



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
Malaysian Communications and Multimedia Commission

2021

# DIGITAL SOCIETY RESEARCH GRANT APPLICATION GUIDE

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**DSRG**  
DIGITAL SOCIETY RESEARCH GRANT

## TABLE OF CONTENT

### **SECTION 1: ABOUT MCMC DIGITAL SOCIETY RESEARCH GRANT**

1.1	Introduction	/2
1.2	Objectives	/3
1.3	Frequency	/3
1.4	Research Focus Areas	/3
1.5	Duration of Project	/4
1.6	Grant Amount	/5

### **SECTION 2: APPLICATION PROCESS AND PROCEDURES**

2.1	Eligibility Criteria	/5
2.2	Research Proposal	/5
2.3	Expenditure Details	/6
2.4	Proposal Submission	/6
2.5	Evaluation of Proposals	/7
2.6	Award/Rejection of Proposals	/8
2.7	Submission, Evaluation and Award Process Timeframe	/8

### **SECTION 3: PROJECT IMPLEMENTATION AND MONITORING**

3.1	Disbursement of Funds	/10
3.2	Submission Reports and Manuscript	/10
3.3	Dissemination of Findings	/11
3.4	Project Completion Notification	/11
3.5	Project Implementation and Monitoring Process Flow	/11

### **SECTION 4: INTELLECTUAL PROPERTY**

4.1	Intellectual Property (IP)	/12
4.2	Publishing Rights	/13

### **APPENDIX I: 2021 DSRG RESEARCH TITLES** / i-xxiii

## **Section 1: ABOUT DIGITAL SOCIETY RESEARCH GRANT**

### **1.1 Introduction**

- 1.1.1 The Malaysian Communications and Multimedia Commission (MCMC) <sup>1</sup> Digital Society Research Grant (“DSRG”) was conceived to contribute towards the enhancement of information resources that are necessary in line with changing community expectations as we navigate the transition towards a sustainable digital civil society.
- 1.1.2 In meeting these aspirations, beyond the provisioning of infrastructure and communications services, there is a corresponding imperative that users possess the knowledge, skills and attitudes to effectively harness the potential of digital media and communications. Accordingly, digital media literacy has become a key competency in the twenty-first century, increasingly pivotal for citizen and user participation across the economy and society. This has become exceedingly clear in the wake of the pandemic which has heightened our dependence on digital technologies.
- 1.1.3 An important consideration that underpins MCMC’s initiatives has been to ensure that the access and benefits of the Information Age are equally shared by all Malaysians. Now, more than ever, coherent and incisive insights are required to address issues of inequitable opportunity, access, knowledge and skill. It is vital that the efforts are directed at ensuring the readiness and resilience of communities in as the nation strives to overcome the challenges wrought by a global pandemic.
- 1.1.4 In this regard, the current pandemic crisis has added a new dimension of urgency for research to inform, illuminate and navigate and evaluate the country’s response to the pandemic. Studies that will look at the intersections of the digital world with policies, governance and technologies and capture the social and behavioural dimensions of the issues that are sought to be understood.
- 1.1.5 The outcomes of research should nonetheless align to National Policy Objectives to promote a civil society where information-based services will provide the basis of continuing enhancements to quality of work and life post-pandemic even as we endeavor to manage the realities of life today.

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<sup>1</sup> <https://www.mcmc.gov.my>

## 1.2 Objective

1.2.1 The objective of this grant is to contribute to the evidence base that is necessary for the nation to optimize on the advancements made in the deployment of communications infrastructure and service. This will in turn inform policy, programmes and interventions aimed at promoting the inclusion and participation of all segments of the population as the nation transitions towards being a fully digitally connected and informed society.

## 1.3 Frequency

For 2021, the Call for Proposals will be announced bi-annually. The first and second cycles are expected to be announced in the first and second half of 2021.

## 1.4 Research Focus Areas

1.4.1 Interested researchers are invited to submit project proposals on one of the 16 research titles within the two research focus areas below:

Table 1 - List of Digital Citizenship and Cyberwellness Research

No	Code	Research Category and Gap Area	Research Title
1	DCC-1	Guided Research for User Rights and Protection gap	User Rights and Protection for Subscribers of Telecommunications Services through the Provision of an Automatic Compensation Framework
2	DCC-2	Open Research for User Rights and Protection gap	Understanding the Behavioural Aspects of Cyberbullying and Interventions for Victims, Perpetrators, Parents and Stakeholders
3	DCC-3	Guided Research for Policy and Regulation gap	Impact and Efficacy of Mandated Public Service Announcements
4	DCC-4	Open Research for Communication Strategies gap	Understanding the Co-relationship between Internet and Mental Health
5	DCC-5	Guided Research for Policy and Regulation gap	The Level of Preparedness of Organizations and Employees on Network Security for Remote Office Environments
6	DCC-6	Guided Research for Adoption gap	Challenges of Emerging Big Data Applications: Privacy vs Security
7	DCC-7	Guided Research for Adoption gap	Managing Privacy in an Artificial Intelligence (AI) Enabled World
8	DCC-8	Guided Research for Competencies and Literacies gap	Communications and Multimedia (C&M) Industry Compliance Competency Gap Analysis

Table 2 - List of Digital Inclusion Research

No	Code	Research Category and Gap Area	Research Title
1	DI-1	Guided Research for Adoption gap	Free-To-Air Television (myFreeview) Viewership in Sabah and Sarawak
2	DI-2	Guided Research for Policy and Regulation gap	Study on Malaysia's Ecosystem Compatibility and Envisaged Technologies for 5G by Regulation and Standardization Bodies
3	DI-3	Guided Research for Policy and Regulation gap	Study on Sectoral Policy Readiness to Catalyse 5G Adoption in Malaysia
4	DI-4	Open Research for Communication Strategies gap	Internet Access and Accessibility: Challenges and Potential Interventions in Adopting the New Norms
5	DI-5	Guided Research for Programme Evaluation, Assessment and Impact gap	An Impact Study of Pusat Internet Komuniti (PIK) and their Role in the Digital Inclusion of Community within the Pusat Perumahan Rakyat (PPR) Residences
6	DI-6	Guided Research for Programme Evaluation, Assessment and Impact gap	An Impact Study of Klik Dengan Bijak (KDB) Programme
7	DI-7	Guided Research for Programme Evaluation, Assessment and Impact gap	An Impact Study of Malaysian ICT Volunteers (MIV) Programme
8	DI-8	Guided Research for Validation and Improvement gap	Mapping and Tracking of Malaysia's National Digital Policies and Plans vis-a-vis the ASEAN Digital Masterplan 2025

1.4.2 For Open Research mode, different research themes are available for selection with recommended Research Objectives (ROs). As for Guided Research mode, the predetermined ROs are to be achieved with the option for the researchers to recommend research design.

1.4.3 For further information on gap area, targeted research subjects, research problem and context together with desired research aims and objectives please refer to **Appendix I**.

## 1.5 Duration of Project

1.5.1 The term of a project is up to eight (8) months including six (6) months of research activities until the submission of the research report at the end of the 6<sup>th</sup> month.

1.5.2 All research must commence within two (2) weeks of the date of the signing of the Letter of Award. The project shall be completed by the time stipulated in the Letter of Award.

Applicants shall indicate the project duration in the proposal including each phase of work.

