Collaboration, Communities, Well-being and Information System

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IIUM PRESS
INTERNATIONAL ISLAMIC UNIVERSITY MALAYSIA
COLLABORATION, COMMUNITIES, WELL-BEINGS AND INFORMATION SYSTEMS

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IIUM Press
# Table of Content

1. **Government, Many Agencies and The Malaysian Student Integrated System**
   
   Abdul Rahman Ahmad Dahlan, Abdul Wafiy Sahar, Abdul Halim Mahmood, Mohd Farith Che Rohim, Muadz Ahmad Raji, Muhammad Ridha Atiq Mohd Radzi and Muhd Rosydi Muhammad ..........................1

2. **Malaysian Islamic Matrimonial Online System**

   Abdul Rahman Ahmad Dahlan, Noordiyana Bt Abd Samad, Nor Atikah Ab Kadir, Nurdayana Fadzlin Binti Mohamad Safie, Nurul Diyana Binti Ahmad Fauzi, Juhanifah Bte Musa and Aznan Zuhid Saidin..................................................................................................................10

3. **Knowledge Management Initiative in International Islamic University of Malaysia (IIUM)**

   Muharman Lubis, Ikhlas Zamzami, Hanan Fatani, Ismail Ibrahim Abdul Rahman Ahmad Dahlan and Mohamad Fauzan Noordin.......18

4. **IslamicGRID and Knowledge Management**

   Al-Abrar bin Abdul Wahid, Hissein Aboubakar, Mamdhooh Rameez, Mohammad Salem AlMohaifer, Abdul Rahman Ahmad Dahlan, Kamarudin Hj Dolmoin and Mohamad Fauzan Noordin......... 29


   Zaidoon Kh. Abdulatif, Abdul Rahman Ahmad Dahlan, Ismail Mahmoud, Muhammed Aydin and Muhd Rosydi Muhammad ........38
6. Malaysia National Library and Knowledge Management Initiative
Nurul Ibtisam Yaacob, Zaidoon Kh. Abdullatif, Khalid Osama, Mustafa Nasser Avif, Montadzah Ambag Abdulghani, Abdul Rahman Ahmad Dahlan, Nafisah Ahmad and Mohamad Fauzan Noordin.....49

7. 1 Touch I-Care System: Collaborative Web-Based Solution
Abdul Rahman Ahmad Dahlan, Khairunnisa’ Ab Hamid, Nur Atiqah bt Mat Sahuri, Ruhana Abdul Halim, Nor Aishah Abu Talib and Muhd Rosydi Muhammad .................................................................57

8. Enhancement of Zakat Distribution Management System: Case Study in Malaysia
Muharman Lubis, Nurul Ibtisam Yaacob, Yusoff Omar, Abdul Rahman Ahmad Dahlan and Aznan Zuhid Saidin.................................67

9. Mosque-Based Collaborative Healthcare System (MCHS): Malaysia Case Study
Azizah binti Hassan, Hindh Ali, Nakkazi Rukia, Abdul Rahman Ahmad Dahlan and Aznan Saidin......................................................78

10. Collaborative Decision Making in University Selection
Al-Abrar Abdul Wahid, Hissein Aboubakar Idriss, Muhammad, Abdul Rahman Ahmad Dahlan and Muhd Rosydi Mshammad.................................89

11. e-One Portal in Delivering Services
Abdul Rahman Ahmad Dahlan, Shafiyah Nabilah, Siti Juliana Bt Latimman, Nur ‘Atiqah Bt Yahaya, Noor Azirah Bt Mastor, Norbairah bt Kamil and Aznan Zuhid Saidin .................................................................99

12. Community Landslide Collaboration System (COL) for Disaster Prevention, Mitigation and Preparedness
Abdul Rahman Ahmad Dahlan, Asmawati Mamat, Norhafizah Ahmad Shabri, Siti Khariah Shaari and Aznan Zuhid Saidin.............107

13. A Concept Study on Community-Based Disaster Management System in Malaysia

vii
Binyamin Ajayi Adeniyi, Bakhtiyar A. Hussein, Mustafa Naseer, Abdul Rahman Ahmad Dhalan and Muhd Rosydi Muhammad.... 118

