

AN INFORMATION PORTAL FOR RURAL COMMUNITIES
IN MALAYSIA : A CASE STUDY IN KAMPUNG JANDA
BAIK, BENTONG, PAHANG

SYAFIKAH BINTI SAIDIN

UNIVERSITI UTARA MALAYSIA 2007

**AN INFORMATION PORTAL FOR RURAL COMMUNITIES IN
MALAYSIA : A CASE STUDY IN KAMPUNG JANDA BAIK,
BENTONG, PAHANG**

A dissertation submitted to the Faculty of Information Technology
in partial fulfillment of the requirements for the degree
Master of Science (Information Technology)
Universiti Utara Malaysia

By

Syafikah Binti Saidin

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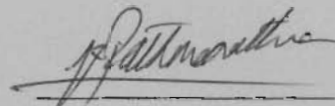
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ABSTRAK

Portal Maklumat digunakan dalam pelbagai sektor sebagai cara termudah untuk menyebarkan maklumat yang berguna kepada pengguna-pengguna portal tersebut. Kawasan luar bandar seperti Kampung Janda Baik di Daerah Bentong, Pahang memerlukan Portal Maklumat yang membolehkan ahli komuniti-komunitinya memperoleh dan mendapatkan maklumat yang berguna bagi meningkatkan taraf hidup mereka. Rekabentuk Portal Maklumat Luar Bandar untuk Kampung Janda Baik haruslah boleh diterima dan digunakan oleh semua lapisan masyarakat dalam komuniti tersebut. Beberapa analisis dilakukan untuk memilih ciri-ciri yang paling sesuai bagi Portal Maklumat Luar Bandar berdasarkan keperluan yang dikumpulkan daripada penduduk Kampung Janda Baik. Analisis-analisis yang telah dilakukan dalam projek ini memberikan banyak faedah dalam penggunaan aplikasi Teknologi Maklumat dan Komunikasi untuk komuniti-komuniti di kawasan luar bandar.

ABSTRACT

Information portal is used in various sectors as the easiest way to spread useful information to the target users. Rural areas like Kampung Janda Baik in Bentong District, Pahang need an Information Portal for their community to retrieve and access beneficial information to increase their life standard. The design for the Rural Information Portals for Kampung Janda Baik must be acceptable and applicable for all levels of the community. Several analyses are conducted to select the most suitable features needed for the Rural Information Portal based on the requirements collected from Kampung Janda Baik. The analysis that has been conducted in this project has given much advantage of using Information and Communication Technology (ICT) application for the rural communities.

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LIST OF ABBREVIATIONS

Acronym	Meaning
DOA	Department of Agriculture
FAMA	Federal Agriculture Marketing Authority
FAQ	Frequent Answer and Question
ICT	Information and Communication Technology
IDRC	International Development Research Council
INFRA	Institute for Rural Advancement
IP	Information Portal
KETENGAH	Terengganu Tengah Development Authority
MIMOS	Malaysian Institute of Microelectronic Systems
PDA	Personal Digital Assistant
RISDA	Rubber Industry Smallholders Development
RP	Rural Information Portal
UCC	Uganda Communication Commission
UNIMAS	Universiti Malaysia Sarawak

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CHAPTER ONE

INTRODUCTION

The usage of Information and Communication Technology (ICT) application has becoming more and more important in our daily life. With the Internet application, people can perform and accomplish many tasks just by sitting in front of the computer. As technology usually changes rapidly from day to day, nowadays, people can also access the Internet by using mobile devices like a handphone or a Personal Digital Assistant (PDA). These kind of devices can be use to access various information, paying utility bills or even checking for traffic summons. Internet services are important to deliver information to all level of communities. The usage of the Internet application is not only limited in urban areas, because it has also been spreading to the rural areas.

The Malaysian government has taken initiative such as establishing Pusat Internet Desa (Village Internet Centre) in rural areas to give opportunities for the rural communities to get the latest information and also use other facilities, which is available on the Internet.

The contents of
the thesis is for
internal user
only

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A3. Features of Information Portals (Common)...continue

FEATURES	IP1	IP2	IP3	IP4	IP5	IP6	IP7	IP8	IP9	IP10	IP11	IP12	SUM
Assistance with site use													
Support and guidance and immediate help / help pages	/	X	/	/	/	/	X	X	X	X	X	X	5
A-Z content list / directory list	X	X	X	X	/	X	X	X	X	X	X	X	1
Site map	/	/	X	/	/	/	/	X	X	X	X	/	7
Feedback option	X	X	/	/	/	X	/	X	X	X	/	/	6
About	/	/	/	/	/	/	/	X	X	X	X	/	8
Contact Us	/	/	/	/	/	/	/	/	X	X	/	X	9
Information guide	X	/	X	/	/	/	X	X	X	X	/	X	5
Privacy	/	X	X	/	/	X	/	X	X	X	X	/	5
Copyright statement	/	/	X	/	/	/	/	/	X	/	/	/	10
Disclaimer	X	X	X	X	/	/	X	X	/	X	X	X	3
Last updated	X	X	X	X	X	X	/	X	X	X	X	X	1
Hit counter	X	X	X	X	X	X	/	X	/	X	X	X	2
Accessibility	/	X	X	/	X	X	X	X	X	X	X	X	2

