

**The Safe Transition from Paper to Paperless Administration:
Case study of The Malaysian Experience,
E-Tanah (E-land administration)**

Heriz Hichem^{1*}, Boubakeur Yacine²

¹ AbdelHafid Boussouf University MILA, h.heriz@centre-univ-mila.dz

² AbdelHafid Boussouf University MILA, y.boubakeur@centre-univ-mila.dz

Received: 15/11/2022

Accepted: 29/12/2022

Published: 31/12/2022

Abstract:

This paper presents theoretical, technical and practical aspects of using electronic administration (e-administration). Differences between The safe transition from paper to paperless administration. Several selected and existing technical solutions are presented and analysed. Significant aspects of Case study: The Malaysian experience, This paper describes how closely e-administration is related to the proper functioning of modern governments. E-administration mechanisms, the structure and functions of selected systems are described. This study brings its contribution to the understanding of the methods of e-administration.

, Malaysia is one of those who has early adopted this step, and get the Malaysian more happy and comfortable, but the transition was not as easy.

Keywords: Electronic administration, E-land administration, Malaysian E-Tanah.

(JEL) Classification: K42 ,D18.

1. Introduction:

The administration has faced deep transition and huge changes on its concepts and practices and remarkable expansion in parallel with the wide tech developments, So, Predicting the size of these alterations has become on if the most difficult things nowadays.

As consequences, these fast moving forward that the world faces in all fields (Economic, politic, socio) in the beginning of 21st Century have been heavy guest on many countries governments, because the transition from paper into paperless obliges governments to start over, and go back to digital every document safely/correctly, In the other hand, the government should predestine employees and people to such event.

"From industrial society into data society" is the starting point that had taken out the E-land from underground, people have become more familiar to internet, smart devices and mobile services, so keep in touch to the paper administration make many people feel like they live in old ages, so moving to the e-land administration is almost unavoidable, but the illustration of the even has known different speeds.

1.1. Research Problem:

This issue did not lead Malaysian government to think about the possibility to adopt it but directly started thinking how to, and being the leader in such initiative. How has the safe transition from paper management to paperless management In Malaysia applied?

* Corresponding author

1.2. The Importance of the Research:

The importance of the research comes from the importance of the subject It self, we have highlighted the importance of The safe transition from paper to paperless administration in general in the electronic commerce , focuses on the use of information and communication technology to enable the external activities and relationships of the business.

1.3. Research Objectives:

This study aims at achieving a number of objectives, the most important of which are:

- Its objective is to introduce total transparency and accountability leading to better e-Governance within any organization.
- Developing public administration: reducing paperwork and reusing solutions.
- Improving services: reduced mobility, anytime and anywhere delivery, and easy access to information.

1.4. Previous studies:

1.4.1. Hybrid Approach of e-Government on Malaysian e-Government Experience (2012)

This study presents the status of implementation of e-government initiatives in Malaysia and a hybrid approach that may well suit the Malaysian government in managing e-government will be discussed. The main results of this study are that the most governments in the world believe that e-government will improve their images as a better government through technological deployment. Also the E-government will lead to a quality of public service which becomes the foremost driver in digital government.

1.4.2. Integrated electronic land administration System (e-Tanah) in Malaysia (2013),

This Article discusses two main issues on integrated electronic land administrative system (e-Tanah) in Malaysia. As an integrated electronic processing of applications on land matters, registration of titles, documents required to be prepared thereby and any documents of titles through the use of a computer which includes both manual and computerised procedures, e-Tanah must be supported by legal provision and administrative mechanism, First, from the legal point of view, e-Tanah is clearly endorsed by the main statute on land matters, i.e. the national Land Code 1965. Second, administratively, e-tanah is also properly managed.

1.4.3. Innovative technologies in public administration: regularities of creation and application of electronic government(2009)

The article is devoted to the creation and practical use of innovative technologies in public administration on the example of the use of e-government systems. The goals and objectives of e-government are formulated, its optimal architecture is proposed. The basic principles of creating e-government, as well as issues related to the creation of a management system for this complex innovative project, are proposed.

The Difference between Previous Studies and This Study, a review of some previous studies shows that this study presented additional aspects that were not addressed previously, by showing how can

digitization reduces money spent on paper, printers, ink, postage, office space for files and employee time to manage paperwork, By dropping all the previous on Malaysia E-Tanah.

