



2021 MCMC RESEARCH SYMPOSIUM SERIES NO. 9

TOWARDS AN INCLUSIVE MALAYSIA: RESEARCH INSIGHTS ON THE IMPLICATIONS OF DIGITAL COMMUNICATIONS ON SOCIETY

1 DECEMBER 2021 | WEDNESDAY
8:30AM-1:00PM (MYT)

LIVE
WEBINAR

Abstract

MCMC research funding is provided under the Digital Society Research Grant (DSRG) programme, which builds upon our research collaboration work with universities which we have been engaged in since 2008. Funded research under the DSRG is aimed at providing quick project turn-around times, with actionable suggestions for the benefit of identified internal users' and their corresponding work requirements.

Two Call for Proposals (CFPs) are held annually with up to ten research grants being awarded per session. Awards are capped at RM10,000 per project with defined research durations of between 3 to 6 months for research activities plus additional time allocated to formal administrative and project closure processing and documentation.

The COVID-19 pandemic has brought by an era where technology becomes a necessity to carry on our daily lives especially in the studying and working contexts. As such, the efforts to ensure that all Malaysians are able to adapt to a more digitalised way of living becomes more significant than ever. For that purpose, MCMC introduces the theme **TOWARDS AN INCLUSIVE MALAYSIA: RESEARCH INSIGHTS ON THE IMPLICATIONS OF DIGITAL COMMUNICATIONS ON SOCIETY** to draw learnings from MCMC funded researches on the existing digital policies and initiatives.

This is to align with the Twelfth Malaysia Plan's (12MP) objective to create a prosperous, inclusive, and sustainable Malaysia by accelerating digital transformation and enhancing connectivity. In today's symposium, the Researchers will share their research findings which will highlight on the lessons learnt from the existing digital initiatives and policies whilst sharing their recommendations on how Malaysia can move forward towards building an inclusive society.

About DSRG

DSRG

DIGITAL SOCIETY RESEARCH GRANT

The DSRG builds the research evidence base necessary to promote and improve our understanding of the human and social factors, which affects and contributes to the adoption and usage of digital technologies and services. In so doing, DSRG funded research works provide inputs in ensuring that the advancements in communications infrastructure and services contribute to the inclusion and participation of all segments of the population in the realisation of a Digitally Connected and Informed Society (Digital Society).

For 2021, MCMC sought a combination of both OPEN and GUIDED research projects to clarify regulatory and developmental gaps and inform actionable outcomes in the following two categories:

- **Digital Citizenship and Cyberwellness** - aimed at clarifying gap areas influencing participation, positive uptake and wellness in an increasingly digitally dependent world, and
- **Digital Inclusion** - aimed at gap areas related to factors that impede equality of access and challenge the paradigm of ensuring that no one is left behind or is deprived of digital connectivity and its benefits.

Welcoming Address



Mr. Muhammad Razali Anuar is MCMC's Chief Corporate & International Officer with over 21 years of experience in MCMC across different functions which include Policy & Regulatory Review, Services & Infrastructure, Technology & Standards Development, Policy Initiatives and Strategic Planning.

Mr. Muhammad Razali Anuar

**Chief Corporate and International Officer
Malaysian Communications and Multimedia Commission**

Symposium Agenda

8:15 am

Participants expected to log in

8:30 am

Emcee's Address

8:35 am

Welcoming Address by Mr. Muhammad Razali Anuar, Chief Corporate and International Officer

8:45 am

Track 1: How We Use Technology and Bolster Users' Resilience

Moderator: **Prof. Dr. Kiranjit Kaur, Universiti Teknologi MARA**

Panel Members:

- **Dr. Suhaimee Saahar @ Saabar, Universiti Teknologi MARA**, Understanding the Perception and Engagement of Malaysian Public on COVID-19 related Public Service Announcements (PSAs) during the MCO period
- **Assoc. Prof. Dr. Adlina Ariffin, International Islamic University Malaysia**, Investigating the Impact of Social Networks on Women Working from Home (WFH) in Alleviating Psychological Distress
- **Dr. Mokhtarrudin Ahmad, Multimedia University**, Free-to-air channel: Uses and Gratifications of Users in Sabah

