

Industry officials interviewed are optimistic about the future and expect the industry to register continued growth of between 10 to 30 percent in the period running up to 1990, leading to estimated annual sales of C\$130 million by that date. This growth is expected to originate from the government, the financial services industry and businesses in the manufacturing and retail industries.

The government alone is proposing to invest up to C\$250 million over the next five years in computerisation in order to improve overall efficiency and productivity in the public sector. Priority will be given to: revenue-earning agencies; departments and agencies involved in research and development activities; highly structured organisations like those involved in inventory management; departments involved in training; local municipalities and hospitals. One significant government computerisation contract that is due to come on-stream in 1988 is for the Kuala Lumpur General Hospital. The government has approved a budget of C\$1.8 million for this project and the tenders for the first stage, involving administrative and billing applications, will be called by the middle of the year.

Privatisation of some government organisations and departments is expected to continue and with privatisation, improved efficiency and productivity will be the key objectives. Automation, and in particular, computerisation, will therefore play a major role in this parastatal sector as well. In the case of Syarikat Telekom Malaysia (STM), Bell Canada International has been actively involved in implementing an automated system to improve a range of customer services. STM's management is considering the extension of automation to inventory control. The corporation is also expected to play a pivotal role in future development of information in Malaysia, both in terms of designing and maintaining data transmission lines and in providing related consulting services.

Banks and financial institutions which have embarked on aggressive computerisation projects will also continue to invest in information technology. Increased competitiveness in the banking and finance industry has spurred the industry to improve their services via automation amongst other things. 1987's surge in imports of ATM's is expected to be maintained in the next two years or so. Emphasis which has traditionally been on the retail banking end, is expected to gradually extend to the other departments as well.