14. **My-AKSARA: Literacy Project in Malaysia (LPIM) Using Cloud Computing**

Abdul Rahman Ahmad Dhalan, Ana Uswatun Khasanah, Aqqiela Zuhra Zuhedy Zay, Hanna', Hemalatha A/P Kunasaiakaran and Mohamad Fauzan Noordin.......................................................... 128

15. **Eco-Friendly Products: A Case Study of Level of Awareness in International Islamic University Malaysia (IIUM)**

Abdul Rahman Ahmad Dhalan, Muniratul Huda Binti Fisar, Azimah Binti Abd. Samad, NorAzleen Binti Othman and Muhd Rosydi Muhammad.............................................................. 138

16. **Management Disaster for Charity Donation System to Malaysian Community**

Abdul Rahman Ahmad Dhalan, Salwana Bt Zaini, Norfarah Aziella Bt Tajip, Saidatul Nadila Bt. Saad, Noor Ain Bt. Mohd Salim, Siti Nuramanina Bt Hamdan and Muhd Rosydi Muhammad.......... 147

17. **Malaysia Petrol Subsidize Authorization Card System**


18. **Interactive Online Learning (IOL) Collaborative System**

Abdul Rahman Ahmad Dhalan, Nor Diana Bt Nordin, Nur Izzati Murni Bt Murtadzo, Khairunnisa Hanina Bt Ahamad Mohrodi, Siti Arbaiyah Bt Mahamad Ramli, Farah Nurafiqah Hanis Bt Abd Hadi and Aznan Zuhid Saidin........................................... 168

19. **Collaborative Disaster Management System: An Exploratory for Landslide in Malaysia**
Mohammad Salem Almohaifer, Dramane Mohamed A. Islam, Abul Kalam Azad, Abdul Rahman Ahmad Dahlan and Muhd Rosydi Muhammad ................................................................. 179

20. Health-Care Collaborative System: (HCCS): A Concept
Ikhlas Fuad Zamzami, Md. Nesar Uddin, Hanan A. A. Fatani, Abdul Rahman Ahmad Dahlan and Muhd Rosydi Muhammad ......................... 189

Abdul Rahman Ahmad Dahlan, Omar Magomedov, Muhammad Fadhle Ikram bin Abd. Hamed, Jamshid Irgashev, Umidjon Komilov and Muhd Rosydi Muhammad ................................................................. 199

22. End-to-End Enhancement of International Islamic Digital Library at the National Library of Malaysia
Amina Hamith, Nur-Adib Hayiyusuh, Noor Hayani Abd Rahim, Reem Mata, Abdul Rahman A. Dahlan and Muhd Rosydi Muhammad .... 210

23. Collaboration System towards Program Anak Emas in Malaysia (SPANE)
Abdul Rahman Ahmad Dahlan, Shairazi bin Sauki, Khairul Idham bin Rusmadi, Muhamad Hafizi bin Shuib, Mohd Mumtaz bin Man Sort, Mohd. Toriq Khan bin Mohamad Niyaz Khan and Muhd Rosydi Muhammad ................................................................. 220

24. e-Ladies: A Website that Collaborate with Woman Organizations
Abdul Rahman Ahmad Dahlan, Siti Aminah Mohd Naim, Yasmin Adiela Saadon, Nurul Aqilah Mohd Zarani, Nurul A'tiyah Ahmad Lotfi, Nurul Amalina Bt Abd Aziz and Muhd Rosydi Muhammad. 230
25. e-Life Web-Based Application of Birth and Death Certificate

Abdul Rahman Ahmad Dahlan, Hafsah Mansor, Sopiyah Tayongpakor, Miss Nipattra Hajiwangoh, Esam Abdurabuh Ahmed, Nur Nadirah Shamsuddin and Muhd Rosydi Muhammad .............. 238


Abdul Rahman Ahmad Dahlan, Zuneka bt Masnor, Shamira bt Zanurin, Fatimah bt Fauzi, Nur Mahfuzah bt Mohamad Amin and Muhd Rosydi Muhammad ................................................................. 248
24. e-Ladies: A Website that Collaborate with Woman Organizations

Abdul Rahman Ahmad Dahlan, Siti Aminah Mohd Naim, Yasmin Adiela Saadon, Nurul Aqilah Mohd Zarani, Nurul A’tiyah Ahmad Lotfi, Nurul Amalina Bt Abd Aziz and Muhd Rosydi Muhammad

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