Perlis Mufti Department | http://www.perlis.gov.my/mufti/ | http://mufti.perlis.gov.my |
| 41 | Office of HRH The Raja of Perlis | http://www.perlis.gov.my/dymm/ | http://dymm.perlis.gov.my |

Appendix 4: Duplications of URL

| No | Portal/Website Name | URL | Parent |
|----|--|---|-----------|
| 1 | Kota Bharu Teachers' Institute | http://www.kbtc.kelantan.gov.my/ | MOE |
| | Kota Bharu Teachers' Training College | http://kbtc.kelantan.gov.my/ | MOE |
| 2 | Ministry of Youth and Sports, Malaysia | http://www.kbs.gov.my/ | KBS |
| | Department of Youth and Sports | http://www.kbs.gov.my/ | KBS |
| 3 | Chief Executive Management Information Systems | http://www.pmo.gov.my/ | JPM |
| | Prime Minister's Office | http://www.pmo.gov.my/ | JPM |
| 4 | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my/ | KBS |
| | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my/ | KBS |
| 5 | Melaka State Development Office | http://www.mel.icu.gov.my/bm/index.htm | Melaka |
| | State Governor's Office | http://www.mel.icu.gov.my/bm/index.htm | Melaka |
| 6 | Pahang Veterinary Services Department | http://vetphg.pahang.gov.my/ | Pahang |
| | Pahang Veterinary Service Department | http://vetphg.pahang.gov.my/ | Pahang |
| 7 | Kelantan | http://www.kelantan.gov.my/ | Kelantan |
| | Kelantan State Government | http://www.kelantan.gov.my/ | Kelantan |
| 8 | Bintulu Development Authority | http://www.bda.gov.my/modules/web/index.php | RURALLINK |
| | Bintulu Development Authority | http://www.bda.gov.my/modules/web/index.php | Sarawak |
| 9 | Bintulu Port Authority | http://www.bpa.gov.my/ | MOT |
| | Bintulu Port Authority | http://www.bpa.gov.my/ | Sarawak |
| 10 | Kelantan Islamic Religious and Customs Council | http://www.e-maik.my/ | Kelantan |
| | Kelantan Islamic Religious Council (MAIK) | http://www.e-maik.my/ | Kelantan |
| 11 | Kelantan Veterinary Services Department | http://www.jphnk.gov.my/news.php | Kelantan |
| | Kelantan Veterinary Services Department | http://www.jphnk.gov.my/news.php | Kelantan |

| No | Portal/Website Name | URL | Parent |
|----|---|---|-------------|
| 12 | Kota Belud District Council | http://www.sabah.gov.my/pd.kb/ | Sabah |
| | Kota Belud District Office | http://www.sabah.gov.my/pd.kb/ | Sabah |
| 13 | Kunak District Council | http://www.sabah.gov.my/pd.knk/ | Sabah |
| | Kunak District Office | http://www.sabah.gov.my/pd.knk/ | Sabah |
| 14 | Perlis | http://www.perlis.gov.my/ | Perlis |
| | Perlis Chief Minister's Office and State Government Secretariat | http://www.perlis.gov.my/ | Perlis |
| 15 | Universiti Darul Iman | http://www.unisza.edu.my/ | MOHE |
| | Universiti Darul Iman Malaysia (UDM) | http://www.kusza.edu.my/ | Terengganu |
| 16 | Perlis Syariah Court | http://www.perlis.gov.my/syariah/ | Perlis |
| | Perlis Syariah Judiciary Department | http://www.perlis.gov.my/syariah/ | Perlis |
| 17 | Kelantan State Chief Minister Corporation | http://www.pmbk.gov.my/ | Kelantan |
| | Perbadanan Menteri Besar Negeri Kelantan | http://www.pmbk.gov.my/ | Kelantan |
| 18 | Negeri Sembilan Office of State Treasury | http://www.ns.gov.my/pkwns | MOA |
| | Negeri Sembilan Office of State Treasury | http://www.ns.gov.my/jabatan/pkwns | N. Sembilan |
| 19 | Sarawak State Library | http://www.pustaka-sarawak.com/Pustaka-Sarawak/ | Sarawak |
| | Kuching Library | http://www.malaysia.gov.my/_layouts/GovLink/www.pustaka-sarawak.com | MOE |
| 20 | Kelantan State Syariah Department | http://www.jksn.kelantan.gov.my/ | Kelantan |
| | Kelantan Syariah Judiciary Department | http://www.jksn.kelantan.gov.my/v3 | Kelantan |
| 21 | Kelantan State Forestry Department | http://jpnk.kelantan.gov.my/ | Kelantan |
| | Kelantan State Forestry Department | http://www.jpnk.kelantan.gov.my/ | Kelantan |

Appendix 5: Wrong URL

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|---|---|---|
| 1 | Federal Development Department of Sabah | http://www.wp.icu.gov.my | http://www.sbh.icu.gov.my |
| 2 | Tribunal For Consumer Claims | http://www.kpdnkk.gov.my/web/guest;jsessionid=89B11347DD9FA0306EAB057EEDCA5A04 | http://tspm.kpdnkk.gov.my/portal/index.php |
| 3 | Agrobank | http://www.bpm.com.my | http://www.agrobank.com.my |
| 4 | Pahang Mufti Department | http://www.pahang.gov.my/index.php?Itemid=&task=view | http://www.muftipahang.gov.my |
| 5 | Health Campus University Sains Malaysia | http://www.quality.kck.usm.my/ | http://www.kk.usm.my/ |
| 6 | Hulu Langat Community College | http://www.kkkla.edu.my | http://www.kkhl.edu.my |
| 7 | Kemabong Sub District | http://www.sabah.gov.my | http://www.sabah.gov.my/dkkg |
| 8 | Perlis Social Welfare Department | http://www.malaysia.gov.my/_layouts/GovLink/ | http://jkmp Perlis.gov.my/main3.html |
| 9 | Limbang District Office | http://www.malaysia.gov.my/_layouts/GovLink/www.limbangdo.sarawak.gov.my | http://www.limbangdo.sarawak.gov.my/ |
| 10 | Ministry of Social Development and Urbanisation | http://www.kpsu-sarawak.net/joomla/ | http://www.kpsu-sarawak.net/home/ |
| 11 | Chief Executive Management Information Systems | http://www.pmo.gov.my | - |
| 12 | Department of Cooperative Development Malaysia | http://online.skm.gov.my/e-Online/index.php?mod=authentication&opt=login | - |
| 13 | Information Systems Division | http://www2.risda.gov.my/BTM | - |
| 14 | Kuala Penyu District Council | http://www.sabah.org.my/bm/daerah/daerah/pdm/kuala-penyu/jabatan_agensi.asp | - |
| 15 | Lahad Datu District Council | http://www.epbt.gov.my/epbt/pbt8.asp?particular_id=1 | - |
| 16 | Sipitang District Council | http://www.epbt.gov.my/epbt/pbt14.asp?particular_id=1 | - |

| No | Portal/Website Name | URL in myGov | URL as per Assessment |
|----|------------------------------------|---|-----------------------|
| 17 | Tuaran District Council | http://www.epbt.gov.my/epbt/pbt16.asp?particular_id=1 | - |
| 18 | Selangor Road Transport Department | http://jpbdselangor.gov.my/v2 | - |
| 19 | Kota Belud District Council | http://www.sabah.gov.my/pd.kb/ | - |
| 20 | Kunak District Council | http://www.sabah.gov.my/pd.knk | - |
| 21 | State Islamic Foundation | http://www.perlis.gov.my/kemaskini.htm | - |
| 22 | Malaysian Energy Centre | http://www.ptm.org.my | - |
| 23 | Beaufort District Council | http://www.sabah.gov.my/dir/ou.asp?id=md.bft&sort=rank&page=1 | - |
| 24 | Ranau District Council | http://www.sabah.gov.my/dir/ou.asp?culture=br&id=md.rnu&sort=rank&page=3 | - |
| 25 | Semporna District Council | http://www.sabah.gov.my/pd.sprn/contact.html | - |

Appendix 6: No URL

| No | Portal/Website Name | Parent |
|----|------------------------------------|--------|
| 1 | Beluran District Council | Sabah |
| 2 | Kota Marudu/Pitas District Council | Sabah |
| 3 | Kudat Town Board | Sabah |
| 4 | Nabawan District Council | Sabah |
| 5 | Darul Makmur Stadium Corporation | Pahang |
| 6 | Department of Fisheries Pahang | Pahang |
| 7 | Pahang State Museum | Pahang |

Appendix 7: Outdated Portals and Websites

| No | Portal/Website Name in myGov | New Portal/Website Name |
|----|---|--------------------------------------|
| 1 | Melaka Water Corporation | Melaka Water Company Ltd. |
| 2 | Negeri Sembilan Water Works Department | Syarikat Air Negeri Sembilan Sdn Bhd |
| 3 | Malaysia Health Promotion Foundation | Malaysia Health Promotion Board |
| 4 | Ministry of Rural and Entrepreneurial Development | Ministry of Rural Development |

| No | Portal/Website Name in myGov | New Portal/Website Name |
|----|--|---|
| 5 | Bangi Islamic Teachers' Training Institute | Institut Pendidikan Guru Malaysia Kampus Pendidikan Islam |
| 6 | Batu Lintang Teachers' Training College | Institut Pendidikan Guru Kampus Batu Lintang |
| 7 | Batu Pahat Teachers' Training College | Institut Pendidikan Guru Kampus Tun Hussein Onn |
| 8 | Gaya Teachers' Training Institute | Institut Pendidikan Guru Kampus Gaya |
| 9 | Ilmu Khas Teachers' Training College | IPG Kampus Ilmu Khas |
| 10 | Ipoh Teachers' Training Institute | Institut Pendidikan Guru Kampus Ipoh |
| 11 | Islamic and Moral Education Department (JAPIM) | Islamic Education Division |
| 12 | Kota Bharu Teachers' Institute | IPGM Kampus Kota Bharu |
| 13 | Kuala Terengganu Teachers' Training Institute | Institut Pendidikan Guru Kampus Dato' Razali Ismail |
| 14 | Miri, Sarawak Teachers' Training Institute | Institut Pendidikan Guru Kampus Sarawak |
| 15 | Raja Melewar Teachers' Training College | Institut Pendidikan Guru Kampus Raja Melewar |
| 16 | Rajang Teachers' Training Institute | Institut Pendidikan Guru Kampus Rajang |
| 17 | Sultan Abdul Halim Teachers' Training College | Institut Pendidikan Guru Kampus Sultan Abdul Halim |
| 18 | Sultan Mizan Teachers' Training Institute | Institut Pendidikan Guru Kampus Sultan Mizan |
| 19 | Technical Teachers' Training College | Institut Pendidikan Guru Kampus Pendidikan Teknik |
| 20 | Temenggong Ibrahim Teachers' Training Institute | Institut Pendidikan Guru Kampus Temenggong Ibrahim |
| 21 | Tengku Ampuan Afzan Teachers' Training Institute | IPG Kampus Tengku Ampuan Afzan |
| 22 | Hospital Universiti Kebangsaan Malaysia (HUKM) | UKM Medical Centre |
| 23 | Kulim Polytechnic | Tuanku Sultanah Bahiyah Polytechnic |
| 24 | Mentakab Community College | Temerloh Community College |
| 25 | Universiti Darul Iman | Universiti Sultan Zainal Abidin |
| 26 | Kota Kuala Terengganu Polytechnic | Kuala Terengganu Polytechnic |
| 27 | Kota Melaka Polytechnic | Melaka Polytechnic |

| No | Portal/Website Name in myGov | New Portal/Website Name |
|----|---|--|
| 28 | Department of Polytechnic and Community College Education | Department of Polytechnic Education |
| 29 | Darulaman Teachers' Institute | Institut Pendidikan Guru Kampus Darulaman |
| 30 | Malaysian Federal Court | Chief Registrar's Office Federal Court of Malaysia |
| 31 | National Economic Action Council (NEAC) | National Economic Advisory council |
| 32 | Labuan Offshore Financial Services Authority | Labuan Financial Services Authority |
| 33 | Multimedia Development Corporation (MDeC) | MSC Malaysia |

Appendix 8: Under Construction Portals/Websites

| No | Portal/Website Name | Parent |
|----|---|-------------|
| 1 | Department of Irrigation and Drainage, Penang | Penang |
| 2 | Kapit District Office | Sarawak |
| 3 | Kelantan Darul Naim Foundation | Kelantan |
| 4 | Kudat District Office | Sabah |
| 5 | Lubok Antu District Office | Sarawak |
| 6 | Mas Gading Community College | MOHE |
| 7 | Ministry of Tourism, Culture and Environment | Sabah |
| 8 | Ministry of Youth, Culture and Sports Development | Sabah |
| 9 | Negeri Sembilan Tourism Action Council | N. Sembilan |
| 10 | Perak Islamic Religious Affairs Department | Perak |
| 11 | Perlis Polytechnic | MOHE |
| 12 | Sri Aman District Council | Sarawak |
| 13 | Tenom District Office | Sabah |

Appendix 9: No Specific Link

| No | Portal/Website Name | URL |
|----|--|---|
| 1 | Federal Territory Sports Council | http://www.kpwb.gov.my |
| 2 | National Council for Occupational Safety & Health, Ministry of Human Resources | http://www.mohr.gov.my/index.php?Itemid=224&id=135&option=com_content&task=view |
| 3 | National Labour Advisory Council, MOHR | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=134&Itemid=223 |
| 4 | Perak Museum Board | http://www.jmm.gov.my/ms/museum/muzium-perak |
| 5 | Putrajaya Land and Mines Office | http://www.kptg.gov.my/index.php?option=com_content&view=article&id=186&Itemid=120&lang=ms |
| 6 | Selangor Immigration Department | http://www.imi.gov.my/bm/telefon/im_Telefon.asp |
| 7 | Selangor National Registration Department | http://www.jpn.gov.my/BM/info/jpnselangor.htm |
| 8 | Wages Council | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=136&Itemid=225 |

Appendix 10: Overall Portal Ranking

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 1 | 1 | Ministry of Housing and Local Government | http://www.kpkt.gov.my/kpkt/ | 106 | 5 | 28 | 38 | 10 | 10 | 10 | 10 | P |
| 2 | 2 | Municipal Council of Pasir Gudang | http://www.mppg.gov.my/web/guest/home | 103 | 5 | 28 | 38 | 10 | 10 | 10 | 7 | P |
| 3 | 2 | Nilai Municipal Council | http://www.mpn.gov.my/home | 103 | 5 | 28 | 36 | 10 | 10 | 10 | 9 | P |
| 4 | 3 | City Hall of Kuala Lumpur | http://www.dbkl.gov.my/portalv7/index.php | 101 | 5 | 30 | 34 | 10 | 10 | 10 | 7 | P |
| 5 | 3 | General Administration Division | http://www.pajpm.gov.my/post/modules/main/index.php | 101 | 5 | 30 | 33 | 10 | 10 | 10 | 8 | P |
| 6 | 3 | Malaysia Geospatial Data Infrastructure (MyGDI) | http://www.mygeoportal.gov.my | 101 | 5 | 30 | 33 | 10 | 10 | 10 | 8 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 7 | 3 | myGovernment | http://www.malaysia.gov.my/BM/Pages/default.aspx | 101 | 5 | 30 | 35 | 10 | 10 | 7 | 9 | P |
| 8 | 3 | Prime Minister's Department | http://www.jpm.gov.my/post/modules/main/index.php | 101 | 5 | 30 | 33 | 10 | 10 | 10 | 8 | P |
| 9 | 4 | Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) | http://www.mampu.gov.my/web/guest;jsessionid=F310FC10C9203EEFDDAA6B658D223D7E | 100 | 5 | 30 | 32 | 10 | 10 | 10 | 8 | P |
| 10 | 4 | National Academy of Art, Culture and Heritage | http://www.aswara.edu.my/home | 100 | 5 | 30 | 34 | 10 | 10 | 10 | 6 | P |
| 11 | 4 | National Registration Department | http://www.jpn.gov.my | 100 | 5 | 30 | 34 | 10 | 10 | 7 | 9 | P |
| 12 | 4 | Prime Minister's Office | http://www.pmo.gov.my | 100 | 5 | 30 | 31 | 10 | 10 | 10 | 9 | P |
| 13 | 4 | Rubber Industry Small Holders Development Authority (RISDA) | http://www.risda.gov.my/web/guest/home | 100 | 5 | 29 | 31 | 10 | 10 | 10 | 10 | P |
| 14 | 5 | Cameron Highlands District Council | http://www.mdcameron.gov.my/home | 99 | 5 | 30 | 30 | 10 | 10 | 10 | 9 | P |
| 15 | 5 | FELCRA Berhad | http://www.felcra.com.my/home | 99 | 5 | 28 | 35 | 10 | 8 | 10 | 8 | P |
| 16 | 5 | Kuala Selangor District Council | http://www.mdks.gov.my/home | 99 | 5 | 28 | 32 | 10 | 10 | 10 | 9 | P |
| 17 | 5 | Local Government Department | http://jkt.kpkt.gov.my/bm/main.php | 99 | 5 | 27 | 37 | 10 | 8 | 10 | 7 | P |
| 18 | 5 | Malaysian Agricultural Research and Development Institute (MARDI) | http://www.mardi.gov.my/web/guest/home | 99 | 5 | 28 | 33 | 10 | 10 | 10 | 8 | P |
| 19 | 5 | Penang Island Municipal Council | http://www.mppp.gov.my/home | 99 | 5 | 30 | 32 | 10 | 10 | 10 | 7 | P |
| 20 | 5 | Selangor Municipal Council | http://www.mpsempang.gov.my/home | 99 | 5 | 29 | 32 | 10 | 10 | 10 | 8 | P |
| 21 | 6 | Batu Gajah District Council | http://www.mdbg.gov.my/web/guest/home | 98 | 5 | 27 | 34 | 10 | 10 | 10 | 7 | P |
| 22 | 6 | Development Authority of Kelantan Selatan (KESEDAR) | http://www.kesedar.gov.my/home | 98 | 5 | 30 | 33 | 10 | 10 | 10 | 5 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 23 | 6 | Kajang Municipal Council | http://www.mpkj.gov.my/home | 98 | 5 | 28 | 32 | 10 | 10 | 10 | 8 | P |
| 24 | 6 | Kulim Municipal Council | http://www.mpkk.gov.my/web/guest/home | 98 | 5 | 30 | 29 | 10 | 10 | 10 | 9 | P |
| 25 | 6 | Maran District Council | http://www.mdmaran.gov.my/home | 98 | 5 | 28 | 35 | 10 | 10 | 10 | 5 | P |
| 26 | 6 | Ministry of Health, Malaysia | http://www.moh.gov.my | 98 | 5 | 30 | 32 | 10 | 10 | 7 | 9 | P |
| 27 | 6 | Ministry of Natural Resources and Environment | http://www.nre.gov.my/malay/pages/laman-utama.aspx | 98 | 5 | 30 | 31 | 10 | 10 | 10 | 7 | P |
| 28 | 7 | Alor Setar Municipal Council | http://www.mbas.gov.my/home | 97 | 5 | 28 | 35 | 10 | 10 | 7 | 7 | P |
| 29 | 7 | Attorney General's Chamber | http://www.agc.gov.my | 97 | 5 | 29 | 31 | 10 | 10 | 7 | 10 | P |
| 30 | 7 | Cooperative College of Malaysia | http://www.mkm.edu.my | 97 | 5 | 30 | 29 | 10 | 10 | 10 | 8 | P |
| 31 | 7 | Kampar District Council | http://www.mdkampar.gov.my/home | 97 | 5 | 26 | 36 | 10 | 10 | 7 | 8 | P |
| 32 | 7 | Kedah Regional Development Authority (KEDA) | http://www.keda.gov.my/web/guest/home | 97 | 5 | 28 | 38 | 10 | 8 | 10 | 3 | P |
| 33 | 7 | Lenggong District Council | http://mdlg.gov.my/web/guest/home | 97 | 5 | 28 | 33 | 10 | 10 | 10 | 6 | P |
| 34 | 7 | Lipis District Council | http://www.mdlipis.gov.my/home | 97 | 5 | 29 | 33 | 10 | 10 | 10 | 5 | P |
| 35 | 7 | Malaysian Rubber Board | http://www.lgm.gov.my | 97 | 5 | 26 | 32 | 10 | 10 | 10 | 9 | P |
| 36 | 7 | Ministry of Domestic Trade, Cooperative and Consumerism | http://www.kpdnkk.gov.my/web/guest/home | 97 | 5 | 30 | 33 | 10 | 10 | 7 | 7 | P |
| 37 | 7 | National Craft Institute | http://www.ikn.gov.my/web/guest/home | 97 | 5 | 24 | 35 | 10 | 10 | 10 | 8 | P |
| 38 | 7 | Perbadanan Putrajaya | http://www.ppj.gov.my | 97 | 5 | 30 | 34 | 10 | 10 | 7 | 6 | P |
| 39 | 7 | Temerloh Municipal Council | http://www.mpt.gov.my/home | 97 | 5 | 28 | 30 | 10 | 10 | 10 | 9 | P |
| 40 | 8 | Baling District Council | http://mdbaling.gov.my/web/guest/home | 96 | 5 | 26 | 37 | 10 | 10 | 9 | 4 | P |
| 41 | 8 | District Council of Kota Tinggi | http://www.mdkt.gov.my/web/guest/lamanutama | 96 | 5 | 30 | 32 | 10 | 10 | 10 | 4 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|---|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 42 | 8 | District Council of Marang | http://mdm.terengganu.gov.my/web/guest/home | 96 | 5 | 28 | 32 | 10 | 10 | 10 | 6 | P |
| 43 | 8 | Economic Planning Unit (EPU) | http://www.epu.gov.my/home | 96 | 5 | 30 | 31 | 10 | 10 | 10 | 5 | P |
| 44 | 8 | Farmers' Organization Authority of Malaysia | http://www.lpp.gov.my/web/guest/home | 96 | 5 | 29 | 33 | 10 | 8 | 10 | 6 | P |
| 45 | 8 | Kulai Municipal Council | http://www.mpkulai.gov.my/web/guest/home | 96 | 5 | 30 | 35 | 10 | 10 | 7 | 4 | P |
| 46 | 8 | Manjung Municipal Council | http://www.mpm.gov.my/home | 96 | 5 | 29 | 31 | 10 | 10 | 7 | 9 | P |
| 47 | 8 | Ministry of Works, Malaysia | http://www.kkr.gov.my | 96 | 5 | 30 | 31 | 10 | 10 | 10 | 5 | P |
| 48 | 8 | Muda Agricultural Development Authority (MADA) | http://www.mada.gov.my/web/guest/home | 96 | 5 | 28 | 29 | 10 | 10 | 10 | 9 | P |
| 49 | 8 | National Archive of Malaysia | http://www.arkib.gov.my/home | 96 | 5 | 27 | 31 | 10 | 10 | 10 | 8 | P |
| 50 | 8 | Negeri Sembilan | http://www.ns.gov.my/main.php | 96 | 5 | 28 | 30 | 10 | 10 | 10 | 8 | P |
| 51 | 8 | Petaling Jaya City Council | http://www.mbpj.gov.my/web/guest/home | 96 | 5 | 28 | 29 | 10 | 10 | 10 | 9 | P |
| 52 | 8 | Selayang Municipal Council | http://www.mps.gov.my/home | 96 | 5 | 30 | 34 | 10 | 8 | 7 | 7 | P |
| 53 | 8 | Shah Alam City Council | http://www.mbsa.gov.my/home | 96 | 5 | 30 | 27 | 10 | 10 | 10 | 9 | P |
| 54 | 8 | Taiping Municipal Council | http://www.mptaiping.gov.my/home | 96 | 5 | 28 | 29 | 10 | 10 | 10 | 9 | P |
| 55 | 9 | City Council of Johor Bahru | http://www.mbjb.gov.my/web/guest/home | 95 | 5 | 29 | 31 | 10 | 10 | 7 | 8 | P |
| 56 | 9 | Contractor Services Centre | http://pkk.kkr.gov.my/home | 95 | 5 | 24 | 38 | 10 | 6 | 10 | 7 | P |
| 57 | 9 | Department of Survey and Mapping Malaysia | http://www.jupem.gov.my/index.php | 95 | 5 | 30 | 32 | 10 | 10 | 7 | 6 | P |
| 58 | 9 | Development Authority of Terengganu Tengah (KETENGAH) | http://www.ketengah.gov.my/web/guest/home | 95 | 5 | 28 | 34 | 10 | 10 | 7 | 6 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|---|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 59 | 9 | District Council of Setiu | http://mds.terengganu.gov.my/web/guest/home | 95 | 5 | 28 | 32 | 10 | 10 | 10 | 5 | P |
| 60 | 9 | Fisheries Development Authority of Malaysia | http://www.lkim.gov.my/home | 95 | 5 | 28 | 30 | 10 | 10 | 10 | 7 | P |
| 61 | 9 | Gerik District Council | http://www.gerik.gov.my/home | 95 | 5 | 28 | 31 | 10 | 10 | 10 | 6 | P |
| 62 | 9 | Judicial and Legal Training Institute | http://www.ilkap.gov.my | 95 | 5 | 28 | 32 | 10 | 10 | 10 | 5 | P |
| 63 | 9 | Kerian District Council | http://mdkerian.gov.my/web/guest/home | 95 | 5 | 27 | 35 | 10 | 10 | 7 | 6 | P |
| 64 | 9 | Ketereh District Council | http://www.mdketereh.gov.my/home | 95 | 5 | 30 | 31 | 10 | 10 | 10 | 4 | P |
| 65 | 9 | Labuan Corporation | http://www.pl.gov.my/home | 95 | 5 | 30 | 31 | 10 | 10 | 7 | 7 | P |
| 66 | 9 | Ministry of Agriculture and Agro-Based Industry | http://www.moa.gov.my/web/guest | 95 | 5 | 30 | 26 | 10 | 10 | 10 | 9 | P |
| 67 | 9 | Ministry of Higher Education | http://www.portal.mohe.gov.my/portal/page/portal/ExtPortal/ | 95 | 5 | 30 | 29 | 10 | 10 | 7 | 9 | P |
| 68 | 9 | Municipal Council of Batu Pahat | http://www.mpbp.gov.my/web/guest/home | 95 | 5 | 29 | 34 | 10 | 8 | 7 | 7 | P |
| 69 | 9 | Raub District Council | http://www.mdraub.gov.my/home | 95 | 5 | 28 | 31 | 10 | 10 | 10 | 6 | P |
| 70 | 9 | Selangor Land and Mines Offices | http://ptg.selangor.gov.my | 95 | 5 | 29 | 31 | 10 | 10 | 7 | 8 | P |
| 71 | 9 | Universiti Teknikal Malaysia Melaka | http://www.utem.edu.my/ | 95 | 5 | 28 | 31 | 10 | 10 | 7 | 9 | P |
| 72 | 10 | Bentong Municipal Council | http://www.mpbentong.gov.my/home | 94 | 5 | 30 | 30 | 10 | 10 | 10 | 4 | P |
| 73 | 10 | District Council of Simpang Renggam | http://www.mdsrenggam.gov.my/web/guest/home | 94 | 5 | 30 | 34 | 10 | 6 | 10 | 4 | P |
| 74 | 10 | Jerantut District Council | http://www.mdjerantut.gov.my/home | 94 | 5 | 29 | 29 | 10 | 10 | 10 | 6 | P |
| 75 | 10 | Kelantan | http://www.kelantan.gov.my/v6 | 94 | 5 | 30 | 31 | 10 | 10 | 7 | 6 | P |
| 76 | 10 | Kuala Langat District Council | http://www.mdkl.gov.my/web/guest/home | 94 | 5 | 30 | 32 | 10 | 10 | 7 | 5 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 77 | 10 | Malaysia External Trade Development Corporation (MATRADE) | http://www.matrade.gov.my | 94 | 5 | 30 | 28 | 10 | 10 | 7 | 9 | P |
| 78 | 10 | Malaysian Pineapple Industry Board | http://mpib.gov.my/web/guest/home | 94 | 5 | 30 | 31 | 10 | 10 | 10 | 3 | P |
| 79 | 10 | Ministry of Federal Territories and Urban Wellbeing | http://www.kwpkb.gov.my | 94 | 5 | 30 | 28 | 10 | 10 | 7 | 9 | P |
| 80 | 10 | National Art Gallery | http://www.artgallery.gov.my/web/guest/home | 94 | 5 | 27 | 33 | 10 | 10 | 10 | 4 | P |
| 81 | 10 | Penang | http://www.penang.gov.my | 94 | 5 | 26 | 31 | 10 | 10 | 7 | 10 | P |
| 82 | 10 | Road Transport Department | http://portal.jpj.gov.my | 94 | 5 | 28 | 28 | 10 | 10 | 10 | 8 | P |
| 83 | 10 | Rompin District Council | http://www.mdrompin.gov.my/home | 94 | 5 | 28 | 32 | 10 | 10 | 7 | 7 | P |
| 84 | 10 | Seremban Municipal Council | http://www.mpsns.gov.my/web/guest/home | 94 | 5 | 30 | 33 | 10 | 8 | 7 | 6 | P |
| 85 | 10 | Subang Jaya Municipal Council | http://ocps.mpsj.gov.my/cms/index.jsp | 94 | 5 | 24 | 35 | 10 | 10 | 7 | 8 | P |
| 86 | 10 | Sungai Petani Municipal Council | http://www.mpspk.gov.my/web/guest/home | 94 | 5 | 26 | 38 | 10 | 8 | 7 | 5 | P |
| 87 | 10 | Tampin District Council | http://www.mdtampin.gov.my/web/guest/home | 94 | 5 | 25 | 35 | 10 | 10 | 10 | 4 | P |
| 88 | 11 | Agriculture Department | http://www.doa.gov.my/web/guest/home | 93 | 5 | 30 | 26 | 10 | 10 | 10 | 7 | P |
| 89 | 11 | Agri-Food Business Development Centre (BDC) | http://www.agribdc.gov.my/home | 93 | 5 | 30 | 28 | 10 | 10 | 10 | 5 | P |
| 90 | 11 | Kemubu Agricultural Development Authority (KADA) | http://www.kada.gov.my/web/guest/home | 93 | 5 | 28 | 29 | 10 | 10 | 10 | 6 | P |
| 91 | 11 | Legal Affairs Division | http://www.bheuu.gov.my | 93 | 5 | 30 | 32 | 10 | 8 | 7 | 6 | P |
| 92 | 11 | Ministry of Education | http://www.moe.gov.my/ | 93 | 5 | 27 | 27 | 10 | 10 | 10 | 9 | P |
| 93 | 11 | Municipal Council of Johor Bahru Tengah | http://www.mpjbt.gov.my/web/guest/home | 93 | 5 | 27 | 33 | 10 | 8 | 10 | 5 | P |
| 94 | 11 | National Library of Malaysia | http://www.pnm.gov.my/index.php?id=50 | 93 | 5 | 28 | 30 | 10 | 10 | 7 | 8 | P |

