



# Malaysia GovTech: Navigating the Transformation

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# Ekonomi MADANI emphasises the importance of digitalisation for boosting the Malaysian economy and improving the quality of life for citizens





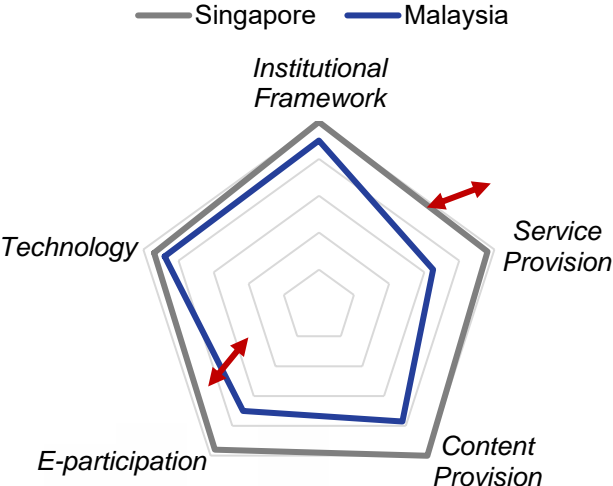
# Key challenges in Government Digitalisation



## Government Digital Index

## Main Challenges

### UN E-Government Digitalization Index's Online Services Index Component Score (2024)



The largest score gap with Singapore lies in the areas of **E-Participation** and **Service Provision**, particularly in terms of **ease of use**, **security**, and **redress mechanisms**

Source: UN EGD I Report 2024

- 1 Weaknesses in Government Digital Services**
- Limited system integration
  - Single Sign-On (SSO) not fully optimised for integrated service access
  - Security threats – access authorisation and identity authentication
  - Need for speedy implementation of the Government's digital agenda

- 3 Malaysia Must Strengthen Its Position in Government Digital Transformation Indices**
- UN EGDI Malaysia's ranking declined from **#47 in 2020** to **#53 in 2022**, and further to **#57 in 2024**. Current **Online Services Index (OSI) score is 0.728 (High category)**.
  - GTMI index skor - Score decreased from **0.86 in 2020** to **0.79 in 2022**.
  - Global AI Index - Malaysia ranks **44th out of 62 countries**, according to **Tortoise Media**

- 2 Constraints in Developing and Upgrading Systems**
- Vendor-driven system development
  - Limited migration to cloud-native infrastructure
  - Necessity to review existing legislation and enact new laws
  - Government digital talent is lacking

- 4 Inconsistent Approach**

MOF, Kementerian Digital diminta tangguh perolehan berkaitan digital yang belum dianugerah



Overlapping initiatives and projects, resulting in resource wastage among government agencies - YAB Prime Minister

150 sistem ICT agensi kerajaan tidak diketahui pemilik, terdapat risiko digodam

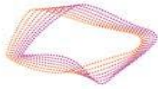


150 systems without designated owners, posing hacking risks - DG of National Security Council



Lack of standardised user interface/experience design causing confusion among citizens

# Government Digitalisation Agenda through GovTech



## GovTech

- The use of digital technology to transform the way a government operates and interacts with citizens

## GovTech concept based on the *World Bank*:

*GovTech a whole of approach to public sector modernization through:*

1. *Citizen-centric*
2. *Universally accessible public service*
3. *Whole-of-government approach to digital government transformation*

## Benefit of GovTech

#1

More efficient operations (cost reduction and resource optimisation)

#2

Government services that are easily accessible, efficient, and user-friendly

#3

Increased government transparency and accountability

#4

Encouragement of citizen engagement

#5

Considerations of security, privacy, and ethics

# The GovTech Agenda aligns with the Global Agenda – Sustainable Development Goals

## Sustainable Development Goals (SDGs) 1-17



### GovTech initiatives promote:

- **Digital** inclusivity
- Access to **service delivery**, particularly in **education and healthcare**, through **technology**
- **Efficient resource management** for environmental sustainability

Internal administration initiatives for a paperless environment within GovTech

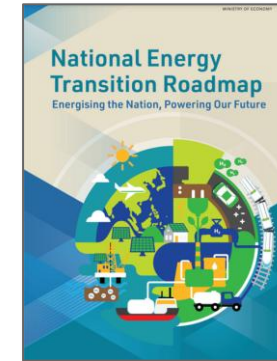
### SDG12: Responsible Consumption and Production