2. Presenting E-land administration

2.1. Definition of e-land administration

The fast development in tech and communication systems created vast space to make the administration much more sophisticated, so many countries has started many initiatives to foster The E-land administration, to improve the quality of services and make it touch the furthest citizen in short time.

In such context, the concept of E-land administration is the willing of government to renovate its self by itself, to do its job effectively. Therefore, as definition, the *E-land administration* is:

"The official site of the Malaysian government provides the definition of e-administration term, It refers to the method of automating key administrative functions using electronic and computer-based technologies. The main objective of e-administration is to cut down on wasted paper and space by converting important documents and files to electronic files ". This strategy has become popular with many industries where heavy paperwork is a major part of conducting business, such as health care, legal, scientific, and government agencies. Private companies have also adopted E-administration in an effort to save time and resources.

2.2. The importance and objectives of e-administration (E-land administration):

2.2.1.The changes for citizens:

The downturn of prices for using the Internet and hardware / software, their availability will speedily change the lifestyles for many people; the existing services will be delivered using new methods. Right application of information technologies will allow establishing:

- ✓ Better access to the information and services;
- ✓ Better delivery of services via different channels (over the counter, via call centre, online, etc.);
- ✓ The population can conduct important - frequent or complex -administrative procedures with Government agencies electronically (Adam Montserin, 2012, p 06).
- ✓ Distribution of services according to market demand by responding to the needs of various target groups;
- ✓ more efficient reaction to clients notifications concerning the quality and content of services;
- ✓ grouping of services according to life cycles and general events;
- ✓ Involvement of users into the restructuring and improvement of services.

The application of the information technologies and emerging possibilities to deliver government services via electronic channels will open wide avenues for the better services of customers. A necessity to wait in queues and to arrive to a public institution will be no longer needed. It will not be necessary to follow the working time of various public institutions, as the services will be delivered round the clock seven days a week from everywhere. Citizens will have access to services from public institutions at the time and place of their convenience, as all these possibilities will be opened via Internet (Habil. Dr. P.Zukauskas, 2002, p9-10).

2.2.2. The changes for public administration:

- E-government will remain a tool for the implementation of public administration reform. Its ideological foundation is orientation towards a customer and application of business models in the daily work of public institutions, as this can be efficiently achievable through the use of information technologies.
- More transparent public administration, personal responsibility of civil servants, clear-cut reporting system, transparent decision making mechanisms – all these are just a few examples of the benefits directly related with administration.
- The implementation of e-government projects will allow public administration to introduce significant structural changes. Administration structure will change and the better quality services as well as higher production capacities will be demanded from public servants. The implementation of the projects will avoid the increase in payment funds for the staff, but would rather be done through the redistribution.

2.3. The aspects of E-land administration

2.3. 1. Government to citizen (g2c)

G2C will aim at connecting citizens to government by talking to citizens and supporting accountability, by listening to citizens and supporting democracy, and by improving public services. It will involve better services to the citizens through single point delivery mechanism and will involve areas like:

- **E-Citizen**

Under E-Citizen, integrated service centres will be created. The purpose of these centres will be to take over the various customer services in due course. It will offer services like issue of Certificates, Ration Cards, Passports, Payment of Bills etc. . . . These centres will become one-stop Government Shops for delivery of all services (Inderpreet Kaur, 2012, p5-6).

- **E-Transport**

The transport aspects that can be easily e-governed include: Registration of motor vehicles, Issue of driving licenses, Issue of plying permissions (Permits), Tax and fee collection through Cash and Bank Challans and Control of Pollution

- **E-Medicine**

It will involve linking of various hospitals in different parts of the country and provide better medical services to the citizen.

- **E-Education**

E-Education will constitute various initiatives of educating the citizen and the Government with the various Information technologies

- **E-Registration**

E-Governing the registration and transfer of the properties and stamp duty to be paid there on will bring substantial reduction of paper work and reduce the duplicating of entries. Further, the transparency in work will increase and the overall time of process registration will reduce

2.3. 2. Consumer to government (c2g)

C2G will mainly constitute the areas where the citizen interacts with the Government. It will include areas like election when citizens vote for the Government, Census where he provides information about himself to the Government, taxation where he is paying taxes to the Government.

