

MEASURES TAKEN TO IMPLEMENT THE RECOMMENDATION CONCERNING THE PROMOTION AND USE OF MULTILINGUALISM AND UNIVERSAL ACCES TO CYBERSPACE.

The Malaysian Government has taken these actions in implementing the recommendation.

Concerning the **development of multilingual content and systems**, the educational content in Malaysia is mainly in Malay, English, Chinese, Tamil and Arabic.

The Networked Content Development Grant (NCDG) facilitates and encourages Malaysians involvement in development of networked competitive local content on domestic and international level. Moreover the League of Creative Teens competition aims at involving youngsters in development of ICT local content. In addition to the Government, private sector NGOs and Universities are also involved in the support of creation of local content.

Measures taken to **facilitate access to network and services** include the National Broadband Initiative (NBI), whose target is to achieve 50% household broadband penetration by the end of 2010. Furthermore a Public Private Partnership (PPP) agreement has been signed by the Government with Telekom Malaysia Berhad for the High Speed Broadband (HSBB) project in selected high economic impact areas. Moreover the Government is involved in awareness programs, in increasing attractiveness through promotion of e-government, e-education and e-commerce and in promoting affordability through incentives. On the regional level the ASEAN Telecommunications and Information Technology Senior Officials Meeting (TELSOM) promotes trade and investment, affordability and equitability, innovation and greening in ICT sector through the ASEAN ICT Masterplan.

For the **development of public domain content**, the Malaysian Government websites have improved interactions with citizens and commercial organizations (through myeg.com.my, e-hasil). The Government has also invested millions in schools, computers, educational and training institutes for ICT education. The Communication and Multimedia Act 1998 provides surveillance of the internet and lays down clear censorship policies.

Malaysia role in **reaffirming the equitable balance between the interests of right-holders and the public interest** is reflected by its status of member of the Worlds Intellectual Property Organization (WIPO) and of signatory of Paris and Berne Conventions which govern these intellectual property rights. Malaysia is also a signatory of the Agreement on TRIPS. In addition the Copyright Act 1987 provides comprehensive protection for copyrightable works and its 2003 amendment contains provisions for strong enforcement of the Act.

As far as the **development of technological innovations** is concerned, about 21-42 % of firms in Malaysia are innovators. However there are acute financing issues especially for micro-enterprises and SMEs, which have limited access to capital market; Malaysia support in direct financial grants and tax incentives not enough.

The Malaysian Government set up a committee at the Ministry of Education to **monitor implementation of WSIS outcomes**.

There are still **issues and challenges that need to be addressed in implementing the recommendation**. The low awareness levels linked to low tertiary education levels need to be lifted; moreover new drivers of economic growth such as "knowledge workforce" and the narrowing of the digital divide need to be promoted.

MEASURES TAKEN TO IMPLEMENT THE RECOMMENDATION CONCERNING THE PROMOTION AND USE OF MULTILINGUALISM AND UNIVERSAL ACCESS TO CYBERSPACE

Development of Multilingual Content and Systems

Since Malay and English languages are widely spoken and used in Malaysia, we find that most of the content developed in the country is in these two medium of communication. However, other languages and dialects are also used including Chinese, Tamil, Jawi, Iban, Kadazan, Arabic, Hokkien, Cantonese, Hakka and other indigenous dialects. A lot of materials in telecommunications are used as the medium of communication in digital form providing avenues for educational, cultural and scientific exchanges. The Malaysian Government has introduced a Networked Content Development Grant (NCDG) to render assistance in the form of grants towards achieving the national aspiration on the development of local content for a networked environment. Under the NCDG, its main objective is to facilitate and encourage Malaysians involvement in the creation, production and distribution of highly creative, original and marketable networked content for domestic and international markets.

2. Other activity undertaken by the Government includes the League of Creative Teens. Based on the theme 'Broadband for 1Malaysia', the League of Creative Teens is a competition aimed at spurring the creation of local content in such forms as documentaries, short skits, advertisements or public service messages with the aim of nurturing excitement amongst Malaysian youngsters on the potential of the content industry.

3. Besides governmental support, other organisations involved in encouraging local content development are those from the private sector, NGOs and universities.

4. With Malaysian educational policy emphasizing on national unity, four main languages are used in disseminating information especially in the primary and secondary school i.e. Malay, English, Chinese, Tamil and Arabic. It is for this reason that materials on language education in electronic form are only available in the stated languages. Oral use of local dialects is fairly commonly used in Malaysia.

Facilitating Access to Networks and Services

5. Malaysia has always supported the idea of universal access to the internet. In realizing this goal, Malaysia has come up with the National Broadband Implementation Strategy or better known as National Broadband Initiative (NBI) with the aim of bringing broadband to the whole nation. The

Government of Malaysia has set its target for broadband penetration whereby the country is to achieve 50% household broadband penetration by the end of 2010. The Government of Malaysia has identified a strategy that encompasses both the supply and demand aspects of broadband. On the supply side, broadband infrastructure and services will be rolled out throughout the country. The delivery of services will be through wired and wireless connectivity. In the mean time, the existing broadband and cellular coverage will be expanded under the Universal Service Provision (USP) initiative.