Note: C = Content, U = Usability, Sec = Security, P = Participation, Ser = Services, B = Bonus

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|----|-----|----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 95 | 11 | Pekan District Council | http://www.mdpekan.gov.my/web/guest/home | 93 | 5 | 28 | 26 | 10 | 10 | 10 | 9 | P |
| 96 | 11 | Port Dickson Municipal Council | http://www.mppd.gov.my/web/guest/home | 93 | 5 | 27 | 35 | 10 | 10 | 7 | 4 | P |
| 97 | 11 | Sik District Council | http://mdsik.gov.my/web/guest/home | 93 | 5 | 28 | 37 | 10 | 8 | 6 | 4 | P |
| 98 | 11 | Tanjong Malim District Council | http://mdtm.gov.my/web/guest/home | 93 | 5 | 27 | 31 | 10 | 10 | 7 | 8 | P |
| 99 | 12 | District Council of Dungun | http://mpd.terengganu.gov.my/web/guest/home | 92 | 5 | 27 | 34 | 10 | 10 | 7 | 4 | P |
| 100 | 12 | Ipoh City Council | http://www.mbi.gov.my/web/guest/home | 92 | 5 | 30 | 25 | 10 | 10 | 7 | 10 | P |
| 101 | 12 | Istana Budaya | http://www.istanabudaya.gov.my/web/guest/home | 92 | 5 | 28 | 32 | 10 | 10 | 10 | 2 | P |
| 102 | 12 | Kota Bharu Municipal Council | http://www.mpkbbr.gov.my/home | 92 | 5 | 28 | 30 | 10 | 10 | 7 | 7 | P |
| 103 | 12 | Machang District Council | http://www.mdmachang.gov.my/home | 92 | 5 | 28 | 31 | 10 | 10 | 10 | 3 | P |
| 104 | 12 | Ministry of Defence | http://www.mod.gov.my/ | 92 | 5 | 26 | 30 | 10 | 10 | 7 | 9 | P |
| 105 | 12 | Ministry of Finance, Malaysia | http://www.treasury.gov.my | 92 | 5 | 30 | 25 | 10 | 10 | 7 | 10 | P |
| 106 | 12 | Ministry of Tourism | http://www.motour.gov.my | 92 | 5 | 30 | 29 | 10 | 10 | 7 | 6 | P |
| 107 | 12 | Municipal Council of Muar | http://www.mpmuar.gov.my/web/guest/home | 92 | 5 | 30 | 31 | 10 | 8 | 9 | 4 | P |
| 108 | 12 | Pasir Mas District Council | http://www.mdpmas.gov.my/home | 92 | 5 | 28 | 31 | 10 | 10 | 10 | 3 | P |
| 109 | 12 | Pasir Puteh District Council | http://www.mdpputeh.gov.my/home | 92 | 5 | 26 | 32 | 10 | 10 | 10 | 4 | P |
| 110 | 12 | Selangor Town and Rural Planning Department | http://www.jpbdselangor.gov.my/2011 | 92 | 5 | 28 | 30 | 10 | 10 | 7 | 7 | P |
| 111 | 12 | Tumpat District Council | http://www.mdtumpat.gov.my/home | 92 | 5 | 28 | 31 | 10 | 10 | 10 | 3 | P |
| 112 | 12 | Yan District Council | http://mdyan.gov.my/web/guest/home | 92 | 5 | 30 | 36 | 10 | 8 | 5 | 3 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 113 | 13 | Department of Director General of Lands and Mines (Federal) | http://www.kptg.gov.my | 91 | 5 | 28 | 29 | 10 | 10 | 7 | 7 | P |
| 114 | 13 | Department of Fisheries | http://www.dof.gov.my/home | 91 | 5 | 28 | 29 | 10 | 10 | 7 | 7 | P |
| 115 | 13 | Hulu Terengganu District Council | http://mdht.terengganu.gov.my/web/guest/home | 91 | 5 | 28 | 32 | 10 | 10 | 8 | 3 | P |
| 116 | 13 | Jelebu District Council | http://www.mdjelebu.gov.my/web/guest/home | 91 | 5 | 30 | 35 | 10 | 8 | 5 | 3 | P |
| 117 | 13 | Jeli District Council | http://www.mdjeli.gov.my/home | 91 | 5 | 28 | 31 | 10 | 10 | 7 | 5 | P |
| 118 | 13 | Kota Bharu District and Land Office | http://www.ptjkb.kelantan.gov.my/web/index.php | 91 | 5 | 30 | 27 | 10 | 10 | 7 | 7 | P |
| 119 | 13 | Malaysian Handicraft Development Corporation | http://www.kraftangan.gov.my | 91 | 5 | 30 | 28 | 10 | 10 | 7 | 6 | P |
| 120 | 13 | Malaysian Timber Industry Board | http://www.mtib.gov.my | 91 | 5 | 26 | 29 | 10 | 10 | 7 | 9 | P |
| 121 | 13 | Ministry of International Trade and Industry (MITI), Malaysia | http://www.miti.gov.my/cms/index.jsp | 91 | 5 | 28 | 29 | 10 | 10 | 7 | 7 | P |
| 122 | 13 | National Institute for Public Administration (INTAN) | http://www.intanbk.intan.my/i-portal/ms.html | 91 | 5 | 30 | 29 | 10 | 6 | 7 | 9 | P |
| 123 | 13 | Public Service Commission | http://www.spa.gov.my | 91 | 5 | 27 | 26 | 10 | 10 | 10 | 8 | P |
| 124 | 13 | Public Service Department | http://www.jpa.gov.my/index.php?lang=ms | 91 | 5 | 30 | 25 | 10 | 10 | 7 | 9 | P |
| 125 | 13 | Sarawak | http://www.sarawak.gov.my | 91 | 5 | 26 | 27 | 10 | 10 | 10 | 8 | P |
| 126 | 13 | South East Johore Development Authority | http://www.kejora.gov.my/web/guest/home | 91 | 5 | 28 | 36 | 10 | 4 | 7 | 6 | P |
| 127 | 13 | Tapah District Council | http://www.mdtapah.gov.my/home | 91 | 5 | 28 | 32 | 10 | 10 | 7 | 4 | P |
| 128 | 14 | Central Bank of Malaysia | http://www.bnm.gov.my | 90 | 5 | 26 | 29 | 10 | 10 | 7 | 8 | P |
| 129 | 14 | Department of Orang Asli Affairs, Malaysia (JHEOA) | http://www.jakoa.gov.my/web/guest/home | 90 | 5 | 23 | 31 | 10 | 10 | 10 | 6 | P |

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| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 130 | 14 | District Council of Labis | http://www.mdlabis.gov.my/web/guest/home | 90 | 5 | 30 | 33 | 10 | 6 | 7 | 4 | P |
| 131 | 14 | Franchise Development Division | http://www.franchisemdtcc.gov.my/home | 90 | 5 | 30 | 30 | 10 | 10 | 7 | 3 | P |
| 132 | 14 | Hulu Selangor District Council | http://www.mdhs.gov.my/home | 90 | 5 | 30 | 24 | 10 | 10 | 10 | 6 | P |
| 133 | 14 | Kelantan Islamic Foundation | http://www.yik.kelantan.gov.my/ | 90 | 5 | 30 | 26 | 10 | 10 | 7 | 7 | P |
| 134 | 14 | Kuala Kangsar Municipal Council | http://www.mpkpkp.gov.my/home | 90 | 5 | 30 | 30 | 10 | 10 | 6 | 4 | P |
| 135 | 14 | Kuala Krai District Council | http://www.mdkkrai.gov.my/home | 90 | 5 | 28 | 29 | 10 | 10 | 10 | 3 | P |
| 136 | 14 | Kuala Terengganu Municipal Council | http://mbkt.terengganu.gov.my/web/guest/home | 90 | 5 | 27 | 34 | 10 | 10 | 6 | 3 | P |
| 137 | 14 | Malaysia Agriculture Park | http://www.tamanpertanianmalaysia.gov.my/web/guest/home | 90 | 5 | 28 | 34 | 10 | 8 | 8 | 2 | P |
| 138 | 14 | Malaysian Legal Aid Department | http://www.jbg.gov.my | 90 | 5 | 30 | 31 | 10 | 8 | 7 | 4 | P |
| 139 | 14 | Ministry of Information, Communication and Culture | http://www.kpkk.gov.my | 90 | 5 | 25 | 26 | 10 | 10 | 10 | 9 | P |
| 140 | 14 | Pengkalan Hulu District Council | http://mdph.gov.my/web/guest/home | 90 | 5 | 28 | 30 | 10 | 10 | 7 | 5 | P |
| 141 | 14 | Perak Tengah, Seri Iskandar District Council | http://www.mdpt.gov.my/home | 90 | 5 | 27 | 31 | 10 | 10 | 7 | 5 | P |
| 142 | 14 | Social Security Organisation (SOCO) | http://www.perkeso.gov.my | 90 | 5 | 28 | 32 | 10 | 10 | 7 | 3 | P |
| 143 | 14 | South East Johor Municipal Authority | http://lbjt.gov.my/web/guest/home | 90 | 5 | 28 | 31 | 10 | 8 | 7 | 6 | P |
| 144 | 15 | Aminuddin Baki Institute | http://www.iab.edu.my | 89 | 5 | 29 | 27 | 8 | 10 | 7 | 8 | P |
| 145 | 15 | Bera District Council | http://www.mdbera.gov.my/home | 89 | 5 | 28 | 29 | 10 | 10 | 9 | 3 | P |
| 146 | 15 | Dabong District Council | http://www.mddabong.gov.my/home | 89 | 5 | 28 | 31 | 10 | 10 | 7 | 3 | P |
| 147 | 15 | District Council of Segamat | http://www.mdsegamat.gov.my/web/guest/lamanutama | 89 | 5 | 28 | 33 | 10 | 6 | 7 | 5 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 148 | 15 | District Council of Tangkak | http://www.mdtangkak.gov.my/web/guest/home | 89 | 5 | 29 | 31 | 10 | 8 | 8 | 3 | P |
| 149 | 15 | Federal Agricultural Marketing Authority (FAMA) | http://www.fama.gov.my/web/guest/home | 89 | 5 | 29 | 26 | 10 | 10 | 7 | 7 | P |
| 150 | 15 | Forest Research Institute Malaysia (FRIM) | http://www.frim.gov.my | 89 | 5 | 22 | 30 | 10 | 10 | 10 | 7 | P |
| 151 | 15 | Gua Musang District Council | http://www.mdgm.gov.my/home | 89 | 5 | 29 | 31 | 10 | 10 | 6 | 3 | P |
| 152 | 15 | Jasin City Council | http://www.mpjasin.gov.my/home | 89 | 5 | 27 | 31 | 10 | 8 | 7 | 6 | P |
| 153 | 15 | Jempol District Council | http://www.mdjl.gov.my/web/guest/home | 89 | 5 | 23 | 35 | 10 | 8 | 10 | 3 | P |
| 154 | 15 | Malacca Historic City Council | http://www.mbmb.gov.my/home | 89 | 5 | 27 | 31 | 10 | 6 | 7 | 8 | P |
| 155 | 15 | Malaysian Meteorological Department | http://www.met.gov.my | 89 | 5 | 28 | 24 | 10 | 10 | 7 | 10 | P |
| 156 | 15 | Municipal Council of Kemaman | http://mpk.terengganu.gov.my/web/guest/home | 89 | 5 | 26 | 32 | 10 | 10 | 7 | 4 | P |
| 157 | 15 | Municipal Council of Kluang | http://www.mpkluang.gov.my/web/guest/home | 89 | 5 | 30 | 31 | 10 | 10 | 5 | 3 | P |
| 158 | 15 | Rembau District Council | http://www.mdr.gov.my/web/guest/home | 89 | 5 | 25 | 33 | 10 | 8 | 9 | 4 | P |
| 159 | 16 | Alor Gajah Municipal Council | http://www.mpag.gov.my/web/guest/home | 88 | 5 | 28 | 32 | 10 | 6 | 10 | 2 | P |
| 160 | 16 | Bachok District Council | http://www.mdbachok.gov.my/home | 88 | 5 | 27 | 29 | 10 | 10 | 9 | 3 | P |
| 161 | 16 | District Council of Yong Peng | http://www.mdyongpeng.gov.my/web/guest/home | 88 | 5 | 27 | 32 | 10 | 8 | 9 | 2 | P |
| 162 | 16 | Kelantan State Library | http://www.kelantanlibrary.gov.my/v2/ | 88 | 5 | 27 | 27 | 10 | 10 | 10 | 4 | P |
| 163 | 16 | Klang Municipal Council | http://www.mpklang.gov.my/web/guest/home | 88 | 5 | 26 | 25 | 10 | 10 | 10 | 7 | P |
| 164 | 16 | Kuantan Municipal Council | http://www.mpk.gov.my | 88 | 5 | 26 | 28 | 10 | 8 | 7 | 9 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|----|-----|----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 165 | 16 | Kubang Pasu District Council | http://www.mdkubangpasu.gov.my/web/guest/home | 88 | 5 | 23 | 34 | 10 | 10 | 7 | 4 | P |
| 166 | 16 | Public Private Partnership Unit | http://www.ukas.gov.my/web/guest/home | 88 | 5 | 30 | 29 | 8 | 10 | 7 | 4 | P |
| 167 | 16 | Seberang Perai Municipal Council | http://www3.mpsp.gov.my/index.php?lang=ms | 88 | 5 | 26 | 27 | 10 | 10 | 7 | 8 | P |
| 168 | 16 | Selama District Council | http://mdselama.gov.my/web/guest/home | 88 | 5 | 25 | 31 | 10 | 10 | 7 | 5 | P |
| 169 | 16 | Tanah Merah District and Land Office | http://ptjkm.kelantan.gov.my/v3/index.php | 88 | 5 | 29 | 29 | 10 | 10 | 7 | 3 | P |
| 170 | 16 | Terengganu | http://www.terengganu.gov.my/ | 88 | 5 | 28 | 27 | 10 | 8 | 7 | 8 | P |
| 171 | 17 | Bandar Baharu District Council | http://mdbb.gov.my/web/guest/home | 87 | 5 | 25 | 34 | 10 | 8 | 8 | 2 | P |
| 172 | 17 | District Council of Pontian | http://www.mdPontian.gov.my/ | 87 | 5 | 28 | 31 | 10 | 6 | 10 | 2 | P |
| 173 | 17 | Ministry of Youth and Sports, Malaysia | http://www.kbs.gov.my | 87 | 5 | 24 | 29 | 10 | 10 | 10 | 4 | P |
| 174 | 17 | National Unity and Integration Department | http://www.jpnin.gov.my/home | 87 | 5 | 29 | 29 | 10 | 8 | 9 | 2 | P |
| 175 | 17 | Tanah Merah District Council | http://www.mdtanahmerah.gov.my/home | 87 | 5 | 23 | 31 | 10 | 10 | 10 | 3 | P |
| 176 | 18 | Ampang Jaya Municipal Council | http://www.mpaj.gov.my/home | 86 | 5 | 30 | 27 | 10 | 6 | 5 | 8 | P |
| 177 | 18 | Department of Veterinary Services | http://www.dvs.gov.my/web/guest/home | 86 | 5 | 28 | 29 | 10 | 8 | 7 | 4 | P |
| 178 | 18 | Kedah | http://portal.kedah.gov.my | 86 | 5 | 24 | 29 | 10 | 10 | 7 | 6 | P |
| 179 | 18 | Kuala Lumpur Health Department | http://jknkl.moh.gov.my/web/guest/home | 86 | 5 | 28 | 33 | 8 | 4 | 10 | 3 | P |
| 180 | 18 | Kuala Pilah District Council | http://www.mdlkp.gov.my/web/guest/home | 86 | 5 | 21 | 31 | 10 | 8 | 10 | 6 | P |
| 181 | 18 | Malacca | http://www.melaka.gov.my | 86 | 5 | 24 | 27 | 10 | 8 | 7 | 10 | P |
| 182 | 18 | Ministry of Science, Technology and Innovations, Malaysia | http://www.mosti.gov.my/mosti | 86 | 5 | 26 | 28 | 10 | 8 | 7 | 7 | P |



| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 183 | 18 | Prisons Department Malaysia | http://www.prison.gov.my/portal/page/portal/hijau/ | 86 | 5 | 26 | 28 | 10 | 10 | 7 | 5 | P |
| 184 | 18 | Sabak Bernam District Council | http://www.mdsb.gov.my/home | 86 | 5 | 26 | 33 | 10 | 8 | 5 | 4 | P |
| 185 | 18 | Universiti Sains Malaysia | http://www.usm.my | 86 | 5 | 22 | 29 | 10 | 10 | 7 | 8 | P |
| 186 | 19 | Gemas Small District and Land Office | http://www.ns.gov.my/daerah/gemas | 85 | 5 | 28 | 26 | 10 | 10 | 10 | 1 | P |
| 187 | 20 | Machang District and Land Office | http://www.ptjm.kelantan.gov.my | 84 | 5 | 30 | 27 | 10 | 8 | 7 | 2 | P |
| 188 | 20 | Merlimau Polytechnic | http://www.pmm.edu.my/ | 84 | 5 | 22 | 28 | 10 | 6 | 10 | 8 | P |
| 189 | 20 | Ministry of Foreign Affairs | http://www.kln.gov.my/web/guest/home | 84 | 5 | 26 | 31 | 10 | 6 | 7 | 4 | P |
| 190 | 20 | Pasir Mas District and Land Office | http://ptjpm.kelantan.gov.my/v2 | 84 | 5 | 30 | 28 | 10 | 6 | 7 | 3 | P |
| 191 | 21 | Council of Trust for the Bumiputera (MARA) | http://www.mara.gov.my/web/guest/home | 83 | 5 | 29 | 26 | 10 | 2 | 7 | 9 | P |
| 192 | 21 | Department of Civil Defence | http://www.civildefence.gov.my | 83 | 5 | 25 | 28 | 10 | 10 | 7 | 3 | P |
| 193 | 21 | Teluk Intan Municipal Council | http://www.mpti.gov.my/ | 83 | 5 | 24 | 31 | 10 | 6 | 7 | 5 | P |
| 194 | 22 | Besut District Council | http://mdb.terengganu.gov.my/web/guest/home | 82 | 5 | 30 | 27 | 10 | 4 | 7 | 4 | P |
| 195 | 22 | District Council of Mersing | http://www.mdmersing.gov.my/web/guest/home | 82 | 5 | 25 | 33 | 10 | 6 | 5 | 3 | P |
| 196 | 22 | Johor | http://www.johordt.gov.my | 82 | 5 | 22 | 27 | 10 | 10 | 10 | 3 | P |
| 197 | 22 | Kangar Municipal Council | http://www.mpkangar.gov.my/web/guest/home | 82 | 5 | 27 | 27 | 10 | 6 | 7 | 5 | P |
| 198 | 22 | Kedah Social Welfare Department | http://webjabatan.kedah.gov.my/jkmk.php | 82 | 5 | 23 | 29 | 10 | 10 | 7 | 3 | P |
| 199 | 22 | Majlis Perbandaran Langkawi Bandaraya Pelancongan | http://www.mplbp.gov.my/web/guest/home | 82 | 5 | 23 | 36 | 10 | 6 | 4 | 3 | P |
| 200 | 22 | Malaysian Quarantine and Inspection Services (MAQIS) | http://www.maqis.gov.my/home | 82 | 5 | 25 | 28 | 10 | 6 | 7 | 6 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 201 | 22 | Small and Medium Enterprise Bank Berhad (SME Bank) | http://www.smebank.com.my/web/guest/home | 82 | 5 | 22 | 31 | 10 | 10 | 5 | 4 | P |
| 202 | 22 | Yayasan Tekun Nasional | http://www.tekun.gov.my/web/guest/home | 82 | 5 | 26 | 31 | 10 | 4 | 8 | 3 | P |
| 203 | 23 | Institute of Language and Literature Malaysia | http://www.dbp.gov.my/lamandbp/main.php | 81 | 5 | 29 | 22 | 10 | 6 | 7 | 7 | P |
| 204 | 23 | Perak | http://www.perak.gov.my | 81 | 5 | 26 | 23 | 10 | 6 | 10 | 6 | P |
| 205 | 23 | Perak Agriculture Department | http://www.pertanianperak.gov.my/ | 81 | 5 | 28 | 26 | 10 | 10 | 4 | 3 | P |
| 206 | 23 | Perbadanan Nasional Berhad | http://www.pns.com.my/home | 81 | 5 | 27 | 27 | 10 | 6 | 7 | 4 | P |
| 207 | 23 | Property and Land Management Division | http://portal.bph.gov.my/v2/index.php | 81 | 5 | 26 | 26 | 10 | 6 | 7 | 6 | P |
| 208 | 23 | Suruhanjaya Koperasi Malaysia (SKM) | http://www.skm.gov.my/web/guest/home | 81 | 5 | 28 | 27 | 8 | 8 | 7 | 3 | P |
| 209 | 23 | The Special Taskforce to Facilitate Business (PEMUDAH) | http://www.pemudah.gov.my | 81 | 5 | 22 | 30 | 10 | 6 | 10 | 3 | P |
| 210 | 24 | Immigration Department | http://www.imi.gov.my | 80 | 5 | 21 | 24 | 10 | 8 | 10 | 7 | P |
| 211 | 24 | Johor Syariah Judiciary Department | http://www.johordt.gov.my/syariah | 80 | 5 | 26 | 27 | 10 | 10 | 6 | 1 | P |
| 212 | 24 | Klang Port Authority | http://www.pka.gov.my | 80 | 5 | 26 | 25 | 10 | 6 | 7 | 6 | P |
| 213 | 24 | Local Authority Kulim Hi-Tech Industrial Park | http://pbttphk.gov.my/web/guest/home | 80 | 5 | 23 | 31 | 10 | 8 | 4 | 4 | P |
| 214 | 24 | Melaka Public Works Department | http://jkrmlk.gov.my | 80 | 5 | 22 | 27 | 10 | 10 | 7 | 4 | P |
| 215 | 24 | National Agricultural Training Council (NATC) | http://www.natc.gov.my/home | 80 | 5 | 26 | 30 | 10 | 6 | 7 | 1 | P |
| 216 | 25 | Construction Industry Development Board (CIDB) | http://www.cidb.gov.my/v6/ | 79 | 4 | 20 | 24 | 8 | 10 | 10 | 7 | P |
| 217 | 25 | Department of Polytechnic Education | http://politeknik.gov.my/webjpp2/index.php?pg=&sub= | 79 | 4 | 21 | 31 | 10 | 6 | 7 | 4 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 218 | 25 | Kuala Lumpur Federal Territory Education Department | http://www.moe.gov.my/jpwpkl/ | 79 | 4 | 22 | 26 | 10 | 6 | 10 | 5 | P |
| 219 | 25 | Langkawi District Office | http://webjabatan.kedah.gov.my/pdl | 79 | 4 | 24 | 26 | 10 | 10 | 5 | 4 | P |
| 220 | 25 | Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) | http://www.ptptn.gov.my/ | 79 | 4 | 22 | 28 | 10 | 6 | 7 | 6 | P |
| 221 | 25 | Ungku Omar Polytechnic (PUO) | http://www.puo.edu.my/puov2_bm/index.php | 79 | 4 | 23 | 23 | 10 | 8 | 7 | 8 | P |
| 222 | 26 | Pahang State Development Corporation | http://www.pkn.gov.my/web-v1/ | 78 | 4 | 23 | 24 | 10 | 6 | 7 | 8 | P |
| 223 | 27 | Pasir Puteh District and Land Office | http://ptjpp.kelantan.gov.my/v4/ | 77 | 4 | 23 | 27 | 10 | 8 | 7 | 2 | P |
| 224 | 27 | UDA Holdings Berhad | http://www.uda.com.my/web/guest/home | 77 | 4 | 25 | 32 | 8 | 6 | 3 | 3 | P |
| 225 | 28 | Department of Broadcasting | http://www.rtm.gov.my/rtmnew/ | 76 | 4 | 25 | 25 | 10 | 6 | 7 | 3 | P |
| 226 | 28 | Perlis Public Works Department | http://jkr.perlis.gov.my/jkr/ | 76 | 4 | 19 | 26 | 10 | 8 | 7 | 6 | P |
| 227 | 29 | Auditor General Office | http://www.audit.gov.my | 75 | 4 | 21 | 27 | 10 | 4 | 7 | 6 | P |
| 228 | 29 | District and Land Office of Hulu Langat | http://www.selangor.gov.my/hululangat/main.php | 75 | 4 | 19 | 26 | 10 | 10 | 9 | 1 | P |
| 229 | 29 | Islamic Development Department | http://www.islam.gov.my | 75 | 4 | 17 | 25 | 8 | 10 | 7 | 8 | P |
| 230 | 29 | Kelantan Islamic Religious Council (MAIK) | http://www.e-mail.gov.my/public_new/index.php | 75 | 4 | 22 | 28 | 8 | 4 | 10 | 3 | P |
| 231 | 29 | Melaka State Health Department | http://jknmelaka.moh.gov.my/v3/go/index.php | 75 | 4 | 23 | 30 | 8 | 6 | 7 | 1 | P |
| 232 | 30 | Bachok District and Land Office | http://ptjb.kelantan.gov.my/web | 74 | 4 | 26 | 24 | 10 | 4 | 7 | 3 | P |
| 233 | 30 | Education Service Commission | http://www.spp.gov.my | 74 | 4 | 26 | 23 | 10 | 6 | 7 | 2 | P |
| 234 | 30 | Institut Keusahawan Negara (INSKEN) | http://www.insken.gov.my/home | 74 | 4 | 24 | 31 | 8 | 6 | 3 | 2 | P |
| 235 | 30 | Kedah Land and Mines Office | http://www.ptgkedah.gov.my | 74 | 4 | 17 | 28 | 10 | 10 | 7 | 2 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 236 | 30 | Negeri Sembilan Education Department | http://www.jpnn.gov.my/utama | 74 | 4 | 22 | 21 | 10 | 8 | 7 | 6 | P |
| 237 | 31 | Local Government Division (Kelantan) | http://www.bhgkt.kelantan.gov.my | 73 | 4 | 22 | 26 | 10 | 6 | 7 | 2 | P |
| 238 | 31 | Pahang Education Department | http://www.moe.gov.my/jnpahang/v4/index.php | 73 | 4 | 21 | 21 | 10 | 10 | 7 | 4 | P |
| 239 | 31 | Penang Land and Mines Office | http://ptg.penang.gov.my | 73 | 4 | 17 | 26 | 10 | 8 | 7 | 5 | P |
| 240 | 31 | State Religious Department and Malay Customs Department | http://www.jaheaik.gov.my | 73 | 4 | 25 | 25 | 10 | 6 | 5 | 2 | P |
| 241 | 32 | Federal Treasury Sabah | http://pmsabah.treasury.gov.my | 72 | 4 | 20 | 26 | 10 | 6 | 8 | 2 | P |
| 242 | 32 | Federal Treasury Sarawak | http://pmsarawak.treasury.gov.my/index.php | 72 | 4 | 20 | 25 | 10 | 8 | 7 | 2 | P |
| 243 | 32 | Malaysian Palm Oil Board | http://mpob.gov.my | 72 | 4 | 21 | 21 | 6 | 6 | 10 | 8 | P |
| 244 | 32 | Registrar of Societies | http://www.ros.gov.my | 72 | 4 | 26 | 23 | 10 | 6 | 4 | 3 | P |
| 245 | 33 | Johor State Government Secretary Office | http://www.johordt.gov.my/sukj | 71 | 4 | 21 | 24 | 10 | 6 | 7 | 3 | P |
| 246 | 33 | Royal Malaysian Navy | http://www.navy.mil.my | 71 | 4 | 21 | 24 | 8 | 10 | 6 | 2 | P |
| 247 | 34 | Terengganu State Museum | http://museum.terengganu.gov.my | 70 | 4 | 24 | 23 | 8 | 8 | 6 | 1 | P |
| 248 | 35 | Perak Public Works Department | http://www.jkrperak.gov.my/ | 69 | 4 | 22 | 24 | 8 | 8 | 5 | 2 | P |
| 249 | 35 | State Land and Mineral Department | http://ptg.ptgps.gov.my | 69 | 4 | 18 | 25 | 8 | 8 | 8 | 2 | P |
| 250 | 35 | Terengganu Public Works Department | http://www.jkr.terengganu.gov.my/v2/ | 69 | 4 | 17 | 24 | 10 | 8 | 7 | 3 | P |
| 251 | 35 | Terengganu State Library | http://www.trglib.gov.my/v1/index.php | 69 | 4 | 26 | 25 | 10 | 4 | 3 | 1 | P |
| 252 | 36 | Human Resource Division | http://www.bpsm.kelantan.gov.my | 68 | 4 | 19 | 21 | 10 | 10 | 7 | 1 | P |
| 253 | 37 | Malaysian Communications and Multimedia Commission | http://www.skmm.gov.my | 67 | 4 | 20 | 23 | 10 | 6 | 5 | 3 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 254 | 37 | Terengganu Foundation | http://www.ytrg.terengganu.gov.my/v2 | 67 | 4 | 19 | 21 | 10 | 6 | 7 | 4 | P |
| 255 | 37 | Terengganu State Service Commission | http://spn.terengganu.gov.my/v4/index.php?lang=bm | 67 | 4 | 17 | 32 | 8 | 6 | 3 | 1 | P |
| 256 | 38 | Department of Irrigation and Drainage, Pahang | http://v4.jpsphg.gov.my | 66 | 4 | 20 | 25 | 10 | 2 | 7 | 2 | P |
| 257 | 38 | Kedah State Development Corporation | http://www.pknk.gov.my | 66 | 4 | 19 | 27 | 6 | 8 | 4 | 2 | P |
| 258 | 38 | Pasir Salak Community College | http://www.kkpsa.edu.my | 66 | 4 | 18 | 27 | 10 | 2 | 7 | 2 | P |
| 259 | 38 | Perlis | http://www.perlis.gov.my | 66 | 4 | 23 | 24 | 6 | 6 | 5 | 2 | P |
| 260 | 38 | Perlis Education Department | http://www.jpnperlis.gov.my/v11/ | 66 | 4 | 21 | 18 | 10 | 6 | 7 | 4 | P |
| 261 | 38 | State Department of Veterinary Service, Penang | http://www.jpvpvp.gov.my/ | 66 | 4 | 22 | 22 | 10 | 8 | 2 | 2 | P |
| 262 | 38 | State Government Meeting Council | http://www.mmk.kelantan.gov.my/ | 66 | 4 | 22 | 26 | 10 | 4 | 3 | 1 | P |
| 263 | 39 | Human Rights Commission of Malaysia (SUHAKAM) | http://www.suhakam.org.my/home | 65 | 4 | 20 | 23 | 8 | 8 | 4 | 2 | P |
| 264 | 39 | Institut Pendidikan Guru Kampus Rajang | http://www.ipgkrajang.edu.my | 65 | 4 | 21 | 19 | 10 | 6 | 7 | 2 | P |
| 265 | 39 | National Housing Department | http://ehome.kpkt.gov.my/ehome/index1.cfm | 65 | 4 | 21 | 19 | 10 | 4 | 7 | 4 | P |
| 266 | 39 | National Population and Family Development Board Malaysia (NPFDB) | http://www.lppkn.gov.my/lppkn/index.php | 65 | 4 | 24 | 20 | 8 | 4 | 5 | 4 | P |
| 267 | 39 | Perak Education Department | http://www.pelajaranperak.gov.my/v2/ | 65 | 4 | 18 | 17 | 10 | 4 | 10 | 6 | P |
| 268 | 39 | Sarawak Timber Industry and Development Corporation | http://www.sarawaktimber.org.my | 65 | 4 | 19 | 24 | 10 | 6 | 5 | 1 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 269 | 40 | Lembaga Tabung Angkatan Tentera | http://www.ltat.org.my | 64 | 4 | 22 | 24 | 8 | 4 | 5 | 1 | P |
| 270 | 41 | Clinical Research Centre | http://www.crc.gov.my | 63 | 4 | 18 | 23 | 10 | 4 | 6 | 2 | P |
| 271 | 41 | Department of Youth and Sports, Perlis | http://www.jbsperlis.gov.my | 63 | 4 | 15 | 25 | 10 | 4 | 6 | 3 | P |
| 272 | 41 | Putrajaya Hospital | http://www.hpj.gov.my/pjh | 63 | 4 | 20 | 22 | 10 | 2 | 6 | 3 | P |
| 273 | 42 | Akademi Pembangunan Belia Malaysia Batu Gajah | http://www.apbmbg.gov.my | 62 | 4 | 17 | 20 | 10 | 6 | 6 | 3 | P |
| 274 | 42 | Department of Youth and Sports, Johor | http://www.jbsjohor.gov.my | 62 | 4 | 17 | 22 | 10 | 6 | 4 | 3 | P |
| 275 | 42 | Department of Youth and Sports, Kedah | http://www.jbskedah.gov.my | 62 | 4 | 17 | 20 | 10 | 4 | 8 | 3 | P |
| 276 | 42 | Department of Youth and Sports, Pahang | http://www.jbsnpahang.gov.my | 62 | 4 | 17 | 22 | 10 | 4 | 6 | 3 | P |
| 277 | 42 | Education Technology Division | http://www.moe.edu.my/btp/ | 62 | 4 | 20 | 22 | 10 | 0 | 7 | 3 | P |
| 278 | 42 | Kelantan Museums Corporation | http://www.muzium.kelantan.gov.my/ | 62 | 4 | 18 | 22 | 10 | 6 | 5 | 1 | P |
| 279 | 42 | Kelantan Public Works Department | http://www.kelantan.jkr.gov.my | 62 | 4 | 17 | 20 | 10 | 4 | 7 | 4 | P |
| 280 | 42 | Putrajaya Education Department | http://www.moe.gov.my/ppwpp | 62 | 4 | 18 | 19 | 10 | 6 | 7 | 2 | P |
| 281 | 42 | Teluk Intan Community College | http://www.kktin.edu.my/ | 62 | 4 | 22 | 25 | 8 | 0 | 5 | 2 | P |
| 282 | 43 | Batang Padang Land and District Office | http://pdttapah.perak.gov.my/bm | 61 | 4 | 18 | 17 | 6 | 4 | 10 | 6 | P |
| 283 | 43 | Department of Youth and Sports, Penang | http://www.jpспенang.gov.my/ | 61 | 4 | 17 | 19 | 10 | 4 | 8 | 3 | P |
| 284 | 43 | Johor State Religious Department | http://www.johordt.gov.my/jaj/ | 61 | 4 | 23 | 20 | 10 | 4 | 3 | 1 | P |
| 285 | 43 | National Film Department | http://www.filemnegara.gov.my/m_home/index.php | 61 | 4 | 19 | 23 | 8 | 4 | 5 | 2 | P |
| 286 | 43 | Oral Health Division | http://ohd.moh.gov.my/v2/ | 61 | 4 | 20 | 20 | 10 | 4 | 4 | 3 | P |
| 287 | 43 | Sabah State Treasury Department | http://www.sabah.gov.my/jbn | 61 | 4 | 18 | 20 | 6 | 4 | 7 | 6 | P |
| 288 | 43 | Slim River/Tjg. Malim Land and District Office | http://pdtslimriver.gov.my/bm/ | 61 | 4 | 19 | 20 | 6 | 4 | 7 | 5 | P |

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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 289 | 44 | District Offices of Johor | http://pdnj.johordt.gov.my | 60 | 4 | 19 | 21 | 10 | 6 | 3 | 1 | P |
| 290 | 44 | Malaysian Science and Technology Information Centre (MASTIC) | http://www.mastic.gov.my | 60 | 4 | 20 | 23 | 10 | 0 | 6 | 1 | P |
| 291 | 44 | Manjung Land and District Office | http://pdtmanjung.perak.gov.my/bm | 60 | 4 | 18 | 19 | 6 | 4 | 7 | 6 | P |
| 292 | 44 | Perak Tengah Land and District Office | http://pdtseriiskandar.perak.gov.my/bm | 60 | 4 | 19 | 19 | 6 | 4 | 7 | 5 | P |
| 293 | 45 | Department of Youth and Sports, Federal Territory Labuan | http://www.jbslabuan.gov.my | 59 | 3 | 17 | 22 | 10 | 4 | 3 | 3 | P |
| 294 | 45 | Department of Youth and Sports, Melaka | http://www.jpamelaka.gov.my/ | 59 | 3 | 17 | 22 | 10 | 4 | 3 | 3 | P |
| 295 | 45 | Department of Youth and Sports, Negeri Sembilan | http://www.jbsn9.gov.my | 59 | 3 | 17 | 22 | 10 | 4 | 3 | 3 | P |
| 296 | 45 | Department of Youth and Sports, Sarawak | http://www.jbssarawak.gov.my | 59 | 3 | 17 | 20 | 10 | 4 | 5 | 3 | P |
| 297 | 45 | Department of Youth and Sports, Selangor | http://www.jbsselangor.gov.my | 59 | 3 | 17 | 22 | 10 | 4 | 3 | 3 | P |
| 298 | 45 | Department of Youth and Sports, Terengganu | http://www.jbsterengganu.gov.my | 59 | 3 | 17 | 20 | 10 | 4 | 5 | 3 | P |
| 299 | 45 | Hilir Perak, Teluk Intan Land and District Office | http://pdttelukintan.perak.gov.my/bm/ | 59 | 3 | 18 | 19 | 6 | 4 | 7 | 5 | P |
| 300 | 45 | Islamic Education Division (EID) | http://www.bpi.edu.my/ | 59 | 3 | 21 | 16 | 10 | 4 | 6 | 2 | P |
| 301 | 45 | Kerian Land and District Office | http://pdtkerian.perak.gov.my/bm/ | 59 | 3 | 19 | 17 | 6 | 4 | 7 | 6 | P |
| 302 | 45 | Kuala Kangsar Land and District Office | http://pdtkualakangsar.perak.gov.my/bm | 59 | 3 | 19 | 17 | 6 | 4 | 7 | 6 | P |
| 303 | 45 | Perak State Library | http://www.ppanpk.gov.my/peraklib/index.php | 59 | 3 | 19 | 21 | 6 | 6 | 5 | 2 | P |
| 304 | 45 | Science and Technology Research Institution for Defence | http://www.stride.gov.my/alpha.2/ | 59 | 3 | 18 | 20 | 10 | 4 | 6 | 1 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 305 | 46 | Credit Guarantee Corporation | https://www.iguarantee.com.my/iguarantee/index.htm | 58 | 3 | 13 | 21 | 6 | 8 | 7 | 3 | P |
| 306 | 46 | Department of Youth and Sports, Sabah | http://www.jbssabah.gov.my | 58 | 3 | 16 | 22 | 10 | 4 | 3 | 3 | P |
| 307 | 46 | Economic Planning Unit | http://www.upen.kelantan.gov.my/v2 | 58 | 3 | 18 | 21 | 10 | 4 | 3 | 2 | P |
| 308 | 46 | Malaysian Remote Sensing Agency (ARSM) | http://www.remotesensing.gov.my | 58 | 3 | 21 | 21 | 6 | 4 | 5 | 1 | P |
| 309 | 46 | Melaka Education Department | http://melaka.moe.gov.my | 58 | 3 | 14 | 23 | 8 | 2 | 7 | 4 | P |
| 310 | 46 | National Water Services Commission | http://www.span.gov.my | 58 | 3 | 21 | 20 | 6 | 4 | 5 | 2 | P |
| 311 | 46 | Special Education Department | http://www.moe.gov.my/bpkhas | 58 | 3 | 20 | 19 | 10 | 2 | 4 | 3 | P |
| 312 | 46 | State Economic Development Corporation | http://www2.pkink.gov.my | 58 | 3 | 22 | 14 | 10 | 4 | 6 | 2 | P |
| 313 | 47 | Department of Youth and Sports, Federal Territory Kuala Lumpur | http://www.jbskl.gov.my/ | 57 | 3 | 15 | 22 | 10 | 4 | 3 | 3 | P |
| 314 | 47 | Department of Youth and Sports, Kelantan | http://www.jbskelantan.gov.my | 57 | 3 | 18 | 19 | 10 | 4 | 3 | 3 | P |
| 315 | 47 | Department of Youth and Sports, Perak | http://www.jbsperak.gov.my | 57 | 3 | 15 | 22 | 10 | 4 | 3 | 3 | P |
| 316 | 47 | Perak Land and Mines Department | http://ptg.perak.gov.my/bm/ | 57 | 3 | 20 | 14 | 6 | 4 | 7 | 6 | P |
| 317 | 47 | Selangor Syariah Judiciary Department | http://www.jakess.gov.my | 57 | 3 | 20 | 19 | 6 | 6 | 4 | 2 | P |
| 318 | 47 | Sports Commissioner's Office of Malaysia | http://pps.kbs.gov.my | 57 | 3 | 20 | 22 | 10 | 0 | 2 | 3 | P |
| 319 | 47 | Temerloh Community College | http://www.kkmen.edu.my/kktemerloh | 57 | 3 | 17 | 16 | 6 | 8 | 8 | 2 | P |
| 320 | 48 | Larut Matang Land and District Office | http://pdtaiping.perak.gov.my/bm/index.php | 56 | 3 | 18 | 16 | 6 | 4 | 7 | 5 | P |
| 321 | 48 | National Youth Vocational Institute Alor Gajah | http://www.ikbnag.gov.my | 56 | 3 | 20 | 17 | 4 | 6 | 7 | 2 | P |
| 322 | 48 | Pahang Islamic Religious Affairs Department | http://jaip.pahang.gov.my | 56 | 3 | 19 | 19 | 10 | 4 | 2 | 2 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 323 | 49 | Land Office of Kluang | http://www.johordt.gov.my/ptkluang/v2/index.php | 55 | 3 | 17 | 17 | 10 | 4 | 5 | 2 | P |
| 324 | 49 | Terengganu Family Development Foundation | http://www.ypkt.gov.my | 55 | 3 | 19 | 21 | 4 | 6 | 4 | 1 | P |
| 325 | 50 | Academy of Science Malaysia (ASM) | http://www.akademisains.gov.my | 54 | 3 | 17 | 20 | 8 | 4 | 3 | 2 | P |
| 326 | 50 | Department of Irrigation and Drainage, Terengganu | http://jpsweb.terengganu.gov.my | 54 | 3 | 17 | 17 | 8 | 4 | 7 | 1 | P |
| 327 | 50 | Johor Biotechnology and Biodiversity Corporation | http://jbiotech.gov.my/intro.php | 54 | 3 | 16 | 19 | 6 | 6 | 6 | 1 | P |
| 328 | 51 | Johor Office of State Treasury | http://www.johordt.gov.my/pnj/ | 53 | 3 | 15 | 20 | 10 | 4 | 3 | 1 | P |
| 329 | 51 | Kuching Port Authority | http://www.kpa.gov.my | 53 | 3 | 18 | 21 | 8 | 4 | 2 | 0 | P |
| 330 | 51 | Labuan Health Department | http://jknlabuan.moh.gov.my/v2/ | 53 | 3 | 18 | 18 | 10 | 0 | 5 | 2 | P |
| 331 | 51 | Malaysian Armed Forces | http://www.mafhg.mil.my | 53 | 3 | 17 | 21 | 8 | 2 | 4 | 1 | P |
| 332 | 52 | Institut Pendidikan Guru Kampus Sultan Abdul Halim | http://www.ipsah.edu.my/ | 52 | 3 | 21 | 11 | 6 | 6 | 5 | 3 | P |
| 333 | 52 | Johor Education Department | http://www.moe.gov.my/jpnjohor/v5/index2.php?bhs=bm | 52 | 3 | 18 | 17 | 2 | 6 | 5 | 4 | P |
| 334 | 52 | Kedah Education Department | http://www.kedah.edu.my/portalbaru | 52 | 3 | 18 | 11 | 10 | 2 | 5 | 6 | P |
| 335 | 52 | Kinta, Batu Gajah Land and District Office | http://pdtbatugajah.perak.gov.my/bm | 52 | 3 | 15 | 13 | 6 | 4 | 7 | 7 | P |
| 336 | 52 | Masjid Tanah Community College | http://www.kkmt.edu.my | 52 | 3 | 20 | 18 | 6 | 4 | 3 | 1 | P |
| 337 | 52 | Negeri Sembilan Mufti Department | http://www.muftins.gov.my | 52 | 3 | 19 | 18 | 10 | 0 | 4 | 1 | P |
| 338 | 52 | Selangor Water Management Authority | http://www.luas.gov.my | 52 | 3 | 19 | 16 | 10 | 2 | 4 | 1 | P |
| 339 | 52 | Services Management Division | http://www.bkp.kelantan.gov.my/ | 52 | 3 | 17 | 18 | 10 | 4 | 2 | 1 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 340 | 52 | Veterinary Services and Animal Industry Department | http://www.sabah.gov.my/hwan | 52 | 3 | 18 | 16 | 6 | 4 | 7 | 1 | P |
| 341 | 53 | District Office of Hulu Terengganu | http://pdht.terengganu.gov.my/ | 51 | 3 | 16 | 21 | 6 | 4 | 3 | 1 | P |
| 342 | 53 | National Youth Vocational Institute Pagoh | http://www.ikbnpg.gov.my | 51 | 3 | 18 | 18 | 6 | 4 | 4 | 1 | P |
| 343 | 53 | Serdang Hospital | http://hserdang.moh.gov.my/modules/news/ | 51 | 3 | 13 | 22 | 4 | 4 | 7 | 1 | P |
| 344 | 54 | Institut Pendidikan Guru Kampus Temenggong Ibrahim | http://www.ipgkti.edu.my/v1/index.php | 50 | 3 | 15 | 11 | 6 | 6 | 5 | 7 | P |
| 345 | 54 | Local Government Division (Perak) | http://bkt.perak.gov.my/ | 50 | 3 | 17 | 24 | 6 | 0 | 2 | 1 | P |
| 346 | 54 | Ministry of Social Development and Urbanisation | http://www.kpsu-sarawak.net/home/ | 50 | 3 | 15 | 17 | 8 | 4 | 4 | 2 | P |
| 347 | 54 | Pahang Director's Office of Land and Mines | http://ptg.pahang.gov.my | 50 | 3 | 15 | 13 | 6 | 4 | 9 | 3 | P |
| 348 | 55 | Penang State Forestry Department | http://jhn.penang.gov.my | 49 | 3 | 16 | 18 | 8 | 4 | 2 | 1 | P |
| 349 | 55 | Sarawak Education Department | http://www.moe.gov.my/jpsarawak/ | 49 | 3 | 18 | 17 | 10 | 0 | 3 | 1 | P |
| 350 | 55 | Simunjan District Council | http://www.simunjandc.sarawak.gov.my | 49 | 3 | 17 | 22 | 4 | 4 | 1 | 1 | P |
| 351 | 55 | Terengganu Housing Division | http://perumahan.terengganu.gov.my | 49 | 3 | 17 | 18 | 6 | 4 | 3 | 1 | P |
| 352 | 55 | Tribunal For Consumer Claims | http://tptm.kpdnkk.gov.my/portal/index.php | 49 | 3 | 11 | 21 | 8 | 4 | 3 | 2 | P |
| 353 | 56 | Institut Pendidikan Guru Kampus Sultan Mizan | http://www.ipgmksm.edu.my/mainksm.php | 48 | 3 | 17 | 13 | 6 | 2 | 5 | 5 | P |
| 354 | 56 | Internal Audit Unit (Kelantan) | http://www.uad.kelantan.gov.my | 48 | 3 | 13 | 18 | 10 | 0 | 6 | 1 | P |
| 355 | 57 | District and Land Office of Setiu | http://pdsetiu.terengganu.gov.my | 47 | 3 | 14 | 16 | 6 | 6 | 4 | 1 | P |
| 356 | 57 | Tourism and Culture | http://www.tic.kelantan.gov.my | 47 | 3 | 14 | 20 | 8 | 2 | 2 | 1 | P |
| 357 | 58 | Perlis State Library | http://www.perlislib.gov.my/v3/portal | 46 | 3 | 11 | 17 | 10 | 4 | 3 | 1 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|-----|------|--|---|--------|------|----|----|-----|---|-----|---|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 358 | 59 | National Youth Vocational Institute Kinarut | http://www.ikbnkn.gov.my | 45 | 3 | 15 | 17 | 6 | 4 | 2 | 1 | P |
| 359 | 59 | National Youth Vocational Institute Miri | http://www.ikbnmr.gov.my | 45 | 3 | 12 | 22 | 0 | 6 | 4 | 1 | P |
| 360 | 60 | Chief Minister's Office | http://www.pmb.terengganu.gov.my | 44 | 3 | 8 | 21 | 6 | 4 | 4 | 1 | P |
| 361 | 60 | National Youth Vocational Institute Bukit Mertajam | http://www.ikbnbm.gov.my/ | 44 | 3 | 13 | 18 | 2 | 6 | 4 | 1 | P |
| 362 | 60 | Syarikat Air Negeri Sembilan Sdn. Bhd. | http://www.sainswater.com/v1/bm | 44 | 3 | 15 | 15 | 4 | 2 | 5 | 3 | P |
| 363 | 61 | Penang Education Department | http://www.jpnp.edu.my | 43 | 3 | 17 | 12 | 4 | 4 | 4 | 2 | P |
| 364 | 62 | National Youth Vocational Institute IKBN Dusun Tua | http://www.ikbndt.gov.my | 42 | 3 | 13 | 17 | 2 | 6 | 3 | 1 | P |
| 365 | 63 | National Youth Vocational Institute Chembong | http://www.ikbnbc.gov.my | 41 | 3 | 10 | 17 | 4 | 4 | 3 | 3 | P |
| 366 | 63 | Perak Public Service Commission | http://spa.perak.gov.my | 41 | 3 | 13 | 17 | 6 | 4 | 1 | 0 | P |
| 367 | 64 | Akademi Pembangunan Belia Malaysia Port Dickson | http://www.apbmpd.gov.my | 40 | 3 | 10 | 18 | 0 | 6 | 4 | 2 | P |
| 368 | 64 | Human Resources Management Division | http://bpsm.perak.gov.my | 40 | 3 | 17 | 15 | 6 | 0 | 2 | 0 | P |
| 369 | 64 | IPG Kampus Ilmu Khas | http://www.ipik.edu.my/portal2 | 40 | 3 | 14 | 16 | 6 | 0 | 3 | 1 | P |
| 370 | 64 | Kedah Islamic Affairs Department | http://www.jaik.gov.my | 40 | 3 | 13 | 18 | 4 | 4 | 0 | 1 | P |
| 371 | 64 | Negeri Sembilan State Museum | http://www2.ns.gov.my/jabatan/muzium | 40 | 3 | 14 | 18 | 6 | 0 | 1 | 1 | P |
| 372 | 64 | Selandar Community College | http://www.kkselandar.edu.my | 40 | 3 | 12 | 14 | 10 | 0 | 3 | 1 | P |
| 373 | 64 | State Legislative Assembly (Terengganu) | http://dun.terengganu.gov.my | 40 | 3 | 11 | 17 | 6 | 4 | 1 | 1 | P |
| 374 | 65 | Institut Pendidikan Guru Kampus Raja Melewar | http://2011.iprm.edu.my | 39 | 2 | 17 | 15 | 4 | 0 | 3 | 0 | P |

