

## ABSTRACT

The objective of this study was to identify and categorize the factors affecting the implementation of Information Technology (IT) in secondary schools within the Klang Valley, of which 30 were located in the state of Selangor and 71 in Wilayah Persekutuan.

A structured questionnaire was used to gauge relevant information in achieving the proposed objectives. The questionnaire was directed to two different groups of people of which 80% were graduates with an accompanying diploma in education, namely the Principal or Senior Assistant 1 and the Media/Library teachers in each sample school. A majority of 65% of the respondents had over 16 years of teaching experience. A formal interview was also conducted with the Principal Assistant Director of the State Education Resource Center (PSPN) of Wilayah Persekutuan and Selangor. The interview provided first-hand information pertaining to the present and future role of the PSPN in IT implementation in schools under their charge.

The findings of this study are divided into two sections, namely: (i) obstacles to the implementation of IT and (ii) incentives/requirements for the implementation of IT.

Factors seen as obstacles included budget constraints, lack of training and *the role of the school's leadership, accessibility, availability of software, lack of*

implementation included the provision of training for educators, the availability of government grants and subsidies, teacher issues such as the reduction of non-technical teaching requirement/workload, availability and affordability of software, telecommunication access, putting IT as a public priority, initiating pilot programs, and availability of on-line information. An attempt to link all these factors was made.

Among the conclusions reached were that for the successful implementation of IT in Malaysian schools, there should be government intervention in terms of providing encouragement and incentives to non-government organizations (NGO), getting co-operation from the private sectors, and organizations such as the Malaysian Council for Computers-in-Education (MCCE) in the training of teachers.