

## Influencing factors for effective community ICT hubs.

### ABSTRACT

Government provides public ICT hubs to ensure that community is ICT literate. Selangor state government sponsors public ICT hubs in order to address the digital divide issues especially in the rural area. This study was designed to determine the factors that influence the success and sustainability of ICT hubs that were provided by the Selangor State Government, Malaysia. Detailed analysis of 26 ICT hubs through questionnaires, interviews and observation were conducted. The results contributed to the formulation of 27 influencing factors and were categorized to three perspectives: technology (five factors); organizational (sixteen factors); and environment (six factors).

**Keyword:** ICT Hubs; Influencing factors; Technical; Organizational; Environment perspectives.