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**“Quality Wireless Service in UiTM: - Perception of UiTM
Students”**

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Abstracts

This research is aim for the students in UiTM giving their opinion regarding the quality of wireless services provided by UiTM for their students. The study also includes the access coverage of the services in UiTM. The study also covers the perception of wireless policy and Internet policy among the user in UiTM. The research comes out with the perception of the students toward the services is not very good. They also hope that UiTM could improve the services especially in hostel area. This may help the student to do their work efficiently. All these because wireless services very important for all the students across the globe nowadays in doing their works.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

By the year 2000, many organizations try to develop their capabilities in making their world without boundary. Therefore wireless services nowadays are very popular among the organization in order to increase their capability, efficiency and creativity in a very high level. Many organizations try to improve their wireless services so that they compete with other organization and have knowledge, data and information transferred to them easily. In the 21st century, the wireless services become much more popular and fastest growing tools to achieve the organization goals and objectives by sharing information with other organizations. Also training can be developed through wireless services.

In higher learning institutions, especially in Universiti Teknologi Mara Sarawak, wireless services are very much needed because of the increase in number of laptop users and computers in the labs. In UiTM Sarawak, wireless services are used widely by the staff, lecturers and the students itself daily. There are many wireless services provided in UiTM Sarawak such as DeconnecXion and Hotspot. Student and staff need the wireless service because it is difficult for them to connect to the Internet by using only the plug in modem which is small in numbers. The wireless service can be access anywhere around the campus but it is restricted to certain areas in the campus.

Nowadays wireless services are provided among universities in Malaysia indeed in the whole world. Students can have Internet access when they need it for their studies as well as while doing their research. The quality of wireless services is

CHAPTER 2

LITERATURE REVIEW & CONCEPTUAL FRAMEWORK

2.1 Literature Review

This chapter provides a review of the literature review of the literature on Wi-Fi Services and also the conceptual framework of the study.

2.1.1 Introduction

Wi-Fi is the trade name for the popular wireless technology used in home networks, mobile phones, video games and other electronic devices that require some form of wireless networking capability. In particular, it covers the various IEEE 802.11 technologies (including 802.11n, 802.11b, 802.11g, and 802.11a). Wi-Fi technologies are supported by nearly every modern personal computer operating system, most advanced game consoles and laptops, and many printers and other peripherals. The purpose of Wi-Fi is to provide wireless access to digital content. This content may include applications, audio and visual media, Internet connectivity, or other data. Wi-Fi generally makes access to information easier, as it can eliminate some of the physical restraints of wiring; this can be especially true for mobile devices. A Wi-Fi enabled device such as a PC, game console, mobile phone, MP3 player or PDA can connect to the Internet when within range of a wireless network connected to the Internet. The coverage of one or more interconnected access points — called a hotspot — can comprise an area as small as a single room with wireless-opaque walls or as large as many square miles covered by overlapping access points. In