Symposium Agenda

10:10 am

Break

10:15 am

Track 2: Achieving Digital Inclusivity for All

Moderator: **Prof. Dr. Sarjit Singh Darshan Singh, Universiti Putra Malaysia**

Panel Members:

- **Assoc. Prof. Dr. Tariq Zaman, University of Technology Sarawak**, An Impact Study of Pusat Internet Komuniti (PIK) and their Role in the Digital Inclusion of Community within the Pusat Perumahan Rakyat (PPR) Residences
- **Assoc. Prof. Dr. Mazni Omar, Universiti Utara Malaysia**, An Impact Study of Malaysian ICT Volunteers (MIV) Programme

11:15 am

Break

11:20 am

Track 3: Synthesizing Technical Competencies and Digital Policies

Moderator: **Assoc. Prof. Dr. Ramesh Nair, Universiti Teknologi MARA**

Symposium Agenda

Panel Members:

- **Assoc. Prof. Dr. Hazleen Aris, Universiti Tenaga Nasional**, Mapping and Tracking of Malaysia's National Digital Policies and Plans vis-à-vis the ASEAN Digital Masterplan 2025
- **Assoc. Prof. Dr. Jaspal Kaur Sadhu Singh, HELP University**, Recommendations for the Creation of a Governance Framework for the Protection of Personal Data Used in the Development of AI Systems
- **Dr. Syarulnaziah Anawar, Universiti Teknikal Malaysia Melaka**, Security and Privacy Challenges of Big Data Adoption: A Case Study in the Telecommunications Industry
- **Dr. Fazlida Mohd Razali, Universiti Teknologi MARA**, Strengthening Information Security Management, Human Capital Capabilities and Technology Enhancement Towards Business Excellence: New Strategies for Post-COVID 19 Era

1:00 pm

Closing Remarks

1:05 pm

Session Ends

Speakers' Profiles

Track 1:

How We Use Technology and Bolster Users' Resilience

Abstract:

The onset of COVID-19 and widespread disruption to work, economy and social interactions will have lasting implications in how we deliver information, leverage media platforms and how we approach media literacy, and mental resiliency. This session presents related work of technology use and its implications during the pandemic.



Prof. Dr. Kiranjit Kaur,
Universiti Teknologi MARA

Moderator

Kiranjit Kaur is a Professor in Public Relations at the Faculty of Communication & Media Studies, Universiti Teknologi MARA, Shah Alam, Malaysia. She has authored a number of journal articles and book chapters in her research interest areas of public relations management, media studies, media ethics, and women and media. She has 35 years of experience in public relations education, research and consultancy.



Dr. Suhaimee Saahar @
Saabar,
Universiti Teknologi MARA

Panel Member

Dr. Suhaimee is presently a Director at the Centre of Media and Information Warfare Studies, Faculty of Communication and Media Studies (FKPM), Universiti Teknologi MARA (UiTM). Prior to his current role, Dr. Suhaimee is the Deputy Dean, Research, Networking and Alumni, FKPM, UiTM. He received both his Ph.D. and Master at UiTM. His long list of awards include being the Productivity Champion 2020-2022 awarded by the Malaysia Productivity Corporation (MPC).

Speakers' Profiles



Assoc. Prof. Dr. Adlina Ariffin, International Islamic University Malaysia

Panel Member

Adlina Ariffin (Ph.D.) is an Associate Professor at the Department of English Language & Literature at the International Islamic University Malaysia. Currently, she is a Deputy Director at the Research Management Centre, IIUM. Her research interests are predominantly on applied linguistics, language policy and language education. However, being a social scientist, she enjoys embarking on transdisciplinary projects to help solve urgent social issues.



Dr. Mokhtarrudin Ahmad, Multimedia University

Panel Member

Mokhtarrudin Ahmad is a social scientist and educationalist with a background in communication focusing on public relations, corporate communication, digital media literacy, health communication and organizational communication. He has worked with various Higher Learning Institutions including Universiti Malaysia Sabah (UMS) for 12 years, Universiti Malaysia Kelantan for 5 years and currently attached with Multimedia University since 2018.

Speakers' Profiles

Track 2: Achieving Digital Inclusivity for All

Abstract:

This section highlights research into MCMC initiatives to promote digital inclusion and highlights ongoing successes whilst focusing on potential ways forward to serve users better.