- Minimising environmental impact and promoting more sustainable resource management

### SDG13: Climate Action

- Paperless culture reduces deforestation and greenhouse gas emissions

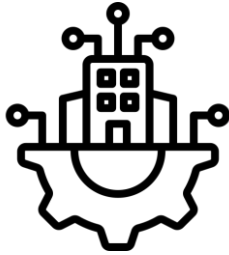
# Digitalisation is now embedded in national policies



- **Promoting digital innovation**, creating a conducive environment for digital entrepreneurship, and enhancing public sector efficiency to attract investment and drive economic growth.
- **Boosting digital economic growth** by encouraging efficiency, innovation, and trust in online transactions.
- **Strengthening digital trust** among business entities and citizens, thereby reinforcing the national digital economy ecosystem
- Enabling industry growth through the promotion of **automation, data-informed decision-making, and the enhancement of digital skills**, resulting in improved productivity and competitiveness
- **Enabling smart grids, data analytics** for energy optimisation, and citizen participation in energy conservation through digital platforms
- **Adoption of AI, big data, automation, and cybersecurity** to enhance public service efficiency, data-driven governance, and ease of doing business

Source: Ekonomi MADANI, Malaysia Digital Economy Framework, NIMP2030, NETR, National 4IR Industrial Revolution Policy

# 3 core principles driving the comprehensive digitalisation of government services



1

## GovTech as the central entity for the digitalisation of Government services

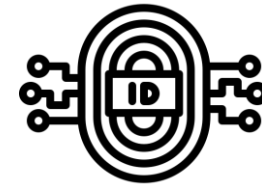
- Ensuring **effective** governance of the **ICT budget**
- Executing **ICT initiatives** through a Whole-of-Government approach
- Proposing legal requirements for GovTech to **eliminate overlaps and silos**



2

## Centralised procurement by the Ministry of Digital

- **Streamlining the procurement process for digital assets**
- Delivering **better economies of scale**
  - Reducing administrative
  - Optimising resource allocation



3

## Implementation of MyDIGITAL ID and Digital Business ID

- **The success of GovTech** initiatives covering citizen and business services depends on the **availability of citizens' Digital ID and Digital Business ID**

# GovTech Products

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## **MyGovernment Portal (Integrated Digital Service Gateway)**

- Products developed jointly with agencies
- Official Gateway of the Malaysian Government
- Includes Notifications/Announcements, Key Agency Services, Directory, Smart Search, Voting, Podcast, News Feed.

## **Government Mobile Application (MYGOV) - Developed in Phases**

- Digital One-Stop Centre Application for Government Services
- Phase 1 (Feb 2025): 26 Services, using PDSA facilities
- Phase 2 (Mid 2025): Launched for Civil Servants
- Includes features like Notifications/Announcements, Key Agency Services, Directory, Smart Search, Voting, Podcast, News Feed

## **National Digital ID (ID Digital Nasional, IDN)**

- Verifiable Platform of Trust
- Public and private sectors to verify the identity of their respective users when conducting digital transactions
- Targeted for every Malaysian citizen and permanent residents aged 5 years and above


## **MyCoID Gateway**


Enables automatic population of data for simultaneous registration with the relevant Government Agencies upon incorporation





# MyGovernment PORTAL


**MyGovernment**

BM | Register | FAQ | 


[Home](#) [MyMalaysia](#) [MyInitiative](#) [MyDestinasi](#) [Topic](#) [MyTawaran](#) [Digital Services](#) 



Dapatkan maklumat berkaitan inisiatif dan bantuan sara hidup yang sesuai untuk anda di Portal dan Aplikasi Mudah Alih Ihsan Madani



**MyGovernment**

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[Whole of Government](#)[Public Service Delivery and Local Government](#)[New Digital Normal \(Post-Pandemic\)](#)[Open Government Data](#)[Cyber Security And Disaster Response And Recovery](#)[Emerging Technology](#)[e-Participation](#)[Capacities for Digital Transformation](#)

## Capacities for Digital Transformation

Industry4WRD: National Policy on Industry 4.0

National IoT Strategic Roadmap

Capacity and Competency Map

SmartCity

Big Data Analytic

Robotics

Blockchain

Autonomous Car

**MyGovernment**

Home | MyMalaysia | MyInitiative | MyDestinasi | Topic | MyTawaran | Digital Services | 

