

Collaboration, Communities, Well-being and Information System

**Abdul Rahman Bin Ahmad Dahlan
Muhd Rosydi Bin Muhammad**



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ABSTRACT

Malaysia is a developing country with illiteracy rate of about 10%. The government is continuously improving the level of literacy, knowledge and skills of all citizens by providing formal education. However, the formal education alone cannot totally eradicate illiteracy, as there are still citizens who have reading and writing disability. Some government agencies have implemented education-related programs such as E-kampung and E-tutor. My-Aksara proposes to bring a new paradigm towards a collaborative and co-operative arrangement of open consultation, open data, shared collaborative and expertise with all relevant organizations and government agencies in reducing the illiteracy rate and developing the necessary human capital required to drive Malaysia to become a high-income, knowledge intensive and innovation-led economy. Encouraging the Open Innovation ecosystem in human capital and talents development through the Quadruple Helix Model collaboration of Industry, Government, Academia and Citizen is deemed necessary. Enhancing inter-agency collaboration towards working across federal, state and local levels as whole-of-government public service in ensuring cross-cutting issues on literacy and human capital development are addressed. The attitude of “we know everything” is history.

14.1 INTRODUCTION

Literacy is defined as the ability of recognizing and distinguishing the letters. The inability to do so is called illiteracy. Literacy is the one of the basic skills that must be acquired by any individual. Being able to