M-GOVERNMENT APPLICATION FOR RETRIEVING USERS QUERIES BASED ON WAP TECHNOLOGY IN THE RURAL COMMUNITIES AREA

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M-GOVERNMENT APPLICATION FOR RETRIEVING USERS QUERIES BASED ON WAP TECHNOLOGY IN THE RURAL COMMUNITIES AREA

A Thesis submitted to Faculty of Information Technology in partial fulfillment of the requirements for MSc. (Information Technology) University Utara Malaysia

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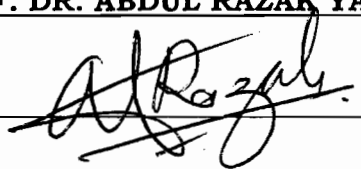*(candidate for the degree of)*   **MSc. (Information Technology)**

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ABSTRACT

Today's, mobile applications have brought the different advantages for accessing and sharing information over wireless application protocol (WAP). There are difficulties for accessing and searching information especially in the rural communities. Hence, the study aimed to develop a mobile application for accessing and retrieving user queries over WAP technology. Moreover, the proposed application will provide users in rural communities with their request information about different events, such as (News, clinics, stations, and other events). Furthermore, Application Development Modified Methodology (Charles, 1995) has been used for building the proposed application. Finally, the proposed application has been evaluated and the obtained results have been produces.

ACKNOWLEDGEMENTS

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CHAPTER ONE

INTRODUCTION

1. Introduction

M-Government (from mobile government, also known as m-gov, digital government, and a certain context transformational government) refers to government's use of information technology to exchange information and services with citizens, businesses, and other arms of government (Agarwal, & Tom, 2001). M-Government may be applied by the legislature, judiciary, or administration, in order to improve internal efficiency, the delivery of public services, or processes of democratic governance. The primary delivery models are Government-to-Citizen or Government-to-Customer (G2C), Government-to-Business (G2B) and Government-to-Government (G2G) & Government-to-Employees (G2E) (Krause, & Magedanz, 1998). However, most of the rural communities areas are dispersed in different locations and derived or lag behind urban counterparts, this make it hard for the community to access the digital technologies, and share of the benefits as in urban. Otherwise the rural communities should have access to these facilities through a TeleCenter (TC) and broadband telecommunications infrastructure.

The contents of the thesis is for internal user only

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