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**E-JEKITAN TELECENTRE ; A STUDY OF THE EFFECTIVENESS
OF E-JEKITAN PROJECT TO PENAN COMMUNITY AT
LONG JEKITAN ULU BARAM MIRI SARAWAK**

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ABSTRACT

The ethnic of Penan are the minor group in Sarawak that just started to settle down. The State Government of Sarawak has made various strategic action plan in its effort to help and support the Penan community to be able stand to equally with others races and ethnics in the state. One of the strategic action plan is the creation of e-Jekitan Telecentre at Long Jekitan, Ulu Baram, Miri, Sarawak. The project was jointly venture with MAXIS. Objective of the study is to measure the effectiveness, communities perception and social impact of the telecentre to the Penan community. The questionnaires were distributed to 80 respondents to Long Jekitan communities especially the users of the telecentre and only 50 respondents turn up to give their respond. Based on our finding, most of the communities satisfied on the services that have been provide by the telecentre. They do believe that the telecentre update their awareness regarding news and information inside and outside the country. Further more most of the Penans in this communities has already recognize the function of the telecentre and do have an effort and interest in gaining knowledge through utilizing the facilities. However the main challenges is that they do not have a solid culture and intellectually ready in converting their knowledge that they gain from telecentre into necessary action to change their way of life.

The effectiveness of e-Jekitan project to Penan Community at Long Jekitan, Ulu Baram Miri, Sarawak

CHAPTER 1

INTRODUCTION

1.1 Introduction

1.1.1 Background of the Study

This study focuses on the effectiveness of e-Jekitan programme for the communities at Long Jekitan, Ulu Baram Miri. This study will discuss on the village profile, telecentre project and communities background, problem statement, and objectives of the study, scope of the study and significance of the study. At the end of this study, we have listed some recommendations to improve the performance of the implementation of e-Jekitan as well as to increase the effectiveness of the programme.

1.1.2 Profile of Target Area

The basis of choosing Long Jekitan is mainly because it is the locality of the Penans. The Penans are the main target group in Sarawak on which this study is based. Before proceeding further to discuss on the target area it is important to understand why the Government of Sarawak is keen on taking care of the Penans' welfare.

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

This chapter provides a review of the literature on e-Jekitan telecentre and also the conceptual framework of the study.

2.1.1 Introduction

The aim of this study is to determine the level of effectiveness of e-Jekitan telecentre with regard to the performance, and impact especially in term of social impact. This study is useful and benefits to the government, private sector and the community because by knowing the effectiveness of the e-Jekitan, it will help the client agency to improve the telecentre implementation in the near future. Strategies in providing high level of quality of service that could result in high level of impact of effectiveness are considered as one of the prime ways to reaching the goals.

2.1.2 Long Jekitan Demographics

i) History of Long Jekitan

Long Jekitan is a village located at Ulu Baram District, Miri Sarawak. "Long" means *kuala* and Jekitan is the name of the river. Jekitan is the name of the thread used on rattan basket or *belukoi ajat*. Long Jekitan is mainly inhabited by the Penan community.

Penan communities at Long Jekitan is the first ethnic group that settled down along the Silat River 30 to 40 years ago .Other than Long Jekitan there are two other Penan villages that is Long Tikan Penan and Ba Purau Penan .