B1. Features of Rural Information Portals (Common)

FEATURES	RP1	RP2	RP3	RP4	RP5	RP6	RP7	RP8	RP9	R10	SUM
Utilities											
Channels/Categories	/	/	/	/	/	/	/	/	/	/	10
Browseable Hierarchical Directories	/	X	/	X	X	/	/	/	/	/	7
Email facilities	/	X	/	/	X	/	/	/	/	/	8
Calculator	/	X	X	X	X	X	X	X	X	X	1
Calendar	X	X	/	X	X	X	X	X	X	X	1
Currency Exchange Rates	X	/	X	X	X	X	X	X	X	X	1
Access to Geographical Maps	X	X	X	/	X	X	X	X	/	X	2
Personalisation (changing various aspects to suit oneself)											
Adjust font size	X	X	X	X	X	X	X	/	X	X	1
Resource Discovery											
Resource directory	X	X	X	X	X	/	/	X	/	X	3
Single Sign-on Access Management	/	X	/	/	X	/	/	X	/	X	6
Search the local Web site (or in-house)	/	/	/	/	X	/	/	/	/	/	9
News/News Feeds											
In the News/Headlines	/	/	/	/	/	X	/	X	/	X	7
Subject-specific (portal's specialisation) news	/	/	/	/	/	/	/	/	/	/	10
Recent news	/	/	X	/	/	X	/	/	/	/	8
General news	X	X	X	/	X	X	X	X	X	X	1
Weather news	/	/	X	X	X	X	X	X	X	X	2
Job vacancy ads	X	X	/	/	X	X	X	X	X	X	2
Information in the form of statistics	/	/	X	/	X	/	X	X	X	X	4
Production news	/	/	X	X	X	X	X	X	X	X	2
Stock market prices	/	/	X	X	X	X	X	X	X	X	2
Events	/	X	/	/	/	/	/	X	/	/	8
Announcements	X	X	X	/	X	/	X	X	/	X	3
Health / welfare	/	/	/	X	X	X	/	/	/	/	7
Agriculture	/	/	/	X	X	/	/	/	/	/	8

B2. Features of Rural Information Portals (Common)...continue

FEATURES	RP1	RP2	RP3	RP4	RP5	RP6	RP7	RP8	RP9	R10	SUM
Community Communication											
Message boards / Mailing list	X	X	/	X	X	X	X	X	X	X	1
Forum	X	/	/	/	X	/	/	/	/	X	7
Ask an expert / Consulting	/	X	/	X	X	/	X	X	/	X	4
Publications	/	X	/	/	/	/	/	/	/	X	8
Subject-specific (portal's specialisation)											
ePrint archive	X	X	X	X	X	/	/	/	/	X	4
FAQs	/	X	X	/	X	/	X	X	X	X	3
Grants & Funding sources / subsidies	/	X	X	X	X	X	X	X	/	X	2
Glossary of subject terms	X	X	/	X	X	X	X	X	X	X	1
Links to related Web sites	/	/	/	/	/	/	/	/	/	/	10
Advertising											
Adverts - general	X	/	X	/	X	X	X	X	X	X	2
Education-based											
Learning / Education	/	/	/	/	X	X	X	/	X	/	6
Leisure											
Online Shopping	/	X	X	X	X	X	X	X	X	X	1
Miscellaneous services											
Online payment	/	X	X	X	X	X	X	X	X	X	1
Online Services	/	X	X	/	X	X	X	X	X	X	2
RSS feed	X	X	X	X	X	X	/	X	/	X	2
Download facilities	X	X	/	X	X	/	/	X	X	X	3
Other language (more than one language)	/	/	/	X	X	X	/	X	X	X	4
Date, day, time	X	/	X	/	/	/	X	X	X	X	4
Polling	X	/	X	X	X	X	X	X	X	X	1
Submit articles / share knowledge	X	X	X	X	X	/	X	X	X	X	1

