

**SOURCE-AGENT-CLIENT COMPONENTS IN STRATEGIC
INFORMATION SYSTEMS PLANNING METHODOLOGY FOR
MALAYSIAN PUBLIC SECTOR**

By

Muhammad Nubli Abdul Wahab

**Thesis Submitted to School of Graduate Studies, Universiti Putra Malaysia in
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DEDICATION

To my beloved mother

Normah bt. Ali and my father

Abdul Wahab Abdul Ghani

who taught me more about forbearance, fortitude, forgiveness and
continues to teach me the meaning of servitude to the Creator

Abstract of thesis presented to the Senate of Universiti Putra Malaysia in fulfillment of the requirements for the degree of Doctor of Philosophy

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December 2004

Chairman : Associate Professor Hj. Mohd Hassan Selamat

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Strategic information systems planning (SISP) remains a primary concern for many organizations due of its importance. However, the implementation of this concept has raised some doubts because it is unable to achieve it's organizational benefits. Major problems towards this are related to human factors such as lack of commitment and involvement among organizational members in the SISP process. This research propose additional elements in SISP methodology by introducing “source”, “agent” and “client”. The characteristics of these elements and their good interaction help to develop the awareness and readiness among organizational members towards SISP activities. The survey that is conducted among 72% of Malaysian ministries, has proven that the proposed elements are important in the SISP development process. Results from in-depth interviews with SISP practitioners have also proven that the instilment of awareness and readiness are among the important processes in SISP. Tests on the applicability of the proposed SISP elements, combined with existing SISP methods involving 2 public sector organization show their applicability with the test score up to 94%. This research concludes that the proposed SISP elements are important and applicable for the public sector in Malaysia.

Abstrak tesis yang dikemukakan kepada Senat Universiti Putra Malaysia sebagai memenuhi keperluan untuk ijazah Doktor Falsafah

**KOMPONEN SUMBER-AGEN-KLIEN DALAM METODOLOGI
PERANCANGAN STRATEGIK SISTEM MAKLUMAT SEKTOR AWAM DI
MALAYSIA**

Oleh

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Perancangan strategik sistem maklumat (SISP) merupakan perkara utama dalam organisasi kerana kepentingannya. Walau bagaimanapun, terdapat banyak keraguan dalam pelaksanaan konsep ini kerana ketidakupayaannya memberikan manfaat yang sepatutnya kepada organisasi. Masalah utama yang menyumbang kepada keadaan ini adalah berkaitan dengan faktor kemanusiaan dalam organisasi seperti kurangnya komitmen dan penglibatan anggota organisasi dalam proses perancangan ini. Kajian ini mencadangkan beberapa unsur tambahan dalam metodologi proses penghasilan SISP dengan memperkenalkan unsur "sumber", "agen" dan "klien". Ciri-ciri khusus setiap unsur ini dan interaksi secara berkesan diantaranya melahirkan kesedaran dan kesediaan anggota organisasi untuk turut serta dalam proses perancangan strategik sistem maklumat organisasi. Hasil kajian tinjauan terhadap 72% kementerian di Malaysia mengukuhkan bahawa unsur-unsur yang dicadangkan adalah penting dalam proses pembangunan SISP. Hasil temubual secara mendalam dikalangan pengamal SISP juga menunjukkan peri pentingnya diwujudkan kesedaran dan kesediaan dikalangan anggota organisasi terhadap SISP. Ujipakai unsur-unsur ini dengan

digabungkan dengan metodologi SISP yang sedia ada melibatkan 2 sektor awam membuktikan ia berupaya menghasilkan perancangan strategik sistem maklumat dengan skor ujian sehingga 94%. Kajian ini merumuskan bahawa unsur-unsur yang dicadangkan dalam metod SISP penting dan boleh diguna pakai dalam sektor awam di Malaysia.

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I certify that an Examination Committee met on **9 December 2004** to conduct the final examination of **Muhammad Nubli Abdul Wahab** on his **Doctor of Philosophy** thesis entitled “**Source-Agent-Client Components in Strategic Information Systems Planning Methodology for Malaysian Public Sector**” in accordance with Universiti Pertanian Malaysia (Higher Degree) Act 1980 and Universiti Pertanian Malaysia (Higher Degree) Regulation 1981. The Committee recommends that the candidate be awarded the relevant degree. Members of the Examination Committee are as follows:

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DECLARATION

I hereby declare that the thesis is based on my original work except for quotations and citations which have been duly acknowledge. I also declare that it has not been previously or concurrently submitted for any other degree at UPM or other institutions.

MUHAMMAD NUBLI ABDUL WAHAB

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