| No | Rank | Portal Name | URL | Pillar | | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|---|-----|---|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | B | |
| 375 | 65 | National Youth Vocational Institute Peretak | http://www.ikbnpt.gov.my | 39 | 2 | 12 | 17 | 2 | 4 | 3 | 1 | P |
| 376 | 65 | Perak Office of State Treasury | http://kewangan.perak.gov.my/ | 39 | 2 | 14 | 18 | 2 | 0 | 3 | 2 | P |
| 377 | 66 | Kuching Community College | http://www.kkkuc.edu.my | 36 | 2 | 11 | 19 | 4 | 0 | 1 | 1 | P |
| 378 | 66 | National Youth Vocational Institute Kuala Perlis | http://www.ikbnkp.gov.my | 36 | 2 | 11 | 16 | 0 | 6 | 2 | 1 | P |
| 379 | 66 | National Youth Vocational Institute Sri Iskandar | http://www.ikbnsi.gov.my | 36 | 2 | 12 | 15 | 0 | 6 | 2 | 1 | P |
| 380 | 67 | Ministry of Resource Development and Information Technology | http://www.kpsktm.sabah.gov.my/ | 35 | 2 | 10 | 7 | 6 | 6 | 5 | 1 | P |
| 381 | 68 | IPG Kampus Tengku Ampuan Afzan | http://iptaa.edu.my/portal/news.php | 34 | 2 | 14 | 15 | 4 | 0 | 1 | 0 | P |
| 382 | 69 | Perak Islamic Economy Development Corporation | http://pkeinp.com | 33 | 2 | 10 | 15 | 6 | 0 | 0 | 2 | P |
| 383 | 70 | Office of HRH The Raja of Perlis | http://dymm.perlis.gov.my/portal/index.php | 31 | 2 | 10 | 17 | 4 | 0 | 0 | 0 | P |
| 384 | 71 | Negeri Sembilan Islamic Religious Affairs Department | http://www2.ns.gov.my/jabatan/jheins1/ | 30 | 2 | 11 | 14 | 2 | 0 | 2 | 1 | P |
| 385 | 72 | Rompin Community College | http://www.kkrompin.edu.my/ | 27 | 2 | 10 | 14 | 2 | 0 | 0 | 1 | P |
| 386 | 73 | Sri Aman District Office | http://www.sriamando.sarawak.gov.my | 26 | 2 | 13 | 11 | 2 | 0 | 0 | 0 | P |
| 387 | 74 | State Baitulmal | http://maip.perlis.gov.my | 25 | 2 | 7 | 16 | 0 | 0 | 2 | 0 | P |

Appendix 11: Overall Website Ranking

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|--|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 1 | 1 | Department of Irrigation and Drainage | http://www.water.gov.my | 93 | 5 | 30 | 33 | 10 | 10 | 10 | W |
| 2 | 1 | Ministry of Rural and Regional Development, Malaysia | http://www.rurallink.gov.my/home | 93 | 5 | 29 | 36 | 10 | 8 | 10 | W |
| 3 | 2 | National Solid Waste Management Department | http://www.kpkt.gov.my/jpspn/main.php | 92 | 5 | 29 | 33 | 10 | 10 | 10 | W |
| 4 | 2 | Penang Development Corporation | http://www.pdc.gov.my | 92 | 5 | 30 | 35 | 10 | 8 | 9 | W |
| 5 | 3 | Department of Environment (DOE) | http://www.doe.gov.my/portal/ | 91 | 5 | 30 | 31 | 10 | 10 | 10 | W |
| 6 | 4 | Department of Statistics, Malaysia | http://www.statistics.gov.my/portal/index.php?lang=en | 90 | 5 | 29 | 31 | 10 | 10 | 10 | W |
| 7 | 4 | Malaysian National News Agencies (BERNAMA) | http://www.bernama.com/bernama/v5/index.php | 90 | 5 | 28 | 35 | 10 | 10 | 7 | W |
| 8 | 4 | Minerals and Geoscience Department Malaysia | http://www.jmg.gov.my/en.html | 90 | 5 | 30 | 30 | 10 | 10 | 10 | W |
| 9 | 4 | Selangor | http://www.selangor.gov.my/main.php | 90 | 5 | 28 | 32 | 10 | 10 | 10 | W |
| 10 | 4 | Universiti Sains Islam Malaysia | http://www.usim.edu.my/usimweb | 90 | 5 | 27 | 33 | 10 | 10 | 10 | W |
| 11 | 5 | Department of Syariah Judiciary Malaysia | http://www.jksm.gov.my/jksmv2/ | 89 | 5 | 30 | 32 | 10 | 10 | 7 | W |
| 12 | 5 | Ledang Community College | http://www.kklej.edu.my/ | 89 | 5 | 29 | 30 | 10 | 10 | 10 | W |
| 13 | 6 | Federal Town and Country Planning Department | http://www.townplan.gov.my | 88 | 5 | 28 | 33 | 10 | 10 | 7 | W |
| 14 | 7 | Ministry of Energy, Green Technology and Water | http://www.kettha.gov.my | 87 | 5 | 28 | 32 | 10 | 10 | 7 | W |
| 15 | 7 | National Sports Institute | http://www.isn.gov.my | 87 | 5 | 26 | 35 | 10 | 10 | 6 | W |
| 16 | 7 | Royal Malaysian Police | http://www.rmp.gov.my | 87 | 5 | 30 | 28 | 10 | 10 | 9 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 17 | 7 | Southeast Asia Regional Centre For Counter-Terrorism (SEARCCT) | http://www.searcct.gov.my | 87 | 5 | 24 | 36 | 10 | 10 | 7 | W |
| 18 | 8 | Federal Land Development Authority (FELDA) | http://www.felda.net.my/feldav3/ | 86 | 5 | 28 | 31 | 10 | 10 | 7 | W |
| 19 | 8 | Forestry Department Peninsular Malaysia | http://www.forestry.gov.my/index.php/ms.html | 86 | 5 | 30 | 30 | 10 | 10 | 6 | W |
| 20 | 8 | Inland Revenue Board of Malaysia | http://www.hasil.gov.my | 86 | 5 | 30 | 29 | 10 | 10 | 7 | W |
| 21 | 8 | Malaysian Maritime Enforcement Agency | http://www.mmea.gov.my | 86 | 5 | 28 | 30 | 10 | 8 | 10 | W |
| 22 | 8 | Portal Info Desa | http://www.infodesa.gov.my/web/guest | 86 | 5 | 25 | 35 | 10 | 8 | 8 | W |
| 23 | 9 | Community Development Department (KEMAS) | http://www.kemas.gov.my/home | 85 | 5 | 28 | 30 | 10 | 10 | 7 | W |
| 24 | 9 | Department of Occupational Safety & Health, Ministry of Human Resources | http://www.dosh.gov.my/doshV2/ | 85 | 5 | 30 | 29 | 10 | 6 | 10 | W |
| 25 | 9 | Institute for Rural Advancement (INFRA) | http://www.infra.gov.my/web/guest/home | 85 | 5 | 26 | 29 | 10 | 10 | 10 | W |
| 26 | 9 | Kuala Muda Land Office | http://webjabatan.kedah.gov.my/ptkm.php | 85 | 5 | 26 | 32 | 10 | 10 | 7 | W |
| 27 | 10 | Department of Marine Park Malaysia | http://www.dmpm.nre.gov.my | 84 | 5 | 26 | 33 | 10 | 10 | 5 | W |
| 28 | 10 | Employees Provident Fund | http://www.kwsp.gov.my | 84 | 5 | 27 | 27 | 10 | 10 | 10 | W |
| 29 | 10 | Kedah State Government Secretary Office | http://psuk.kedah.gov.my | 84 | 5 | 28 | 29 | 10 | 10 | 7 | W |
| 30 | 10 | Kulim Land Office | http://webjabatan.kedah.gov.my/ptk.php | 84 | 5 | 28 | 29 | 10 | 10 | 7 | W |
| 31 | 10 | Ministry of Human Resources | http://www.mohr.gov.my | 84 | 5 | 28 | 29 | 10 | 10 | 7 | W |
| 32 | 10 | Ministry of Plantation Industries and Commodities | http://www.kppk.gov.my | 84 | 5 | 30 | 26 | 10 | 8 | 10 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|--|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 33 | 10 | Ministry of Women, Family and Community Development | http://www.kpwkm.gov.my/new_index.php?lang=malay | 84 | 5 | 26 | 31 | 10 | 10 | 7 | W |
| 34 | 10 | Terengganu State Health Department | http://jknterengganu.moh.gov.my/t3/ | 84 | 5 | 26 | 33 | 10 | 8 | 7 | W |
| 35 | 10 | Universiti Tun Hussein Onn Malaysia | http://www.uthm.edu.my/v2/ | 84 | 5 | 26 | 31 | 10 | 10 | 7 | W |
| 36 | 11 | Department of Higher Education | http://jpt.mohe.gov.my | 83 | 5 | 26 | 30 | 10 | 10 | 7 | W |
| 37 | 11 | Kelantan State Treasury Department | http://www.pkn.kelantan.gov.my/v3/index.php | 83 | 5 | 25 | 28 | 10 | 10 | 10 | W |
| 38 | 11 | National AntiDrugs Agency (NADA) | http://www.adk.gov.my/web/guest;jsessionid=F5B188B8801CCAC082A79D8ABF10109 | 83 | 5 | 26 | 30 | 10 | 10 | 7 | W |
| 39 | 11 | Pendang District Council | http://www.mdpandang.gov.my/web/guest/home | 83 | 5 | 26 | 31 | 10 | 10 | 6 | W |
| 40 | 11 | Sarawak State Library | http://www.pustaka-sarawak.com/pustaka-sarawak | 83 | 5 | 26 | 29 | 8 | 10 | 10 | W |
| 41 | 11 | Universiti Malaysia Pahang | http://www.ump.edu.my/ | 83 | 5 | 27 | 29 | 10 | 10 | 7 | W |
| 42 | 12 | Department of Information Services Malaysia | http://www.penerangan.gov.my | 82 | 5 | 24 | 30 | 10 | 8 | 10 | W |
| 43 | 12 | Development Authority of Pulau Pinang Region (PERDA) | http://www.perda.gov.my | 82 | 5 | 30 | 25 | 10 | 10 | 7 | W |
| 44 | 12 | Kuala Muda District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmkm.php | 82 | 5 | 26 | 29 | 10 | 10 | 7 | W |
| 45 | 12 | Langkawi Development Authority | http://www.lada.gov.my/v1/ | 82 | 5 | 27 | 33 | 10 | 6 | 6 | W |
| 46 | 12 | Melaka Syariah Court | http://www.mahsyariahmelaka.gov.my/web/ | 82 | 5 | 28 | 24 | 10 | 10 | 10 | W |
| 47 | 12 | Ministry of Home Affairs | http://www.moha.gov.my | 82 | 5 | 30 | 27 | 10 | 8 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 48 | 12 | National Hydraulic Research Institute of Malaysia (NAHRIM) | http://www.nahrim.gov.my | 82 | 5 | 26 | 26 | 10 | 10 | 10 | W |
| 49 | 12 | Office of the Chief Secretary to the Government | http://www.pmo.gov.my/ksn/ | 82 | 5 | 26 | 32 | 8 | 6 | 10 | W |
| 50 | 12 | Penang State Treasury Department | http://jkn.penang.gov.my | 82 | 5 | 25 | 30 | 10 | 10 | 7 | W |
| 51 | 12 | Tumpat District and Land Office | http://www.ptjt.kelantan.gov.my/ | 82 | 5 | 30 | 29 | 10 | 6 | 7 | W |
| 52 | 13 | Central Seberang Perai District and Land Office, Penang | http://spt.penang.gov.my/ | 81 | 5 | 25 | 28 | 10 | 10 | 8 | W |
| 53 | 13 | Department of Waqaf, Zakat & Hajj | http://www.jawhar.gov.my | 81 | 5 | 28 | 23 | 10 | 10 | 10 | W |
| 54 | 13 | Human Resources Development Fund (HRDF) | http://www.hrdf.com.my | 81 | 5 | 28 | 28 | 10 | 8 | 7 | W |
| 55 | 13 | Jempol District and Land Office | http://www.ns.gov.my/daerah/jempol | 81 | 5 | 25 | 29 | 10 | 10 | 7 | W |
| 56 | 13 | Kuala Krai District and Land Office | http://www.ptjkk.kelantan.gov.my/web/ | 81 | 5 | 30 | 26 | 10 | 8 | 7 | W |
| 57 | 13 | National Department For Culture and Arts | http://www.jkkn.gov.my/v4/index.php?lang=bm | 81 | 5 | 26 | 31 | 8 | 10 | 6 | W |
| 58 | 13 | North East District and Land Office, Penang | http://dtl.penang.gov.my | 81 | 5 | 26 | 30 | 10 | 8 | 7 | W |
| 59 | 13 | Pendang Islamic Religious Office | http://webjabatan.kedah.gov.my/pap.php | 81 | 5 | 25 | 29 | 10 | 10 | 7 | W |
| 60 | 14 | Baling District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmb.php | 80 | 5 | 26 | 29 | 10 | 10 | 5 | W |
| 61 | 14 | Department of Skills Development, Ministry of Human Resources | http://www.dsd.gov.my/jpk_ver2011 | 80 | 5 | 29 | 24 | 10 | 10 | 7 | W |
| 62 | 14 | Implementation and Coordination Unit | http://www.icu.gov.my/v10/pg/main.php | 80 | 5 | 30 | 27 | 10 | 6 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 63 | 14 | Kulim District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmk.php | 80 | 5 | 24 | 29 | 10 | 10 | 7 | W |
| 64 | 14 | Langkawi Land Office | http://webjabatan.kedah.gov.my/ptl.php | 80 | 5 | 24 | 29 | 10 | 10 | 7 | W |
| 65 | 14 | Malaysia Department of Insolvency | http://www.insolvensi.gov.my | 80 | 5 | 30 | 26 | 10 | 6 | 8 | W |
| 66 | 14 | Padang Terap District Council | http://mdptk.gov.my/web/guest/home | 80 | 5 | 24 | 31 | 10 | 10 | 5 | W |
| 67 | 14 | Pahang | http://www.pahang.gov.my/ | 80 | 5 | 27 | 26 | 10 | 10 | 7 | W |
| 68 | 14 | Pahang State Forestry Department | http://forestry.pahang.gov.my/v3/index.php | 80 | 5 | 24 | 26 | 10 | 10 | 10 | W |
| 69 | 14 | Pendang Land Office | http://webjabatan.kedah.gov.my/ptp.php | 80 | 5 | 26 | 29 | 10 | 8 | 7 | W |
| 70 | 14 | Valuation and Property Services Department | http://www.jp-ph.gov.my/v1/index.php?versi=2&kira=1 | 80 | 5 | 30 | 24 | 8 | 8 | 10 | W |
| 71 | 15 | Bandar Baharu Islamic Religious Office | http://webjabatan.kedah.gov.my/pabb.php | 79 | 4 | 23 | 29 | 10 | 10 | 7 | W |
| 72 | 15 | Department of Labour Sarawak, Ministry of Human Resources | http://jtkswk.gov.my/v2/index.php | 79 | 4 | 27 | 31 | 10 | 6 | 5 | W |
| 73 | 15 | Intellectual Property Corporation of Malaysia | http://www.myipo.gov.my | 79 | 4 | 24 | 28 | 10 | 10 | 7 | W |
| 74 | 15 | Kelantan State Service Commission | http://spn.kelantan.gov.my/v5/ | 79 | 4 | 28 | 26 | 10 | 8 | 7 | W |
| 75 | 15 | Kubang Pasu Land Office | http://webjabatan.kedah.gov.my/ptkp.php | 79 | 4 | 23 | 29 | 10 | 10 | 7 | W |
| 76 | 15 | Malaysian Qualifications Agency (MQA) | http://www.mqa.gov.my | 79 | 4 | 22 | 32 | 10 | 8 | 7 | W |
| 77 | 15 | National University Malaysia (UKM) | http://www.ukm.my/v3 | 79 | 4 | 24 | 28 | 10 | 10 | 7 | W |
| 78 | 15 | Pahang Foundation | http://www.yp.org.my | 79 | 4 | 22 | 30 | 10 | 10 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 79 | 15 | Public Complaints Bureau | http://www.pcb.gov.my/ | 79 | 4 | 26 | 27 | 10 | 10 | 6 | W |
| 80 | 15 | South West District and Land Office, Penang | http://dbd.penang.gov.my | 79 | 4 | 27 | 25 | 10 | 10 | 7 | W |
| 81 | 16 | Baling Islamic Religious Office | http://webjabatan.kedah.gov.my/pab.php | 78 | 4 | 22 | 29 | 10 | 10 | 7 | W |
| 82 | 16 | Institute of Diplomacy and Foreign Relations (IDFR) | http://www.idfr.gov.my/index.php | 78 | 4 | 30 | 27 | 10 | 6 | 5 | W |
| 83 | 16 | Kuala Muda Islamic Religious Office | http://webjabatan.kedah.gov.my/pakm.php | 78 | 4 | 22 | 29 | 10 | 10 | 7 | W |
| 84 | 16 | Malaysian Cocoa Board | http://www.koko.gov.my/lkm/index.cfm | 78 | 4 | 29 | 24 | 10 | 8 | 7 | W |
| 85 | 16 | Sewerage Services Department Sarawak | http://www.ssd.sarawak.gov.my/modules/web/index.php | 78 | 4 | 22 | 28 | 10 | 8 | 10 | W |
| 86 | 16 | Universiti Malaysia Perlis | http://www.unimap.edu.my/ | 78 | 4 | 24 | 29 | 10 | 8 | 7 | W |
| 87 | 16 | University of Malaya | http://www.um.edu.my | 78 | 4 | 26 | 29 | 10 | 6 | 7 | W |
| 88 | 16 | Universiti Teknologi Mara (UiTM) | http://www.uitm.edu.my/index.php/en/home | 78 | 4 | 18 | 33 | 10 | 10 | 7 | W |
| 89 | 17 | Bandar Baharu District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmbb | 77 | 4 | 26 | 28 | 10 | 6 | 7 | W |
| 90 | 17 | Department of Veterans' Affairs | http://www.jhev.gov.my | 77 | 4 | 27 | 22 | 10 | 8 | 10 | W |
| 91 | 17 | Fire and Rescue Department, Malaysia | http://www.bomba.gov.my/ | 77 | 4 | 23 | 27 | 10 | 10 | 7 | W |
| 92 | 17 | Industrial Court of Malaysia, Ministry of Human Resources | http://www.mp.gov.my | 77 | 4 | 24 | 27 | 10 | 6 | 10 | W |
| 93 | 17 | Kelantan State Forestry Department | http://www.jpkn.kelantan.gov.my | 77 | 4 | 28 | 25 | 10 | 10 | 4 | W |
| 94 | 17 | Labour Department Peninsular Malaysia | http://jtksm.mohr.gov.my | 77 | 4 | 22 | 28 | 10 | 8 | 9 | W |
| 95 | 17 | Malaysian Anti-Corruption Commission | http://www.sprm.gov.my | 77 | 4 | 24 | 26 | 10 | 10 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|--|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 96 | 17 | National Institute of Land and Survey (INSTUN) | http://www.instun.gov.my | 77 | 4 | 26 | 26 | 10 | 8 | 7 | W |
| 97 | 17 | Port Dickson District and Land Office | http://www.ns.gov.my/daerah/pd | 77 | 4 | 24 | 29 | 10 | 8 | 6 | W |
| 98 | 17 | Royal Customs Department of Malaysia | http://www.customs.gov.my | 77 | 4 | 21 | 28 | 10 | 8 | 10 | W |
| 99 | 17 | Seberang Perai Polytechnic | http://www.psp.edu.my/pspweb/ | 77 | 4 | 20 | 27 | 10 | 10 | 10 | W |
| 100 | 17 | Selangor State Health Department | http://www.jknselangor.moh.gov.my/bm_jkns/ | 77 | 4 | 24 | 32 | 10 | 4 | 7 | W |
| 101 | 17 | Syariah Court of Federal Territory | http://www.mswp.gov.my/main.php | 77 | 4 | 24 | 26 | 10 | 10 | 7 | W |
| 102 | 18 | Bandar Baharu Land Office | http://webjabatan.kedah.gov.my/ptbb.php | 76 | 4 | 23 | 28 | 10 | 8 | 7 | W |
| 103 | 18 | Kota Setar Land Office | http://webjabatan.kedah.gov.my/ptks.php | 76 | 4 | 26 | 25 | 10 | 8 | 7 | W |
| 104 | 18 | Kubang Pasu Islamic Religious Office | http://webjabatan.kedah.gov.my/pakp.php | 76 | 4 | 20 | 29 | 10 | 10 | 7 | W |
| 105 | 18 | Public Service Commission Sarawak | http://www.psc.sarawak.gov.my/modules/web/index.php | 76 | 4 | 24 | 26 | 10 | 8 | 8 | W |
| 106 | 18 | Sik Land Office | http://webjabatan.kedah.gov.my/pts.php | 76 | 4 | 21 | 29 | 10 | 6 | 10 | W |
| 107 | 18 | Southern Seberang Perai District and Land Office, Penang | http://sps.penang.gov.my | 76 | 4 | 21 | 25 | 10 | 10 | 10 | W |
| 108 | 18 | Universiti Teknologi Malaysia | http://www.utm.my/ | 76 | 4 | 22 | 27 | 10 | 10 | 7 | W |
| 109 | 19 | Department of Trade Union Affairs, Ministry of Human Resources | http://jheks.moh.gov.my | 75 | 4 | 28 | 29 | 10 | 4 | 4 | W |
| 110 | 19 | District and Land Office of Kuala Langat | http://www.selangor.gov.my/kualalangat/main.php | 75 | 4 | 24 | 25 | 10 | 6 | 10 | W |
| 111 | 19 | Kelantan Land and Mines Department | http://ptg.kelantan.gov.my/v3/index.php | 75 | 4 | 28 | 26 | 10 | 4 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 112 | 19 | Kota Setar District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmks.php | 75 | 4 | 23 | 29 | 10 | 6 | 7 | W |
| 113 | 19 | Kubang Pasu District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmpk.php | 75 | 4 | 23 | 29 | 10 | 8 | 5 | W |
| 114 | 19 | Langkawi District Social Welfare Office | http://webjabatan.kedah.gov.my/pkml.php | 75 | 4 | 23 | 29 | 10 | 8 | 5 | W |
| 115 | 19 | Malaysian Industrial Development Authority (MIDA) | http://www.mida.gov.my/en_v2/ | 75 | 4 | 24 | 28 | 10 | 6 | 7 | W |
| 116 | 19 | Ministry of Planning and Resource Management | http://www.kpps.sarawak.gov.my/modules/web/index.php | 75 | 4 | 26 | 26 | 8 | 10 | 5 | W |
| 117 | 19 | Padang Terap Land Office | http://webjabatan.kedah.gov.my/ptpt.php | 75 | 4 | 26 | 26 | 10 | 6 | 7 | W |
| 118 | 19 | Pahang Public Works Department | http://jkr.pahang.gov.my/v3/ | 75 | 4 | 22 | 28 | 10 | 8 | 7 | W |
| 119 | 19 | Penang State Library | http://www.penanglib.gov.my | 75 | 4 | 20 | 28 | 10 | 10 | 7 | W |
| 120 | 19 | Penang Syariah Judiciary Department | http://www.jksnpp.gov.my/app_jksn/ | 75 | 4 | 28 | 24 | 10 | 8 | 5 | W |
| 121 | 19 | Public Works Department Malaysia | http://www.jkr.gov.my/app-jkr/index.php | 75 | 4 | 24 | 28 | 10 | 6 | 7 | W |
| 122 | 19 | Rembau District and Land Office | http://www.ns.gov.my/daerah/rembau | 75 | 4 | 25 | 27 | 10 | 6 | 7 | W |
| 123 | 19 | State Development Office | http://www.ppn.kelantan.gov.my | 75 | 4 | 24 | 28 | 10 | 6 | 7 | W |
| 124 | 19 | Sultan Haji Ahmad Shah Polytechnic (POLISAS) | http://www.polisas.edu.my/web2010/ | 75 | 4 | 24 | 26 | 10 | 8 | 7 | W |
| 125 | 20 | Accountant General Department | http://www.anm.gov.my/public_html/bm/default/index.php | 74 | 4 | 24 | 26 | 10 | 4 | 10 | W |
| 126 | 20 | City Hall of Kuching North | http://www.dbku.sarawak.gov.my/modules/web | 74 | 4 | 24 | 28 | 8 | 8 | 6 | W |
| 127 | 20 | Department of National Heritage | https://www.heritage.gov.my/v2/ | 74 | 4 | 26 | 24 | 6 | 8 | 10 | W |
| 128 | 20 | Director of Land and Mines Office Federal Territory | http://www.ptgwp.gov.my/main.php | 74 | 4 | 21 | 30 | 10 | 6 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 129 | 20 | District and Land Office of Marang | http://pdtmarang.terengganu.gov.my | 74 | 4 | 22 | 29 | 8 | 10 | 5 | W |
| 130 | 20 | General Administration | http://www.pentadbiran.sarawak.gov.my | 74 | 4 | 23 | 26 | 8 | 10 | 7 | W |
| 131 | 20 | Kedah State Health Department | http://jknkedah.moh.gov.my/v2/ | 74 | 4 | 26 | 25 | 10 | 6 | 7 | W |
| 132 | 20 | Labuan Financial Services Authority | http://www.lfsa.gov.my | 74 | 4 | 22 | 31 | 10 | 8 | 3 | W |
| 133 | 20 | National Space Agency of Malaysia (ANGKASA) | http://www.angkasa.gov.my | 74 | 4 | 26 | 21 | 10 | 10 | 7 | W |
| 134 | 20 | Padang Terap District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmppt.php | 74 | 4 | 23 | 26 | 10 | 8 | 7 | W |
| 135 | 20 | Sabah Forestry Department | http://www.forest.sabah.gov.my | 74 | 4 | 26 | 25 | 10 | 8 | 5 | W |
| 136 | 20 | Sik Islamic Religious Office | http://webjabatan.kedah.gov.my/pas.php | 74 | 4 | 23 | 26 | 10 | 10 | 5 | W |
| 137 | 20 | SME Corporation Malaysia (SME Corp. Malaysia) | http://www.smecorp.gov.my | 74 | 4 | 26 | 21 | 10 | 10 | 7 | W |
| 138 | 21 | Chief Registrar's Office Federal Court of Malaysia | http://portal.kehakiman.gov.my | 73 | 4 | 22 | 27 | 10 | 4 | 10 | W |
| 139 | 21 | Department of Chemistry (DOC) | http://www.kimia.gov.my | 73 | 4 | 26 | 24 | 8 | 10 | 5 | W |
| 140 | 21 | Department of Irrigation and Drainage, Negeri Sembilan | http://www.ns.gov.my/jabatan/jpsns/ | 73 | 4 | 26 | 22 | 10 | 8 | 7 | W |
| 141 | 21 | Department of National Service Training | http://www.khidmatnegara.gov.my | 73 | 4 | 22 | 24 | 10 | 10 | 7 | W |
| 142 | 21 | International Islamic University Malaysia | http://www.iiu.edu.my/ | 73 | 4 | 19 | 29 | 10 | 8 | 7 | W |
| 143 | 21 | Kuala Muda District Office | http://webjabatan.kedah.gov.my/pdkm.php | 73 | 4 | 17 | 29 | 10 | 10 | 7 | W |
| 144 | 21 | Kulim Islamic Religious Office | http://webjabatan.kedah.gov.my/pak.php | 73 | 4 | 17 | 29 | 10 | 10 | 7 | W |
| 145 | 21 | NAM Institute for The Empowerment of Women Malaysia | http://www.niew.gov.my/versi2/ | 73 | 4 | 24 | 22 | 10 | 10 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 146 | 21 | Pahang Syariah Judiciary Department | http://jksp.pahang.gov.my | 73 | 4 | 20 | 26 | 10 | 8 | 9 | W |
| 147 | 21 | Pendang District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmp.php | 73 | 4 | 23 | 29 | 10 | 6 | 5 | W |
| 148 | 21 | Sarawak Federal Secretary Office | http://www.supsrwk.gov.my | 73 | 4 | 21 | 26 | 10 | 6 | 10 | W |
| 149 | 21 | Sik District Office | http://webjabatan.kedah.gov.my/pds.php | 73 | 4 | 19 | 29 | 10 | 10 | 5 | W |
| 150 | 21 | Universiti Malaysia Terengganu | http://www.umt.edu.my/v8/ | 73 | 4 | 21 | 27 | 10 | 8 | 7 | W |
| 151 | 21 | Universiti Pendidikan Sultan Idris | http://www.upsi.edu.my/ | 73 | 4 | 21 | 25 | 10 | 10 | 7 | W |
| 152 | 22 | Atomic Energy Licensing Board (AELB) | http://www.aelb.gov.my/aelb/malay/teks/index.asp | 72 | 4 | 30 | 23 | 10 | 4 | 5 | W |
| 153 | 22 | Bintulu District Office | http://www.bintuludo.sarawak.gov.my/modules/web/index.php | 72 | 4 | 22 | 24 | 10 | 6 | 10 | W |
| 154 | 22 | Department of Irrigation and Drainage, Kelantan | http://did.kelantan.gov.my/v2/index.php | 72 | 4 | 21 | 26 | 10 | 8 | 7 | W |
| 155 | 22 | Department of Standards Malaysia | http://www.standardsmalaysia.gov.my/v3/ | 72 | 4 | 26 | 23 | 10 | 8 | 5 | W |
| 156 | 22 | National Film Development Corporation Malaysia (FINAS) | http://www.finas.gov.my | 72 | 4 | 19 | 25 | 10 | 8 | 10 | W |
| 157 | 22 | Selangor Education Department | http://www.moe.gov.my/jpnselangor/v3 | 72 | 4 | 21 | 30 | 10 | 4 | 7 | W |
| 158 | 22 | Sultan Azlan Shah Polytechnic | http://www.psas.edu.my/portalv9/ | 72 | 4 | 21 | 23 | 10 | 8 | 10 | W |
| 159 | 22 | Sultan Mizan Zainal Abidin Polytechnic | http://www.psmza.edu.my/ | 72 | 4 | 24 | 25 | 10 | 6 | 7 | W |
| 160 | 22 | Universiti Pertahanan Nasional Malaysia | http://www.upnm.edu.my/ | 72 | 4 | 21 | 24 | 10 | 10 | 7 | W |
| 161 | 22 | Universiti Putra Malaysia | http://www.upm.edu.my/ | 72 | 4 | 22 | 27 | 10 | 6 | 7 | W |
| 162 | 22 | Yan District Social Welfare Office | http://webjabatan.kedah.gov.my/pkmy | 72 | 4 | 22 | 29 | 10 | 4 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 163 | 23 | Arau Community College | http://www.kkarau.edu.my/ | 71 | 4 | 20 | 27 | 8 | 10 | 6 | W |
| 164 | 23 | Chief Government Security Office | http://www.cgso.gov.my/~cgso/portal/ | 71 | 4 | 24 | 26 | 10 | 4 | 7 | W |
| 165 | 23 | District and Land Office of Kuala Selangor | http://kualaselangor.selangor.gov.my/main.php | 71 | 4 | 19 | 29 | 10 | 6 | 7 | W |
| 166 | 23 | Julau District Office | http://www.julaudo.sarawak.gov.my/modules/web/index.php | 71 | 4 | 19 | 27 | 10 | 8 | 7 | W |
| 167 | 23 | Kelantan State Health Department | http://jknkelantan.moh.gov.my/v3/ | 71 | 4 | 19 | 27 | 10 | 10 | 5 | W |
| 168 | 23 | Malaysian Peninsular Commercial Vehicle Licensing Board | http://www.lpkp.gov.my/home | 71 | 4 | 21 | 25 | 10 | 8 | 7 | W |
| 169 | 23 | Manpower Department, Ministry of Human Resources | http://www.mohr.gov.my/jtmv10/ | 71 | 4 | 22 | 30 | 10 | 4 | 5 | W |
| 170 | 23 | Ministry of Transport, Malaysia | http://www.mot.gov.my | 71 | 4 | 24 | 27 | 10 | 6 | 4 | W |
| 171 | 23 | Natural Resources and Environment Board (NREB) Sarawak | http://www.nreb.gov.my/modules/web/index.php | 71 | 4 | 23 | 24 | 8 | 10 | 6 | W |
| 172 | 23 | Perak State Health Department | http://jknperak.moh.gov.my/v3/ | 71 | 4 | 22 | 25 | 10 | 4 | 10 | W |
| 173 | 23 | Sabah | http://www.sabah.gov.my/ | 71 | 4 | 20 | 25 | 10 | 6 | 10 | W |
| 174 | 23 | Selayang Hospital | http://hselayang.moh.gov.my/ | 71 | 4 | 19 | 29 | 8 | 8 | 7 | W |
| 175 | 23 | Skills Fund Development Corporation, Ministry of Human Resources | http://www.dsd.gov.my/jpk_ver2011 | 71 | 4 | 24 | 26 | 10 | 6 | 5 | W |
| 176 | 23 | Sultan Salahuddin Abdul Aziz Shah Polytechnic | http://www.psa.edu.my/indexShort.php | 71 | 4 | 22 | 26 | 10 | 6 | 7 | W |
| 177 | 24 | Kuching, Sarawak Polytechnic | http://www.poliku.edu.my/v3 | 70 | 4 | 22 | 24 | 10 | 8 | 6 | W |
| 178 | 24 | Malaysia Productivity Corporation (MPC) | http://www.mpc.gov.my/home/index.php | 70 | 4 | 24 | 19 | 10 | 10 | 7 | W |
| 179 | 24 | Penang State Religious Council | http://www.mainpp.gov.my/mainpp/ | 70 | 4 | 24 | 23 | 10 | 8 | 5 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 180 | 24 | Penang State Religious Department | http://jaipp.penang.gov.my | 70 | 4 | 22 | 25 | 10 | 6 | 7 | W |
| 181 | 24 | Port Dickson Polytechnic | http://www.polipd.edu.my/v1/ | 70 | 4 | 20 | 27 | 10 | 6 | 7 | W |
| 182 | 24 | Sarawak Agriculture Department | http://www.doa.sarawak.gov.my/modules/web/index.php | 70 | 4 | 19 | 26 | 10 | 10 | 5 | W |
| 183 | 24 | Tuanku Sultanah Bahiyah Polytechnic | http://www.ptsb.edu.my/ver4/ | 70 | 4 | 22 | 25 | 10 | 6 | 7 | W |
| 184 | 25 | Bintulu Development Authority | http://www.bda.gov.my/modules/web/index.php | 69 | 4 | 25 | 24 | 10 | 6 | 4 | W |
| 185 | 25 | Board of Quantity Surveyors Malaysia | http://www.bqsm.gov.my/bqsm/a_public/index.asp | 69 | 4 | 22 | 21 | 10 | 6 | 10 | W |
| 186 | 25 | Dungun Land Office | http://ptdungun.terengganu.gov.my | 69 | 4 | 15 | 32 | 10 | 6 | 6 | W |
| 187 | 25 | Malaysia Pepper Board | http://www.mpb.gov.my | 69 | 4 | 22 | 21 | 10 | 10 | 6 | W |
| 188 | 25 | Malaysian Army | http://army.mod.gov.my/ | 69 | 4 | 20 | 30 | 8 | 8 | 3 | W |
| 189 | 25 | Universiti Utara Malaysia | http://www.uum.edu.my/w10/ | 69 | 4 | 19 | 23 | 10 | 10 | 7 | W |
| 190 | 25 | Yan District Office | http://webjabatan.kedah.gov.my/pdy.php | 69 | 4 | 18 | 28 | 10 | 8 | 5 | W |
| 191 | 25 | Yan Land Office | http://webjabatan.kedah.gov.my/pty.php | 69 | 4 | 22 | 26 | 10 | 4 | 7 | W |
| 192 | 26 | Baling Land Office | http://webjabatan.kedah.gov.my/ptb.php | 68 | 4 | 21 | 26 | 10 | 6 | 5 | W |
| 193 | 26 | Department of Wildlife and National Parks | http://www.wildlife.gov.my | 68 | 4 | 24 | 27 | 10 | 4 | 3 | W |
| 194 | 26 | Johor Land and Mines Department | http://www.johordt.gov.my/ptgj/ | 68 | 4 | 27 | 27 | 8 | 2 | 4 | W |
| 195 | 26 | Johor Town and Rural Planning Department | http://www.jpbdjohor.gov.my/v2/ | 68 | 4 | 22 | 25 | 10 | 6 | 5 | W |
| 196 | 26 | Kubang Pasu District Office | http://webjabatan.kedah.gov.my/pdkp.php | 68 | 4 | 21 | 26 | 10 | 6 | 5 | W |

