TELECENTRE KNOWLEDGE SHARING SYSTEM

A project submitted to Dean of Awang Had Salleh Graduate School in
Partial Fulfilment of the requirement for the degree
Master of Science of Information Technology
University Utara Malaysia

By
MOHAMED ADEL KADUM
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College of Arts and Sciences
Universiti Utara Malaysia
06010 UUM Sintok
Kedah Darul Aman
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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.
ACKNOWLEDGEMENT

In the name of Allah the Merciful. Praise Allah for what has given us and thank him for blessing

At the outset, I would like to thank God, because He made everything possible by giving His blessings, and to give gratitude to God the Almighty for giving me this great strength, patience, courage, and the ability to complete this project. Despite the fact that any learning activity is a personal project, it requires the help, support, and encouragement from others to be successful. I am grateful to my supervisor, Dr. Yuhanis binti Yusof. Furthermore, I do not know how I can thank all the family members, especially my father (Dr. Adel Al-Shaher) and mother (O. Ahmad), and all my brothers (Tariq, Khalid, Ammar) and their families for their kindness and thanks to my uncles for their support and encouragement for the purpose of learning as well as all teachers and lecturers in the Faculty of Information Technology. I also would like to thank the Ministry of Higher Education of Iraq - the University of DhiQar through their continuous support in order to achieve the certificate, and to all those who gave me the information to complete the requirements of this study, and especially my resident, Dr. Mohd Syazwan Abdullah.
I would like to extend my sincere thanks to dear Nassir Jaber Farhan, Aymen Riyadh Shawkat, Mohammad Hussein.B, Khalid Hussein, Ali. S. and Amir Samer Taresh because of their continuous support in order to complete the master's study. Not to forget my best friends Abbas Jassim, Saad Oada, Abdullah Abd and to all friends, who I did not mention their names here but their names are in my heart. I cannot forget them all because they have helped me and gave me their prayers in all stages of life and have supported me through the long year in another country with encouragement in order to receive the higher certificate. I will never forget my dear niece Qamar Tariq Adel AL-Shaher, which has always made me do'a while I am in Malaysia in order to complete the master's study.

I would like to extend my appreciation and humble gratitude to all the people who made this trip possible. I am in debt to those who taught me very useful and important lessons in the difficult moments.
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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 filling 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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REFERENCES