2.3. 3. Government to government (g2g)

This can also be referred as e-Administration. It involves improving government processes by cutting costs, by managing performance, by making strategic connections within government, and by creating empowerment. It will involve networking all Government offices to produce synergy among them. The major areas are:

- **E-secretariat**

Secretariat, which is the seat of power, has a lot of valuable information regarding the functioning of the State. The cross-linking of various departments and exchange of information amongst various components will simplify the process of Governance.

- **E-police**

E-Police will help to build citizen confidence. There will be two databases. One of police personnel and the other of criminals. The database of personnel will have the records of their current and previous postings. This will help to track police officers specialized in certain geographical regions and skills. Take for example; we want to look for a forensic expert.

2.4. The safe transition from paper into paperless administration

The transition from situation into other requires creating a suitable land for that, because the non-planned transition from paper into paperless administration will certainly occur plenty damages in the whole system, here it was so strongly supposed to plan phases, in each one government apply a certain changes to avoid the congestion.

2.4. 1. Traditional administration phase:

In this phase, the government should activate the traditional administration, and developed it as much as she can in parallel with the implementation of the E-land administration, and this phase is considered as preamble of the citizens for the reception of the sophistication.

2.4. 2. Fax/Phone phase (Ashour Abdel Karim, 2010, p 20-21):

This phase is considered as a mediate one, the major aspects here is that the citizen (the operator) was able to liquidate his affairs by phone/fax with acceptable fees in account that he was forced to locomote, this procedure lets people to clarify about their stuff, and ask about the required papers and the credibility of the rumors they get by massmedia, also upload and send papers and files by fax to gain time, efforts and money.

2.4. 3. Effective electronic administration

In this last phase, here the traditional administration has become something from the past, and that does not happen just in case when the members of the Internet become close to 30 % (at least), with the availability of computers (and/or smart devices), personal or public with reasonable prices, here citizen are able to deal their personal staff electronically, faster, less efforts and more effectively, The official site of the government provides (<http://www.egov-conference.org/>) The term of “virtual town halls” was spreading accessible through internet portals.

3. Case study of The Experience of Malaysian e-administration

The implementation of electronic government started with the initiation of Multimedia Super Corridor (MSC) by the Malaysian government. The first part of this paper is about the implementation of e-government in Malaysia, covering the status of the implementation, and the potential for growth in providing better services to the public. The next section is about the role of the National Archives of Malaysia in digital records management, as well as the challenges faced by the National Archives in preserving digital records (Shaidin Shafie, 2008, p01).

Land administration is the focal point of an efficient land management and sustainable development in Malaysia. The services consist of cadastral mapping and compilation of property registers, establishing spatial data infrastructure and standards for data exchange between private and public users

3.1. What is E-Tanah System (definition)?

E-Land administration is a further flagship of e-government, and was initiated by the Ministry of Natural Resources and Environment. It is monitored by MAMPU, and aims to develop an integrated, comprehensive and user-friendly land management and administration system to enhance the speed and quality of public service delivery. Until a few years ago, land dealings were still conducted in a conventional manner, which caused many repetitive complaints and dissatisfaction from citizens, such as red tape, corruption, rigid procedures and too much bureaucracy (Razlini Mohd Ramli, 2012, p 12).