## **1.6 Grant Amount**

1.6.1 The grant amount shall depend on the type and scope of the research project and subject to the guidelines herein and may be of a sum of up to Ringgit Malaysia ten thousand (RM10,000).

## **SECTION 2: APPLICATION PROCESS AND PROCEDURES**

### **2.1 Eligibility Criteria**

2.1.1 The grant is open to full-time academic faculty member in schools of communications, social sciences, humanities or related fields of private and public institutions of higher learning (IHLs). Each proposal must have a Lead Researcher who will be subject to the general terms and conditions for granting.

2.1.2 The following rules apply to applicant:

- Lead Researcher must hold a doctoral degree;
- Lead Researcher must have an appointment with a local IHL for (at least) the duration of proposed research project;
- The salary of the researcher(s) cannot be financed from this grant;
- The researcher(s) requests the grant on her/his own behalf and on behalf of any possible project consortium; and
- The researcher(s) is responsible for research and financial matters.

2.1.3 Researchers can only submit one proposal as Lead Researcher within this call and each researcher can act no more than twice as applicant (as Lead Researcher or co-researcher).

2.1.4 The research team must be comprised of at least two researchers (a Lead Researcher and a co-researcher). Researcher(s) in professions other than academia are allowed to be part of the research team to complement the expertise and with the expectation that the product of the research will contribute to the wider body of knowledge on the topic specified.

## 2.2 Research Proposal

2.2.1 The research proposal must include the following:

- Abstract
- Introduction
- Problem Statement
- Research Objectives
- Literature Review and Bibliography
- Research Methodology
- Project Timeline and Deliverables
- Budgetary requirements

2.2.2 Please refer to the **Proposal Submission Form** for more details on the proposal requirements.

2.2.3 The research proposal must also take into consideration and include a **contingency plan for disruptions such as those arising from movement control restrictions**. This is a precaution to ensure that such risks are mitigated. Any requests for extension of project deadlines is discouraged and all reasonable attempts must be made to preserve the timely completion of deliverables.

## 2.3 Expenditure Details

2.3.1 *Remuneration and allowances*

This extends to wages and allowance for temporary and contract personnel who are directly engaged in the project. Period of employment and hourly/monthly rate for research assistant must be clearly stated and justified.

2.3.2 *Travel and transportation*

Only travel expenses (domestic) directly related to the project are claimable.

2.3.3 *Rental*

Only rental expenses for building space, equipment, transportation and any other item directly related to the project should be included.

2.3.4 *Research materials and supplies*

This extends to expenses for research materials and supplies directly related to the project such as books, magazines, computer software, photocopying, printing binding, filming, consumables (stationeries, etc.), charges from postage, telephone, fax and other expenses necessary to complete the project. The purchase of mobile phones is not claimable.

### 2.3.5 *Special Services*

Consultancy, translation, payment of research subjects, data gathering and processing costs are claimable.

## 2.4 **Proposal Submission**

2.4.1 The proposals may be in English or Bahasa Melayu and shall be presented clearly and submitted together with the following:

- Proposal Submission Form as per Appendix II;
- Curriculum vitae of the Lead Researcher and team member(s) involved;
- Certified true copies of highest academic certificates; and
- Other relevant materials to support the proposal.

2.4.2 The electronic copy of the proposal and other documents should be emailed to the Secretariat with '**DSRG 2021 Research Proposal**' in the subject line and addressed to [research.enterprise@mcmc.gov.my](mailto:research.enterprise@mcmc.gov.my).

2.4.3 An acknowledgement will be sent once the proposal has been received by the Secretariat. Those submitting proposals and NOT receiving an email confirmation within a week should contact the Programme Secretariat.

2.4.4 All applicants are advised to adhere to the requirements therein, submissions that do not follow the requirements will risk to being disqualified from consideration.

## 2.5 **Evaluation of Proposals**

2.5.1 Proposals will be evaluated by the DSRG Technical Panel based on open competition and merit, and taking into consideration the following criteria:

- *Quality and relevancy of research proposal:* Rationale and justification are presented coherently and logically and is within the context of the research focus and key growth areas. Ethical considerations have also been identified and addressed;
- *Impact of research:* The analysis of the research problem identified an opportunity to contribute to the implementation or the evolution of one or more MCMC policies or initiatives. The proposed study is also potentially significant for offering new insights in the subject area and other relevant sectors;
- *Qualifications:* The degree to which the researchers have the expertise, skills and knowledge in the proposed area of research and with the proposed methodology to accomplish the stated aims of the proposed project; and

- *Feasibility:* The appropriateness of the proposed activities, methods, planned activities and resources to accomplish the project within the timeframe stated. The proposal also identifies the challenges in implementing the project and measures to overcome the challenges.

2.5.2 The Lead Researcher may be invited to present their proposal to the Technical Panel as part of the evaluation process.

## **2.6 Award/Rejection of Proposals**

2.6.1 The various factors contributing to the poor suitability of submitted proposals include the following aspects:

- Researchers do not understand MCMC's role and functions, thereby submitting proposals outside MCMC's regulative scope or too remote of that impacting key regulatory partners or stakeholders;
- Proposed research is based on the study of research questions with existing high research work and publications and does not provide new insights, value or new knowledge;
- Research scope may not be feasible in view of the grant amount and limited duration allowed for under the DSRG;
- Researchers' expertise does not match the research field of the proposal and/or lacks past research experience in the proposed area of study.
- The literature review and theoretical and/or conceptual frameworks underpinning a proposed study were not included; and
- Submissions were of non-research proposals such as the development of prototype or application development.

2.6.2 The Technical Panel reserves the right to consider any other factors that it may deem relevant in the process of evaluation.

2.6.3 The Technical Panel reserves the right to reject proposals that do not meet the submission and evaluation criteria.

2.6.4 Successful applicants will be informed in writing. The Technical Panel may suggest changes to the proposals which may include cost/funding, scope and research timelines. The successful applicant is required to sign a Letter of Award to indicate the acceptance of the grant and the terms and conditions thereof.

