

TELECENTRE KNOWLEDGE SHARING SYSTEM

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TELECENTRE KNOWLEDGE SHARING SYSTEM

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By

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ABSTRACT

Telecentre embodies the principle of providing information access therefore has the potential to influence the growth of small-scale enterprises and local entrepreneurs. Currently in Malaysia, there is no system for TC manager to share information and experience; limiting their creativity and idea in organizing relevant activity to their community. The aim of this study is to develop a Telecentre Knowledge Sharing system (TKSS) to help Malaysians communities to access and share information on products and learning materials. The system was developed using C# language under ASP.net environment. Moreover, the system was evaluated based on the usability testing using IBM Computer System Usability Questionnaire (CSUQ). The prototype was assessed through a sample which consists of thirty respondents from Malaysia, and the results have been positive.

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CHAPTER ONE

INTRODUCTION

1.1 Background

Information and Communication Technology (ICT) supports activities involving the creation, storage, manipulation and communication of information, together with the related methods, management and application. In other words, ICT enables us to record, store, process, retrieve, and transmit information. It encompasses modern technologies such as computers, telecommunications, facsimile and microelectronics. Older technologies such as document filing systems, mechanical accounting machines, printing are also included in the term IT (Antonelli, Geuna & Steinmueller, 2000). ICTs in today's world refer to those technologies that determine the efficiency and effectiveness with which we communicate and the devices that allow us to handle information (Timmer & Van Ark, 2005).

With the increasing use of technology and ICT in daily live there is a great tendency for those at the remote areas in Malaysia and those who are in the outlying groups to be left out in the online activities due to the geographical limitation and the limited ICT literacy level. The Internet is not just the window

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only

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