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| 197 | 26 | Melaka Polytechnic | http://www.polimelaka.edu.my | 68 | 4 | 22 | 27 | 10 | 2 | 7 | W |
| 198 | 26 | Meradong District Office | http://www.meradongdo.sarawak.gov.my/modules/web/index.php | 68 | 4 | 21 | 24 | 10 | 8 | 5 | W |
| 199 | 26 | National Valuation Institute | http://www.inspen.gov.my/inspen/v2/ | 68 | 4 | 26 | 19 | 10 | 6 | 7 | W |
| 200 | 26 | Negeri Sembilan State Development Office | http://www.nsb.icu.gov.my | 68 | 4 | 19 | 23 | 10 | 6 | 10 | W |
| 201 | 26 | Perak State Forestry Department | http://www.perakforestry.gov.my | 68 | 4 | 23 | 24 | 10 | 8 | 3 | W |
| 202 | 26 | Public Works Division | http://www.jkrjohor.gov.my | 68 | 4 | 19 | 26 | 10 | 6 | 7 | W |
| 203 | 26 | Seremban District and Land Office | http://www.ns.gov.my/daerah/seremban/ | 68 | 4 | 19 | 24 | 10 | 8 | 7 | W |
| 204 | 26 | Sibu Municipal Council | http://www.smc.gov.my/modules/web/index.php | 68 | 4 | 19 | 24 | 10 | 8 | 7 | W |
| 205 | 26 | Universiti Malaysia Sarawak | http://www.unimas.my/ | 68 | 4 | 21 | 24 | 10 | 6 | 7 | W |
| 206 | 26 | Universiti Sultan Zainal Abidin | http://www.unisza.edu.my/ | 68 | 4 | 21 | 24 | 10 | 6 | 7 | W |
| 207 | 26 | Zakat Collection Centre of Federal Territories | http://zakat.com.my | 68 | 4 | 18 | 20 | 10 | 10 | 10 | W |
| 208 | 27 | District and Land Office of Sepang | http://www.selangor.gov.my/sepang/main.php | 67 | 4 | 20 | 27 | 10 | 4 | 6 | W |
| 209 | 27 | Johor Port Authority | http://www.lpj.gov.my/ | 67 | 4 | 19 | 25 | 10 | 6 | 7 | W |
| 210 | 27 | Kelantan Syariah Judiciary Department | http://www.jksn.kelantan.gov.my/v3/ | 67 | 4 | 22 | 24 | 10 | 4 | 7 | W |
| 211 | 27 | Kota Kinabalu Polytechnic | http://www.pkksabah.edu.my/ | 67 | 4 | 21 | 25 | 10 | 4 | 7 | W |
| 212 | 27 | Marine Department Malaysia | http://www.marine.gov.my | 67 | 4 | 22 | 24 | 10 | 4 | 7 | W |
| 213 | 27 | National Saving Bank | http://www.mybsn.com.my | 67 | 4 | 19 | 22 | 10 | 6 | 10 | W |
| 214 | 27 | Pokok Sena Land Office | http://webjabatan.kedah.gov.my/ptps.php | 67 | 4 | 16 | 28 | 10 | 6 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 215 | 27 | Sarawak State Treasury Department | http://www.treasury.sarawak.gov.my/modules/web/index.php | 67 | 4 | 21 | 25 | 8 | 8 | 5 | W |
| 216 | 27 | Sultan Abdul Halim Mu'adzam Syah Polytechnic (POLIMAS) | http://www.polimas.edu.my/webpolimas/ | 67 | 4 | 21 | 27 | 10 | 2 | 7 | W |
| 217 | 28 | Biro Tatanegara | http://www.btn.gov.my | 66 | 4 | 24 | 24 | 10 | 4 | 4 | W |
| 218 | 28 | Department of Labour Sabah, Ministry of Human Resources | http://jtksbh.mohr.gov.my | 66 | 4 | 20 | 23 | 10 | 6 | 7 | W |
| 219 | 28 | Department of Museums Malaysia | http://www.jmm.gov.my | 66 | 4 | 22 | 23 | 8 | 6 | 7 | W |
| 220 | 28 | Election Commission | http://www.spr.gov.my | 66 | 4 | 19 | 20 | 10 | 8 | 9 | W |
| 221 | 28 | Jasin District and Land Office | http://www.pdtjasin.gov.my | 66 | 4 | 17 | 27 | 10 | 6 | 6 | W |
| 222 | 28 | Johor State Health Department | http://jknjohor.moh.gov.my/bmv2/ | 66 | 4 | 22 | 27 | 10 | 2 | 5 | W |
| 223 | 28 | Kuantan Port Authority | http://www.lpkn.gov.my/v3r4/ | 66 | 4 | 21 | 28 | 10 | 4 | 3 | W |
| 224 | 28 | Ministry of Infrastructure Development and Communications | http://www.midcom.sarawak.gov.my/modules/web/index.php | 66 | 4 | 16 | 24 | 10 | 8 | 8 | W |
| 225 | 28 | Muadzam Shah Polytechnic | http://www.polimuadzam.edu.my | 66 | 4 | 22 | 24 | 10 | 4 | 6 | W |
| 226 | 28 | National Landscape Department | http://www.kpkt.gov.my/jln/main.php | 66 | 4 | 21 | 28 | 8 | 4 | 5 | W |
| 227 | 28 | Negeri Sembilan Agriculture Department | http://www2.ns.gov.my/jabatan/pertanian | 66 | 4 | 26 | 24 | 10 | 0 | 6 | W |
| 228 | 28 | Negeri Sembilan State Health Department | http://jknns.moh.gov.my/v4/ | 66 | 4 | 20 | 18 | 10 | 8 | 10 | W |
| 229 | 28 | Northern Seberang Perai District and Land Office, Penang | http://spu.penang.gov.my | 66 | 4 | 19 | 24 | 10 | 6 | 7 | W |
| 230 | 28 | Sabak Bernam Community College | http://www.kksbs.edu.my/index.html | 66 | 4 | 20 | 25 | 10 | 6 | 5 | W |
| 231 | 28 | Sarawak Foundation | http://yayasansarawak.org.my | 66 | 4 | 21 | 21 | 8 | 6 | 10 | W |