Choose Your Story in Malaysia With

### Centralized Government Digital Services

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Recommended Topics



Step-by-step e-government entry



Working Visas in Malaysia



New e-government application



New e-government application




New e-government application



New e-government application

**LANDING PAGE MICROSITE "BUKAN WARGANEGARA"**

# MyGOV Application



**MyGOV**  
MALAYSIA

Log in with MyDigital ID

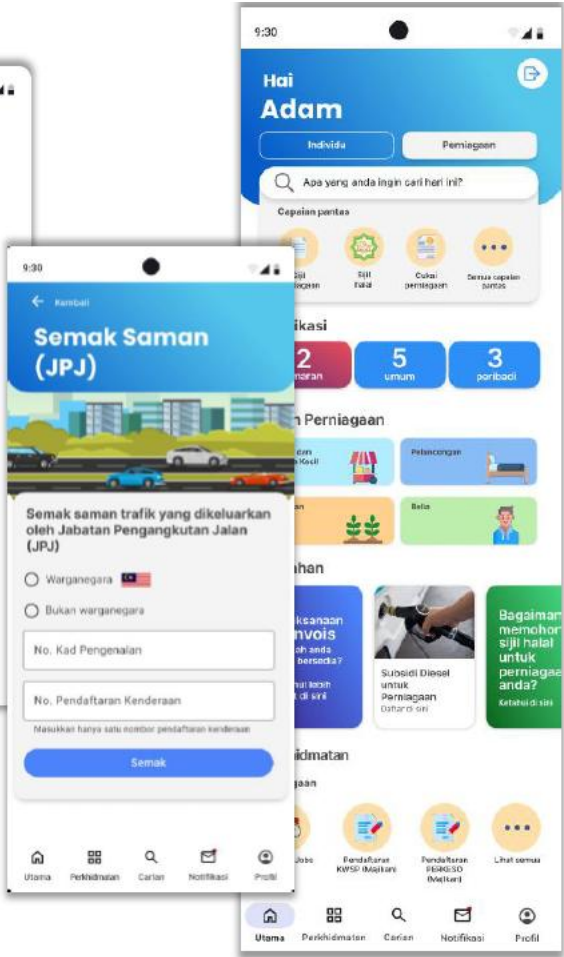
Tiada MyDigital ID?  
Muat Turun MyDigitalID

**Akaun berasaskan mydigitalID**

Untuk menggunakan MyGOV Malaysia, anda hanya perlu menggunakan MyDigital ID iaitu sistem pengenalan diri rakyat Malaysia yang sah dan selamat untuk kegunaan dalam talian.

Log in with MyDigital ID

Tiada MyDigital ID?  
Muat turun di sini



Hai Adam

Individu Penerimaan

Apa yang anda ingin cari hari ini?

Cepatan pantas

Semak saman (JPJ)

Semak saman trafik yang dikeluarkan oleh Jabatan Pengangkutan Jalan (JPJ)

☐ Warganegara ☐ Bukan warganegara

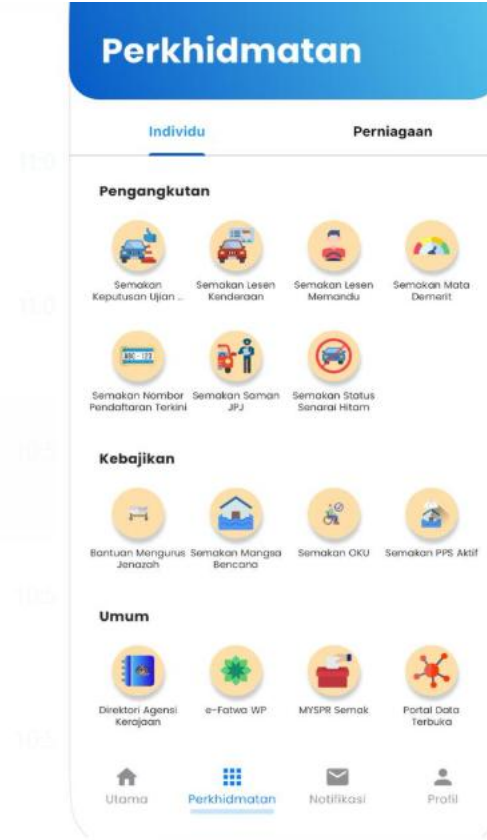
No. Kad Pengenalan

No. Pendaftaran Kenderaan

Maukikan hanya satu nombor pendaftaran kenderaan

Semak

Utama Perkhidmatan Carian Notifikasi Profil



**Perkhidmatan**

Individu Perniagaan

**Pengangkutan**

Semakan Keputusan Ujian... Semakan Lesen Kenderaan Semakan Lesen Memandu Semakan Mata Dermis