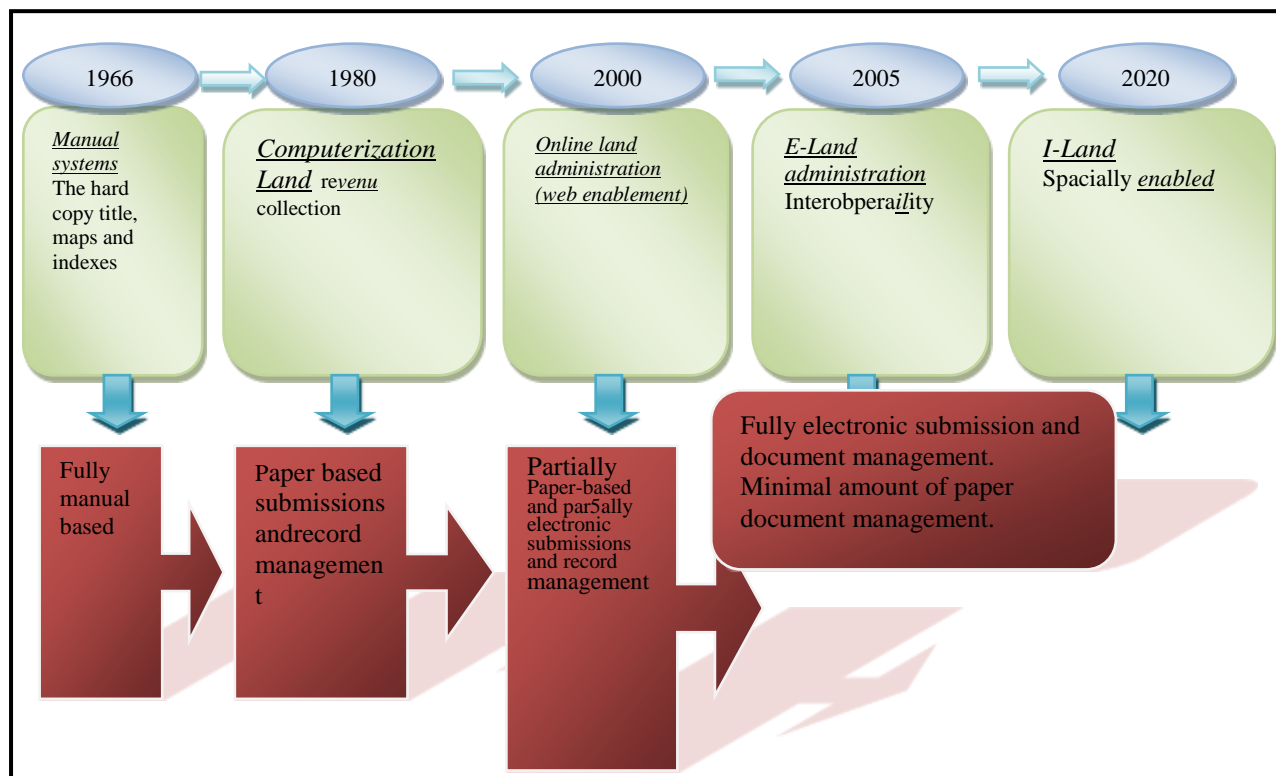
E-Tanah System is one of Malaysia’s electronic Government applications that is recognized under a national flagship application. It serves and upgrades the government service as part of Knowledge Economy (K-economy) Policy

The system provides links and integrations of all land administration processes and databases within a single system through the Sixteenth Schedule of the National Land Code (NLC) 1965; Electronic Land Management System.

The evolution of the Malaysian Administration

The Malaysian administration evolution is not that much different from the other developed countries, it passed by steps such as in the following scheme:

Figure (01): The evolution of the Malaysian Administration



Source: A Review of Electronic Land Administration System in Malaysia: Issues and Challenges, Nor Shahriza Abdul Karim

3.2. The chronology of E-Tanah implementation

Government has implemented *Information and communications technology* development in two areas of land administration through:

- ❖ Land Revenue Collection System beginning 1980; and
- ❖ Computerized Land Registration System beginning 1995.
- ❖ The next effort is to expand the usage of «Information and communications technology» in other areas of land administration.-Land Office Modernisation Programme which involved business process.
- ❖ The 71th action in the new Strategy Package Towards Stimulating National Economic Growth announced by the Prime Minister on 21st May 2003 outlined
- ❖ To create Land Office Modernization System as an electronic system to support land administration at each level of land administration by "fast track"
- ❖ On 14th August 2003, «Land Office Modernization System " was included in the agenda of the Electronic Government Steering Committee. LOMS began to be recognized as e-Tanah.

- ❖ The proposed Approach and Method of e-Tanah Project Implementation were Ministry of Finance and on 5th January 2004.
- ❖ In the beginning of 2004, proposed implementation plan as Request for Proposal.
- ❖ After the General Election and the establishment of the new government, on 9th April 2004 the Ministry of Finance had directed that e-Tanah pilot project in "Penang State" to be implemented by open tender.
- ❖ E-Tanah Steering Committee Meeting No.1/2004 on 2nd-3rd June 2004 had decided on the project scope variation covering 24 major land business processes of importance to the customers and would not involve amendment to the laws.
- ❖ E-Tanah Legal Committee Meeting No.2/2004 on 12th July 2004 examined again the existing systems and recommended these systems to be adapted in the E-Tanah project.
- ❖ E-Tanah Coordinating Committee Meeting on 26th July 2004 agreed with the overall scope and implementation schedule of E-Tanah pilot project presented in the meeting.
- ❖ E-Tanah provides (<http://etanah.penang.gov>) the steering Committee Meeting No.2/2004 on 3rd August 2004 had discussed and agreed with the overall scope and implementation schedule of E-Tanah pilot project.
- ❖ The National Land Council 60th meeting on 19th August 2004 had directed project planning to be reviewed and to consider the possibility of extending to all States not later than 2008

