# Sustainability Model for Rural Telecenter Using Business Intelligence Technique

**Authors :** Razak Rahmat, Azizah Ahmad, Rafidah Razak, Roshidi Din, Azizi Abas

**Abstract :** Telecenter is a place where communities can access computers, the Internet, and other digital technologies to enable them to gather information, create, learn, and communicate with others. However, previous studies found that sustainability issues related to economic, political and institutional, social and technology is one of the major problem faced by the telecenter. Based on that problem, this research is planning to design a possible solution on rural telecenters sustainability with the support of business intelligence (BI). The empirical study will be conducted through the qualitative and quantitative method including interviews and observations with a range of stakeholders including ministry officers, telecenters managers and operators. Result from the data collection will be analyze using the causal modeling approach of SEM SmartPLS for the validity. The expected finding from this research is the Business Intelligent Requirement Model as a guild for sustainability of the rural telecenters.