ABSTRACT

This research was carried out to investigate and study the knowledge portal for public consultation, as well as look into the government housing loan in Malaysia. To accomplish the aim of the study, the areas studied and discussed included a comparison with other countries; respondents’ opinion and suggestions on the government’s portal in term of housing loan in Malaysia. The research also studied some issues pertaining to the role of knowledge management and portal in the government sector, and the recommendations on how public consultation could be used effectively as a part of the knowledge portal. This research document provided an analysis of a survey conducted to strengthen the analysis, and a framework for the implementation, as well as how the application of the knowledge portal should be evaluated in order to further improve it so that proactive action could be taken as early as possible. This research included the development of a prototype government portal to support the research objective. This web portal was developed to assist in future development, which would later support a fully integrated system linking the government and the citizens. A vision for the knowledge portal, for the public consultation, was also presented in line with the rapid advancement of Malaysia in coping with the fast-changing information era.
ACKNOWLEDGEMENT

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