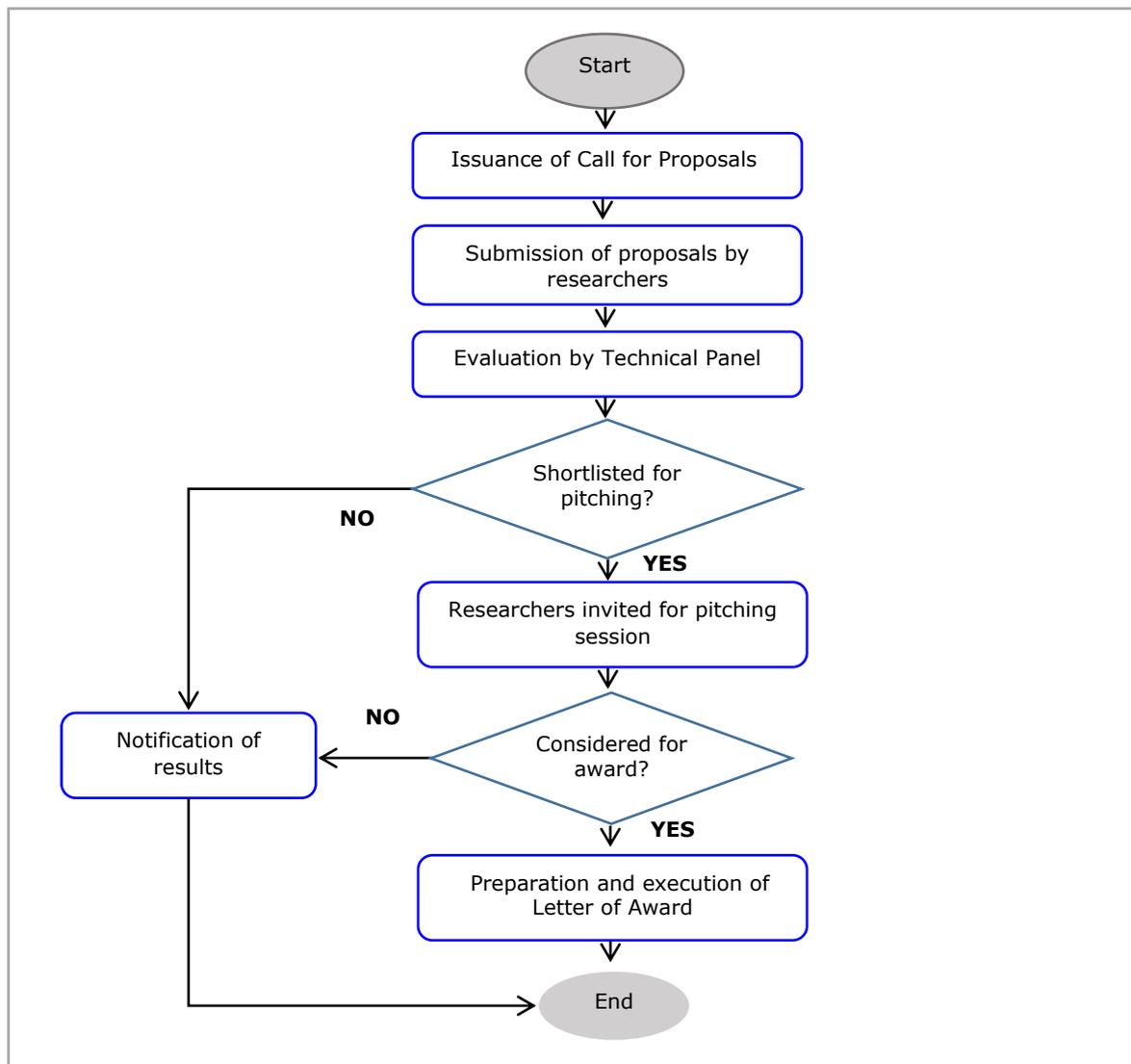
## 2.7 Submission, Evaluation and Award Process Timeframe

2.7.1 An overview of the DSRG 2021 (Cycle 1) timeframe is as tabulated below:

Process	Date
Issuance of Call for Proposal	1 March 2021
Deadline for submissions	31 March 2021
Information session with researchers	2 <sup>nd</sup> & 3 <sup>rd</sup> week of March 2021
Evaluation process	April 2021
Notification period	End of April 2021
Preparation & execution of Letter of Offer (LOA)	Early May 2021
Project commencement	2 <sup>nd</sup> week of May 2021

2.7.2 Figure 1 below is the flowchart for the submission, evaluation and award process of DSRG.

Figure 1: Process flow chart for submission, evaluation and award of DSRG



## **SECTION 3: PROJECT IMPLEMENTATION AND MONITORING**

### **3.1 Disbursement of Funds**

3.1.1 The grant will be disbursed according to the following schedule:

<b>Disbursement phase</b>	<b>Quantum (%)</b>	<b>Description</b>
First disbursement	50	Upon signing of Letter of Award
Second disbursement	40	Upon submission and acceptance of Interim Report
Final disbursement	10	Upon submission and acceptance of Project Report and Manuscript

### **3.2 Submission of Reports and Manuscript**

#### **3.2.1 Interim Report (IR)**

The Lead Researcher is responsible for the successful implementation of the project according to agreed timelines and for the timely submission of the IR. It is required for the IR to be submitted in a timely manner (not more than 7 days) upon achieving 50% of project completion.

The IR is to be submitted together with the expenditure report. Templates for both the IR and expenditure report will be provided by the Secretariat.

The reports will be evaluated against the deliverables to determine whether the project is on track and the conditions for disbursement are met.

#### **3.2.2 Research Report (RR)**

The RR is required to be submitted within 14 days after research activities completion (end of 6<sup>th</sup> month) to the MCMC. The RR shall include (but not limited to) the following:

- Abstract
- Introduction
- Research Objectives
- Literature Review
- Methodology
- Findings
- Direct outputs of the Research
- Achievements based on the original Research objectives
- Implications and recommendations for regulatory and policy considerations
- Recommendations for future research

### 3.2.3 Manuscript

The manuscript will be published in MCMC's research publication known as Media Matters. The manuscript is to be submitted upon completion of research (end of 6<sup>th</sup> month) according to the template to be provided by the Secretariat.

### 3.2.4 Financial Report (FR)

The FR is to be submitted within two (2) months of research completion/submission of RR with a verified financial statement from the university. Template for the FR will be provided by the Secretariat.

## **3.3 Dissemination of Findings**

3.3.1 The MCMC may elect to publish and distribute all or portions of the research report and/or manuscript without restriction.

3.3.2 Researchers will be invited to present their research findings at MCMC meetings/seminar/symposium and may be invited to participate in media engagement activities arranged by MCMC as a spokesperson for the research project.