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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 232 | 28 | Sibu District Office | http://www.sibudo.sarawak.gov.my/modules/index.php | 66 | 4 | 19 | 24 | 8 | 10 | 5 | W |
| 233 | 28 | Sik District Social Welfare Office | http://webjabatan.kedah.gov.my/pkms.php | 66 | 4 | 17 | 26 | 10 | 6 | 7 | W |
| 234 | 28 | Social Institute of Malaysia | http://www.ism.gov.my | 66 | 4 | 18 | 23 | 10 | 8 | 7 | W |
| 235 | 29 | Bank Rakyat Bhd | http://www.bankrakyat.com.my/web/guest/home | 65 | 4 | 20 | 22 | 10 | 6 | 7 | W |
| 236 | 29 | Federal Development Department of Kelantan | http://www.kel.icu.gov.my | 65 | 4 | 19 | 23 | 10 | 6 | 7 | W |
| 237 | 29 | Kelantan Agriculture Department | http://www.jpkn.kelantan.gov.my/web/index.php | 65 | 4 | 17 | 25 | 10 | 6 | 7 | W |
| 238 | 29 | Kelantan Water Supply Department | http://www.jank.kelantan.gov.my/ | 65 | 4 | 23 | 21 | 10 | 6 | 5 | W |
| 239 | 29 | Kuala Terengganu Polytechnic | http://www.pkkt.edu.my/jl59/ | 65 | 4 | 19 | 23 | 10 | 6 | 7 | W |
| 240 | 29 | Kuching Water Board | http://www.kwb.gov.my/modules/web/index.php | 65 | 4 | 16 | 24 | 8 | 10 | 7 | W |
| 241 | 29 | Matriculation Division | http://www.moe.gov.my/bmkpm/ | 65 | 4 | 18 | 23 | 10 | 6 | 8 | W |
| 242 | 29 | Melaka State Finance and Treasury Department | http://jkpm.melaka.gov.my/main/index.php | 65 | 4 | 19 | 26 | 10 | 4 | 6 | W |
| 243 | 29 | MSC Malaysia | http://www.msomalaysia.my | 65 | 4 | 17 | 22 | 6 | 10 | 10 | W |
| 244 | 29 | Negeri Sembilan Foundation | http://www.yns.gov.my/v6 | 65 | 4 | 19 | 23 | 10 | 8 | 5 | W |
| 245 | 29 | Negeri Sembilan State Library | http://nslibrary.gov.my/ | 65 | 4 | 20 | 19 | 10 | 8 | 8 | W |
| 246 | 29 | Penang Public Works Department | http://ppinang.jkr.gov.my | 65 | 4 | 24 | 22 | 10 | 2 | 7 | W |
| 247 | 29 | Sarawak Syariah Judiciary Department | http://www.syariah.sarawak.gov.my/modules/web/index.php | 65 | 4 | 24 | 24 | 8 | 4 | 5 | W |
| 248 | 29 | Securities Commission (SC) | http://www.sc.com.my | 65 | 4 | 21 | 23 | 6 | 8 | 7 | W |
| 249 | 29 | Selangor State Library | http://www.ppas.gov.my/v3/ | 65 | 4 | 21 | 20 | 10 | 8 | 6 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 250 | 29 | Sewerage Services Department | http://www.jpp.gov.my | 65 | 4 | 22 | 21 | 10 | 6 | 6 | W |
| 251 | 29 | Sultan Idris Shah Polytechnic | http://www.psis.edu.my/ | 65 | 4 | 19 | 23 | 10 | 6 | 7 | W |
| 252 | 29 | Tabung Baitulmal Sarawak | http://www.tbs.org.my | 65 | 4 | 22 | 22 | 8 | 6 | 7 | W |
| 253 | 29 | Tampin District and Land Office | http://www.ns.gov.my/daerah/tampin | 65 | 4 | 23 | 20 | 8 | 8 | 6 | W |
| 254 | 29 | University Malaya Medical Centre | http://www.ummc.edu.my | 65 | 4 | 20 | 22 | 10 | 8 | 5 | W |
| 255 | 29 | Wilayah Persekutuan Mufti Office | http://www.muftiwp.gov.my/v1/ | 65 | 4 | 22 | 26 | 10 | 4 | 3 | W |
| 256 | 30 | Alor Gajah District and Land Office | http://www.pdtag.gov.my | 64 | 4 | 19 | 27 | 8 | 8 | 2 | W |
| 257 | 30 | Development Bank of Malaysia | http://www.bpmb.com.my/web/guest/home | 64 | 4 | 18 | 30 | 8 | 6 | 2 | W |
| 258 | 30 | District and Land Office of Sabak Bernam | http://www.selangor.gov.my/sabakbernam/main.php | 64 | 4 | 17 | 26 | 10 | 4 | 7 | W |
| 259 | 30 | Health Education Division | http://www.infosihat.gov.my | 64 | 4 | 21 | 24 | 10 | 6 | 3 | W |
| 260 | 30 | Islamic Department of Federal Territory | http://www.jawi.gov.my | 64 | 4 | 20 | 25 | 10 | 4 | 5 | W |
| 261 | 30 | Johor Bahru Polytechnic | http://www.polijb.edu.my | 64 | 4 | 22 | 21 | 10 | 4 | 7 | W |
| 262 | 30 | Malaysia Tourism Promotion Board | http://www.tourism.gov.my | 64 | 4 | 17 | 20 | 10 | 10 | 7 | W |
| 263 | 30 | Miri Port Authority | http://www.miriport.gov.my/modules/web/index.php | 64 | 4 | 19 | 26 | 8 | 8 | 3 | W |
| 264 | 30 | Padang Terap District Office | http://webjabatan.kedah.gov.my/pdpt.php | 64 | 4 | 15 | 26 | 10 | 8 | 5 | W |
| 265 | 30 | Penang State Health Department | http://jknpenang.moh.gov.my | 64 | 4 | 22 | 25 | 10 | 0 | 7 | W |
| 266 | 30 | Sabah State Health Department | http://jknsabah.moh.gov.my/v3/index.php | 64 | 4 | 22 | 19 | 10 | 6 | 7 | W |
| 267 | 30 | State Computer Services Department | http://www.jpkn.sabah.gov.my/ | 64 | 4 | 22 | 23 | 10 | 2 | 7 | W |
| 268 | 30 | State Management Information Unit | http://upmn.terengganu.gov.my/upmn | 64 | 4 | 20 | 22 | 10 | 6 | 6 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 269 | 30 | Terengganu Syariah Judiciary Department | http://syariah.terengganu.gov.my | 64 | 4 | 19 | 26 | 8 | 6 | 5 | W |
| 270 | 31 | Bentong District and Land Office | http://pdtbentong.pahang.gov.my | 63 | 4 | 19 | 24 | 10 | 4 | 6 | W |
| 271 | 31 | Companies Commission of Malaysia | http://www.ssm.com.my | 63 | 4 | 23 | 25 | 10 | 0 | 5 | W |
| 272 | 31 | Department of Industrial Relations, Ministry of Human Resources | http://jpp.mohr.gov.my/ | 63 | 4 | 21 | 24 | 10 | 4 | 4 | W |
| 273 | 31 | District and Land Office of Gombak | http://www.selangor.gov.my/gombak/main.php | 63 | 4 | 20 | 24 | 10 | 4 | 5 | W |
| 274 | 31 | District and Land Office of Hulu Selangor | http://www.selangor.gov.my/huluselangor.main.php | 63 | 4 | 21 | 19 | 10 | 4 | 9 | W |
| 275 | 31 | Hulu Selangor Community College | http://www.kkhse.edu.my/ | 63 | 4 | 18 | 25 | 10 | 4 | 6 | W |
| 276 | 31 | Johor State Development Office | http://www.jhr.icu.gov.my | 63 | 4 | 13 | 29 | 10 | 4 | 7 | W |
| 277 | 31 | Kedah State Forestry Department | http://www.kedforestry.gov.my/ | 63 | 4 | 22 | 25 | 8 | 6 | 2 | W |
| 278 | 31 | Kota Setar District Office | http://webjabatan.kedah.gov.my/pdks.php | 63 | 4 | 15 | 23 | 10 | 10 | 5 | W |
| 279 | 31 | Labuan Agriculture Department | http://www.portal.doa.gov.my/labuan/ | 63 | 4 | 19 | 22 | 10 | 4 | 8 | W |
| 280 | 31 | Miri City Council | http://www.miricouncil.gov.my/web | 63 | 4 | 20 | 25 | 8 | 4 | 6 | W |
| 281 | 31 | National Institute of Occupational Safety and Health, Ministry of Human Resources | http://www.niosh.com.my | 63 | 4 | 19 | 20 | 4 | 10 | 10 | W |
| 282 | 31 | Penang Agriculture Department | http://jpn.penang.gov.my | 63 | 4 | 22 | 24 | 10 | 4 | 3 | W |
| 283 | 31 | Sabah State Library | http://www.ssl.sabah.gov.my/ | 63 | 4 | 16 | 23 | 6 | 10 | 8 | W |
| 284 | 31 | Universiti Malaysia Sabah | http://www.ums.edu.my/webv3/ | 63 | 4 | 19 | 25 | 6 | 6 | 7 | W |
| 285 | 32 | Bandar Baharu District Office | http://webjabatan.kedah.gov.my/pdbb.php | 62 | 4 | 19 | 22 | 10 | 4 | 7 | W |
| 286 | 32 | Hang Tuah Jaya Municipal Council | http://www.mphtj.gov.my | 62 | 4 | 18 | 23 | 10 | 6 | 5 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 287 | 32 | Jeli District and Land Office | http://www.ptjj.kelantan.gov.my/v2/ | 62 | 4 | 21 | 22 | 6 | 6 | 7 | W |
| 288 | 32 | Kedah Agriculture Department | http://pertanian.kedah.gov.my | 62 | 4 | 20 | 24 | 10 | 4 | 4 | W |
| 289 | 32 | Kuching South City Council | http://www.mbks.gov.my | 62 | 4 | 21 | 22 | 8 | 6 | 5 | W |
| 290 | 32 | Negeri Sembilan Public Works Department | http://nsembilan.jkr.gov.my/ | 62 | 4 | 22 | 19 | 10 | 6 | 5 | W |
| 291 | 32 | Negeri Sembilan Syariah Judiciary Department | http://www.ns.gov.my/jabatan/jksns | 62 | 4 | 22 | 23 | 10 | 2 | 5 | W |
| 292 | 32 | Penang Social Welfare Department | http://jkm.penang.gov.my | 62 | 4 | 15 | 26 | 10 | 4 | 7 | W |
| 293 | 32 | Rural Development Corporation | http://www.sabah.gov.my/kpd/ | 62 | 4 | 18 | 20 | 10 | 4 | 10 | W |
| 294 | 32 | Sabah State Department of Human Resources Development | http://www.jpsm.sabah.gov.my/ | 62 | 4 | 23 | 18 | 10 | 6 | 5 | W |
| 295 | 32 | Terengganu State Islamic Affairs and Malay Customs | http://www.maidam.gov.my | 62 | 4 | 19 | 21 | 8 | 4 | 10 | W |
| 296 | 32 | Universiti Malaysia Kelantan | http://www.umk.edu.my/my/ | 62 | 4 | 15 | 28 | 10 | 2 | 7 | W |
| 297 | 33 | Department of Irrigation and Drainage, Sarawak | http://www.did.sarawak.gov.my | 61 | 4 | 19 | 23 | 8 | 4 | 7 | W |
| 298 | 33 | Department of Social Welfare, Malaysia | http://www.jkm.gov.my/index.php?lang=mas | 61 | 4 | 17 | 24 | 10 | 4 | 6 | W |
| 299 | 33 | Department of Special Affairs | http://www.jasa.gov.my | 61 | 4 | 23 | 19 | 10 | 4 | 5 | W |
| 300 | 33 | Federal Development Department of Sabah | http://www.sbh.icu.gov.my | 61 | 4 | 19 | 21 | 10 | 4 | 7 | W |
| 301 | 33 | Institute of Islamic Understanding Malaysia | http://www.ikim.gov.my/v5/index.php | 61 | 4 | 19 | 21 | 10 | 10 | 1 | W |
| 302 | 33 | Judicial Appointments Commission (JAC) | http://www.jac.gov.my | 61 | 4 | 22 | 23 | 8 | 6 | 2 | W |
| 303 | 33 | Kelantan Social Welfare Department | http://www.jkm.kelantan.gov.my/v2 | 61 | 4 | 19 | 26 | 10 | 0 | 6 | W |
| 304 | 33 | Kepala Batas Community College | http://www.kkkba.edu.my | 61 | 4 | 20 | 18 | 10 | 8 | 5 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 305 | 33 | Langkawi Islamic Religious Office | http://webjabatan.kedah.gov.my/pal.php | 61 | 4 | 16 | 26 | 10 | 4 | 5 | W |
| 306 | 33 | Lundu District Office | http://www.lundudo.sarawak.gov.my/modules/web/index.php | 61 | 4 | 19 | 24 | 10 | 2 | 6 | W |
| 307 | 33 | Malaysian Examinations Syndicate | http://lp.moe.gov.my | 61 | 4 | 20 | 22 | 8 | 4 | 7 | W |
| 308 | 33 | Padang Terap Islamic Religious Office | http://webjabatan.kedah.gov.my/papt | 61 | 4 | 10 | 26 | 10 | 8 | 7 | W |
| 309 | 33 | Pahang Agriculture Department | http://agri.pahang.gov.my | 61 | 4 | 17 | 25 | 10 | 4 | 5 | W |
| 310 | 33 | Pahang State Library | http://web.pahanglibrary.gov.my | 61 | 4 | 16 | 22 | 8 | 8 | 7 | W |
| 311 | 33 | Perbadanan Pengurusan Sisa Pepejal Dan Pembersihan Awam (PPSPPA) | http://www.sisa.my/ppsppa | 61 | 4 | 22 | 20 | 10 | 4 | 5 | W |
| 312 | 33 | Sabah Education Department | http://www.moe.gov.my/jpnSabah | 61 | 4 | 22 | 20 | 8 | 4 | 7 | W |
| 313 | 33 | Terengganu Entrepreneur Development Foundation | http://www.ypu.com.my | 61 | 4 | 17 | 22 | 10 | 10 | 2 | W |
| 314 | 33 | Terengganu Human Resource Management Division | http://bpm.terengganu.gov.my | 61 | 4 | 18 | 24 | 8 | 4 | 7 | W |
| 315 | 34 | Board of Engineers Malaysia | http://www.bem.org.my/v3/index.html | 60 | 4 | 20 | 25 | 4 | 6 | 5 | W |
| 316 | 34 | Department of Irrigation and Drainage, Perak | http://jpsprk.gov.my/ | 60 | 4 | 21 | 22 | 8 | 4 | 5 | W |
| 317 | 34 | Jasin Community College | http://www.kkjs.edu.my/ | 60 | 4 | 17 | 24 | 8 | 6 | 5 | W |
| 318 | 34 | Johor State Religious Council | http://www.maij.gov.my | 60 | 4 | 16 | 25 | 10 | 4 | 5 | W |
| 319 | 34 | Kuala Lumpur Hospital | http://www.hkl.gov.my | 60 | 4 | 16 | 23 | 10 | 6 | 5 | W |
| 320 | 34 | Melaka Land and Mines Office | http://ptg.melaka.gov.my/main/index.php | 60 | 4 | 19 | 25 | 10 | 0 | 6 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 321 | 34 | Negeri Sembilan Office of State Treasury | http://www.ns.gov.my/pkwns/ | 60 | 4 | 20 | 22 | 10 | 4 | 4 | W |
| 322 | 34 | Segamat Community College | http://www.kkseg.edu.my | 60 | 4 | 16 | 23 | 6 | 6 | 9 | W |
| 323 | 34 | Selangor State Religious Department | http://www.jais.gov.my | 60 | 4 | 19 | 18 | 10 | 6 | 7 | W |
| 324 | 34 | Tun Abdul Razak Institute for Broadcasting and Information | http://www.ipptar.gov.my/in_home/index.php | 60 | 4 | 19 | 22 | 4 | 8 | 7 | W |
| 325 | 35 | Baling District Office | http://webjabatan.kedah.gov.my/pdb.php | 59 | 3 | 15 | 23 | 10 | 6 | 5 | W |
| 326 | 35 | Betong District Office | http://www.betongdo.sarawak.gov.my/modules/web/index.php | 59 | 3 | 20 | 24 | 8 | 6 | 1 | W |
| 327 | 35 | Jelevu District and Land Office | http://www.ns.gov.my/daerah/jelevu | 59 | 3 | 15 | 19 | 10 | 8 | 7 | W |
| 328 | 35 | Kuantan District and Land Office | http://pdtkuantan.pahang.gov.my | 59 | 3 | 16 | 23 | 8 | 4 | 8 | W |
| 329 | 35 | Labuan Education Department | http://www.jpwppl.gov.my | 59 | 3 | 20 | 18 | 10 | 6 | 5 | W |
| 330 | 35 | Malaysian Rubber Export Promotion Council | http://www.mrepc.com | 59 | 3 | 19 | 26 | 6 | 4 | 4 | W |
| 331 | 35 | Ministry of Housing and Urban Development, Sarawak | http://www.minhousing.sarawak.gov.my/modules/web/index.php | 59 | 3 | 18 | 24 | 8 | 8 | 1 | W |
| 332 | 35 | Ministry of Modernisation of Agriculture | http://www.moma.sarawak.gov.my/modules/web/index.php | 59 | 3 | 16 | 24 | 8 | 8 | 3 | W |
| 333 | 35 | Mukah District Office | http://www.mukahdo.sarawak.gov.my/modules/web/index.php | 59 | 3 | 15 | 24 | 10 | 8 | 2 | W |
| 334 | 35 | Penang Port Commission | http://www.penangport.gov.my/ | 59 | 3 | 21 | 22 | 10 | 0 | 6 | W |
| 335 | 35 | Road Safety Department | http://www.jkjr.gov.my/portal | 59 | 3 | 22 | 20 | 8 | 6 | 3 | W |
| 336 | 35 | Sarawak State Health Department | http://jknsarawak.moh.gov.my/en | 59 | 3 | 14 | 24 | 10 | 4 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 337 | 35 | Selangor Agriculture Department | http://pertanian.selangor.gov.my/main.php | 59 | 3 | 16 | 25 | 10 | 4 | 4 | W |
| 338 | 35 | Selangor Office of State Treasury | http://pwn.selangor.gov.my/main/ | 59 | 3 | 22 | 21 | 6 | 4 | 6 | W |
| 339 | 35 | Syarikat Bekalan Air Selangor Sdn. Bhd. | http://www.syabas.com.my | 59 | 3 | 16 | 22 | 4 | 10 | 7 | W |
| 340 | 35 | UKM Medical Centre | http://www.ukmmc.ukm.my | 59 | 3 | 17 | 26 | 6 | 6 | 4 | W |
| 341 | 36 | Department of Irrigation and Drainage, Perlis | http://www.jpssperlis.gov.my/web/page/home.aspx | 58 | 3 | 19 | 21 | 8 | 4 | 6 | W |
| 342 | 36 | Islamic Religious Department Sarawak | http://www.jais.sarawak.gov.my/modules/web/index.php | 58 | 3 | 17 | 22 | 8 | 6 | 5 | W |
| 343 | 36 | Johor State Forestry Department | http://www.johorforestry.gov.my | 58 | 3 | 17 | 18 | 10 | 8 | 5 | W |
| 344 | 36 | Kelantan Town and Rural Planning Department | http://jpbdkelantan.gov.my/v2/index.php | 58 | 3 | 18 | 22 | 8 | 6 | 4 | W |
| 345 | 36 | Maran District and Land Office | http://pdtmaran.pahang.gov.my | 58 | 3 | 20 | 17 | 6 | 6 | 9 | W |
| 346 | 36 | Pahang Town and Rural Planning Department | http://jpbdkpahang.gov.my | 58 | 3 | 21 | 22 | 8 | 4 | 3 | W |
| 347 | 36 | Parliament of Malaysia | http://www.parliamen.gov.my | 58 | 3 | 20 | 24 | 8 | 6 | 0 | W |
| 348 | 36 | Pharmaceutical Services Division | http://www.pharmacy.gov.my | 58 | 3 | 22 | 19 | 10 | 0 | 7 | W |
| 349 | 36 | Rompin District and Land Office | http://pdtrompin.pahang.gov.my | 58 | 3 | 16 | 22 | 10 | 4 | 6 | W |
| 350 | 36 | Sabah Tourism Board | http://www.sabahtourism.com/sabah-malaysia-borneo/en/ | 58 | 3 | 19 | 21 | 4 | 8 | 6 | W |
| 351 | 36 | Sarawak Biodiversity Centre | http://www.sbc.org.my | 58 | 3 | 17 | 23 | 10 | 4 | 4 | W |
| 352 | 37 | Bau District Office | http://www.baudo.sarawak.gov.my | 57 | 3 | 18 | 24 | 8 | 6 | 1 | W |
| 353 | 37 | Ceremonial and International Conference Secretariat Division | http://www.istiadat.gov.my/v4/ | 57 | 3 | 22 | 19 | 10 | 4 | 2 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 354 | 37 | Department of Irrigation and Drainage, Kedah | http://www.didkedah.gov.my/ | 57 | 3 | 22 | 14 | 10 | 6 | 5 | W |
| 355 | 37 | Department of Railway | http://www.dor.gov.my | 57 | 3 | 20 | 23 | 8 | 4 | 2 | W |
| 356 | 37 | Kelantan Veterinary Services Department | http://www.jphnk.gov.my/news.php | 57 | 3 | 13 | 25 | 8 | 6 | 5 | W |
| 357 | 37 | Limbang District Office | http://www.limbangdo.sarawak.gov.my/modules/web/index.php | 57 | 3 | 12 | 24 | 8 | 8 | 5 | W |
| 358 | 37 | Malaysian Health Promotion Board | http://www.healthpromo.gov.my | 57 | 3 | 21 | 25 | 8 | 2 | 1 | W |
| 359 | 37 | Malaysian Nuclear Agency | http://www.nuclearmalaysia.gov.my | 57 | 3 | 20 | 16 | 6 | 6 | 9 | W |
| 360 | 37 | Ministry of Industrial Development (MID) Sarawak | http://www.mid.sarawak.gov.my/modules/web/index.php | 57 | 3 | 15 | 23 | 10 | 8 | 1 | W |
| 361 | 37 | Negeri Sembilan Veterinary Services Department | http://www.ns.gov.my/jpvns/ | 57 | 3 | 20 | 21 | 10 | 4 | 2 | W |
| 362 | 37 | Rajang Port Authority | http://www.rajangport.gov.my | 57 | 3 | 17 | 19 | 10 | 10 | 1 | W |
| 363 | 37 | Selangor Veterinary Services Department | http://www.dvssel.gov.my/cms/index.php | 57 | 3 | 22 | 16 | 6 | 6 | 7 | W |
| 364 | 37 | Sungai Siput Community College | http://www.kkss.edu.my | 57 | 3 | 20 | 16 | 10 | 4 | 7 | W |
| 365 | 38 | Asajaya District Office | http://www.asajayado.sarawak.gov.my | 56 | 3 | 18 | 21 | 8 | 8 | 1 | W |
| 366 | 38 | Gua Musang District and Land Office | http://www.ptjgm.kelantan.gov.my/web/index.php | 56 | 3 | 19 | 24 | 8 | 2 | 3 | W |
| 367 | 38 | Ministry of Finance | http://www.mof.sabah.gov.my/mof/ | 56 | 3 | 19 | 24 | 6 | 0 | 7 | W |
| 368 | 38 | National Heart Institute | http://www.ijn.com.my/ijn | 56 | 3 | 17 | 17 | 6 | 10 | 6 | W |
| 369 | 38 | National Science Centre | http://www.psn.gov.my | 56 | 3 | 19 | 23 | 2 | 6 | 6 | W |
| 370 | 38 | Negeri Sembilan Development Corporation | http://www.ns.gov.my/pknns/ | 56 | 3 | 17 | 25 | 10 | 0 | 4 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 371 | 38 | Pendang District Office | http://webjabatan.kedah.gov.my/pdp.php | 56 | 3 | 12 | 23 | 10 | 6 | 5 | W |
| 372 | 38 | Perlis State Development Office | http://www.pls.icu.gov.my | 56 | 3 | 17 | 24 | 10 | 0 | 5 | W |
| 373 | 38 | Perlis State Health Department | http://jknperlis.moh.gov.my/v3/ | 56 | 3 | 16 | 23 | 4 | 8 | 5 | W |
| 374 | 38 | Registrar of Youth Office | http://roy.kbs.gov.my | 56 | 3 | 19 | 25 | 4 | 6 | 2 | W |
| 375 | 38 | Water Supply Department | http://www.jba.gov.my | 56 | 3 | 21 | 21 | 8 | 6 | 0 | W |
| 376 | 38 | Yayasan Pelajaran Johor | http://www.johordt.gov.my/ypj | 56 | 3 | 17 | 20 | 10 | 6 | 3 | W |
| 377 | 39 | Bayan Baru Community College | http://www.kkbba.edu.my/ | 55 | 3 | 18 | 19 | 10 | 4 | 4 | W |
| 378 | 39 | Daro District Office | http://www.darodo.sarawak.gov.my/modules/web/index.php | 55 | 3 | 12 | 22 | 10 | 6 | 5 | W |
| 379 | 39 | Institut Pendidikan Guru Kampus Batu Lintang | http://www.ipbl.edu.my/BM/ | 55 | 3 | 18 | 18 | 10 | 4 | 5 | W |
| 380 | 39 | Johor Agriculture Department | http://www.johordt.gov.my/pertanian | 55 | 3 | 19 | 19 | 10 | 4 | 3 | W |
| 381 | 39 | Johor Social Welfare Department | http://www.jkmnj.gov.my/index.html | 55 | 3 | 19 | 20 | 8 | 6 | 2 | W |
| 382 | 39 | Kedah Town and Rural Planning Department | http://www.jpbdkedah.gov.my | 55 | 3 | 13 | 24 | 8 | 8 | 2 | W |
| 383 | 39 | Kuala Langat Community College | http://www.kkkla.edu.my | 55 | 3 | 19 | 19 | 6 | 4 | 7 | W |
| 384 | 39 | Kuala Pilah District and Land Office | http://www.ns.gov.my/daerah/pilah | 55 | 3 | 17 | 23 | 8 | 0 | 7 | W |
| 385 | 39 | Malaysian Institute of Accountants (MIA) | http://www.mia.org.my/new/ | 55 | 3 | 18 | 17 | 4 | 6 | 10 | W |
| 386 | 39 | Malaysian Institute of Road Safety Research (MIROS) | http://www.miros.gov.my/web/guest/home | 55 | 3 | 16 | 22 | 8 | 8 | 1 | W |
| 387 | 39 | Malaysian Palm Oil Council | http://www.mpoc.org.my | 55 | 3 | 17 | 22 | 4 | 8 | 4 | W |
| 388 | 39 | Melaka Foundation | http://www.yayasanmelaka.gov.my | 55 | 3 | 15 | 24 | 8 | 4 | 4 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 389 | 39 | Pakan District Office | http://www.pakando.sarawak.gov.my/modules/web/index.php | 55 | 3 | 14 | 24 | 8 | 6 | 3 | W |
| 390 | 39 | Perlis State Treasury Department | http://perbendaharaan.perlis.gov.my | 55 | 3 | 18 | 19 | 8 | 4 | 6 | W |
| 391 | 39 | Railway Asset Corporation | http://www.rac.gov.my/my/ | 55 | 3 | 17 | 24 | 8 | 4 | 2 | W |
| 392 | 39 | Samarahan District Office | http://www.samarahando.sarawak.gov.my/modules/web/index.php | 55 | 3 | 16 | 22 | 8 | 8 | 1 | W |
| 393 | 39 | Simunjan District Office | http://www.simunjando.sarawak.gov.my/modules/web/index.php | 55 | 3 | 14 | 24 | 8 | 8 | 1 | W |
| 394 | 39 | Terengganu Social Welfare Department | http://jkm.terengganu.gov.my | 55 | 3 | 21 | 21 | 6 | 4 | 3 | W |
| 395 | 39 | Water Department | http://www.sabah.gov.my/air/ | 55 | 3 | 17 | 25 | 6 | 0 | 7 | W |
| 396 | 40 | Energy Commission | http://www.st.gov.my | 54 | 3 | 19 | 18 | 10 | 0 | 7 | W |
| 397 | 40 | Gerik Community College | http://www.kkgri.edu.my | 54 | 3 | 11 | 20 | 10 | 6 | 7 | W |
| 398 | 40 | Mukah Sarawak Polytechnic | http://www.pmu.edu.my/ttaz | 54 | 3 | 20 | 18 | 10 | 4 | 2 | W |
| 399 | 40 | Pahang Public Services Commission | http://spa.pahang.gov.my | 54 | 3 | 15 | 21 | 10 | 4 | 4 | W |
| 400 | 40 | Pejabat Majlis Mesyuarat Kerajaan | http://mmk.kedah.gov.my | 54 | 3 | 12 | 21 | 10 | 8 | 3 | W |
| 401 | 40 | Penang Town and Rural Planning Department | http://jpbd.penang.gov.my | 54 | 3 | 20 | 18 | 10 | 0 | 6 | W |
| 402 | 40 | Pokok Sena District Office | http://webjabatan.kedah.gov.my/pdps.php | 54 | 3 | 12 | 23 | 10 | 4 | 5 | W |
| 403 | 40 | State Islamic Affairs Department | http://jheatweb.terengganu.gov.my | 54 | 3 | 16 | 19 | 8 | 4 | 7 | W |
| 404 | 40 | Yan Islamic Religious Office | http://webjabatan.kedah.gov.my/pay.php | 54 | 3 | 12 | 23 | 10 | 4 | 5 | W |
| 405 | 41 | Agrobank | http://www.agrobank.com.my | 53 | 3 | 18 | 20 | 4 | 6 | 5 | W |
| 406 | 41 | Bentong Community College | http://www.kkben.edu.my/v4 | 53 | 3 | 14 | 23 | 8 | 4 | 4 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 407 | 41 | Cameron Highlands District and Land Office | http://pdtchighlands.pahang.gov.my/ | 53 | 3 | 16 | 24 | 10 | 0 | 3 | W |
| 408 | 41 | Chief Minister of Sarawak | http://chiefministertaib.sarawak.gov.my | 53 | 3 | 13 | 25 | 8 | 4 | 3 | W |
| 409 | 41 | Department of Industrial Development and Research | http://www.sabah.gov.my/didr/ | 53 | 3 | 21 | 17 | 6 | 2 | 7 | W |
| 410 | 41 | Department of Women Development | http://www.jpw.gov.my | 53 | 3 | 21 | 22 | 6 | 2 | 2 | W |
| 411 | 41 | District and Land Office of Klang | http://www.selangor.gov.my/klang/main.php | 53 | 3 | 17 | 27 | 6 | 2 | 1 | W |
| 412 | 41 | Health Campus University Sains Malaysia | http://www.kk.usm.my/ | 53 | 3 | 19 | 21 | 4 | 4 | 5 | W |
| 413 | 41 | Kota Bharu Polytechnic | http://www.pkb.edu.my | 53 | 3 | 19 | 17 | 8 | 2 | 7 | W |
| 414 | 41 | Melaka Town and Rural Planning Department | http://jpbdmelaka.gov.my | 53 | 3 | 17 | 19 | 8 | 2 | 7 | W |
| 415 | 41 | National Accounting Institute | http://www.ipn.gov.my | 53 | 3 | 19 | 21 | 6 | 4 | 3 | W |
| 416 | 41 | Pekan District and Land Office | http://pdtpekan.pahang.gov.my | 53 | 3 | 20 | 21 | 8 | 4 | 0 | W |
| 417 | 41 | Terengganu State Forestry Department | http://trgforestry.terengganu.gov.my | 53 | 3 | 20 | 19 | 6 | 4 | 4 | W |
| 418 | 42 | Kedah Mufti Office | http://mufti.kedah.gov.my | 52 | 3 | 17 | 23 | 10 | 0 | 2 | W |
| 419 | 42 | Kelantan Education Department | http://www.moe.gov.my/jpnkelantan | 52 | 3 | 17 | 14 | 10 | 4 | 7 | W |
| 420 | 42 | Negeri Sembilan Land and Mines Office | http://www.ns.gov.my/ptgns/ | 52 | 3 | 16 | 22 | 8 | 0 | 6 | W |
| 421 | 42 | Pilgrimage Fund Board | http://www.tabunghaji.gov.my/th/TH/THHajiMontaj.HTML | 52 | 3 | 19 | 21 | 4 | 2 | 6 | W |
| 422 | 42 | Serian District Council | http://www.seriandc.sarawak.gov.my | 52 | 3 | 14 | 26 | 8 | 4 | 0 | W |
| 423 | 42 | SIRIM Berhad | http://www.sirim.my/default.asp | 52 | 3 | 15 | 22 | 10 | 0 | 5 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 424 | 43 | Institut Pendidikan Guru Kampus Ipoh | http://ipgipoh.info/main/ | 51 | 3 | 13 | 19 | 10 | 4 | 5 | W |
| 425 | 43 | Internal Audit Unit (Terengganu) | http://www.uad.terengganu.gov.my | 51 | 3 | 17 | 21 | 6 | 4 | 3 | W |
| 426 | 43 | Johor Family Development Foundation | http://www.ypkdt.org.my/ypkdt/index.php | 51 | 3 | 17 | 18 | 10 | 4 | 2 | W |
| 427 | 43 | Kemaman Land Office | http://ptkemaman.terengganu.gov.my | 51 | 3 | 17 | 17 | 6 | 6 | 5 | W |
| 428 | 43 | Land Office of Hulu Terengganu | http://ptht.terengganu.gov.my | 51 | 3 | 18 | 19 | 6 | 4 | 4 | W |
| 429 | 43 | Land Office of Kulaijaya | http://www.johordt.gov.my/ptkulaijaya | 51 | 3 | 20 | 17 | 8 | 4 | 2 | W |
| 430 | 43 | Malaysian National Institute of Translation (ITNM) | http://www.itnm.com.my | 51 | 3 | 17 | 15 | 4 | 10 | 5 | W |
| 431 | 43 | Melaka Water Company Ltd | http://www.samb.com.my/v1/index.php?lang=bm | 51 | 3 | 15 | 14 | 6 | 6 | 10 | W |
| 432 | 43 | Pahang Veterinary Services Department | http://vetphg.pahang.gov.my | 51 | 3 | 19 | 19 | 10 | 0 | 3 | W |
| 433 | 43 | Pahang Water Works Department | http://jba.pahang.gov.my | 51 | 3 | 14 | 16 | 10 | 4 | 7 | W |
| 434 | 43 | Perlis State Forestry Department | http://www.perlisforestry.gov.my | 51 | 3 | 15 | 19 | 10 | 4 | 3 | W |
| 435 | 43 | Selayang Community College | http://www.kkselayang.edu.my | 51 | 3 | 20 | 20 | 6 | 0 | 5 | W |
| 436 | 43 | Sibu Water Board | http://www.swb.gov.my | 51 | 3 | 18 | 19 | 8 | 4 | 2 | W |
| 437 | 43 | Social Welfare Department Sarawak | http://www.welfare.sarawak.gov.my/modules/web/index.php | 51 | 3 | 16 | 24 | 8 | 2 | 1 | W |
| 438 | 43 | State Legal Advisor Office | http://www.punm.gov.my | 51 | 3 | 16 | 20 | 4 | 4 | 7 | W |
| 439 | 43 | Terengganu Education Department | http://www.moe.gov.my/jpnterengganu/v2/ | 51 | 3 | 19 | 19 | 6 | 0 | 7 | W |
| 440 | 43 | Terengganu State Sports Council | http://msn.terengganu.gov.my | 51 | 3 | 19 | 21 | 6 | 4 | 1 | W |
| 441 | 44 | Housing Development Corporation | http://www.hdc.sarawak.gov.my | 50 | 3 | 19 | 17 | 8 | 4 | 2 | W |
| 442 | 44 | Malaysian Examinations Council | http://www.mpm.edu.my | 50 | 3 | 18 | 17 | 6 | 2 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|--|---|--------|------|----|----|-----|----|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 443 | 44 | Melaka State Forestry Department | http://www.forestry.gov.my/melaka/ | 50 | 3 | 12 | 23 | 6 | 4 | 5 | W |
| 444 | 44 | Melaka State Mufti Department | http://www.al-azim.com/jmm/main.php | 50 | 3 | 20 | 17 | 4 | 4 | 5 | W |
| 445 | 44 | National Pharmaceutical Control Bureau | http://portal.bpfk.gov.my | 50 | 3 | 17 | 17 | 6 | 4 | 6 | W |
| 446 | 44 | National Security Council | http://www.mkn.gov.my/mkn/default/main_m.php | 50 | 3 | 13 | 21 | 10 | 4 | 2 | W |
| 447 | 44 | Office of Federal Secretary, Sabah | http://www.psupsabah.gov.my | 50 | 3 | 16 | 17 | 8 | 4 | 5 | W |
| 448 | 44 | Royal Malaysian Air Force | http://www.airforce.gov.my | 50 | 3 | 15 | 18 | 4 | 10 | 3 | W |
| 449 | 44 | Sabah Social Welfare Department | http://www.sabah.gov.my/jpka/ | 50 | 3 | 14 | 19 | 6 | 4 | 7 | W |
| 450 | 44 | Sarawak Tourism Board | http://www.sarawaktourism.com.my | 50 | 3 | 17 | 18 | 4 | 8 | 3 | W |
| 451 | 44 | Sarikei District Council | http://www.sarikeidc.sarawak.gov.my | 50 | 3 | 15 | 24 | 6 | 4 | 1 | W |
| 452 | 44 | Segamat 2 Community College | http://www.kksegamat2.edu.my/ | 50 | 3 | 17 | 15 | 10 | 2 | 6 | W |
| 453 | 44 | State Planning Unit | http://www.spu.sarawak.gov.my | 50 | 3 | 18 | 22 | 8 | 0 | 2 | W |
| 454 | 44 | Technology Park Malaysia (TPM) | http://www.tpm.com.my | 50 | 3 | 17 | 19 | 6 | 6 | 2 | W |
| 455 | 44 | Terengganu Local Authority Division | http://bkt.terengganu.gov.my | 50 | 3 | 15 | 21 | 8 | 4 | 2 | W |
| 456 | 44 | Terengganu Town and Rural Planning Department | http://www.jpbdtrg.gov.my/v6 | 50 | 3 | 15 | 21 | 6 | 2 | 6 | W |
| 457 | 45 | Department of Agriculture Terengganu | http://jtn.terengganu.gov.my | 49 | 3 | 16 | 20 | 6 | 4 | 3 | W |
| 458 | 45 | Dungun District Office | http://pddungun.terengganu.gov.my | 49 | 3 | 18 | 17 | 6 | 4 | 4 | W |
| 459 | 45 | Matu-Daro District Council | http://www.matu-darodc.sarawak.gov.my | 49 | 3 | 15 | 24 | 6 | 4 | 0 | W |
| 460 | 45 | Negeri Sembilan Forestry Department | http://www.forestry.gov.my/negerisembilan | 49 | 3 | 16 | 19 | 4 | 4 | 6 | W |
| 461 | 45 | Negeri Sembilan Town and Rural Planning Department | http://www2.ns.gov.my/jabatan/jpbdns | 49 | 3 | 20 | 17 | 6 | 0 | 6 | W |

