

Universiti Teknologi MARA

**Bridging The Digital Divide :
A Study on UiTM Shah Alam Students**

**Norsafarina Sabran
2001472246**

Thesis submitted in fulfillment of the requirements
for the
Bachelor of Science (Hons) in Business Computing
Faculty of Information Technology and
Quantitative Science

March 2004

ACKNOWLEDGEMENT

BISMILLAHHIRRAHMANIRRAHIM

In the name of Allah, the most gracious and the most merciful.

Alhamdulillah, my gratitude go to Allah S.W.T in for blessing me with strength and courage to complete this research. In the midst of preparing and completing this study, I have the privilege of obtaining assistance and guidance from various sources. Therefore, I would like to express my deepest appreciation to those involved in this research.

I would like to thank University Technology Mara (UiTM) in supporting and giving the chance to the Bumiputra to step forward in getting the knowledge and to be successful leaders in the future. Secondly, my thanks goes to the Faculty of Information Technology and Quantitative Sciences, including all the lecturers for their professionalism and efforts of being the most efficient quality service provider to our country today and the future.

A grateful appreciation and millions of thanks to my research supervisor, Puan Anitawati binti Mohd. Lokman who had sacrificed her precious time and effort in providing me with ideas and guidance in order to complete this research. To Puan Mardziah binti Hashim, thank you very much for all of her guidance and advice. In order to analyze all the data I've collected as findings for my research, I have sought the help of Professor Madya Halilah binti Haron from Statistic Department, who has contributed her precious time; knowledge, information and cooperation in guiding me to complete the task. All of their contributions will be remembered and appreciated, as it is such a priceless effort for me.

I also would like to thank a few wonderful persons who in one way or another have contributed in this study with opinions, ideas and effort in order to make this research a success. To Sabrina Salleh, Nor Amiza Misbah, Isnainy Mohd. Idris, Noorazlina Abu Bakar, Badrul Hisham Kadir, Suriyani Sahar, Farziah Mat Rahim and Mohd. Khairil Arshad, your contributions will always be a remembrance. Not to forget, my appreciation also goes to students from UiTM Shah Alam that have spent his or her time and contribution to help me in completing this research.

My last grateful thank goes to my beloved parents, Mr. Sabran bin Mat Saman and Mrs. Normah binti Berahim, and also my brother, Mr. Mohd. Helmi bin Sabran that helps me 'internally and externally'. With their blessings, patience and hopes, I'm able to complete the study and course. Not forgetting, of course, to all my friends and for those who are not stated here, I would like to thank for their time and willingness in giving their cooperation, ideas and comments to this research. Thanks you all. May Allah S.W.T bless all of you for your kindness and support.

Thank you.

TABLE OF CONTENTS

	<u>PAGE</u>
DECLARATION	iii
ACKNOWLEDGEMENTS	iv
LIST OF TABLES	viii
LIST OF FIGURES	ix
LIST OF ABBREVIATIONS	x
ABSTRACT	xi
CHAPTER 1: INTRODUCTION	
1.1 BACKGROUND OF THE STUDY	1
1.2 RESEARCH PROBLEM	2
1.3 OBJECTIVES OF THE RESEARCH	2
1.4 IMPORTANCE OF THE RESEARCH	3
1.5 SCOPE OF THE RESEARCH	3
1.6 THE RESEARCH APPROACH AND METHODOLOGY	4
1.7 LIMITATIONS OF THE RESEARCH	4
1.8 OVERVIEW OF THE RESEARCH	5
CHAPTER 2 : LITERATURE REVIEW	
2.1 INTRODUCTION	6
2.2 DIGITAL	6
2.3 DIVIDE	8
2.4 DIGITAL DIVIDE	10
2.5 BRIDGING THE DIGITAL DIVIDE	12
2.6 ICT	14
2.7 ICT ADOPTION	15
2.8 PAST AND CURRENT RESEARCH	16
2.9 CONCLUSION	20

ABSTRACT

Technology today is increasingly becoming a part of everyday life. With the growing popularity of the Internet, e-commerce, software packages and cellular telephones, people are incorporating technology into their daily routine and using information and communication technologies (ICT) to make their lives easier. But there are also people that, for economic, social, cultural or educational reasons, do not have access to these facilities. Students also could not escape from these problems, which include university students such as UiTM. As an overall view, the purpose of this research is to gather as much information on the availability of an ICT facilities and how the students of UiTM Shah Alam make use of the facilities. A set of questionnaires has been distributed to 488 respondents from 10 faculties that are available in UiTM Shah Alam. All the respondents are categorized into frequent and infrequent users to prove the divides that occur between them. The findings gathered are used in identifying the relationship between the digital divide with some factors such as selected demographic analysis, ICT facility in faculty, ICT facilities at home and expertise in computer skills. From the problems identified, this research also provided some recommendations and suggestions in order to bridge the digital divide among students in UiTM Shah Alam.