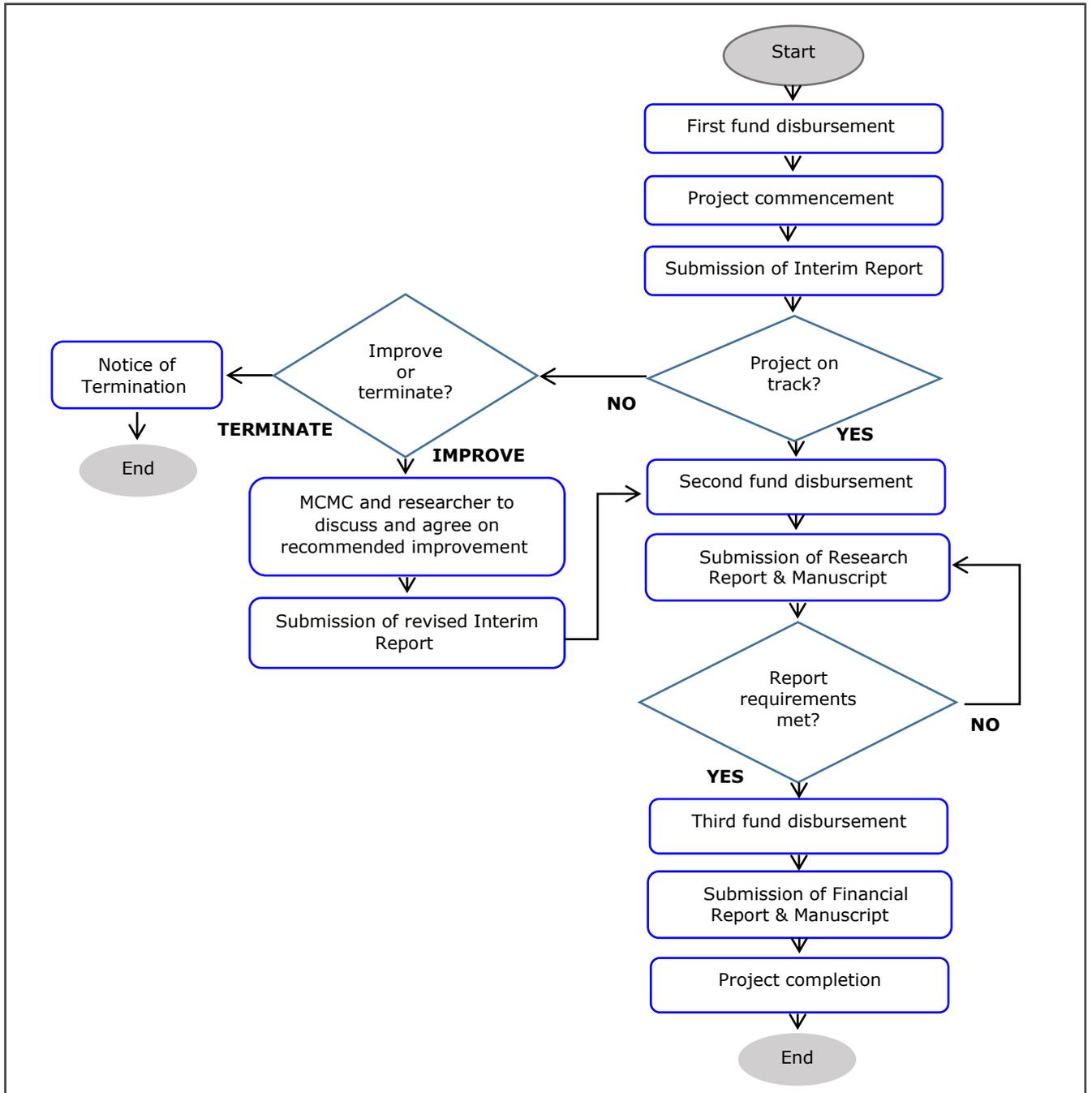
## **3.4 Project Completion Notification**

3.4.1 An acknowledgement of project completion will be sent to the Lead Researcher once the requirement for proper project closure and conditions such as satisfactory submissions of reports and financial statements are met.

## **3.5 Project Implementation and Monitoring Process Flow**

3.5.1 An overview of the project implementation and monitoring process is provided in Figure 2 below:

Figure 2: Process flow chart for project implementation and monitoring



## SECTION 4: INTELLECTUAL PROPERTY

### 4.1 Intellectual Property (IP)

4.1.1 Ownership and management of IP, royalties and any other forms of fees received by the institution resulting from the findings or outputs of the research such as licensing of the IP or any other forms of commercialization, shall be governed in

accordance with the agreed terms and conditions outlined in the Letter of Award.

## **4.2 Publishing Rights**

4.2.1 The MCMC is entitled to publish the research reports in any form as it deems fit, for the purpose of education or knowledge transfer. This notwithstanding, the Lead Researcher is required to contribute through publishing and presenting research findings in local or international events/media, subject to the prior approval of the MCMC. Copies of all publications are to be submitted to the Secretariat.

4.2.2 The Lead Researcher shall denote and acknowledge the source of research funding and support for the project and the contribution of the various entities.

**-End of document-**

## APPENDIX I - 2021 DSRG RESEARCH TITLES

**Table 1 - List of Digital Citizenship and Cyberwellness Research**

Code	Research Category and Gap Area	Research Title
DCC-1	<b>Guided Research</b> for User Rights and Protection gap	User Rights and Protection for Subscribers of Telecommunications Services through the Provision of an Automatic Compensation Framework
DCC-2	<b>Open Research</b> for User Rights and Protection gap	Understanding the Behavioural Aspects of Cyberbullying and Interventions for Victims, Perpetrators, Parents and Stakeholders
DCC-3	<b>Guided Research</b> for Policy and Regulation gap	Impact and Efficacy of Mandated Public Service Announcements
DCC-4	<b>Open Research</b> for Communication Strategies gap	Understanding the Co-relationship between Internet and Mental Health
DCC-5	<b>Guided Research</b> for Policy and Regulation gap	The Level of Preparedness of Organizations and Employees on Network Security for Remote Office Environments
DCC-6	<b>Guided Research</b> for Adoption gap	Challenges of Emerging Big Data Applications: Privacy vs Security
DCC-7	<b>Guided Research</b> for Adoption gap	Managing Privacy in an Artificial Intelligence (AI) Enabled World
DCC-8	<b>Guided Research</b> for Competencies and Literacies gap	Communications and Multimedia (C&M) Industry Compliance Competency Gap Analysis

### ***1. DCC-1: User Rights and Protection for Subscribers of Telecommunications Services through the Provision of an Automatic Compensation Framework***

#### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **User Rights and Protection** and targets service providers and commercial and non-commercial users.

## **ii. Research Problem/Context**

Today, the trend and requirement to use telecommunications services have shown an increase in the number of users and network traffic utilisation. Subscribers are increasingly dependent on telecommunications services and when service disruptions do occur, it can have significant repercussions on the user's ability to manage their daily lives. Over the past three years, service disruptions have consistently appeared amongst the top five types of complaints lodged with MCMC. Complaints with regards to affected services are also directed to the Communications and Multimedia Consumer Forum (CFM).

As a designated forum under the Communications and Multimedia Act 1998, CFM has been given the powers to draw up specific provisions on General Principles of Compensation under the General Consumer Code of Practice (GCC Code) 2003. To date, these have yet to be developed as a specific code on the compensation and protection of consumers of telecommunications and internet services.

## **iii. Research Aims**

This Call for Proposal is desirous of research providing insights in identifying the viability of the following items:

- a. forms of compensation (monetary vs. non-monetary);
- b. modes of compensation (automatic compensation vs. case by case process based compensation);
- c. basis and methods of compensation calculation; and
- d. recommendation as to suitability of form, mode and calculation method for different types of services

Researchers are requested to consider the above areas from perspective of both:

- a. the potential impact of the compensation from an industry perspective; and
- b. the potential regulatory impediments and requirements for implementing a potential compensation duty and mechanism on licensees.

## **iv. Research Objectives**

Researchers are invited to submit research objectives aligned to one or a combination of the identified research aims guided by the following overarching research objectives (ROs):

- a. RO 1 - Conduct comparative studies (industry benchmark, best practices and metrics) of a general compensation duty and model in other countries and recommendations for Malaysia.
- b. RO 2 - Identify consumers' satisfaction level with complaints and compensation process; and compensation and remedy received.
- c. RO 3 - Review consumers' perspective on the need for an automatic compensation framework and potential identification of compensation provisions for the General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC).
- d. RO 4 - Propose the necessary features of a fair and effective automatic compensation framework for Malaysia.

## ***2. DCC-2: Understanding the Behavioural Aspects of Cyberbullying and Interventions for Victims, Perpetrators, Parents and Stakeholders***

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### **i. Category, Gap and Target Group**

The research falls within the Open Research Category addressing the gap area of **User Rights and Protection** and targets victims and perpetrators. Potential stakeholders may include the Ministry of Education, Ministry of Health, parents, the general public and media.