Semakan Nombor Pendaftaran Terkini Semakan Saman JPJ Semakan Status Senarai Hitam

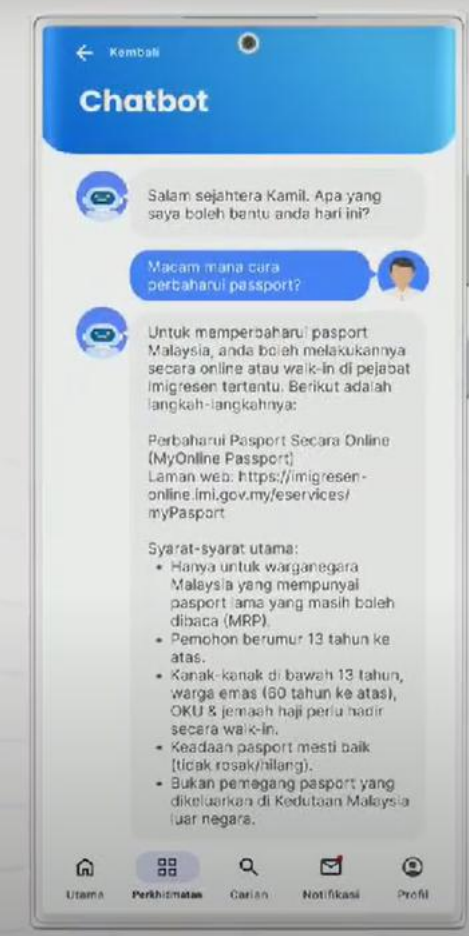
**Kebajikan**

Bantuan Mengurus Jenazah Semakan Mangsa Bencana Semakan OKU Semakan PPS Aktif

**Umum**

Direktori Agensi Kerajaan e-Fabaw WP MYSPR Semak Portal Data Terbuka

Utama Perkhidmatan Notifikasi Profil



**Chatbot**

Salam sejahtera Kamil. Apa yang saya boleh bantu anda hari ini?

Macam mana cara perbaharui passport?

Untuk memperbaharui passport Malaysia, anda boleh melakukannya secara online atau walk-in di pejabat imigresen tertentu. Berikut adalah langkah-langkahnya:


Perbaharui Passport Secara Online (MyOnline Passport)

Laman web: <https://imigresen-online.imi.gov.my/eservices/myPasport>

Syarat-syarat utama:

- Hanya untuk warganegara Malaysia yang mempunyai passport lama yang masih boleh dibaca (MRP).
- Pemohon berumur 13 tahun ke atas.
- Kanak-kanak di bawah 13 tahun, warga emas (60 tahun ke atas), OKU & jemaah haji perlu hadir secara walk-in.
- Keadaan passport mesti baik (tidak rosak/hilang).
- Bukan pemegang passport yang dikeluarkan di Kedutaan Malaysia luar negara.

Utama Perkhidmatan Carian Notifikasi Profil



**Bayaran Saman PDRM**



# MyCoID Portal



The banner features the MyCoID 2016 logo on the left, with the text "Malaysia Corporate Identity" and the URL "https://mycoid2016.ssm.com.my" below it. On the right, there are social media icons for Facebook, Twitter, Instagram, and YouTube, followed by a "Login / Sign Up" button. Below these are logos for the Malaysian government, SSM, LHDN, PERKESO, SME Corp, and BLESS. The main text on the banner reads "Smart Partnership Perkongsian Pintar" and "MyCoID Gateway". A quote below states: "MyCoID Gateway enables automatic population of data for simultaneous registration with the relevant Government Agencies upon incorporation". The background shows a group of business professionals in a meeting.