B3. Features of Rural Information Portals (Common)...continue

FEATURES	RP1	RP2	RP3	RP4	RP5	RP6	RP7	RP8	RP9	R10	SUM
Assistance with site use											
Support and guidance and immediate help / help pages	X	X	/	X	X	X	X	/	X	X	2
A-Z content list / directory list	/	X	X	X	X	X	X	X	X	X	1
Site map	/	X	/	X	X	X	/	/	/	/	6
Feedback option	/	X	/	/	X	/	X	/	X	X	5
About	/	/	X	X	X	/	X	/	/	/	6
Contact Us	/	X	/	/	X	/	/	/	/	X	7
Information guide	X	X	X	X	X	X	X	X	/	X	1
Privacy	/	X	X	X	X	X	X	/	/	/	4
Copyright statement	/	/	X	/	X	/	/	/	/	/	8
Disclaimer	X	X	X	X	X	X	X	/	/	X	2
Last updated	X	/	X	X	X	X	X	/	/	X	3
Hit counter	X	/	X	X	X	X	X	X	X	X	1
Accessibility	/	X	X	X	X	X	X	X	/	X	2

D. Interface of 'Pertanian' ('Agriculture')

Portal Komuniti Luar Bandar Kampung Janda Baik Mozilla Firefox

File Edit View Go Bookmarks Yahoo! Tools Help

File:///C:/Documents%20and%20Settings/Owner/Desktop/Presentation/Portal3/lamanutama.htm

Getting Started Latest Headlines

Search Web Upgrade to the latest Yahoo! Toolbar Mail My Yahoo! Shopping Games Music Answers Personals Sign In

Portal Maklumat Komuniti Luar Bandar

KAMPUNG JANDA BAIK
Bentong, Pahang
11 Nov 2007

Laman Utama Pelancongan Pertanian Penterbangan Carian

Laman Utama > Pertanian Cetak

Pertanian

MAKLUMAT KEMUDAHAN

- Infrastruktur
- Pembiayaan
- Latihan
- Pasaran
- Penerbitan

PAUTAN LAIN

- Portal Kerajaan
- Kesihatan
- Pendidikan
- Perkhidmatan Atas Talian

Penduduk Kampung Janda Baik menjalankan aktiviti pertanian secara kecil-kecilan untuk menambah pendapatan mereka.

Tanaman sayuran, tumbuhan kekacang dan berubi seperti halia menjadi kegemaran penduduk di sini. Sayuran hijau yang ditanam ialah sawi, bayam, dan kangkung. Sayuran kekacang seperti kacang panjang, kacang buncis, dan kacang kehsa turut menjadi pilihan penduduk di sini untuk menanamnya sebagai penambah punca pendapatan. Halia, lengkuas, tomato, cili merah dan pisang juga merupakan tanaman kontan yang turut ditanam.

Penduduk menanam sayuran tersebut di kawasan tanah milik mereka sendiri yang hanya mempunyai keluasan yang sedikit. Mereka menjalankan aktiviti pertanian mengikut cara mereka sendiri dan juga mendapat nasihat daripada rakan-rakan.

Mengenai pemasaran, hasil pertanian dipasarkan secara sendiri. Terdapat penduduk yang mempunyai pemborong tetap yang akan datang mengambil hasil tanaman. Kebanyakan penduduk membawa sendiri hasil tanaman mereka ke bandar Bentong untuk dijual.

Kedudukan bentuk muka bumi Kampung Janda Baik yang berbukit-bukau dan terletak di tanah tinggi ini

E. Interface of 'Carian' ('Search'). Example : Searching on "Jabatan Pertanian"

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** Portal Komuniti Luar Bander - Kampung Janda Baik - Mozilla Firefox
- Address Bar:** file:///C:/Documents%20and%20Settings/Owner/Desktop/Presentation/Portal%20Luar%20Bander/lanutakama.htm
- Navigation Bar:** Getting Started, Latest Headlines, Search Web, Upgrade to the latest Yahoo! Toolbar, Mail, My Yahoo!, Shopping, Games, Music, Answers, Personal, Sign In.
- Header Image:** Portal Maklumat Komuniti Luar Bander KAMPUNG JANDA BAIK Bentong, Pahang. Date: 11 Nov 2007.
- Navigation Menu:** Laman Utama, Pelancongan, Pertanian, Penternakan, Carian.
- Search Interface:** Carian: Cari
- Search Results:**