Note: C = Content, U = Usability, Sec = Security, P = Participation, Ser = Services, B = Bonus

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|--|---|--------|------|----|----|-----|---|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 462 | 45 | Public Relation Unit and Corporate Affairs | http://www.upak.sarawak.gov.my/modules/web/index.php | 49 | 3 | 12 | 22 | 8 | 6 | 1 | W |
| 463 | 45 | Stadium Merdeka Corporation | http://www.stadium.gov.my/b.melayu | 49 | 3 | 15 | 20 | 6 | 6 | 2 | W |
| 464 | 45 | Terengganu State Economic Development Corporation | http://www.pmint.gov.my | 49 | 3 | 19 | 20 | 6 | 0 | 4 | W |
| 465 | 46 | Dalat and Mukah District Council | http://www.mukah-dalatdc.sarawak.gov.my | 48 | 3 | 14 | 23 | 6 | 4 | 1 | W |
| 466 | 46 | District and Land Office of Kuala Terengganu | http://pdkt.terengganu.gov.my | 48 | 3 | 17 | 17 | 6 | 4 | 4 | W |
| 467 | 46 | Forest Department Sarawak | http://www.forestry.sarawak.gov.my/forweb/homepage.htm | 48 | 3 | 14 | 20 | 8 | 4 | 2 | W |
| 468 | 46 | Hulu Langat Community College | http://www.kkhl.edu.my | 48 | 3 | 14 | 20 | 10 | 0 | 4 | W |
| 469 | 46 | Johor State Library | http://ppaj.johordt.gov.my | 48 | 3 | 10 | 21 | 8 | 6 | 3 | W |
| 470 | 46 | Kanowit District Council | http://www.kanowitdc.sarawak.gov.my/modules/web/index.php | 48 | 3 | 15 | 18 | 8 | 6 | 1 | W |
| 471 | 46 | Melaka State Development Corporation | http://www.pknm.com | 48 | 3 | 19 | 17 | 8 | 4 | 0 | W |
| 472 | 46 | Melaka State Development Office | http://www.mel.icu.gov.my/bm/index.htm | 48 | 3 | 16 | 21 | 8 | 0 | 3 | W |
| 473 | 46 | Ministry of Environment and Public Health | http://www.moeswk.gov.my | 48 | 3 | 17 | 21 | 8 | 0 | 2 | W |
| 474 | 46 | National Institutes of Health | http://www.nih.gov.my | 48 | 3 | 18 | 16 | 6 | 4 | 4 | W |
| 475 | 46 | National Kenaf and Tobacco Board | http://www.lktn.gov.my | 48 | 3 | 14 | 21 | 6 | 2 | 5 | W |
| 476 | 46 | Negeri Sembilan Zakat Centre | http://www.zakatns.com.my/v3/ | 48 | 3 | 18 | 12 | 6 | 6 | 6 | W |
| 477 | 46 | Office of the Keeper of the Rulers' Seal the Conference of Rulers' | http://www.majlisraja-raja.gov.my/index.php | 48 | 3 | 19 | 19 | 8 | 0 | 2 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|---|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 478 | 46 | Perlis Agriculture Department | http://pertanian.perlis.gov.my | 48 | 3 | 15 | 16 | 10 | 4 | 3 | W |
| 479 | 46 | Sabah Public Works Department | http://www.jkr.sabah.gov.my/ | 48 | 3 | 18 | 19 | 6 | 0 | 5 | W |
| 480 | 46 | Sabah State Rubber Industry Board | http://www.ligs.sabah.gov.my/ | 48 | 3 | 13 | 19 | 8 | 4 | 4 | W |
| 481 | 46 | Selangor Mufti Department | http://www.muftiselangor.gov.my | 48 | 3 | 20 | 17 | 2 | 4 | 5 | W |
| 482 | 46 | Selangor Public Services Commission | http://spn.selangor.gov.my | 48 | 3 | 17 | 17 | 8 | 2 | 4 | W |
| 483 | 46 | Selangor State Development Corporation | http://www.pkns.gov.my | 48 | 3 | 15 | 14 | 8 | 6 | 5 | W |
| 484 | 47 | Bukit Beruang Community College | http://www.kkbbm.edu.my | 47 | 3 | 16 | 17 | 4 | 4 | 6 | W |
| 485 | 47 | Institut Pendidikan Guru Kampus Dato' Razali Ismail | http://www.ipgmkdri.edu.my | 47 | 3 | 19 | 15 | 6 | 2 | 5 | W |
| 486 | 47 | Institut Pendidikan Guru Kampus Pendidikan Teknik | http://www.ipteknik.edu.my/v2 | 47 | 3 | 18 | 19 | 6 | 2 | 2 | W |
| 487 | 47 | IPGM Kampus Pendidikan Islam | http://www.ipislam.edu.my/index.php | 47 | 3 | 21 | 15 | 6 | 2 | 3 | W |
| 488 | 47 | Kuantan Community College | http://www.kkkua.edu.my/ | 47 | 3 | 12 | 21 | 6 | 4 | 4 | W |
| 489 | 47 | Kulim District Office | http://webjabatan.kedah.gov.my/pdk.php | 47 | 3 | 5 | 23 | 10 | 4 | 5 | W |
| 490 | 47 | MIMOS Berhad | http://www.mimos.my | 47 | 3 | 17 | 20 | 8 | 0 | 2 | W |
| 491 | 47 | Ministry of Agriculture Development and Food Industry | http://www.sabah.gov.my/madfi | 47 | 3 | 17 | 13 | 10 | 0 | 7 | W |
| 492 | 47 | National Biotechnology Directorate (BIOTECH) | http://www.biotek.gov.my | 47 | 3 | 17 | 21 | 8 | 0 | 1 | W |
| 493 | 47 | Perak Town and Rural Planning Department | http://jpbpd.perak.gov.my/webv3/index.php?lang=ms | 47 | 3 | 18 | 16 | 4 | 6 | 3 | W |
| 494 | 47 | Sabah Economic Development Corporation | http://www.sedco.com.my/ | 47 | 3 | 15 | 16 | 6 | 6 | 4 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 495 | 47 | Selangor Department of Information Services | http://www.penerangan.gov.my/selangor | 47 | 3 | 15 | 20 | 8 | 4 | 0 | W |
| 496 | 47 | Temerloh District and Land Office | http://pdttemerloh.pahang.gov.my | 47 | 3 | 16 | 19 | 2 | 4 | 6 | W |
| 497 | 48 | Betong District Council | http://www.betongdc.sarawak.gov.my | 46 | 3 | 14 | 21 | 6 | 4 | 1 | W |
| 498 | 48 | Department of Irrigation and Drainage, Sabah | http://www.did.sabah.gov.my | 46 | 3 | 18 | 15 | 6 | 4 | 3 | W |
| 499 | 48 | Kota Kinabalu City Hall | http://www.dbkk.gov.my/en/content/news | 46 | 3 | 17 | 15 | 4 | 4 | 6 | W |
| 500 | 48 | Land Office of Kota Tinggi | http://www.johordt.gov.my/ptkotatinggi/ | 46 | 3 | 16 | 21 | 4 | 0 | 5 | W |
| 501 | 48 | Lundu District Council | http://www.lundudc.sarawak.gov.my | 46 | 3 | 16 | 18 | 8 | 4 | 0 | W |
| 502 | 48 | Malaysian Timber Council | http://www.mtc.com.my | 46 | 3 | 15 | 14 | 4 | 6 | 7 | W |
| 503 | 48 | Melaka Institute of Management and Integrity | http://inspim.gov.my/v2.0/ | 46 | 3 | 16 | 21 | 2 | 4 | 3 | W |
| 504 | 48 | Melaka Museums Corporation | http://www.perzim.gov.my | 46 | 3 | 18 | 19 | 4 | 2 | 3 | W |
| 505 | 48 | Ministry of Rural Development | http://www.sabah.gov.my/kplb | 46 | 3 | 13 | 20 | 8 | 0 | 5 | W |
| 506 | 48 | Paya Besar Community College | http://www.kkpbe.edu.my/?lang=mys | 46 | 3 | 16 | 20 | 4 | 2 | 4 | W |
| 507 | 48 | Perak Water Board | http://www.lap.com.my/web/ | 46 | 3 | 15 | 17 | 6 | 4 | 4 | W |
| 508 | 48 | Perlis Mufti Department | http://mufti.perlis.gov.my | 46 | 3 | 16 | 19 | 4 | 4 | 3 | W |
| 509 | 48 | Sabah Credit Corporation | http://www.sabahcredit.com.my/ | 46 | 3 | 16 | 19 | 6 | 2 | 3 | W |
| 510 | 48 | Wilayah Persekutuan Islamic Religious Council | http://www.maiwp.gov.my | 46 | 3 | 18 | 20 | 4 | 2 | 2 | W |
| 511 | 49 | Belaga District Office | http://www.belagado.sarawak.gov.my | 45 | 3 | 11 | 21 | 8 | 4 | 1 | W |
| 512 | 49 | Institut Pendidikan Guru Kampus Tun Hussein Onn | http://www.iptho.edu.my/news.php | 45 | 3 | 17 | 19 | 4 | 0 | 5 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 513 | 49 | Kota Setar Islamic Religious Office | http://webjabatan.kedah.gov.my/paks.php | 45 | 3 | 3 | 21 | 10 | 6 | 5 | W |
| 514 | 49 | Land and Survey Department Sarawak | http://www.landsurvey.sarawak.gov.my | 45 | 3 | 16 | 17 | 4 | 4 | 4 | W |
| 515 | 49 | Lawas District Council | http://www.lawasdc.sarawak.gov.my | 45 | 3 | 12 | 15 | 10 | 8 | 0 | W |
| 516 | 49 | Lubok Antu District Council | http://www.lubokantudc.sarawak.gov.my | 45 | 3 | 17 | 18 | 6 | 4 | 0 | W |
| 517 | 49 | National Sports Council | http://www.nsc.gov.my | 45 | 3 | 18 | 17 | 10 | 0 | 0 | W |
| 518 | 49 | Pahang Mufti Department | http://www.muftipahang.gov.my | 45 | 3 | 17 | 24 | 4 | 0 | 0 | W |
| 519 | 49 | Pahang Social Welfare Department | http://jkm.pahang.gov.my | 45 | 3 | 17 | 17 | 10 | 0 | 1 | W |
| 520 | 49 | Royal Customs Academy Malaysia (AKMAL) | http://www.akmal.gov.my | 45 | 3 | 17 | 17 | 6 | 0 | 5 | W |
| 521 | 49 | Sabah Foundation | http://www.ysnet.org.my/ | 45 | 3 | 18 | 15 | 6 | 4 | 2 | W |
| 522 | 49 | Sarawak Economic Development Corporation | http://www.sedc.com.my | 45 | 3 | 16 | 18 | 6 | 4 | 1 | W |
| 523 | 49 | Sibu Rural District Council | http://www.srdc.gov.my | 45 | 3 | 15 | 19 | 6 | 4 | 1 | W |
| 524 | 50 | Institute for Medical Research | http://www.imr.gov.my | 44 | 3 | 18 | 17 | 8 | 0 | 1 | W |
| 525 | 50 | Jerantut District and Land Office | http://pdtjerantut.pahang.gov.my | 44 | 3 | 17 | 16 | 8 | 0 | 3 | W |
| 526 | 50 | Johor Islamic Corporation | http://www.pij.gov.my | 44 | 3 | 14 | 20 | 8 | 2 | 0 | W |
| 527 | 50 | Kedah Veterinary Services Department | http://www.jpvkedah.net/portal | 44 | 3 | 18 | 18 | 2 | 4 | 2 | W |
| 528 | 50 | Kelantan State Chief Minister Corporation | http://www.pmbk.gov.my | 44 | 3 | 13 | 21 | 4 | 6 | 0 | W |
| 529 | 50 | Kemaman District Office | http://pdkemaman.terengganu.gov.my | 44 | 3 | 12 | 16 | 6 | 6 | 4 | W |
| 530 | 50 | Kuala Terengganu Community College | http://www.kkktu.edu.my | 44 | 3 | 15 | 21 | 6 | 0 | 2 | W |
| 531 | 50 | Melaka State Library | http://www.perpustam.gov.my/ | 44 | 3 | 18 | 18 | 6 | 0 | 2 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|--|---|--------|------|----|----|-----|---|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 532 | 50 | Negeri Sembilan Social Welfare Department | http://www2.ns.gov.my/jkmns/v1/ | 44 | 3 | 15 | 16 | 10 | 0 | 3 | W |
| 533 | 50 | Penampang District Council | http://www.sabah.gov.my/md.ppg/ | 44 | 3 | 18 | 13 | 4 | 4 | 5 | W |
| 534 | 50 | Penang Botanic Gardens | http://www.penangbotanicgardens.gov.my | 44 | 3 | 10 | 22 | 8 | 4 | 0 | W |
| 535 | 50 | Public Services Department Sabah | http://www.sabah.gov.my/jpan | 44 | 3 | 20 | 13 | 4 | 0 | 7 | W |
| 536 | 50 | Raub District and Land Office | http://pdtraub.pahang.gov.my | 44 | 3 | 11 | 20 | 6 | 4 | 3 | W |
| 537 | 50 | State Attorney-General's Chambers | http://www.sag.sarawak.gov.my | 44 | 3 | 12 | 18 | 10 | 4 | 0 | W |
| 538 | 51 | Ministry of Community Development and Consumer Affairs | http://www.sabah.gov.my/mss/ | 43 | 3 | 16 | 14 | 4 | 4 | 5 | W |
| 539 | 51 | Ministry of Industrial Development | http://www.sabah.gov.my/mid/ | 43 | 3 | 13 | 19 | 6 | 0 | 5 | W |
| 540 | 51 | National Economic Advisory Council | http://www.neac.gov.my | 43 | 3 | 12 | 19 | 8 | 2 | 2 | W |
| 541 | 51 | Perlis Veterinary Services Department | http://veterinar.perlis.gov.my/utama.php | 43 | 3 | 15 | 15 | 6 | 4 | 3 | W |
| 542 | 51 | Sabah Public Complaints Bureau | http://www.aduan.sabah.gov.my/ | 43 | 3 | 13 | 14 | 10 | 4 | 2 | W |
| 543 | 51 | Samarahan District Council | http://www.samarahandc.sarawak.gov.my | 43 | 3 | 17 | 14 | 8 | 4 | 0 | W |
| 544 | 51 | Selangor State Forestry Department | http://www.forestry.gov.my/selangor/ | 43 | 3 | 12 | 19 | 8 | 4 | 0 | W |
| 545 | 51 | Tawau Municipal Council | http://www.mpt.sabah.gov.my/ | 43 | 3 | 14 | 18 | 4 | 0 | 7 | W |
| 546 | 52 | Bintulu Port Authority | http://www.bpa.gov.my | 42 | 3 | 12 | 18 | 8 | 0 | 4 | W |
| 547 | 52 | Chenderoh Community College | http://www.kkche.edu.my | 42 | 3 | 13 | 17 | 10 | 0 | 2 | W |
| 548 | 52 | Department of Fisheries Sabah | http://www.fishdept.sabah.gov.my | 42 | 3 | 13 | 15 | 4 | 4 | 6 | W |
| 549 | 52 | Department of Irrigation and Drainage, Melaka | http://jps.melaka.gov.my | 42 | 3 | 14 | 19 | 8 | 0 | 1 | W |
| 550 | 52 | Institut Pendidikan Guru Kampus Darul Aman | http://www.ipda.edu.my/index.htm | 42 | 3 | 15 | 14 | 4 | 2 | 7 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 551 | 52 | Land Office of Batu Pahat | http://www.johordt.gov.my/ptbatupahat/ | 42 | 3 | 14 | 12 | 10 | 0 | 6 | W |
| 552 | 52 | Land Office of Mersing | http://www.johordt.gov.my/ptmersing/ | 42 | 3 | 17 | 15 | 4 | 0 | 6 | W |
| 553 | 52 | Land Office of Pontian | http://www.johordt.gov.my/ptpontian | 42 | 3 | 14 | 20 | 4 | 2 | 2 | W |
| 554 | 52 | Majlis Agama Islam dan Adat Resam Melayu Pahang | http://www.muip.gov.my | 42 | 3 | 17 | 17 | 4 | 0 | 4 | W |
| 555 | 52 | Muzium Negara | http://www.muziumnegara.gov.my/index.php | 42 | 3 | 12 | 22 | 6 | 0 | 2 | W |
| 556 | 52 | National Advanced Youth Vocational Institute IKTBN Sepang | http://www.iktbnsp.gov.my | 42 | 3 | 16 | 16 | 0 | 8 | 2 | W |
| 557 | 52 | Perlis State Economic Development Corporation | http://pkenps.gov.my/index.php | 42 | 3 | 15 | 18 | 4 | 4 | 1 | W |
| 558 | 52 | Sabah Islamic Affairs Department | http://www.jheains.sabah.gov.my | 42 | 3 | 16 | 11 | 10 | 0 | 5 | W |
| 559 | 53 | Board of Architects Malaysia | http://www.lam.gov.my | 41 | 3 | 15 | 21 | 4 | 0 | 1 | W |
| 560 | 53 | District and Land Office of Petaling | http://www.selangor.gov.my/petaling/main.php | 41 | 3 | 9 | 20 | 6 | 0 | 6 | W |
| 561 | 53 | Kedah State Public Service Commission | http://www.spakedah.gov.my | 41 | 3 | 11 | 20 | 2 | 4 | 4 | W |
| 562 | 53 | Pahang Skills Development Centre | http://www.psdc.gov.my | 41 | 3 | 14 | 19 | 4 | 2 | 2 | W |
| 563 | 53 | Public Works Department of Sarawak | http://www.jkr.sarawak.gov.my | 41 | 3 | 12 | 19 | 4 | 4 | 2 | W |
| 564 | 53 | Saratok District Council | http://www.saratokdc.sarawak.gov.my | 41 | 3 | 15 | 13 | 8 | 4 | 1 | W |
| 565 | 53 | Sarawak Museum Department | http://www.museum.sarawak.gov.my | 41 | 3 | 10 | 23 | 2 | 4 | 2 | W |
| 566 | 54 | Bau District Council | http://www.baudc.sarawak.gov.my | 40 | 3 | 15 | 13 | 6 | 4 | 2 | W |
| 567 | 54 | Curriculum Development Centre | http://www.moe.gov.my/bpk | 40 | 3 | 18 | 17 | 4 | 0 | 1 | W |
| 568 | 54 | Kapit District Council | http://www.kapitdc.sarawak.gov.my/ | 40 | 3 | 12 | 18 | 6 | 4 | 0 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 569 | 54 | Keretapi Tanah Melayu Berhad (KTMB) | http://www.ktmb.com.my/ | 40 | 3 | 9 | 12 | 4 | 10 | 5 | W |
| 570 | 54 | Ministry of Local Government and Housing | http://www.sabah.gov.my/mlgh/ | 40 | 3 | 14 | 13 | 6 | 0 | 7 | W |
| 571 | 54 | National Youth Vocational Institute Bachok | http://www.ikbnbc.gov.my | 40 | 3 | 12 | 18 | 2 | 6 | 2 | W |
| 572 | 54 | Perak Social Welfare Department | http://kebajikan.perak.gov.my/ | 40 | 3 | 12 | 17 | 6 | 4 | 1 | W |
| 573 | 54 | Sandakan Municipal Council | http://www.mps.sabah.gov.my/ | 40 | 3 | 13 | 16 | 4 | 0 | 7 | W |
| 574 | 55 | Bandar Darulaman Community College | http://www.kkbda.edu.my | 39 | 2 | 14 | 13 | 10 | 0 | 2 | W |
| 575 | 55 | Bumiputera Entrepreneur Development Unit | http://www.usahawan-sarawak.gov.my/v2/ | 39 | 2 | 8 | 15 | 10 | 4 | 2 | W |
| 576 | 55 | Islamic Religious Department of Malacca | http://jaim.melaka.gov.my | 39 | 2 | 14 | 15 | 4 | 4 | 2 | W |
| 577 | 55 | Keningau District Council | http://www.sabah.gov.my/md.kgu | 39 | 2 | 14 | 17 | 8 | 0 | 0 | W |
| 578 | 55 | Malaysian Technology Development Corporation (MTDC) | http://www.mtdc.com.my/web/p/home | 39 | 2 | 14 | 21 | 2 | 0 | 2 | W |
| 579 | 55 | Management Service Unit | http://sukpengurusan.terengganu.gov.my | 39 | 2 | 10 | 18 | 6 | 4 | 1 | W |
| 580 | 55 | Miri District Office | http://www.mirido.sarawak.gov.my/modules/web/index.php | 39 | 2 | 7 | 18 | 8 | 6 | 0 | W |
| 581 | 55 | Perak Mufti Department | http://mufti.perak.gov.my/ | 39 | 2 | 16 | 17 | 4 | 0 | 2 | W |
| 582 | 55 | Sabah Urban Development Corporation | http://sudc.com.my/ | 39 | 2 | 14 | 14 | 4 | 6 | 1 | W |
| 583 | 55 | Subis District Council | http://www.mdsabis.sarawak.gov.my | 39 | 2 | 12 | 15 | 4 | 4 | 4 | W |
| 584 | 55 | Sungai Petani Community College | http://www.kkspe.edu.my/ | 39 | 2 | 16 | 13 | 4 | 4 | 2 | W |
| 585 | 55 | Terengganu State Economic Planning Unit | http://upen.terengganu.gov.my | 39 | 2 | 7 | 20 | 6 | 4 | 2 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|---|---|--------|------|----|----|-----|---|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 586 | 56 | Department of Civil Aviation | http://www.dca.gov.my/ | 38 | 2 | 13 | 17 | 8 | 0 | 0 | W |
| 587 | 56 | Laku Management Sdn. Bhd. | http://www.lakumanagement.com.my | 38 | 2 | 14 | 13 | 4 | 4 | 3 | W |
| 588 | 56 | Limbang District Council | http://www.limbangdc.gov.my | 38 | 2 | 14 | 14 | 6 | 4 | 0 | W |
| 589 | 56 | Malaysian Furniture Promotion Council | http://www.mfpc.com.my | 38 | 2 | 14 | 17 | 6 | 0 | 1 | W |
| 590 | 56 | National Youth Vocational Institute Wakaf Tapai | http://www.ikbnwt.gov.my | 38 | 2 | 12 | 18 | 0 | 4 | 4 | W |
| 591 | 56 | Padawan Municipal Council | http://www.mpp.gov.my/eng/index.htm | 38 | 2 | 15 | 17 | 0 | 4 | 2 | W |
| 592 | 56 | Ports and Harbour Department | http://www.sabah.gov.my/jpds | 38 | 2 | 11 | 16 | 2 | 4 | 5 | W |
| 593 | 56 | Sabah State Sports Board | http://www.sabah.gov.my/lis | 38 | 2 | 13 | 14 | 6 | 0 | 5 | W |
| 594 | 56 | Tioman Development Authority | http://www.tioman.gov.my | 38 | 2 | 14 | 17 | 4 | 0 | 3 | W |
| 595 | 57 | Bandar Penawar Community College | http://www.kkbpenawar.edu.my | 37 | 2 | 10 | 16 | 2 | 4 | 5 | W |
| 596 | 57 | Environment Protection Department | http://www.sabah.gov.my/jpas | 37 | 2 | 16 | 17 | 4 | 0 | 0 | W |
| 597 | 57 | Kuala Penyu District Office | http://www.sabah.gov.my/pd.kp | 37 | 2 | 12 | 12 | 4 | 4 | 5 | W |
| 598 | 57 | Ministry of Infrastructure Development | http://www.kpi.sabah.gov.my/ | 37 | 2 | 11 | 14 | 8 | 4 | 0 | W |
| 599 | 57 | Perlis Town and Rural Planning Department | http://jpbpd.perlis.gov.my | 37 | 2 | 19 | 14 | 4 | 0 | 0 | W |
| 600 | 57 | Sabah Forest Development Authority | http://www.sabah.gov.my/SAFODA | 37 | 2 | 13 | 15 | 4 | 0 | 5 | W |
| 601 | 57 | Saratok District Office | http://www.saratokdo.sarawak.gov.my | 37 | 2 | 11 | 16 | 4 | 6 | 0 | W |
| 602 | 57 | Sarawak Rivers Board | http://www.srb.sarawak.gov.my | 37 | 2 | 12 | 16 | 4 | 4 | 1 | W |
| 603 | 57 | State Financial and Treasury Department | http://ppnk.kedah.gov.my | 37 | 2 | 12 | 21 | 4 | 0 | 0 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 604 | 57 | Syarikat Air Terengganu Sdn. Bhd. (SATU) | http://www.satuwater.com.my | 37 | 2 | 12 | 16 | 4 | 0 | 5 | W |
| 605 | 58 | Bera District and Land Office | http://pdtbera.pahang.gov.my | 36 | 2 | 15 | 16 | 4 | 0 | 1 | W |
| 606 | 58 | Brooke Dockyard and Engineering Works Corporation | http://www.brookedockyard.com | 36 | 2 | 15 | 13 | 4 | 4 | 0 | W |
| 607 | 58 | District and Land Office of Besut | http://pdtbesut.terengganu.gov.my | 36 | 2 | 9 | 15 | 6 | 4 | 2 | W |
| 608 | 58 | Jempol Community College | http://www.kkjns.edu.my | 36 | 2 | 14 | 15 | 2 | 2 | 3 | W |
| 609 | 58 | Kedah Public Works Department | http://kedah.jkr.gov.my | 36 | 2 | 15 | 8 | 4 | 4 | 5 | W |
| 610 | 58 | Keningau District Office | http://www.sabah.gov.my/pd.kgu | 36 | 2 | 11 | 12 | 4 | 4 | 5 | W |
| 611 | 58 | Kota Belud District Office | http://www.sabah.gov.my/pd.kb | 36 | 2 | 14 | 13 | 4 | 0 | 5 | W |
| 612 | 58 | Malaysia Highway Authority | http://www.lmnet.gov.my/serverpages/common/ | 36 | 2 | 13 | 16 | 4 | 0 | 3 | W |
| 613 | 58 | Marudi District Council | http://www.marudidc.org | 36 | 2 | 8 | 12 | 10 | 6 | 0 | W |
| 614 | 58 | Melaka Agriculture Department | http://www.agricmelaka.gov.my/v2/default.asp | 36 | 2 | 11 | 21 | 4 | 0 | 0 | W |
| 615 | 58 | Melaka Customary Lands Development Corporation | http://pertam.gov.my/bm/main.php | 36 | 2 | 16 | 14 | 2 | 4 | 0 | W |
| 616 | 58 | Penang State Mufti Office | http://mufti.penang.gov.my/mufti.html | 36 | 2 | 10 | 19 | 6 | 0 | 1 | W |
| 617 | 58 | Perbadanan Adat Melayu dan Warisan Negeri Selangor (PADAT) | http://www.padat.gov.my/my2/ | 36 | 2 | 10 | 17 | 0 | 4 | 5 | W |
| 618 | 58 | Perlis Syariah Judiciary Department | http://syariah.perlis.gov.my | 36 | 2 | 15 | 15 | 4 | 0 | 2 | W |
| 619 | 58 | Sabah Fisheries and Fishermen Corporation | http://www.sabah.gov.my/konelayan/ | 36 | 2 | 18 | 13 | 4 | 0 | 1 | W |
| 620 | 58 | State Veterinary Services Department | http://jpvmelaka.gov.my/bm/main.php?option=utama | 36 | 2 | 13 | 17 | 2 | 4 | 0 | W |
| 621 | 58 | Terengganu Veterinary Services Department | http://www.jphtrg.com/v1 | 36 | 2 | 10 | 17 | 4 | 4 | 1 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 622 | 58 | Women's Affairs Unit | http://www.wanita.sabah.gov.my | 36 | 2 | 11 | 12 | 8 | 0 | 5 | W |
| 623 | 59 | Beluran District Council | http://www.sabah.gov.my/md.blm | 35 | 2 | 14 | 13 | 8 | 0 | 0 | W |
| 624 | 59 | Department of Civil Aviation Malaysia Region III : Sarawak | http://www.dca-sarawak.gov.my/ | 35 | 2 | 12 | 17 | 4 | 0 | 2 | W |
| 625 | 59 | Lipis District and Land Office | http://pdtlipis.pahang.gov.my | 35 | 2 | 10 | 19 | 4 | 0 | 2 | W |
| 626 | 59 | Malaysian Timber Certification Council | http://www.mtcc.com.my | 35 | 2 | 15 | 12 | 2 | 4 | 2 | W |
| 627 | 59 | State Treasury Office | http://pkn.pahang.gov.my | 35 | 2 | 16 | 15 | 4 | 0 | 0 | W |
| 628 | 59 | Tawau Community College | http://202.71.109.197/v3/ | 35 | 2 | 11 | 19 | 2 | 2 | 1 | W |
| 629 | 60 | Agriculture Industrial Development Board | http://www.lkpp.gov.my | 34 | 2 | 11 | 15 | 6 | 0 | 2 | W |
| 630 | 60 | Beaufort District Office | http://www.sabah.gov.my/pd.bft/ | 34 | 2 | 8 | 17 | 4 | 0 | 5 | W |
| 631 | 60 | Beluran District Office | http://www.sabah.gov.my/pd.blm/ | 34 | 2 | 12 | 13 | 4 | 0 | 5 | W |
| 632 | 60 | Cabinet and Policy Division | http://www.sabah.gov.my/bkd/ | 34 | 2 | 13 | 12 | 4 | 0 | 5 | W |
| 633 | 60 | Institut Pendidikan Guru Kampus Gaya | http://www.sabah.edu.my/ipgkgaya/ | 34 | 2 | 15 | 15 | 4 | 0 | 0 | W |
| 634 | 60 | Kanowit District Office | http://www.kanowitdo.sarawak.gov.my/index.html | 34 | 2 | 8 | 14 | 8 | 4 | 0 | W |
| 635 | 60 | Kinabatangan District Office | http://www.sabah.gov.my/pd.kbtg | 34 | 2 | 12 | 13 | 4 | 0 | 5 | W |
| 636 | 60 | Lahad Datu District Office | http://www.sabah.gov.my/pd.ld/ | 34 | 2 | 10 | 11 | 8 | 0 | 5 | W |
| 637 | 60 | Malaysian Industrial Development Finance (MIDF) | http://www.midf.com.my/main | 34 | 2 | 13 | 15 | 4 | 0 | 2 | W |
| 638 | 60 | Malaysian Industry-Government Group for High Technology (MIGHT) | http://www.might.org.my | 34 | 2 | 8 | 15 | 4 | 4 | 3 | W |
| 639 | 60 | Melaka Islamic University College | http://www.kuim.edu.my/v3/ | 34 | 2 | 10 | 20 | 2 | 0 | 2 | W |
| 640 | 60 | Penang Water Supply Corporation | http://www.pba.com.my | 34 | 2 | 13 | 17 | 2 | 0 | 2 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 641 | 61 | Human Resources Development Unit | http://www.hrdnet.sarawak.gov.my/modules/web/index.php | 33 | 2 | 3 | 20 | 8 | 2 | 0 | W |
| 642 | 61 | Johor Public Services Commission | http://spaj.johordt.gov.my/v1 | 33 | 2 | 13 | 14 | 4 | 0 | 2 | W |
| 643 | 61 | Land and District Office of Rengit | http://www.johordt.gov.my/ptdrengit/ | 33 | 2 | 12 | 13 | 4 | 4 | 0 | W |
| 644 | 61 | Perak Foundation | http://yayasanperak.com.my | 33 | 2 | 14 | 13 | 2 | 2 | 2 | W |
| 645 | 61 | Sabah State Economic Planning Unit | http://www.sabah.gov.my/upen/ | 33 | 2 | 13 | 11 | 4 | 0 | 5 | W |
| 646 | 61 | Sabah Survey and Mapping Department | http://www.jupsb.gov.my/ | 33 | 2 | 9 | 13 | 6 | 4 | 1 | W |
| 647 | 62 | Dalat District Office | http://www.dalatdo.sarawak.gov.my | 32 | 2 | 11 | 10 | 4 | 4 | 3 | W |
| 648 | 62 | Institut Pendidikan Guru Kampus Sarawak | http://www.ipsmiri.edu.my | 32 | 2 | 8 | 15 | 8 | 0 | 1 | W |
| 649 | 62 | Kuching District Office | http://www.kuchingdo.sarawak.gov.my | 32 | 2 | 11 | 12 | 6 | 0 | 3 | W |
| 650 | 62 | Menumbok Sub District Office | http://www.sabah.gov.my/dkmb | 32 | 2 | 9 | 16 | 2 | 0 | 5 | W |
| 651 | 62 | Perlis Social Welfare Department | http://jkm.perlis.gov.my/main3.html | 32 | 2 | 14 | 12 | 4 | 0 | 2 | W |
| 652 | 62 | Sabah Agriculture Department | http://www.sabah.gov.my/tani | 32 | 2 | 13 | 15 | 4 | 0 | 0 | W |
| 653 | 62 | Sabah Parks | http://www.sabahparks.org/eng/public/default.asp | 32 | 2 | 13 | 13 | 4 | 2 | 0 | W |
| 654 | 62 | Terengganu Advanced Technical Institute (TATI) | http://www.tatiuc.edu.my | 32 | 2 | 10 | 18 | 2 | 0 | 2 | W |
| 655 | 63 | Maradong and Julau District Council | http://www.maradong-julaudc.sarawak.gov.my | 31 | 2 | 8 | 14 | 2 | 4 | 3 | W |
| 656 | 63 | National Youth Vocational Institute Temerloh | http://www.ikbnt.gov.my | 31 | 2 | 10 | 15 | 0 | 4 | 2 | W |
| 657 | 63 | PUSPANITA Sabah State Branch | http://www.sabah.gov.my/pnita/ | 31 | 2 | 14 | 15 | 2 | 0 | 0 | W |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 658 | 63 | Sabah Land Development Board | http://www.sldb.com.my/index.php?sc=home | 31 | 2 | 15 | 12 | 4 | 0 | 0 | W |
| 659 | 64 | Kedah State Library | http://www.kdhlb.gov.my | 30 | 2 | 10 | 15 | 4 | 0 | 1 | W |
| 660 | 64 | Kedah State Sports Corporation | http://psnk.kedah.gov.my | 30 | 2 | 12 | 12 | 0 | 6 | 0 | W |
| 661 | 64 | Kunak District Office | http://www.sabah.gov.my/pd.knk | 30 | 2 | 12 | 11 | 2 | 0 | 5 | W |
| 662 | 64 | Malaysian Cultural Institute | http://ismma.melaka.gov.my/ | 30 | 2 | 9 | 15 | 2 | 4 | 0 | W |
| 663 | 64 | Nabawan District Office | http://www.sabah.gov.my/pd.nbw | 30 | 2 | 11 | 12 | 2 | 0 | 5 | W |
| 664 | 64 | National Youth Vocational Institute Jitra | http://www.ikbnjt.gov.my | 30 | 2 | 11 | 13 | 0 | 4 | 2 | W |
| 665 | 64 | Penampang District Office | http://www.sabah.gov.my/pd.ppg | 30 | 2 | 11 | 10 | 0 | 4 | 5 | W |
| 666 | 64 | Putatan District Office | http://www.sabah.gov.my/dkptn | 30 | 2 | 8 | 15 | 2 | 0 | 5 | W |
| 667 | 64 | Sarikei District Office | http://www.sarikeido.sarawak.gov.my | 30 | 2 | 13 | 13 | 4 | 0 | 0 | W |
| 668 | 64 | Science and Technology Unit | http://www.sabah.gov.my/ust/ | 30 | 2 | 12 | 9 | 2 | 0 | 7 | W |
| 669 | 64 | Sipitang District Office | http://www.sabah.gov.my/pd.sptg/ | 30 | 2 | 10 | 11 | 4 | 0 | 5 | W |
| 670 | 64 | State Governor's Office | http://www.tytmelaka.gov.my | 30 | 2 | 11 | 17 | 2 | 0 | 0 | W |
| 671 | 65 | Bukit Fraser Development Corporation | http://www.pkbf.org.my | 29 | 2 | 13 | 14 | 2 | 0 | 0 | W |
| 672 | 65 | Land Office of Muar | http://www.johordt.gov.my/ptmuar | 29 | 2 | 13 | 11 | 2 | 0 | 3 | W |
| 673 | 65 | Papar District Office | http://www.sabah.gov.my/pd.ppr/ | 29 | 2 | 9 | 13 | 2 | 0 | 5 | W |
| 674 | 65 | Selangau District Office | http://selangau.sarawak.gov.my | 29 | 2 | 13 | 11 | 4 | 0 | 1 | W |
| 675 | 66 | Kinabatangan District Council | http://www.sabah.gov.my/md.kinabatangan/ | 28 | 2 | 11 | 10 | 4 | 0 | 3 | W |
| 676 | 66 | Ranau District Office | http://www.sabah.gov.my/pd.rnu/ | 28 | 2 | 11 | 13 | 4 | 0 | 0 | W |

