InterPARES 3 Project
International Research on Permanent Authentic Records in Electronic Systems
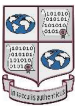## TEAM Malaysia

WEB ARCHIVING: A CASE STUDY OF MALAYSIAN EXPERIENCE

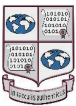Siti Norsiah Jamaludin, Mohd Sharif Mohd Saad

Mohamad Noorman Masrek

OUTLINE

- Introduction
- Why archive the web?
- Web archiving initiatives
- Methodology
- Findings and discussion
- Conclusion
- Question & Answers

INTRODUCTION

- In Malaysia currently, the federal government has developed a single gateway to information and services

- The Malaysian Government's official portal known as "myGovernment" website (www.malaysia.gov.my)

- To avoid losing the public records created in this manner, web archiving has become an issue for the Malaysian government
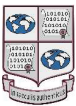
WHY ARCHIVE THE WEB ?

- Due to the ease with which content can now be posted on the Internet, organizations are faced with the extreme vulnerability of the information as internet documents are often updated, moved or even removed after a period of time (Fang, 2002).

- This problem is experienced daily by Internet users who received the familier "404 Not Found" error when trying to access information using their web browser (Seneca, 2009; Hubberzt, 2005).
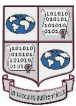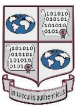
WHY ARCHIVE THE WEB ?

- Studies by Lyman (2003) indicated that 40% of the material on the net is gone after one year, and another 40% has been altered and only 20% of the material remains.

- Following these problems, Seneca (2009) lamented that our cultural heritage is at risk, and slowly becoming less and less complete and consistent on a daily basis.

- Australia has been seriously examining the preservation of the websites since at least 1994 (Woodyard, 2000)

WHY ARCHIVE THE WEB ?

- the British Library (BL) and the National Library of Wales (NLW) were carrying out similar pilots (Cunnea, 2005)

- The Library of Congress preserves the United State's cultural artifacts and provides enduring access to them.

- Several countries collaborated and formed the International Internet Preservation Consortium (IIPC) (Library of Congress, 2010)

WHY ARCHIVE THE WEB ?

- Services of IPPC: WebCite, Archive-IT, Hanzo Archives, PANDORA (PANDAS), BackupURL.com, freezPAGE snapshots, Website-Archive.com, PageFreezer, Compliance WatchDog and Aleph Archives

- Other initiatives: Web Archiving Service (WAS) by California Digital Library & The International Research on Permanent Authentic Records in Electronic Systems (InterPARES) byUniversity of British Columbia, Canada
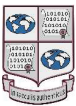
METHODOLOGY

- This study adopted the mixed methods research approach

- Purposive sampling was applied to select the respondents

- The population : Record managers and IT personnel in 24 Federal Ministries
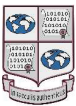
METHODOLOGY

- The Federal Executive List in each of the Ministry's Human Resource Department was used as a sampling frame

- A total of 24 record managers and 24 IT personnel were selected

- Research instrument: Questionnaire and face-to-face interviews
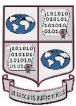
FINDINGS & DISCUSSION

Demographic profiles

Variables	Categories	Record Manager Response rate (%)	IT Personnel Response rate (%)
Gender	Male	12 (50)	14(58)
	Female	12 (50)	10(42)
Educational qualification	STPM	4 (17)	2(8)
	Diploma	6 (25)	4(17)
	Bachelor Degree	14 (58)	14(58)
	Master Degree	0	2(8)
	Matriculation	0	1(4)
	Certificate	0	1(4)
Purpose of Internet usage	Searching for information to do official work/dayly tasks	14 (58)	20(83)
	E-mailing (official work)	21 (88)	21(88)
	Chatting	14(58)	18(75)
	Maintaining own weblog/website	4 (17)	5(21)
	Administrative (banking, library, etc.)	11(46)	19(79)
	Entertainment (watching films, reading weblogs, reading the news)	4 (17)	18(75)

FINDINGS & DISCUSSION

Awareness on web archiving

Questions	Answer	Records manager		IT Personnel	
		Response rate	%	Response rate	%
Are you aware of the existence of web archiving?	Yes	7	29	12	50
	No	17	71	12	50
Are you currently engaged in web archiving?	Yes	0	0	0	0
	No	7	29	9	37

FINDINGS & DISCUSSION

Staff assigned to manage web archiving activities

Question	Assigned Staff	Records manager		IT Personnel	
		Response rate	%	Response rate	%
Who are assigned the responsibility to manage web archiving activities in your ministry?	Records Manager	0	0	0	0
	IT Personnel	0	0	0	0
	Administrator	0	0	0	0
	Archivist	0	0	0	0
	Others	0	0	0	0
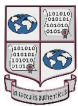
FINDINGS & DISCUSSION

The importance of web archiving

Question	Answer	Records manager		IT Personnel	
		Response rate	%	Response rate	%
Is it important to archive websites?	Yes	14	58	20	83
	No	10	42	4	17
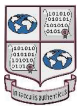
FINDINGS & DISCUSSION

Reasons for archiving websites

Reasons	Records manager	IT Personnel
	%	%
Policy of the ministry	10	14
Legal purposes	27	14
Documenting organizational history	10	16
Keeping abreast of latest development	6	14
Future research	27	23
Protecting ministry's intellectual assets	10	15
Other responses	10	4

FINDINGS & DISCUSSION

Reasons for not archiving websites

Reasons	Records manager	IT Personnel
	%	%
Costly	24	45
Lack of top management support	14	22
Lack of trained personnel	19	11
Lack of technological support	19	11
Some other institutions should be responsible	10	11
Information on the web can be collected through other means	14	0

FINDINGS & DISCUSSION

Implementing web archiving in the future

Question		Records manager		IT Personnel	
	Answers	Response rate	%	Respone rate	%
Should web archiving be implemented for ministerial websites in the future?	Yes	21	87	17	71
	No	3	13	7	29

FINDINGS & DISCUSSION

Challenges in implementing web archiving

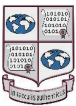| Question	Records Manager %	IT Personnel %
Lack of legal enforcement	20	26
Inadequate resources	23	26
Lack of awareness on the importance of web archiving	30	0
Lack of knowledge and skill on web archiving	27	0
Technological obsolescence	0	23
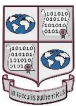
CONCLUSION

- Lackadaisical attitude on the part of both record managers as well as IT personnel to the professional need to capture and preserve vital information on the website as aheritage and repository of knowledge for the benefit of future generations

CONCLUSION

- The problem could well be the lack of guidance and intellectual leadership on the part of the National Archives which has been entrusted under the National Archives Act (2003) for the preservation of all forms of record including those to be obtained through the webpages

- There is a consequence a lack of awareness training and lack of initiative in pushing for the right policies through government channels.

THANK YOU