Hasil Carian

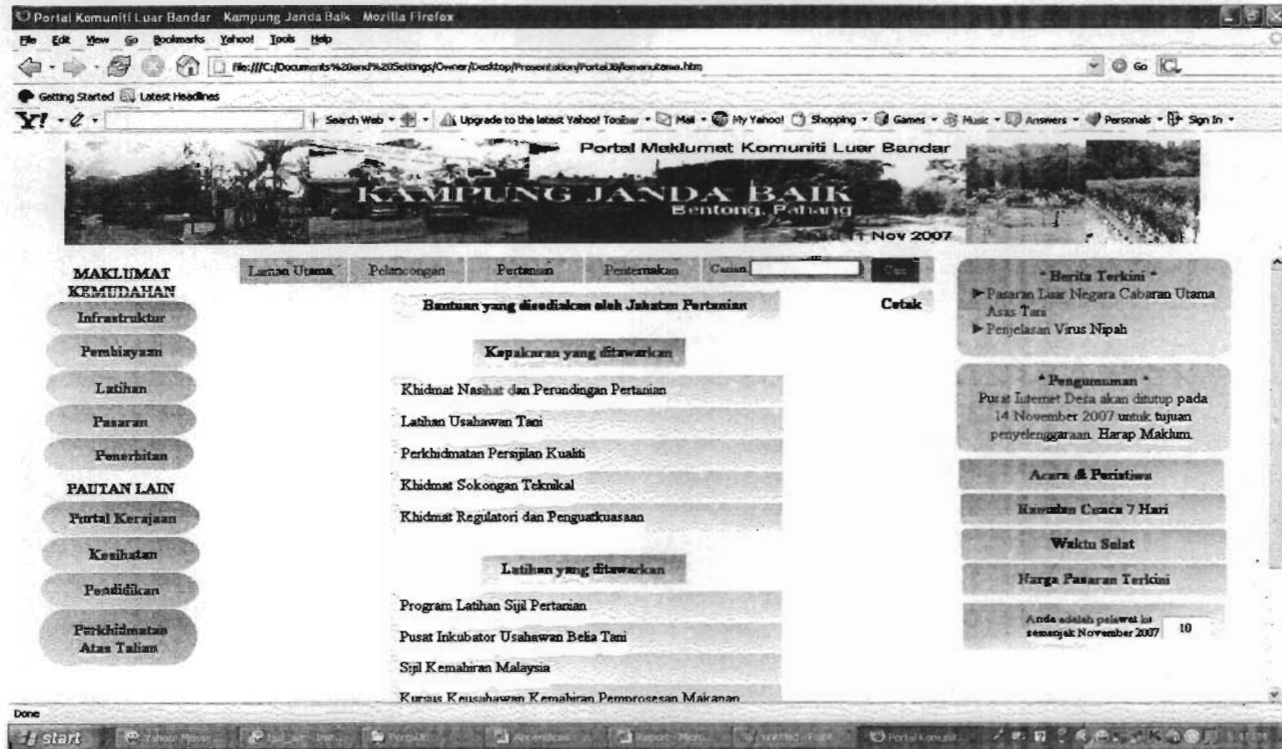
Sila Klik pada tajuk yang dipaparkan untuk mendapat maklumat lebih lanjut :

 - [Portal Rasmi Jabatan Pertanian, Kementerian Pertanian dan Industri Asas Tani](#)
 - [Bantuan yang disediakan oleh Jabatan Pertanian](#)
 - [Alamat Jabatan Pertanian](#)
 - [Maklumat Jabatan Pertanian Daerah Bentong](#)
 - [Kakitangan Jabatan Pertanian Daerah Bentong](#)
- Left Sidebar (MAKlumat KEMUDAHAN):**
 - Infrastruktur
 - Pembiayaan
 - Latihan
 - Pasaran
 - Penerbitan

PAUTAN LAIN

 - Portal Kerajaan
 - Kesihatan
 - Pendidikan
 - Perkhidmatan Atas Talian
- Right Sidebar:**
 - * Berita Terkini ***
 - Pasaran Luar Negara Cabaran Utama Asas Tani
 - Penjelasan Virus Nipah
 - * Pengumuman ***
 - Pusat Internet Desa akan ditutup pada 14 November 2007 untuk tujuan penyelenggaraan. Harap Maklum.
 - Acara & Peristiwa
 - Ramalan Cuaca 7 Hari
 - Waktu Solat
 - Harga Pasaran Terkini
 - Anda adalah pelawat ke semenyak November 2007 10
- Footer:**
 - Peta Laman, Mengenai Kami, Hubungi Kami, Bantuan, Panduan Maklumat, Maklumbalas, Dikemaskini: 9 November 2007
 - Fon: 03-91711000
 - Halaman 10 dari 10
- Taskbar:** start, Yahoo! News, huz_ari - Int..., Portal%20Luar%20Bander, Appendices, Report - Micro, untitled - Paint, Portal Komuniti, 5:43 PM

F. Interface of result on searching on “Jabatan Pertanian”. This interface shows all information about “Jabatan Pertanian”



- G. Interface of complete information from one of the result appear on searching "Jabatan Pertanian". It provides information of contact persons that responsible on that topic.