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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 677 | 66 | Sarawak Land Consolidation and Rehabilitation Authority | http://www.salcra.gov.my | 28 | 2 | 4 | 15 | 4 | 4 | 1 | W |
| 678 | 67 | Kedah Syariah Judiciary Department | http://www.kedah.gov.my/infojabatan/syariah/index.html | 27 | 2 | 10 | 11 | 4 | 0 | 2 | W |
| 679 | 67 | Kemabong Sub District Office | http://www.sabah.gov.my/dkkg | 27 | 2 | 11 | 10 | 2 | 0 | 4 | W |
| 680 | 67 | Papar District Council | http://www.sabah.gov.my/md.ppr/ | 27 | 2 | 11 | 12 | 4 | 0 | 0 | W |
| 681 | 68 | IPG Kampus Kota Bharu | http://www.kbtc.kelantan.gov.my/ | 26 | 2 | 5 | 13 | 4 | 4 | 0 | W |
| 682 | 68 | Jelevu Community College | http://www.kkjel.edu.my/ | 26 | 2 | 12 | 10 | 2 | 0 | 2 | W |
| 683 | 68 | Private Education Division (BPS) | http://schoolmalaysia.com/jps | 26 | 2 | 9 | 12 | 4 | 0 | 1 | W |
| 684 | 68 | Sabah Wildlife Department | http://www.wildlife.sabah.gov.my/ | 26 | 2 | 11 | 13 | 2 | 0 | 0 | W |
| 685 | 68 | Tambunan District Office | http://www.sabah.gov.my/pd.tbn/ | 26 | 2 | 9 | 10 | 4 | 0 | 3 | W |
| 686 | 69 | Matu District Office | http://www.matudo.sarawak.gov.my | 25 | 2 | 10 | 11 | 4 | 0 | 0 | W |
| 687 | 69 | Song District Office | http://www.songdo.sarawak.gov.my | 25 | 2 | 6 | 15 | 2 | 0 | 2 | W |
| 688 | 69 | State Farmers' Organisation Sarawak | http://www.peladang.sarawak.gov.my | 25 | 2 | 8 | 15 | 2 | 0 | 0 | W |
| 689 | 70 | Sabah Council of Social Services | http://www.sabah.org.my/scss/ | 24 | 2 | 8 | 12 | 0 | 0 | 4 | W |
| 690 | 71 | Terengganu Islamic Foundation | http://yit.terengganu.gov.my | 23 | 2 | 3 | 12 | 4 | 4 | 0 | W |
| 691 | 72 | Land Custody and Development Authority | http://www.pelita.gov.my | 22 | 2 | 7 | 12 | 2 | 0 | 1 | W |
| 692 | 72 | The Tunku Abdul Rahman Foundation | http://www.yayasantar.org.my | 22 | 2 | 9 | 13 | 0 | 0 | 0 | W |
| 693 | 73 | Kota Kinabalu Industrial Park | http://www.sabah.com.my/kkip/ | 21 | 2 | 7 | 12 | 2 | 0 | 0 | W |
| 694 | 73 | Tenom District Council | http://www.sabah.gov.my/md.tnm | 21 | 2 | 13 | 8 | 0 | 0 | 0 | W |
| 695 | 73 | Usaha Maju Foundation | http://www.sabah.gov.my/yum | 21 | 2 | 9 | 10 | 2 | 0 | 0 | W |

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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 696 | 74 | Marudi District Office | http://www.marudido.sarawak.gov.my | 20 | 2 | 8 | 10 | 2 | 0 | 0 | W |
| 697 | 74 | Portal Rasmi Projek Diraja Negeri Kelantan | http://www.pdrk.kelantan.gov.my/ | 20 | 2 | 3 | 13 | 4 | 0 | 0 | W |
| 698 | 75 | Office of KDYMM Sultan Pahang | http://pkdymm.pahang.gov.my | 19 | 1 | 8 | 9 | 2 | 0 | 0 | W |
| 699 | 75 | Perlis State Islamic Affairs and Malay Customs | http://islam.perlis.gov.my | 19 | 1 | 9 | 8 | 0 | 0 | 2 | W |
| 700 | 75 | Serian District Office | http://www.seriando.sarawak.gov.my | 19 | 1 | 7 | 10 | 2 | 0 | 0 | W |
| 701 | 76 | Kota Marudu District Office | http://www.sabah.gov.my/pd.km | 18 | 1 | 6 | 12 | 0 | 0 | 0 | W |
| 702 | 76 | State Legislative Assembly (Sarawak) | http://www.dun.sarawak.gov.my | 18 | 1 | 7 | 9 | 2 | 0 | 0 | W |
| 703 | 77 | Food Safety and Quality Division | http://fsq.moh.gov.my/intro.html | 16 | 1 | 0 | 14 | 2 | 0 | 0 | W |
| 704 | 77 | Sabah Chief Minister's Department | http://www.sabah.gov.my/jkm | 16 | 1 | 0 | 16 | 0 | 0 | 0 | W |
| 705 | N/A | Beaufort District Council | http://www.sabah.gov.my/dir/ou.asp?id=md.bft&sort=rank&page=1 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 706 | N/A | Chief Executive Management Information Systems | http://www.pmo.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 707 | N/A | Darul Makmur Stadium Corporation | http://www.malaysia.gov.my/_layouts/Govlink/agencystate.aspx | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 708 | N/A | Department of Cooperative Development Malaysia | http://online.skm.gov.my/e-Online/index.php?mod=authentication&opt=login | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 709 | N/A | Department of Fisheries Pahang | http://www.malaysia.gov.my/layouts/GovLink/NULL | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 710 | N/A | Department of Irrigation and Drainage, Johor | http://www.johordt.gov.my/jps | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 711 | N/A | Department of Irrigation and Drainage, Penang | http://jps.penang.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 712 | N/A | Department of Public Health | http://www.dph.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 713 | N/A | Federal Territory Sports Council | http://www.kpwb.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 714 | N/A | Information Systems Division | http://www2.risda.gov.my/BTM | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 715 | N/A | Information Technology Unit, Curriculum Development Centre | http://myschoolnet.ppk.kpm.my/kdp/index.htm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 716 | N/A | Institute of Poultry Development | http://agrolink.moa.my/jph/ikta | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 717 | N/A | Integrity and Quality Team | http://www.ukink.kelantan.gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 718 | N/A | International Relations Division | http://bdhakpm.wordpress.com | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 719 | N/A | Kapit District Office | http://www.kapitdo.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 720 | N/A | Kedah Islamic Religious Council | http://www.maik.gov.my/myportal/index.php | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 721 | N/A | Kelantan Darul Naim Foundation | http://www.yakin.kelantan.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 722 | N/A | Kemaman Port Authority | http://www.lpk.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 723 | N/A | Kota Belud District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 724 | N/A | Kota Marudu/Pitas District Council | http://www.sabah.gov.my/md.kmu/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 725 | N/A | Kuala Penyu District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 726 | N/A | Kudat District Office | http://www.sabah.gov.my/pd.kdt | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 727 | N/A | Kudat Town Board | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 728 | N/A | Kunak District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 729 | N/A | Lahad Datu District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 730 | N/A | Land and District Office of Labis | http://www.johordt.gov.my/ptdlabis | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 731 | N/A | Land Office of Johor Bahru | http://www.johordt.gov.my/ptjohorbahru | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 732 | N/A | Lubok Antu District Office | http://www.lubokantudo.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |

| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 733 | N/A | Malaysia Energy Centre | http://www.ptm.org.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 734 | N/A | Malaysian Institute of Historical and Patriotic Studies | http://www.iksep.org.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 735 | N/A | Mas Gading Community College | http://www.kkmas.edu.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 736 | N/A | Ministry of Tourism, Culture and Environment | http://www.sabahtourism.net/sc/kepkas/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 737 | N/A | Ministry of Youth, Culture and Sports Development | http://www.sabah.gov.my/kkbs/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 738 | N/A | Nabawan District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 739 | N/A | National Council for Occupational Safety & Health, Ministry of Human Resources | http://www.mohr.gov.my/index.php?Itemid=224&id=135&option=com_content&task=view | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 740 | N/A | National Hydrographic Centre | http://www.emssb.com/hydro/index.php | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 741 | N/A | National Labour Advisory Council, MOHR | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=134&Itemid=223 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 742 | N/A | Native Court | http://mbs.sarawaknet.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 743 | N/A | Negeri Sembilan Tourism Action Council | http://www.ns.gov.my/tourism | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 744 | N/A | Pahang State Museum | http://www.malaysia.gov.my/_layouts/GovLink/NULL | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 745 | N/A | Perak Islamic Religious Affairs Department | http://jaipk.perak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 746 | N/A | Perak Museum Board | http://www.jmm.gov.my/ms/museum/muzium-perak | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 747 | N/A | Perak Syariah Judiciary Department | http://syariah.perak.gov.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 748 | N/A | Perlis Polytechnic | http://www.poliperlis.edu.my/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |

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| | | | | Score | Star | C | U | Sec | P | Ser | |
| 749 | N/A | Professional Services Development Corporation Sendirian Berhad | http://www.mypsdc.com/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 750 | N/A | Putrajaya Land and Mines Office | http://www.kptg.gov.my/index.php?option=com_content&view=article&id=186&Itemid=120&lang=ms | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 751 | N/A | Ranau District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 752 | N/A | Royal Customs and Excise Department, Johor | http://www.kastamjh.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 753 | N/A | Sarawak Stadium Corporation | http://www.stadiumcorp.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 754 | N/A | School Audit Division | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 755 | N/A | School Department | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 756 | N/A | Selangor Immigration Department | http://www.imi.gov.my/bm/telefon/im_Telefon.asp | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 757 | N/A | Selangor National Registration Department | http://www.jpn.gov.my/BM/info/jpnselangor.htm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 758 | N/A | Selangor Public Works Department | http://jkrselangor.gov.my/v2/ | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 759 | N/A | Selangor Road Transport Department | http://jpbdselangor.gov.my/v2 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 760 | N/A | Semporna District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 761 | N/A | Sipitang District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 762 | N/A | Sri Aman District Council | http://www.sriamandc.sarawak.gov.my | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 763 | N/A | State Islamic Foundation | http://www.perlis.gov.my/kemaskini.htm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 764 | N/A | State Legal Advisor | http://www.perlis.gov.my/undang | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 765 | N/A | Tambunan District Council | http://www.sabah.gov.my/md.tbn | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |



| No | Rank | Website Name | URL | Pillar | | | | | | | P/W |
|-----|------|-------------------------|---|--------|------|---|---|-----|---|-----|-----|
| | | | | Score | Star | C | U | Sec | P | Ser | |
| 766 | N/A | Tenom District Office | http://www.sabah.gov.my/pd.tnm | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 767 | N/A | Tuaran District Council | - | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |
| 768 | N/A | Wages Council | http://www.mohr.gov.my/index.php?option=com_content&task=view&id=136&Itemid=225 | 0 | N/A | 0 | 0 | 0 | 0 | 0 | N/A |

Note: C = Content, U = Usability, Sec = Security, P = Participation, Ser = Services, B = Bonus

88.7% offering online services to citizen

This year 2011 marks the sixth Malaysia Government Portal and Website Assessment (MGPWA) conducted since its first in 2005. With the objective to reach out to the citizen, the assessment also aimed to help promote information and the online services provided by Government agencies.

MGPWA has consistently made up of 5 approaches, namely the assessment itself and incorporating best practices. The former involved a set of criteria which was developed and agreed upon during the Technical Working Group (TWG) meeting. Members of the meeting are from MAMPU, MOJ, Public Service Department and STB. With the TWG approach, assessment was then conducted for a period of three and half months, beginning April 2011. Upon completion of assessment, email analysis was performed and put forward findings and recommendations.

In the latter approach, reports of international bodies were studied. The year observation was only made in Florida University World e-Government Ranking as it was the only report produced for the year. Malaysia was noted to have its place at number 24 with 87.51 score. Nevertheless, there is an improvement of 1.91 score. Out of the 9 categories, 3 were found to be the most affected with MGPWA 2011 namely Request Services Functioning Applications, National Data and e-Registration.

In addition to the requirement that some websites are not functional, Portal and Website Survey was introduced in the assessment. Both parties and website have to conform to the 5 pillars. A portal is considered to be website will have the opportunity to have additional to make for the top of 500 marks.



The other main objective of the assessment is to streamline all listed agencies and their status as a number of 84 institutions for verify their existence do not to confuse users or public when accessing the gateway portal of their availability.

"Although the Government has successfully operated online services, it has to ensure whether they are still relevant."

ACRONYMS AND ABBREVIATIONS

Acronyms and Abbreviations

| | |
|---------|---|
| MDeC | Multimedia Development Corporation |
| MGPWA | Malaysia Government Portals and Websites Assessment |
| MAMPU | Malaysian Administrative Modernisation and Management Planning Unit |
| MOSTI | Ministry of Science, Technology and Innovations |
| PSD | Public Service Department Malaysia |
| EPU | Economic Planning Unit |
| TWG | Technical Working Group |
| myGov | myGovernment |
| MPS | Managed Portal Services |
| NA | Not Available |
| USA | United States of America |
| SMS | Short Messaging Service |
| URL | Uniform Resource Locator |
| NSL | No Specific Link |
| RISDA | Rubber Industry Small Holders Development Authority |
| QR-KPKT | Quick Response-Kementerian Perumahan dan Kerajaan Tempatan |
| QR | Quick Response |
| W3C | World Wide Web Consortium |
| RSS | Really Simple Syndication |
| MyGDI | Malaysia Geospatial Data Infrastructure |
| UiTM | Universiti Teknologi Mara |
| NI | Not Part of the Ranking Last Year |
| N/A | Not Accessible |
| MCMC | Malaysian Communication and Multimedia Commission |

Note



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www.mscomalaysia.my



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