



**DSRG**  
DIGITAL SOCIETY RESEARCH GRANT

**TOWARDS AN INCLUSIVE MALAYSIA:  
RESEARCH INSIGHTS ON THE IMPLICATIONS  
OF DIGITAL COMMUNICATIONS ON SOCIETY**

**2021 MCMC RESEARCH SYMPOSIUM SERIES NO. 9**

1 DECEMBER 2021 | WEDNESDAY | 8:30AM-1:00PM

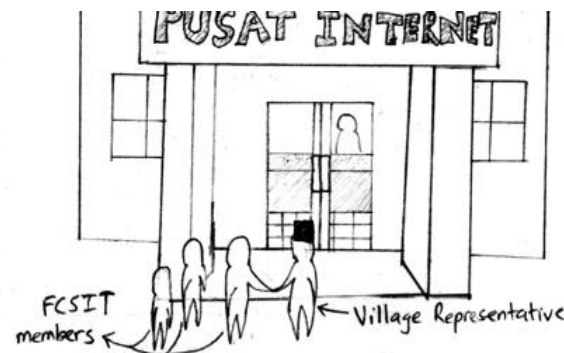
# An **Impact Study** of Pusat Internet Komuniti (**PIK**) and their Role in the **Digital Inclusion** of Community within the Pusat Perumahan Rakyat (**PPR**) Residences

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# Research Objective

- Investigate users' (**non-users**) perception and community needs
- Examine factors of community's participation and satisfaction of PIK services
- Evaluate the impact of the PIK on the PPR communities
- Assess and provide **recommendations** for enhancing effectiveness of PIK and its role in enhancing digital inclusion within the community including **sustainable business model(s)**

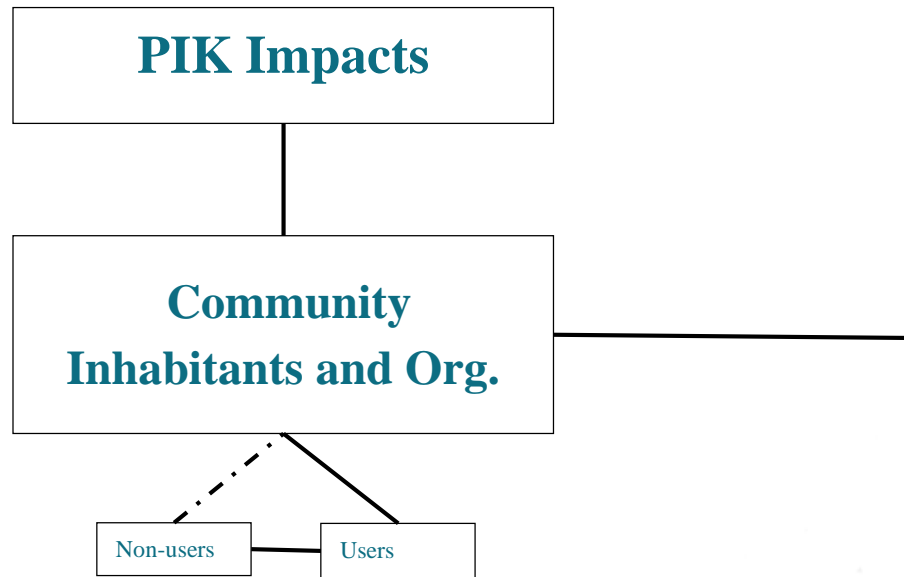


## Challenges Going Forward

- Sustainability: funding the operations; maintaining the resources
- Program enrichment: STEM, IR 4.0 [Community Engagement]
- Inclusive: Participation of rural and remote communities

*HuiChing (2018) MCMC presentation in ITU-USF (Pakistan) Workshop on "Internet Access and Adoption"*