3.3. The safe transition from paper into paperless administration:

The Malaysian experience is characterized by safety, the serious programs helped government to move from traditional into the sophisticated face of administration, the program was phased into several steps, and those steps are summered into the following table:

Table (01): Schedule program of transition from Paper into paperless administration (E-Tanah)

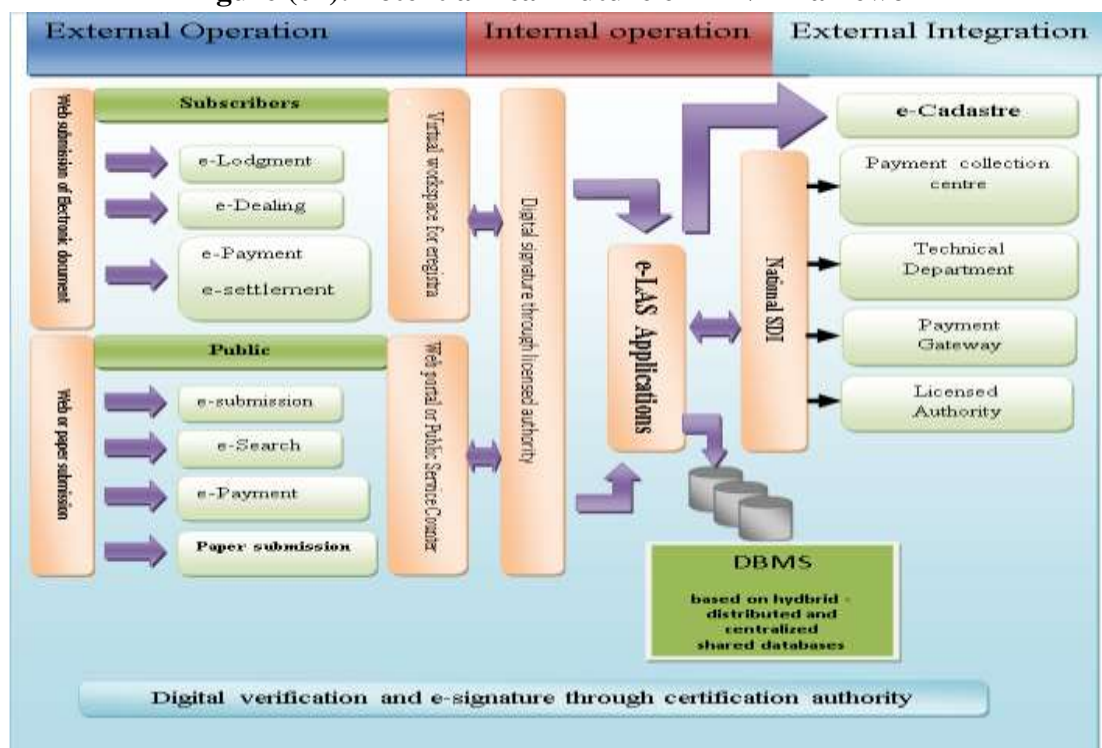
No	Schedules		
	<i>First and Tenth Schedule</i>	<i>Fourteenth Schedule</i>	<i>Sixteenth Schedule</i>
1	<i>First Schedule</i> -relevant forms (manual) <i>Tenth Schedule¹</i> - supplementary provisions and Procedure. (manual)	Computerised Land Registration System	Electronic Land Administration System
2	Forms means a form specified relating to dealing	Procedures for registration where the documents required to be printed and prepared by the Registrar and any entry in any document of title through the use of a computer – manual and computerised procedure	All land related information recorded into land database by electronic technology that generates, stores, preserves and processes data in terms of a computer file and computerised formats
3	Forms shall be copy or printed on plain white paper	The computer printed forms	No printed forms but online application
4	A signature shall be in manuscript	The Registrar shall verify the contents and authenticate the document under his hand and seal	The Registrar shall maintain records called „Presentation Record“ and „Correction Note-Book“ to register, endorse or enter or reject or withdraw the application
5	When completed, the Registrar shall transmit a copy and shall retain one copy for record	Every computer printed document shall be kept in loose leaf	Every computer document shall be stored in the land database

