The Attitude of Malaysians Towards MYKAD

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Abstract - This preliminary study investigated the attitude of Malaysians towards Malaysia’s Smart Identity Card (MYkad), implemented in 2001. The research data was collected through a survey questionnaire. Descriptive statistics and parametric tests were used to analyze the data. The survey revealed that over 80% of respondents were MYkad-holders. Most of the respondents who were non-MYkad holders said they planned to apply for a MYkad in the near future. Approximately 80% of respondents thought MYkad is good, while 97% said they have read about MYkad before. The study showed most respondents do not make use of MYkad’s multiple applications. Only 50% of respondents indicated that they have become accustomed to using MYkad. About 60% indicated they are satisfied with MYkad. Those who were generally satisfied with MYkad were either (1) working in the education sector, (2) aged between 45 and 55 years old, (3) earning more than RM5000.00 per month, or (4) postgraduate degree holders.

Keywords: MYkad, user satisfaction, electronic identity card, smart card, electronic government.

1 Introduction

Although the concept of smart cards (SCs) was first patented in 1974 by a Frenchman named Roland Moreno, it was only in the last 10 years that SCs began to be widely used. This is mainly due to several factors. Firstly, most SC-related patents expired in 1995. Secondly, the high fraud rate associated with magnetic strip cards compelled companies to search for more secure and cost-effective alternatives [1]. Thirdly, technological advancements have made possible the existence of SC technology through the availability of cost-effective equipment and interoperability of different smart cards [1]. Finally, the enhanced security and flexible features of smart cards make it an ideal solution for today’s technological-savvy and demanding consumers [2]. Today, most people have at least three SCs such as credit cards, ATM card, building access card, shopping card, etc. in their wallets.

Following on this global trend towards SC implementation, many countries began replacing their national paper identity cards with smart identity cards (SICs). Usually, SICs are implemented as a part of a country’s strategy towards achieving e-governance – a concept that promotes a more efficient, transparent, and approachable form of governing a nation. Datuk Azizan, Director of National Registration Department – Malaysia, claims that MYkad “makes it easier to deal with any government department...not only do the citizens get faster service, government employees are more productive” [3].

In 1997, Malaysia launched its e-governance plan. Part of this plan was the implementation of a multi-purpose smart identity card (MYkad) that was officially launched in September 2001. This was the first multi-purpose SIC to be introduced in the world [3]. Although current technological advancements makes a multi-purpose SIC possible, its practical application in the real world has never been tested to date. This preliminary study seeks to fill this gap.

2 Literature review

SCs, often called the world’s smallest computer, are plastic credit-sized cards embedded with a microchip, which are capable of performing numerous functions, depending on the type of embedded chip. The basic components of a typical smart card are shown in Figure 1.

![Smart card components](image)

Figure 1: Smart card components

Two main classes of smart cards exist – contact or contact-less cards. These are then subdivided into a further two types of cards: (1) SCs embedded with a memory chip, and (2) SCs embedded with a