### **ii. Research Problem/Context**

Cyberbullying can have adverse negative psychological effects for both the victim and perpetrator long into adulthood.

Various research have studied the nature of the risk, with data identifying the platforms and user behaviours, which increase the susceptibility of victims and amplify the opportunities for predation for online perpetrators. Past research have also studied the perceptions of online users on cyberbullying, related to its inherent risks and risk mediation approaches.

### **iii. Research Aims**

This Call for Proposal is desirous of eliciting research proposals which go beyond the current body of research focusing on the risk factors of the phenomena of cyberbullying in Malaysia. In providing the context and background for cyberbullying in Malaysia, researchers are invited to conduct a meta-analysis on the current body of research currently available pertaining to risk and harm.

In moving beyond risk, researchers are requested to select one or a combination of the following threads for their submitted research proposals:

- a. Understanding of cyberbullying related attitudinal and behavioural factors;
- b. Detection of cyberbullying incidences;
- c. Interventions for cyberbullying incidences;
- d. Awareness and prevention of cyberbullying incidences; and
- e. Efficacy of legal remedies and instruments.

#### **iv. Research Objectives**

Potential researchers are invited to submit research objectives aligned to one or a combination of the identified research themes (RTs) guided by the following overarching research objectives (ROs):

- a. **RT 1 - Understanding of cyberbullying related attitudinal and behavioral factors.**
  - RO 1 – Investigate, compile, identify general research themes and categories, and highlight important research work through metadata research
  - RO 2 –Prioritise, rationalise and recommend areas requiring administrative and legislative intervention citing international and localized evidences and trends
- b. **RT 2 - Detection of cyberbullying incidences.**
  - RO 1 – Identify and categorise attitudinal/behavioural models and data variables and sub items adopted for the utilisation of different forms of detection of cyberbullying incidences
  - RO 2 – Assessment of different methods to preempt, monitor and/or report cyberbullying incidences
  - RO 3 – Rationalise and recommend potential mode of detection for consideration citing international and localized evidences and trends
- c. **RT 3 - Interventions for cyberbullying incidences.**
  - RO 1 - Identify prevention and intervention strategies, aimed at perpetrators or victims in coping or assisting the recovery from cyberbullying incidences
  - RO 2- obtain views and perspectives from the parties affected by, responsible for or responsible for the administration of cyber-bullying treatment, response and management
  - RO 3 – Optional objective on testing and validation of intervention(s) aimed at victims, perpetrators, and stakeholders of cyber bullying
- d. **RT 4 - Awareness and prevention of cyberbullying incidences.**

- RO 1 – Metadata on the classification and comparative merits of pre-emptive approaches to prevent and reduce the incidences of cyberbullying
  - RO 2 – Benchmarking and comparison of best practices of socializing and communicating on cyber bullying and preventative approaches together with a consideration of platforms and methods of delivery
- e. **RT 4 - Efficacy of legal remedies and instruments**
- RO 1 – Comparative study investigating the effectiveness of laws in external jurisdiction in providing redress, protection and punishment as a legal device aimed at reducing the incidences of cyberbullying
  - RO 2 – Recommendation in the Malaysian context on how cyberbullying legislation is envisioned to operate within the context of the wide eco-system of stakeholders playing a role in the detection, intervention, prevention, and punishment of cyberbullying incidences

### ***3. DCC-3: Impact and Efficacy of Mandated Public Service Announcements***

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The research falls within the Guided Research Category addressing the gap area of **Policy and Regulation** implications and targets users, viewers and subscribers.

#### **i. Research Problem/Context**

The COVID-19 pandemic has caused a shift away from older ways of doing things to one of new practices at work, school and play which we have come to know as the “new normal.”

As part of the “new normal” Malaysians have had to come to grips with a large deluge of informational resources variably related to movement restrictions, health advisories and procedures, application of “standard operating procedures” (SOPs) to adhere to, and access to aid and Government services. During this pandemic period, Public Service Announcements (PSAs) have been employed to great effect to communicate and to share important information on behalf of the Government via such platforms like the short messaging service (SMS), television and online.

#### **ii. Research Aims**

This Call for Proposal is desirous of eliciting research proposals to obtain evidences in relation to the Public Service Announcements, providing insights in the following areas of interest:

- a. Public's information seeking behaviours and consumption during the pandemic;
- b. Pattern of PSAs deployment and PSA acceptance at different phases of movement control; and
- c. Comparison of perceptions on official PSAs in relation to information emanating from primary news sources or non-official sources as well as obtaining indications/criteria on "effective or successful" PSAs.

### iii. **Research Objectives**

Researchers are to be guided by the following research objectives but may propose improvements and additional research objectives to better achieve, limit or expand upon the identified research aims and are to choose a combination of two or more objectives listed in ranking below:

- a. RO 1 - To investigate the public's information seeking behaviours during the pandemic;
- b. RO 2 - To gain understanding of the PSAs according to the different phases of movement controls which include but not limited to:
  - definition and purpose
  - classifying the nature of information (health advisory, disaster warning, missing child alert, etc.)
  - the platforms they are deployed on
- c. RO 3 - To investigate user perceptions and indicators of PSAs which includes trust, confidence and desire to use and share; and
- d. RO 4 - To determine the effectiveness of PSAs as a communication platform to convey important information with regard to the pandemic.

## ***4. DCC-4: Understanding the Co-relationship between Internet and Mental Health***

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### i. **Category, Gap and Target Group**

The research falls within the Open Research Category addressing the gap area of **Communication Strategies** and targets internet users.

### ii. **Research Problem/Context**

In the past year, the world has witnessed unparalleled use of social media channels for interactions and connections with friends, family and community, and the transformation of educational as well as occupational activities into the digital space.

It is therefore pertinent to see how social networks and digital technology have helped individuals and communities in maintaining social connections and how this connectedness has helped them experience health and well-being.

Even though the threat of the COVID-19 pandemic might end with a successful vaccine and treatment, the psychological impact of the disease on the individuals, their families, and communities would stay for much longer. Hence, there is a need to build understanding into how to use positive psychosocial capitals to build mental immunity against any possible future threat and deal with the increased psychological problems emerging from the pandemic.

### **iii. Research Aim**

Research contributions and recommendations are being sought to inform and develop programmes to build community preparedness on being resilient and to rebound from this crisis, in particular for those in the vulnerable or risk groups.

### **iv. Research Objectives**

Researchers are invited to generate discussion on one or a combination of the following research themes (RTs) and to develop specific accompanying research objectives:

- a. **RT 1** - Impact of technology use on mental health and wellbeing
- b. **RT 2** - Psychological distress due to social isolation/ distancing at the individual, family and societal level in various risk groups (children and older, women, migrants and poor, ethnic as well religious minorities, people with disability, illness etc.)
- c. **RT 3** - Impact of social connections on personal and social well-being and psychological health outcomes.

## ***5. DCC-5: The Level of Preparedness of Organizations and Employees on Network Security for Remote Office Environments***

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Policy and Regulation** implications and targets Small to Medium Enterprises (SMEs) and their employees.