Source: Hisami Mohr Ali Et AL, Integrated Electronic Land Administration System (e-Tanah) in Malaysia.

3.4. The future framework of E-Tanah:

Some of the new projects does not know limits, E-Tanah is one of them, It's just the beginning of much more bright future, The citizen will be able to do more operations electronically, at home and all hour, E-las (or electronic land administration system) is nowadays Malaysian program.

Figure (02): Potential near Future e-LAND framework

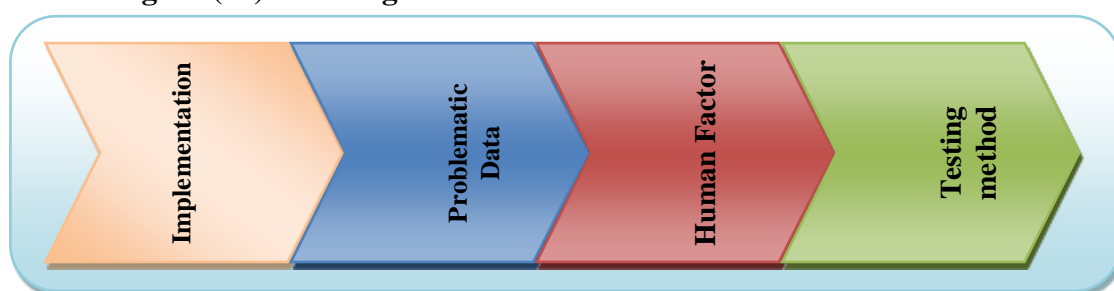


Source: A Review of Electronic Land Administration System in Malaysia: Issues and Challenges, Dr. Nor Shahriza Abdul Karim , P 18.

3.5. Summary of Gaps and Challenges in Current Development in Electronic Land Administration:

E-land administration illustration was not as easy as piece of cake; it faced many challenges and obstacles, because it is not just bringing something new to public, but transforming something into other more sophisticated and more effective.

Figure (03): challenges those face E-land administration illustration



Source: Electronic land administration system in Malaysia, Dato' Haji Haron B. Haji Abdul Kader

A. Implementation:

1. Different workflow for each district within the state
2. National land code (nlc) 1965 & state laws – existing clauses
3. Lack of experts in both technical and land administration/law

B. Problematic data (Nor Shahriza Abdul Karim, 2013, p10):

1. Data's from " Revenue System" – applications in-silo but both system use same information which is not synchronized

2. Plan is required during data collection activities but some of the plans were not in place, need to reproduce by Survey Department and it consumes time and effort
3. District and Town/Village/Maksim Codes – too varied and not standardized between Land Offices and Survey Department
4. Data mismatch
5. Redundancy in data administration and maintenance
6. Redundancy in work processes and procedures
7. Redundancy in delivery of services
8. Expensive maintenance and Cost ineffectiveness

C. Testing method (Haji Haron, 2012, p15-19):

1. Rigid and Comprehensive Testing, Covering all business matters and scenario in Land Administration

D. Human factor:

Resilient towards adopting new technologies – complacent with existing system

4. Conclusion:

The sophistication of Malaysian e-administration has become so familiar, Government worked so hard to make the E-Tanah come true. in such way to adopt the I-Tanah and start working on it, all administrations has participated to build a real data base for each sector to make the access more electronically and easy.

The e-Tanah system was not that easy to apply, the transition from fully papered operation into fully paperless needed big job, and passed by several obstacle (financial, Tech infrastructure...etc.), but the government will work to let that pass away and help to bring that dream to life.

The digitalisation of inclusive government services around the board (The E-tanah system) has become one of Malaysian main goals to ensure the success of Shared Prosperity. The approach is in line with the government's aspirations to provide the best services to all layers of society.