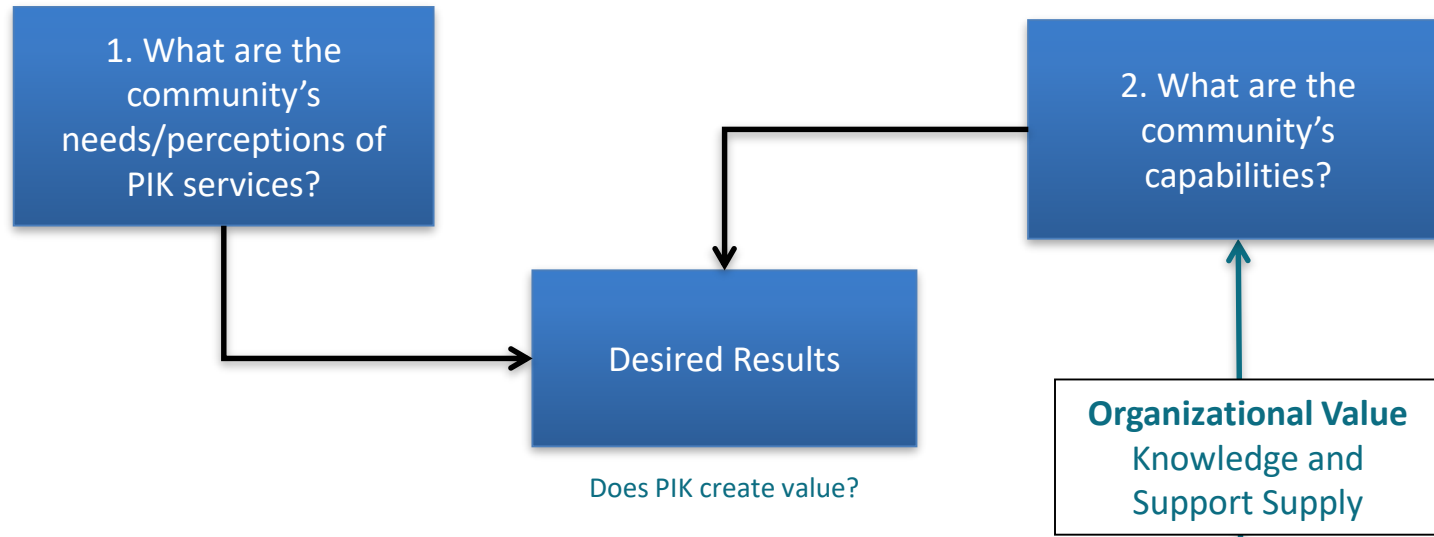
# Theoretical Framework



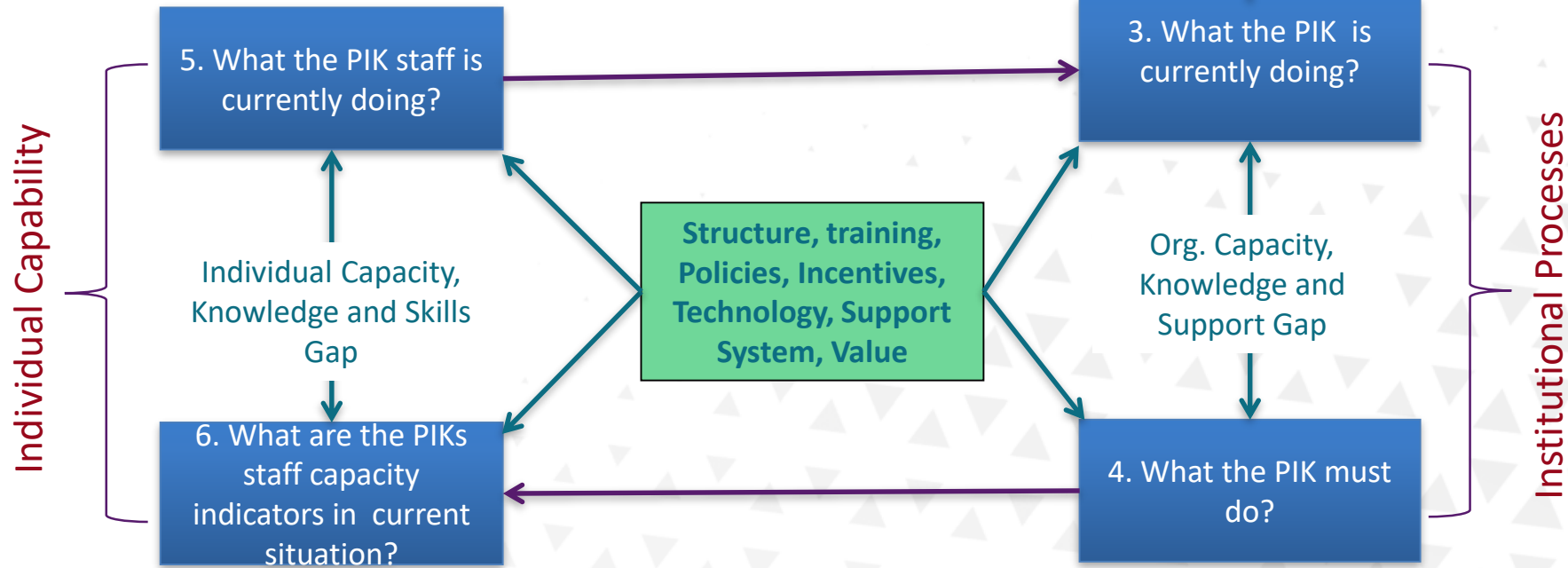
## Choice Framework (Adopted from Kleine, 2007)

