

**A STUDY ON THE ISSUES OF ACCESS, COST AND QUALITY
OF INFORMATION COMMUNICATION TECHNOLOGY
PROVIDED TO THE MALAYSIAN END-USERS BY THE
SERVICE AND CONTENT PROVIDERS IN MALAYSIA.**

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ABSTRACT

Information Communication Technologies (ICT), in its myriad forms, is having a profound and palpable impact on IT users and their environment. In its various manifestations, ICT is use as a platform to process data, gathers information, stores collected materials, accumulates knowledge, and expedites communication.

In the effort to bring a more cohesive computer mediated environment to the Malaysian society, there are emerging issues that related to access, cost, and quality information. This demands a serious plan of actions to at least provides a framework for both parties to react: the providers and end-users.

The main concern is to enable a better speed of data communication at an affordable price for quality information that can be leverage for the competitive advantage economically. In addition, a more customized local solutions and applications are suggest containing the issues on cost and it is also seen as an effort to widen the subscriber base in the niche market.

Keywords : Information and Communication Technologies (ICTs),Speed, cost, access, quality content, service provider, content provider, and quality information.

TABLE OF CONTENTS

Content	Page
Acknowledgement	i
Abstract	ii
Table of Contents	iii
List of Tables	vii
List of Charts	viii
List of Abbreviations	xi
CHAPTER ONE	
INTRODUCTION	
1.0 Introduction	1
1.1 Background of Research	3
1.2 Problem Statement	4
1.3 Importance of Study	7
1.4 Scopes and Limitation of Study	8
1.5 Objective of Study	9
1.6 Definition of Terminology	9
CHAPTER TWO	
LITERATURE REVIEW	
2.0 Positioning of ICT in Global Perspective	12

CHAPTER ONE

1.0 INTRODUCTION

In preparing the society towards knowledge base economy, Information Communication Technology is the dominant tool in bridging and connecting people by providing the necessary tool in enabling the society to acquire the right knowledge. ICT is the focal resource in providing access to vital information that is prerequisite to the development of the society. Yet many issues emerge surrounding the insurgence of ICT in Malaysia. Though many studies, research papers have been discussed, tabled and documented for action, still minimal actions on its application is seen to have taken place.

The most common issues being directly associated with the efforts to implement ICT usages are the digital disparity and digital divide. Apparently, these two most debated issues are the consequent of a more immediate issues pertaining to ICT implementation nationwide.

Much have been debated on the factors contributing to the digital disparity and digital divide yet nothing conclusive is made or seem to be made as the proposal or solutions to solving the failure in the connecting points. No doubts, many efforts have been undertaken by the government as the policy makers and initiators, to eradicate the problems but it is yet to berth success. On the other hand, the end users themselves might have their own perspective on factors contributing to the issues.