

Collaboration, Communities, Well-being and Information System

**Abdul Rahman Bin Ahmad Dahlan
Muhd Rosydi Bin Muhammad**



IIUM PRESS

INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA

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HUM Press

Published by:
IIUM Press
International Islamic University Malaysia

First Edition, 2011
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Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Bibliography p.
Includes Index

ISBN

ISBN: 978-967-418-102-4

Member of Majlis Penerbitan Ilmiah Malaysia – MAPIM
(Malaysian Scholarly Publishing Council)

Printed by:
IIUM PRINTING SDN. BHD.
No. 1, Jalan Industri Batu Caves 1/3
Taman Perindustrian Batu Caves
Batu Caves Centre Point
68100 Batu Caves
Selangor Darul Ehsan

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ABSTRACT

Malaysian women are highly important contributors to the country's economic and social development. There are over 50 organizations in Malaysia that address and focus on women interests such as their rights, health, family, economic, training and counseling, education, welfare, and many more. Despite the vast information made available by these organizations on their websites, majority of Malaysian women face challenges in choosing the right organizations that suits their needs and problems. This research attempts to study an innovative method that could be developed and leveraged by the government, particularly the Ministry of Women, Family and Community Development in close collaboration with many organizations. The adoption of Open Innovation through the Quadruple Helix Model (QHM) collaborations is deemed required. QHM's premise is that all four (4) actors, namely Government, Academia, Industry and Citizen, have important roles in stimulating creative methods and approaches in creating services useful for women. This collaborative portal is described as a delivery model for shared computing resources, software, database and information over a digital network. Hence, the use of IS/ICT is crucial to achieve this goal.

24.1 INTRODUCTION

Malaysia's national transformation agenda envisions an innovative citizen-centric model of public service delivery in accordance with the principles of 1 Malaysia "People First, and Performance Now" (MAMPU, 2011). Recently, 35% of government services are available