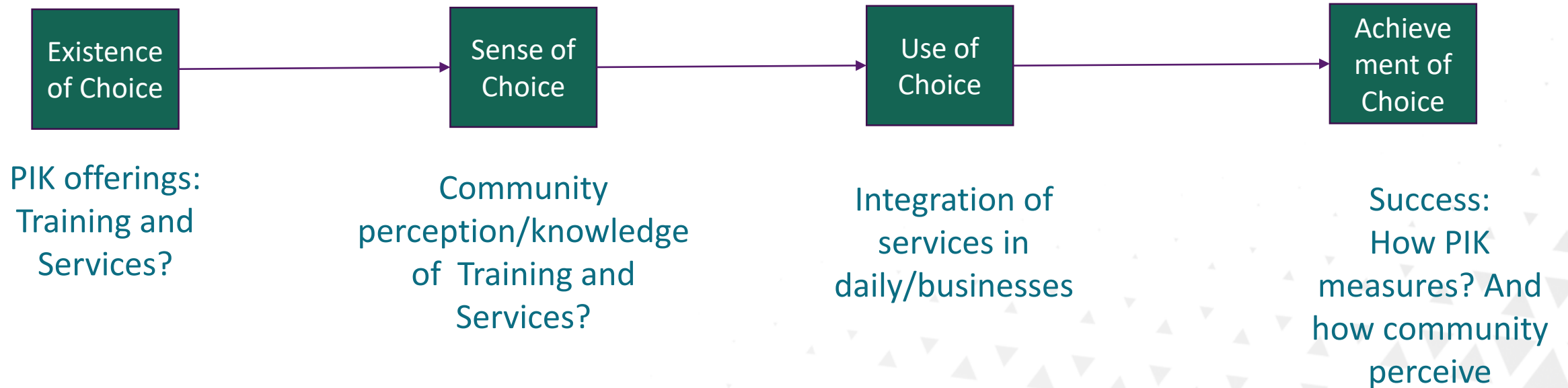


Local Context



Community's Capabilities and Resources





# Modes of Inquiry

- Sites visits (Seduan-Sarawak, Senawang-N.Sembilan and Jelatek-KL)
  - Interviews with staff and community members
- Online tools; Whatsapp, email, Zoom sessions
- Secondary Data
  - Training and Activity Reports
  - Success Stories
  - Previous research studies commissioned by MCMC
  - Desk study
- Stakeholders Mapping and Engagement
  - MCMC Sarawak, Nera Infocom (M) Sdn Bhd

# Preliminary Findings

## Meaningful Connectivity Targets

- 4G or higher mobile connection
- Ownership of a smartphone
- Unlimited broadband connection at home, work, or place of study
- Daily internet use

## PIK PPR Seduan (Sibu)

Access to open internet weighting = 1

Individuals with meaningful connectivity =  $\frac{11}{12} \times 1 \times 100\% = 91.67\%$

## Trainings/Offerings

- In COVID-19: Generally the number of participants decreased, however women participation increased
- Pre-COVID-19: Age group 9-12 years old. During COVID-19, 13-21 years old.
- eLearning is continuously the most favorite service

## Challenges

- Standard services delivery model
- Standard design of the premises and facilities



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