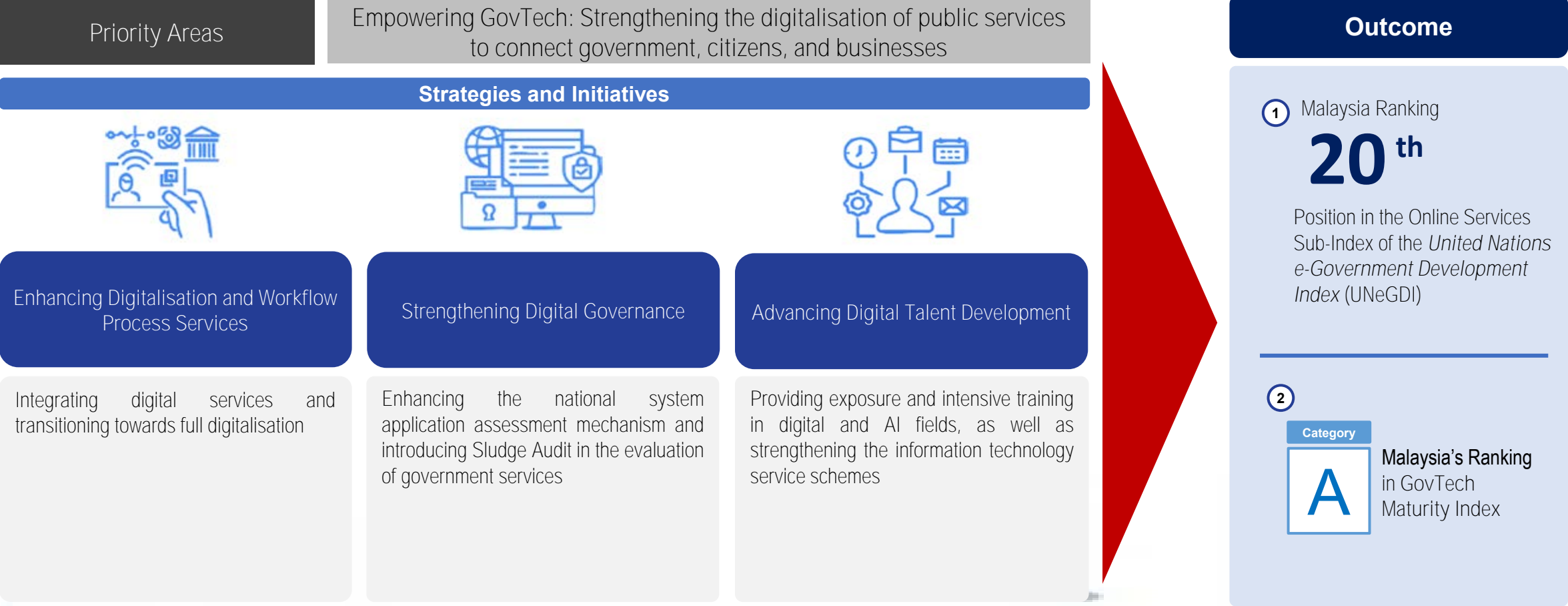
- **MyCoID** is a company number issued by the Companies Commission of Malaysia (SSM) used for all dealings with relevant agencies.
- Intended to streamline the digital management of business documents
- Designed to enhance the convenience and effectiveness of business information management in Malaysia, aligning with the government's efforts to drive digital transformation in the economic sector.

## A BRIEF ON THE MALAYSIA CORPORATE IDENTITY NUMBER (MyCoID)

### WHAT IS MyCoID?

1. The Malaysia Corporate Identity Number or its acronym, MyCoID refers to the company incorporation number which is used as a single source of reference for registration and transaction purposes with other relevant Government agencies. With the MyCoID, the public can utilize a single series of number derived from the incorporation number assigned by the Companies Commission of Malaysia (SSM) for registration, reference and transaction purposes in the following:
  - (i) The Inland Revenue Board (IRB);
  - (ii) Employees Provident Fund (EPF);
  - (iii) Human Resources Development Fund (HRDF);
  - (iv) Social Security Organization (SOCSO); and
  - (v) Small and Medium Enterprise Corporation Malaysia (SME Corp. Malaysia)

# GovTech under the 13th Malaysia Plan



Source: Consideration Paper – Thirteenth Malaysia Plan 2026-2030 by the Ministry of Economic Affairs at the Special Meeting of the National Development Planning Committee, 8 May 2025



# THANK YOU

**Ministry of Finance Malaysia:**

<https://www.mof.gov.my/portal/en/>

**MyGovernment Portal:**

<https://www.malaysia.gov.my/portal/index>

**MyGov Apps:**

<https://www.mygov.gov.my/>