## **ii. Research Problem/Context**

Small and medium enterprises (SMEs) make up 99% of business establishments in Malaysia. Limitations to the movement and business operations in the wake of COVID-19 has encouraged more SMEs' participation in digital platforms. However, this has posed a new challenge to the SMEs as they have to transition to the online or remote working environment. This new norm has given rise to concerns in relation to network security and it is unclear of the SMEs' and their employees' level of preparedness to this transition and the many challenges in doing so.

## **iii. Research Aims**

This Call for Proposal is desirous of eliciting research proposals providing the context and background for the SMEs and their employees encompassing issues in relation to the transition towards remote office environment in the wake of the pandemic. This includes the level of preparedness of the SMEs and employees in addressing security threats and attacks, information leakage/theft and challenges during this transition.

Researchers may also consider providing insights through the use of case study for selected SME sectors.

## **iv. Research Objectives**

Researcher are to be guided by the following research objectives but may propose improvements and additional research objective to better achieve, limit or expand upon the identified research aims:

- a. RO 1 - To understand the challenges faced by the SMEs in adopting to the remote office environment;
- b. RO 2 - To investigate the level of preparedness of network security for remote office environment (including SMEs and employees);
- c. RO 3 - To propose network security framework for SMEs employing shared resources and expertise and
- d. RO 4 - To identify roles of the relevant stakeholders, and promote preparedness in operating the remote office environment.

## ***6. DCC-6: Challenges of Emerging Big Data Applications: Privacy vs Security***

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Adoption** and targets users of telecommunication services, applications and platforms.

### **ii. Research Problem/Context**

Pursuant to the Personal Data Protection Act, 2015 (PDPA), commercial entities are under an obligation to comply with certain obligations and rights afforded to persons providing information. These obligations and rights were further clarified under the Personal Data Protection Standard (2015). This standard encompasses security, retention and data integrity standards, which applies to personal data that is processed electronically and non-electronically.

However, in spite of the introduction the PDPA and its various subsidiary legislations there have been incidences where unauthorised sharing of information of data subjects has occurred.

Additionally, the level of awareness and understanding of consumers of their rights and protection mechanisms is also unclear and whether there is a correlation between awareness and understanding with the take up of various digital services.

The telecommunications sector is an identified sector that the Personal Data Protection Commissioner has directed to set up a data user forum to develop its own codes of practice for adherence by data users. To date the codes of practice for the telecommunications sector has yet to be finalised and registered with the Personal Data Protection Commissioner.

### **iii. Research Aims**

As the telecommunications sector comes under the purview of MCMC and due to the copious amounts of subscribers' data held by these licenses, the research in this area serves to illuminate on the perspectives of both data users and data subjects.

### **iv. Research Objectives**

Research pertaining to the implications of emerging big data applications on individual privacy and security falls under the Guided Research Category.

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 – Investigate perspectives of telecommunications data users in addressing privacy and security issues. Perspectives sought shall include perceived risks and mitigation, industry and/or internal standards being applied process and modes of redress for data subjects, and compliance requirements.
- b. RO 2 – Investigate perspectives of data subjects (telecommunication users and subscribers) on issues pertaining to privacy and security issues and correlation with take up and continued use of applications and services utilising Data Analytics
- c. RO3 – Comparative review of codes of practices and standards being used by local and international telecommunications providers and recommend potential areas for improvement and/or adoption.

## ***7. DCC-7: Managing Privacy in an Artificial Intelligence (AI) Enabled World***

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Adoption** and targets users of telecommunication services, applications and platforms.

### **ii. Research Problem/Context**

According to the Malaysian AI Blueprint Annual Report 2020 (AI Blueprint) Malaysia is at Level 3 (Systematic) in its adoption of big data analytics (BDA), i.e., applying Artificial Intelligence (AI) to forecast the future and facilitating this capability through the securing of recurring operational budgets and by upskilling internal staff to support data science and engineering functions.

The telecommunications, media, sector, aviation and financial services sectors have been identified as the four leading sectors with the highest BDA and AI maturity. The AI Blueprint identified a total of 22 industry verticals involving 150 companies on their levels of BDA and AI maturity. Thus, the growing use of AI and its potential impact throughout all-important sectors is accompanied with a corresponding need to establish and bolster user awareness and knowledge to self-regulate in managing individual privacy whilst still being able to address socio-economic considerations and ensure that AI continues to play a positive role as a catalyst industrial transformation and innovation.

### iii. **Research Aims**

The aim of the research is to gain insights on the understanding the role of AI technology in industrial transformation and implications for self-regulation in managing individual privacy.

### iv. **Research Objectives**

Potential researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 – Provide an overview of the extent of AI usage and modes employed (by selected verticals) and their respective implications to privacy.
- b. RO 2 – Identify current and emerging regulatory gaps on the implications of AI on privacy and outline the elements for consideration in addressing these gaps.
- c. RO 3 - Make recommendations for the development of either a general or sector specific self-regulatory framework identifying basic principles, risks, issues and potential stakeholders.

## ***8. DCC-8: Communications and Multimedia (C&M) Industry Compliance Competency Gap Analysis***

### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Competencies and Literacies** and targets identified C&M industry and personnel.

### **ii. Research Problem/Context**

In furtherance of MCMC's regulatory and developmental function, item 8 of its 10 National Policy Objectives is to facilitate the efficient allocation of resources such as skilled labour, capital, knowledge and national assets. In meeting this objective there is a need to address competence gaps for the improved:

- a. delivery of national C&M initiatives and improved regulatory compliance efficiency; and
- b. regulatory compliance efficiency and impact.

### **iii. Research Aims**

This Call for Proposal is desirous of eliciting research proposals providing insights to understand and ascertain the compliance competency gaps in the value chain in the deployment of C&M services and infrastructure. The gap analysis can also be categorised according to technology competencies or by workforce pool required to deploy the projects (i.e. the readiness of the pool of staff in the C&M Service Providers/Licensees, contractors and/or subcontractors as well as professional certified skills areas required).

### **iv. Research Objectives**

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 - To understand compliance challenges arising from regulatory processes that require competency bridging;
- b. RO 2 - To propose and identify competencies that promote the development/delivery of national C&M agenda or initiatives;
- c. RO 3 - To propose and identify competencies that promote the compliance of regulatory processes; and
- d. RO 4: To propose and identify the required areas of professional certifications for C&M project deployment (e.g. network planners, technologists, professional engineers, etc.)

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**Table 2 - List of Digital Inclusion Research**

<b>Code</b>	<b>Research Category and Gap Area</b>	<b>Research Title</b>
DI-1	<b>Guided Research</b> for Adoption gap	Free-To-Air Television (myFreeview) Viewership in Sabah and Sarawak
DI-2	<b>Guided Research</b> for Policy and Regulation gap	Study on Malaysia's Ecosystem Compatibility and Envisaged Technologies for 5G by Regulation and Standardization Bodies
DI-3	<b>Guided Research</b> for Policy and Regulation gap	Study on Sectoral Policy Readiness to Catalyse 5G Adoption in Malaysia
DI-4	<b>Open Research</b> for Communication Strategies gap	Internet Access and Accessibility: Challenges and Potential Interventions in Adopting the New Norms
DI-5	<b>Guided Research</b> for Programme Evaluation, Assessment and Impact gap	An Impact Study of Pusat Internet Komuniti (PIK) and their Role in the Digital Inclusion of Community within the Pusat Perumahan Rakyat (PPR) Residences
DI-6	<b>Guided Research</b> for Programme Evaluation, Assessment and Impact gap	An Impact Study of Klik Dengan Bijak (KDB)
DI-7	<b>Guided Research</b> for Programme Evaluation, Assessment and Impact gap	An Impact Study of Malaysian ICT Volunteers Programme (MIV)
DI-8	<b>Guided Research</b> for Validation and Improvement gap	Mapping and Tracking of Malaysia's National Digital Policies and Plans vis-a-vis the ASEAN Digital Masterplan 2025

**1. DI-1: Free-To-Air Television (myFreeview) Viewership in Sabah and Sarawak**

**i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Adoption** and targets existing and potential myFreeview viewers in Sabah and/or Sarawak.