4.1. Results of study:

1. This study has resulted plenty of points to be spotlighted on; So:
2. Because E-Tanah uses the internet, it has created a downturn of services prices.
3. Plenty services has been offered, and the existing once has given a new spirit to use.
4. Services and information get a better form to access and use.
5. Creating a variation in the ways of acceding services such as the call centre of online and so the counter...etc.
6. Population can conduct all administrative procedures electronically.

7. Giving higher level of public services transparency.
8. Better quality services as well as higher production capacities will be demanded from public servants.
9. The first part of this paper is about the implementation of e-government in Malaysia, covering the status of the implementation, and the potential for growth in providing better services to the public
10. Malaysian E-Land administration could develop an integrated, comprehensive and user-friendly land management and administration system.
11. Malaysian E-Land administration could enhance the speed and quality of public service delivery.
12. E-Tanah System serves and upgrades the government service as part of Knowledge Economy.

4.2.Recommendations:

The successful system of e-Tanah could give us another way of thinking about the Algerian national system of administration, so, we recommend:

Develop the infrastructure in Algeria: to facilitate the government job, it is necessary to develop the infrastructure of TIC.

Adopting the global system and laws: some applications and software may be conflicted with some other Algerian laws, so it is necessary to update them.

The digital divide: There is big digital divide between Algeria and the other developed countries, So, Governmental programs must be oriented toward those who live that divide.

Build the confidence: A confidence must be built between the Algerian people and the Government. So, any suggested program must be supporting to the people with justice.

Protecting Privacy: Keeping private information those collected by the government on people is something obligatory.

Protecting information safe: Government must build a strong system against cyber-attacks to make people more comfortable.

Enhance the transparency of information: less transparency make people avoid the collaboration with E-government.

5. Bibliography List:

1. Adam Montserin.(2012) . *The importance and objectives of e-government*, Caribbean Centre for Development Administration CARICAD <http://www.ipcsit.com/vol36/072-ICIIM2012-M20033.pdf>.

2. Ashour Abdel Karim.(2009/2010, pp. 21-22). *The Role of Electronic Administration in Rationalizing Public Service in the United States of America and Algeria*, Master's thesis in Political Science and International Relations: Specialization in Democracy and Good Guidance (unpublished), Mentouri University – Constantine.
3. Habil. Dr. P.Zukauskas et AL.(2002), *the role of e-government in the development of the new economy in lithuania*, Management Department in the Faculty of Economics and Management, Vytautas Magnus University, Kaunas, Lithuania <https://www.nispa.org>
4. Haji Haron.(2012). *Electrnic Land Admistration Malaysia, Exchange Forum on Land Administration in Support of Sustainable Economic Development during Geospatial World Forum .*
5. Hasani Mohd Ali Et AL.(2013)., *Integrated Electronic Land Adminstration System (e-Tanah) in Malaysia*, International Journal of Computer Theory and Engineering, Vol. 5, No. 2, April 2013
6. http://etanah.penang.gov.my/portal/page?_pageid=73,62313&_dad=portal&_schema=PORTAL
7. <http://www.egov-conference.org/glossary/electronic-administration>
8. <http://www.wisegeek.com/what-is-e-administration.htm>
9. Inderpreet Kaur et AL. 2012. *Effective E-Administration for good Governance*, International Journal of Computing & Business Research, India <http://www.researchmanuscripts.com/isociety2012/50.pdf>
10. Nor Shahriza Abdul Karim.(2010). *A Review of Electronic Land Administra5on System in Malaysia:Issues and Challenges*, IIUM Entrepreneurship & Consultancies Sdn. Bhd Universiti Islam Antarabangsa Malaysia <https://www.semanticscholar.org/paper/Electronic-land-administration-system-in-Malaysia%3A-Karim-Nordin/cbc4c3474f5aa60dffbea555b3bcebf14edd1dc8>
11. Razlini Mohd Ramli(2012). *Malaysian E-government: Issues and Challenges in Public Administration*, IPEDR, <http://ipedr.com/vol48/005-CHHSS2012-A00021.pdf>
12. Shaidin Shafie.(2008). *e-Government Initiatives in Malaysia and the Role of the National Archives of Malaysia in Digital Records Management* , National Archives of Malaysia<https://www.archives.go.jp/english/news/pdf/MrShaidin.pdf>