

**WEB BASED TELECENTER TRAINING MANAGEMENT  
SYSTEM AT YEVERN REGION IN LIBYA (WBTTMS)**

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**Universiti Utara Malaysia  
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# **WEB BASED TELECENTER TRAINING MANAGEMENT SYSTEM AT YEVERN REGION IN LIBYA (WBTTMS)**

**A project submitted to Dean of the Awang Hag Salleh graduate School of Arts  
and Science in partial fulfillment of the requirements for the degree Master of  
Science (ICT) Universiti Utara Malaysia**

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## **ABSTRACT**

In telecenters, the process of managing the training programs is still done manually therefore this study comes up with new website for ITU-UUM telecenter which help the telecenter management to manage the telecenter training programs easily where this study reduce the effort and time of managing the telecenter programs for the people. To develop such system, the general methodology has been used to develop the system, on the other hand. The entire study is hereby divided into to four main stages (1) requirement gathering, (2) prototype development, (3) prototype implementation and (4) usability testing. Questionnaire has been used as a usability technique for purpose of evaluating the system in terms of usefulness and easiness. The evaluation reveals that 72.6% of the participants indicated that the prototype usefulness which is high and agreed altitude.

*Dedication*

*This thesis is dedicated to  
my beloved parents, Wife and family  
Thanks for all the encouragement and support*

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## **CHAPTER ONE**

### **1.1 INTRODUCTION**

The Internet opens up opportunities for networking and access to information and services previously unavailable to low income people on account of distance and cost. Voice over the Internet Protocol (VoIP) is gaining importance, even if there are still institutional obstacles and latency limitations. The Net may also be used in combination with traditional technologies, like radio, to broadcast information over a wide area at low cost. The dominance of the Internet through computers as the standard Telecenter equipment, service configuration may change as technologies converge, but access to the Net is the standard feature of today's Telecenter (Minges and Kelly 2001).

Telecenters have aroused the interest of the international community as a means of implementing a fair rural development strategy that is in accord with the resource-poor situation of developing countries and marginal areas (Francisco et al. 2001). Meanwhile, a successful Telecenter experience requires familiarity with computers. This is not an insurmountable barrier as children and young people adapt to the technology more rapidly than mature adults. This is important both from a market and a development perspective. Countries with young populations have potentially large markets for Telecenters. Therefore, the use of Telecenters to introduce the technology

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internal user  
only

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