## ii. **Shortened Project Duration**

No submitted research works should exceed a research duration of three (3) calendar months comprising literature review, research implementation, data collection and analysis, recommendations and submission of Final Report.

## iii. **Research Problem/Context**

Malaysia's analog switch-off in 2019 and shift to digital transmission for free-to-air television broadcasting and subsequent supply of digital set top boxes to identified B40 has resulted in myFreeview becoming the sole free-to-air television delivery platform for viewers throughout Malaysia.

## iv. **Research Aims**

Provide initial insights on audience metrics in Sabah and/or Sarawak ahead of the development of a nationwide Standardised Television Audience Measurement (STAM) targeted by end of 2021.

## v. **Research Objectives**

Potential researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 – Investigate and provide insights on the take-up/non-take-up, extent and patterns of MyFreeview adoption and viewership behaviours (including content from other platforms i.e. subscription television, OTT etc.) in Sabah and/or Sarawak
- b. RO 2 – Investigate and identify factors contributing to the take up/non-take-up and increased/decreased viewership of MyFreeview in Sabah and/or Sarawak
- c. RO 3 – Make recommendations on how to encourage and catalyse take up and viewership according to demographic categories in Sabah and/or Sarawak

## ***2. DI-2: Study on Malaysia's Ecosystem Compatibility and Envisaged Technologies for 5G by Regulation and Standardization Bodies***

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Policy and Regulation** and targets potential players in the 5G ecosystem.

## **ii. Shortened Project Duration**

No submitted research works should exceed a research duration of three (3) calendar months comprising literature review, research implementation, data collection and analysis, recommendations and submission of Final Report.

## **iii. Research Problem/Context**

In 2019 and 2020, MCMC together with telecommunications providers and identified industry players representing various verticals embarked on stand-alone use case experiments to test the viability of adopting 5G.

In moving forward, MCMC wishes to build upon this earlier work to explore inter-operability and ecosystems compatibility requirements both within the upstream and downstream of respective industry verticals.

## **iv. Research Aims**

The study aims to provide inputs and recommendations for considerations of regulatory and standardisation bodies on Malaysia's ecosystem compatibility and the envisaged technologies for 5G focusing on its ecosystem requirement, advantage, demand and sustainability.

## **v. Research Objectives**

Potential researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 – Identify ecosystem compatibility challenges, issues and requirements within selected identified industry verticals.
- b. RO 2 – Identify ecosystem compatibility inter-operability requirements across different industry verticals.
- c. RO 3 – Report on gap areas, criticality and recommendations for improvements for consideration by regulatory and standardisation bodies.

### **3. DI-3: Study on Sectoral Policy Readiness to Catalyse 5G Adoption in Malaysia**

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#### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Policy and Regulation** and targets potential players in the 5G ecosystem.

#### **ii. Shortened Project Duration**

No submitted research works should exceed a research duration of three (3) calendar months (comprising literature review, research implementation, data collection and analysis, recommendations and submission of Final Report).

#### **iii. Research Problem/Context**

MCMC issued the National 5G Task Force Report - 5G Key Challenges and 5G Nationwide Implementation Plan in December 2019. This document outlines the considerations and recommendations for deploying a holistic strategy for the deployment of the Fifth-Generation (5G) mobile internet in Malaysia. Given the intervening period after the issuance of this document it is timely to explore sectoral policy development and the readiness of different industry verticals in anticipation of and to in taking advantage of national 5G roll-outs beginning in 2021.

#### **iv. Research Aims**

Research aims to provide insights assessing the policy readiness of various sectors in catalysing the adoption of 5G in Malaysia.

#### **v. Research Objectives**

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO1 – Provide stocktake of various sectoral industry policy and/or plans to utilise and take advantage of 5G roll-outs.
- b. RO2 – Identify challenges and opportunities for regulatory bodies to facilitate usage and take-up of 5G services vis-à-vis identified industry verticals.

#### ***4. DI-4: Internet Access and Accessibility: Challenges and Potential Interventions in Adopting the New Norms***

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##### **i. Category, Gap and Target Group**

The research falls within the Open Research Category addressing the gap area of **Communication Strategies** and depending on proposal could target variably: children, students, B40, high risks groups.

##### **ii. Research Problem/Context**

It was reported that internet usage in Malaysia has spiked as the pandemic has pushed more people to go online, as they turned to the internet for the purpose of education, work, information seeking, entertainment and so on. According the e-Conomy SEA 2020 report, given that eight out of 10 users viewed technology as very helpful during the pandemic, it has become an indispensable part of people's daily lives.

In responding to issues and challenges of accessibility exacerbated by COVID-19, MCMC had undertaken the National Digital Infrastructure Lab. As a result, the Prime Minister had announced JENDELA on 29 August 2020, which addressed these challenges on coverage and quality of digital infrastructure that we had during COVID-19 measures (RO1 and RO3). The Lab report is available at [myjendela.my](http://myjendela.my).

This calls for us to map and understand the accessibility of the internet among specific groups in the society, namely children, students, B40 and high risk groups during the lockdown period.

##### **iii. Research Aims**

This Call for Proposal is desirous of eliciting research proposals providing an understanding of internet accessibility among the identified groups, namely children, students, B40, high risks groups and their pattern of usage and the challenges faced during the pandemic.

##### **iv. Research Objectives**

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 - To understand the pattern of internet usage and accessibility among the identified groups during the pandemic;

- b. RO 2 - To identify challenges, coping mechanism and potential stressors faced during the pandemic among the identified group; and
- c. RO 3 - To recommend and develop intervention to address the challenges.

## ***5. DI-5: An Impact Study of Pusat Internet Komuniti (PIK) and their Role in the Digital Inclusion of Community within the Pusat Perumahan Rakyat (PPR) Residences***

### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Programme Evaluation, Assessment and Impact** and targets PIK users at PPRs.

### **ii. Research Problem/Context**

Against the backdrop of continued work at improving connectivity and quality of service, there is a continued need to ensure community connectivity for underserved groups and areas. This role in provisioning community access and delivery of digital competences is delivered via the various Community Internet Centres (Pusat Internet Komuniti or PIKs) found across the country.

As MCMC and industry continues to improve connectivity nationwide, it is important to assess the impact of these PIKs.

Prior research work has indicated a continuing need to provide access and services via PIKs and to improve the PIKs ability and role as an agent for socio-economic change, cultural preservation and facilitate community enrichment and engagement.