Prof. Dr. Sarjit Singh
Darshan Singh,
Universiti Putra Malaysia

Moderator

Sarjit Singh is a Professor in Department of Social Science & Development, Faculty of Human Ecology, Universiti Putra Malaysia. His research expertise is in anthropology and sociology in which he has done numerous studies on minority groups. Prof. Dr. Sarjit is also actively involved with civil society groups.

Speakers' Profiles



Assoc. Prof. Dr. Tariq Zaman, University of Technology Sarawak

Panel Member

Tariq Zaman earned his Ph.D. from the Faculty of Computer Science and Information Technology, Universiti Malaysia Sarawak (UNIMAS), Malaysia. Currently, he is an Associate Professor in the School of Computing and Creative Media University of Technology Sarawak (UTS) Sibu, Sarawak, Malaysia. Before joining UTS in 2019, he was attached to UNIMAS as a Ph.D. scholar, Post-doctoral Fellow, and Lecturer.



Assoc. Prof. Dr. Mazni Omar, Universiti Utara Malaysia

Panel Member

Mazni Omar is an Associate Professor at the School of Computing (SOC) under the College of Arts and Sciences, Universiti Utara Malaysia (UUM). In addition, she is a research fellow of the Institute for Advanced and Smart Digital Opportunities (IASDO) under SOC, UUM. She obtained her Ph.D. degree from Universiti Teknologi MARA, Malaysia, for a thesis on the empirical studies of agile methodology in humanistic aspects.

Speakers' Profiles

Track 3:

Synthesizing Technical Competencies and Digital Policies

Abstract:

This section serves to highlight issues related to building technical capacity and capabilities and harmonising ICT policies.



**Assoc. Prof. Dr.
Ramesh Nair,
Universiti Teknologi MARA**

Moderator

Ramesh Nair is an associate professor at the Academy of Language Studies, Universiti Teknologi MARA and senior fellow at the university's Accounting Research Institute, a Higher Institution Centre of Excellence. He draws on his background in applied linguistics to research professional communication discourse in the context of reputational risk, impression management and transparent reporting practices, while supporting the institute's postgraduate students with academic communication.



**Assoc. Prof. Ts. Dr.
Hazleen Aris,
Universiti Tenaga Nasional**

Panel Member

Hazleen Aris is currently the Director of the Institute of Informatics and Computing in Energy (IICE), a research institute that specialises on research and consultancy in the areas related to energy informatics. She has been holding the position since June 2019. As one of the founding members of the institute, she was heavily involved in its setting up and the development of its strategic plan, roadmap and research framework.

Speakers' Profiles



**Assoc. Prof. Dr. Jaspal
Kaur Sadhu Singh,
HELP University**

Panel Member

Jaspal's current interest is in the area of online falsehoods, challenges perambulating free speech and expression, and legal and ethical debates involving data governance, ethics, and AI. At the university, Jaspal teaches ICT & E-commerce Law and Data Governance Law. To raise awareness in the area of AI, Law, and Ethics, Jaspal contributes op-eds to national newspapers, and for JUST, including carrying out speaking engagements.



**Dr. Syarulnaziah Anawar,
Universiti Teknikal
Malaysia Melaka**

Panel Member

Syarulnaziah Anawar holds her Bachelor of Information Technology from UUM, MSc in Computer Science from UPM, and Ph.D. in Computer Science from UiTM, Malaysia. She is currently a Senior Lecturer at the Department of Computer System and Communication, Faculty of Information and Communication Technology, UTeM. She is a member of the Information Security, Digital Forensic, and Computer Networking (INSFORNET) research group.



**Dr. Fazlida Mohd Razali,
Universiti Teknologi MARA**

Panel Member

Dr. Fazlida Mohd Razali specialises in the field of audit and behavioural studies through her passion in research and development in Accounting, Auditing, Governance, Risk Management, and Financial Criminology. She is a Chartered Accountant registered with the Malaysian Institute of Accountants (MIA) and Associates Member of Institutes of Internal Audit Malaysia (IIAM).

Feedback Form



Post-symposium, we appreciate if you can complete the feedback form as we would love to hear your feedback so we can keep improving our logistics and content.

If you have any queries regarding the symposium, please reach out to us via email at research.enterprise@mcmc.gov.my



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