INTERNATIONAL TELECOMMUNICATION UNION

TELECOMMUNICATION DEVELOPMENT BUREAU

Document 005-E
16 November 2007
Original: English

6TH WORLD TELECOMMUNICATION/ICT INDICATORS MEETING, GENEVA, 13-15 DECEMBER 2007

SOURCE: MCMC, Malaysia

TITLE: Building Community Access Statistics in Malaysia

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ITU Telecommunications Indicators
/ Community Access Indicators Meeting
Geneva
13 - 15 December 2007

Building Community Access Statistics in Malaysia

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Contents

- Definitions and operational equivalents
- Indicators and methodology
- Some statistics

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Definitions and operating equivalents

A quick recap

Public Internet Access Centre

A Public Internet Access Centre (PIAC) is a location, at which Internet access is made available to the public on a full-time or part-time basis.

Definitions and operating equivalents

A Digital Community Centre (DCC) is a PIAC that offers equitable, universal and affordable access. Very often they are free, subsidized or at cost price and usually sponsored by government, the corporate sector and NGOs.

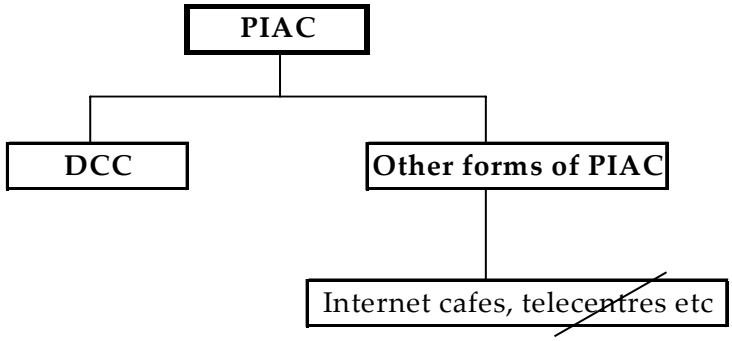
The minimum requirements for a PIAC to be considered as a DCC:

At least one printer & support and maintenance

A minimum connection speed to the Internet service provider (ISP) of 64 Kbps per centre, with an acceptable amount of bandwidth available to users

Minimum opening hours per week: 20 hours

Definitions and operating equivalents



Definitions and operating equivalents

Based on the above, DCCs in Malaysia consists in the main of the following:

The Pusat Internet Desa (Rural Internet Centres) of the Ministry of Energy, Water and Communications

The Kedai.kom of the SKMM

The Medan InfoDesa of the Ministry of Rural and Regional Development (MRRD)

The libraries

Definitions and operating equivalents

These may not be the only DCCs.

The Aspirasi Digital website http://www.aspirasidigital.net.my/InisiatifMain.asp lists all outreach initiatives by KTAK, government agencies including SKMM, corporate citizens and NGOs to bridge the digital divide.

Among them could be programs that qualify as DCCs.

Definitions and operating equivalents

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Definitions and operating equivalents

Entire list published in the Aspirasi Digital website will be researched.

This would entail contacting the officers concerned and studying the type of services offered to see if they qualify as a DCC or other forms of PIAC or neither.

Those that fit the definition of PIAC/DCC into the Community Access Indicators system.

Definitions and operating equivalents

A form of outreach program that could defy the present definition of a DCC is the Mobile Internet Unit.

This is basically a bus that is driven into target areas to provide Internet access.

Is a bus, when parked, a site, a location, a centre of instruction as required by the definition of a DCC?

What about the 20 hours of operation per week?

Definitions and operating equivalents

The Mobile Internet Unit (MIU) was chosen as one of the finalists, out of 612 ICT projects contested worldwide in the Stockholm Challenge Award 2000, Sweden

Definitions and operating equivalents

Other PIACs are the Internet cafés.

The Companies Commission (Registrar of companies and businesses) is the main source of data on Internet cafés.

Reportedly there are 2,478 Internet cafés throughout the country.

However the data will have to be checked out to exclude those establishments that merely provide computers for games and not Internet access.

Definitions and operating equivalents

Hotspots do not count as other PIACs because they do not "have at least one public computer for Internet access".