### **iii. Research Aims**

This Call for Proposal is desirous of research providing insights on factors able to strengthen the PIK's role in narrowing the digital divide among the urban and rural populations by:

- a. Providing inputs and contribute towards an improved understanding of the roles, functions and initiatives for the PIK in a given focus area; and
- b. Obtain measurement to evaluate the community need and readiness at the PIK in relation to the following focus areas:

- Access;
- Adoption; and
- Application.

#### iv. **Research Objectives**

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- RO 1 - Investigate users' perception and explore needs of the community within the context of digital inclusion.
- RO 2 - Examine factors that drive the usage/participation and satisfaction for the PIK services.
- RO 3 - Evaluate the impact of the PIK on the PPR communities (strengths, weaknesses, opportunities and threats) so as to enhance the sense of belonging of the PIK to the communities.
- RO 4 - Assess and provide recommendations for enhancing effectiveness of PIK and its role in enhancing digital inclusion within the community including sustainable business model(s) for PIKs located at PPR residences.

### **6. DI-6: An Impact Study of Klik Dengan Bijak (KDB) Programme**

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#### i. **Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Programme Evaluation, Assessment and Impact** and targets participants who have attended KDB training sessions.

#### ii. **Research Problem/Context**

The Internet has become an important medium for education, communication, information sharing, and personal growth of every individual including target groups such as adolescents etc. But along with its many positive uses and benefits, the ubiquity of internet connectivity has also seen risk-taking behaviours especially adolescents.

In order to promote positive usage and curtail undesirable online behaviours MCMC continues to run the *Klik Dengan Bijak* (Click Wisely) initiative aimed at educating and raising public awareness about Internet safety and security.

MCMC launched the KDB initiative in 2012 as a response to the need to raise awareness among Internet users in Malaysia and to curb online

abuse. The initiative seeks to create awareness, promote, and educate the public on the positive and ethical use of the Internet while stressing on the importance of self-regulation. The programming of the initiative is based on Rukun Negara with the main thrust being safe, secure and responsible.

KDB implementation includes development of online safety modules, training of trainers with state offices and *Pusat Internet Komuniti* (PIKs) as well as public talks, contests, and offline and online promotions. From 2012 until 2020, KDB has achieved more than 6 million in audience reach, 85,000 followers on social media platforms, and trained 1,730 PIK staff at 873 PIKs. KDB covers topics such as Introduction to telecommunications technologies; user rights and the laws on online offences; cyber bully; online sexual grooming; digital parenting; parental control tools; oversharing; scam; false information; computer security; cyber terrorism; and self-regulation.

### **iii. Research Aims**

Research findings are aimed at providing an understanding of the vital role of awareness and educating the public such as parents and young children etc.

In relation to this educational and outreach role MCMC is desirous of research to provide insights and recommendations on how to improve the KDB program and ensure a higher level of effectiveness amongst the public in the future.

### **iv. Research Objectives**

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 - Evaluate the effectiveness of the KDB programme.
- b. RO 2 - Conduct comparative studies (benchmark, best practices and metrics and indicators for digital literacies) and models in other countries.
- c. RO 3 - Examine whether the programme has brought about a positive change in the population's attitudes and has contributed to safe, secure and responsible use of the internet.
- d. RO 4 - Assess and provide recommendations for enhancing the effectiveness of the KDB programme.

## **7. DI-7: An Impact Study of Malaysian ICT Volunteers (MIV) Programme**

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of **Programme Evaluation, Assessment and Impact** and targets those that have served as MIV volunteers

### **ii. Research Problem/Context**

There continues to be a persistent ICT Skills gap amongst underserved groups exacerbated by the rising need to fall back on online interaction and practise social distancing as numbers of those affected by the COVID-19 pandemic continues to rise. Thus in the age of digital dependence, there is a growing need for ICT Skills amongst all portions of society to be able to operate within the new norms.

Prior to the pandemic, MCMC had introduced a cadre of university volunteers known as the Malaysian ICT Volunteers (MIV) to act as communications technology ambassadors. Though the activities of these volunteers have been curtailed during the pandemic, MCMC is hopeful of effective new norm workarounds and approaches to ensure the continued role of MIVs as a human element in delivering awareness and ICT skills to ensure improved digital usage and adoption amongst identified communities.

Since 2016, MIV as an empowerment platform aims at increasing the level of digital literacy, promoting digital inclusion, developing digital champions, reducing the digital divide and empowering digital citizenship.

In working to achieving the above aims, MIVs mission is:

- a. To develop competent digital citizens who are capable of developing and producing ICT applications and services, and create contents which are appropriate for communities and user groups that entails them to have control over all aspect of their life; and
- b. To provide opportunities for volunteers (including youth, women and girls, and retired professionals) to gain and share knowledge and hands-on experience with other people at various levels.

### **iii. Research Aims**

The research aims to measure, assess and evaluate the impact Malaysian ICT Volunteers (MIV) Programme which will provide holistic understanding of the:

- a. Effectiveness of the MIV programme (including MIV roles and gap areas); and
- b. Provide suggestion on effective ways to engage, ensure knowledge transfer and inculcation of positive elements to the community.

### **iv. Research Objectives**

Potential researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

- a. RO 1 - Evaluate the effectiveness of the MIV programme.
- b. RO 2 - Conduct comparative studies (benchmark, best practices and metrics and indicators for digital literacies) and models in other countries.
- c. RO 3 - Examine whether the programme has brought about a change in the population's attitudes and usage of the Internet in a safe and positive manner.
- d. RO 4 - Assess and provide recommendations for enhancing the effectiveness of the MIV programme.

## ***8. DI-8: Mapping and Tracking of Malaysia's National Digital Policies and Plans vis-a-vis the ASEAN Digital Masterplan 2025***

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### **i. Category, Gap and Target Group**

The research falls within the Guided Research Category addressing the gap area of Validation and Improvement and targets ministries, agencies and regulators implementing and monitoring various aspects of Malaysia's implementation of the ASEAN Digital Masterplan 2025.

### **ii. Research Problem/Context**

The lack of concrete indicators of the development and implementation of Malaysia's digital policies and plans vis-à-vis regional priorities and goals has resulted in a disconnect between National Digital Development Policies and Plans vis-à-vis regional development initiatives and plans. There is thus a need to clarify and understand the differences and

similarities between Malaysia National Digital Policies and Plans vis-a-vis the ASEAN Digital Masterplan 2025.

### **iii. Research Aim**

This Call for Proposal is to elicit research proposals, to study Malaysia's digital policies and plans in and its alignment to the ASEAN Digital Masterplan 2025. The primary research aims are to:

- a. Enable the tracking of these domestic plans according to the ASEAN Digital Masterplan 2025 framework;
- b. Identify and classify the desired outcomes of the various Malaysian digital policies and plans; and
- c. Identify potential gaps within the various Malaysian digital policies and plans in relation to an overarching ASEAN Digital Framework

### **iv. Research Objectives**

Researchers will be guided by the following research objectives but may propose improvements and additional research objective to better achieve limit or expand upon the identified research aims.

- a. RO1 - Identify and classify the various national digital policies and plans, respective owners, monitoring metrics and timeframes, and outputs and deliverables;
- b. R02 - Create a matrix mapping of Malaysia's digital plans and metrics against the desired outcomes and enabling action of the ASEAN Digital Masterplan 2025; and
- c. RO3 - Identify possible gaps and propose actions to narrow the gaps.

-End of Appendix I-