6. For the high economic impact areas, the current broadband services will be upgraded to provide higher speed of more than 10Mbgs. The Government has signed a Public Private Partnership (PPP) agreement with Telekom Malaysia Berhad TM to roll out high speed broadband infrastructure at selected areas. The project is called High Speed Broadband (HSBB) Project. In order to achieve household penetration of 50%, the Government will also be emphasizing on Awareness, Attractiveness and Affordability.

7. The approach for creating awareness will be through continuous government and private sector involvement in the awareness programs and capacity building initiatives. In order to improve the attractiveness of the online content, efforts will be focused to enhance and promote e-Government, e-Education and e-Commerce. Efforts are also on the way to digitalise the traditional information resources such as library, archive, etc. to be available online. The affordability factor and bridging the digital divide is being improved by developing various incentives to reduce the broadband access costs and widening the community access.

8. On the regional basis, ASEAN through the ASEAN Telecommunications and Information Technology Senior Officials Meeting (TELSOM) has come up with the strategy of adopting an ASEAN ICT Masterplan with the vision "Towards an Empowering and Transformational ICT: Creating an Inclusive, Vibrant and Integrated ASEAN" with the aim of promoting trade and investment in the ICT sector; to enhance quality of life through affordable and equitable ICT and to nurture innovation and green ICT.

Development of Public Domain Content

9. Government websites in Malaysia are allowing access to official information and aiding citizens' online interaction and transactions. The creation of myeg.com.my, e-hasil, e-maid application have improved interaction between state bodies, citizens and commercial organizations. In fact, all government departments have gone online. Citizens have access to most official information unless it relates to national or international security or threatens the well being of the society.

10. The Malaysian Government has invested millions in schools, computers, educational and training institutes and gained support from private sector and international organisations. Malaysia has realized the need for widespread introduction of ICT education for producing skilled manpower to spearhead the national development projects. Programs like setting up of telecentres and using of libraries as ICT centres are increasing the number of trained people in the country. Likewise, through the Communications and Multimedia Act 1998, regulates the surveillance of internet content and lays down clear censorship policies that are considered a threat to national security.

Reaffirming the Equitable Balance Between the Interests of Rights-Holders and the Public Interest

11. The World Wide Web has opened up opportunities for circulation and access to every kind of information. Malaysia is a member of the World Intellectual Property Organization (WIPO) and a signatory to the Paris Convention and Berne Convention which governs these intellectual property rights.

12. In addition, Malaysia is also a signatory to the Agreement on Trade Related Aspects of Intellectual Property Rights (TRIPS) signed under the auspices of the World Trade Organization (WTO). Malaysia provides adequate protection to both local and foreign investors. Malaysia's intellectual property laws are in conformance with international standards and have been reviewed by the TRIPS Council periodically.

13. The Copyright Act 1987 provides comprehensive protection for copyrightable works. The Act outlines the nature of works eligible for copyright, the scope of protection, and the manner in which the protection is accorded.

14. A unique feature of the Act is the inclusion of provisions for its enforcement. The amendment of the Copyright Act 1987, which was enforced on 1 October 2003 confers power of arrest to enforcement officers.

Development of Technological Innovations and Potential Impact on Access to Information

15. About 21-42 percent of the firms in Malaysia are innovators. The search for an appropriate source of financing continues to be a serious problem for these firms. The problem is particularly acute among micro-enterprises and SMEs, many of which are sole-proprietorship or partnership firms and thus have limited access to the capital market. Malaysia provides support for technological innovation in the form of direct financial grants and various tax incentives. Overall, micro-enterprises and SMEs find import duty exemptions to be more useful. In addition, most of the firms considered government support for technological innovation to be wanting.

16. Lack of funds to conduct technological innovations will hamper efforts by local SMEs to compete internationally. Furthermore, this will also result in sturdy decline in technological publication and other research output. This has to be taken in mind as technological innovation is a continuous process which requires dedicated resources.

Measures Taken To Establish a System of Monitoring the Implementation of the Decisions Taken at the World Summit on Information

17. A committee has been set up at the Ministry of Education to monitor all decisions taken at the World Summit on Information and to date has been effective in coordinating the feedback from the relevant agencies and departments.

Issues and New Challenges that need to be addressed in promoting multilingualism and universal access to cyberspace in Malaysia

18. Malaysia's initiatives in bringing universal access to cyberspace still has yet to achieve the 50% household penetration as problems like lifting the awareness level of the populace has to be stepped up. This is also connected to the fact that the population receiving higher tertiary education is less than 50% of the workforce and that posts a level to be desired.

19. Although a majority of the populace is in the middle-income earning group, large pockets of unevenness still exists and towards this the government is stepping up efforts stressing on 'knowledge workforce and economy' as the new drivers of economic growth. The digital divide between the rural and urban population is another aspect that has to be looked into seriously. Once the digital divide is narrowed, more content development in multilingualism will take its own course.