SKMM however do keep a count of them.

As at end 2Q 2007 there were 1,463 hotspots operated by ISPs throughout Malaysia.

Definitions and operating equivalents

Computer labs in schools (SchoolNet in Malaysia) are not DCCs as the primary purpose of the SchoolNet is to teach the syllabus NOT provide access.

Definitions and operating equivalents

Locality

The ITU has defined a locality as a nation's villages, towns and cities in studying the distribution of PIACs.

However the various programs in Malaysia use different approaches. For example, SKMM's kedai.coms take a village approach while KTAK's Pusat Internet Desas (PIDs) are co-located with post offices which means that the PIDs may not be village centric.

To get around this, we would like to define a locality as the *mukim*. There are 1,214 *mukims* in all, enumerated in Census 2000.

Indicators and methodology

Nine (9) indicators were proposed by ITU as follows:

1 - Total number of PIACs
2 - Total number of DCCs
3 - Total number of other PIACs
4 - Number of localities with PIACs
5 - Percentage of localities with PIACs.
6 - Percentage of population with access to a PIAC.
7 - Target population for DCC services
8 - Total number of computers in DCCs.
9 - Actual DCC usage percentage.

Indicators and methodology

The first three indicators,

Total number of PIACs
Total number of DCCs
Total number of other PIACs

are self explanatory and counts of those under major known programs are already available.

Indicators and methodology

Indicator 4: Number of localities with PIACs

This is work in progress as the location of each PIAC has to be mapped onto the *mukim* where it is located and the *mukims* with at least one PIAC counted up

Indicator 5: Percentage of localities with PIACs

A follow through from indicator 4 expressed as a percentage of the 1,214 *mukims* in Malaysia.

Indicators and methodology

Indicator 6: Percentage of population with access to a PIAC

A *mukim* can be quite large and taking reasonable accessibility into consideration, we propose that the population within a 5 kilometer radius of the PIAC be defined as the population with access.

A GIS with a population layer at EB level is available at the DOS Malaysia and using this, counting people within a 5 km radius will not be difficult. But these are Census 2000 figures.

Utilising population estimates at state level and assuming similar growth rates across *mukims* apply, present day population may be estimated.

Indicators and methodology

Similar estimates summed up over all *mukims* with a PIAC and expressed as a percentage of the population to derive indicator 6.

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Indicators and methodology

Indicator 7: Target population for DCC services

The Target Population for DCC services refers to the potential population (the potential population refers to anyone of age 6 years or more) minus the number of non-community internet users (non-community internet users are those citizens that have internet access from a point different from a PIAC, for example from at home).

As points of access are not mutually exclusive we might just have to define a non-community Internet user as someone with access at home.

Indicators and methodology

Each year, the Household Use of the Internet Survey, estimate the number of home based Internet users. This as well as the numbers below 6 years of age can be netted out from the population to derive the Target Population for DCC services.

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Indicators and methodology

Indicator 8: Total number of computers in PIACs

Refers to the total number of computers available in all PIACs. Non-working PCs to be included on the assumption that they will be replaced or repaired soonest possible.

Stocks are not included.

To be reported by PIAC.

Indicators and methodology

Indicator 9: Actual DCC usage percentage

To calculate the actual DCC usage percentage, the actual number of DCC users is divided by the DCC target population for DCC services and multiplied by 100. A DCC user is defined as a person who accesses the internet at the DCC at least once a month.

The actual number of DCC users is required which means putting in place some kind of registration and login system that can detect unique users on a monthly basis as a user is defined as a person who uses the community facilities at least once a month. Foresee difficulties and challenges.

Indicators and methodology

To seek the cooperation of all providers of PIACs including KTAK in order to coordinate and streamline the reporting on a monthly basis of community access to SKMM.

It will also study data needs of these providers themselves other than that specified by the ITU.

To this end, it may be necessary or even desirable to set up a working group.

Some statistics

DCCs

	Rural Internet Centre	*Kedai dot kom*	*Medan Info Desa*	*Libraries*	*Total DCC*
Number	42	58	39	225	364

Other PIACs

	Internet Cafés	*Total PIACs*
Number	2,478	2,842

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Thank you!

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