

UNIVERSITI TEKNOLOGI MARA (UITM), MALACCA FACULTY OF COMMUNICATION & MEDIA STUDIES DIPLOMA in COMMUNICATION AND MEDIA

COM 363 PROFESSIONAL PROJECT

ASSIGNMENT TITLE: THE INFLUENCE OF TRANSFORMATIONAL LEADERSHIP TOWARDS USERS BEHAVIOR ON FACEBOOK

PREPARED BY:

FARIDAH HANIM BINTI MOHD FUAD ILI SYAIRAH BINTI MOHD ZAINI MUHAMMAD ADDIN BIN ISMAIL MAIZATUL ANEEM BINTI ROSLAN SHAZRIL ADRY BIN AZMI

GROUP: MMC1106E

PREPARED FOR: MADAM NOOR ASHMALIA BINTI MOHD ASHRAFF

> DATE OF SUBMISSION: 4TH APRIL 2016

TABLE OF CONTENT

CHAP	TER 1: INTRODUCTION	1		
1.1	Background of Study	1		
1.2	Problem Statement	3		
1.3	Research Questions			
1.4	Research Objectives	4		
1.5	Rational and Scope of Study	4		
1.6	Significance of Study	5		
	1.6.1 Policy	5		
	1.6.2 Practice	5		
CHAP	TER 2: LITERATURE REVIEW	6		
2.1	Leadership in Social Media	6		
2.2	Different Types of Leadership Approaches	7		
2.3	Transformational Leadership	8		
2.4	The Advantages of Facebook	9		
2.5	Transformational Leadership Contributes to Facebook Users Behavior	10		
2.6	Communication Theory	11		
2.7	Research Framework	12		
1.45				
CHAP	TER 3: METHODOLOGY	13		
3.1	DATA COLLECTION STRATEGY	13		
	3.1.1 Unit of Analysis	13		
	3.1.2 Purposive Sampling	13		
	3.1.3 In-Depth Interview	14		
3.2	DATA ANALYSIS STRATEGY	15		
	3.2.1 Thematic Analysis	15		

СНАРТ	ER 4: I	INDINGS	16	
4.1	To investigate the benefit of Transformational Leadership compared to			
	other	approaches on Facebook	16	
4.2	To study the contribution of Transformational Leadership towards			
	users'	behavior on Facebook	18	
4.3	To study the role of Facebook in influencing other users			
	to use	Transformational Leadership approach	20	
СНАРТ	ER 5: (CONCLUSION	23	
5.1	To inv	estigate the benefit of Transformational Leadership compared to		
	other	approaches on Facebook	23	
5.2	To study the contribution of Transformational Leadership towards			
	users' behavior on Facebook			
5.3	To study the role of Facebook in influencing other users			
	to use	Transformational Leadership approach	25	
5.4	Limitation of Study			
	5.4.1	Place and Time	26	
	5.4.2	Finding the right informants	26	
	5.4.3	Lack of cooperation from the informants	27	
	5.4.4	Informants unable to answer the questions accurately	27	
5.5	Future Recommendations		28	
REFERI	ENCES		_29	

APPENDIXES	31-50

ABSTRACT

This study contributes to our understanding of leadership on Facebook by investigating the effects of transformational leadership practices of Facebook users. Using data from findings of this study suggest a number of possible explanations for why Facebook users exhibit higher levels of transformational leadership than what we traditionally expect. Our findings suggest that the structure of these results may not be as rigid as commonly believed and that some characteristics had little, if any, adverse effect on the prevalence or practice of transformational leadership behaviors. In particular, although poor lateral/upward communication were associated with lower transformational leadership, no relationship was found crucial on top of the transformational leadership behaviors. Contrary to expectations in the mainstream leadership literature, however, the use of performance measurement by other social media was associated with a significant increase in reported transformational leadership behaviors.

ACKNOWLEDGEMENT

Bismillahirrahmanirrahim,

The subject Professional Project has helped the researchers to widen our thoughts. The task on doing this research was indeed difficult but Alhamdulillah, with the blessings of Allah S.W.T, we managed to complete our research within the date that has been set with regards to those who had helped the research from scratch to bulk. Without them, this research could never be completed.

A token of appreciation to our interviewees that is willing to help us by being a part of this research. The information that we gained from them are indeed useful and resourceful. Those who are involved as our informants are *Muhammad Aliff bin Ali* (SL1M Trainee Sime Darby Plantation Sdn. Bhd.), *Harizah Binti Hashim* (Proton Company), *Muhammad Hizuan bin Razali* (Student of Faculty of Business Management), and *Nur Aminah Binti Ramli* (Lecturer Universiti Malaya).

Last but not least, a big gratitude for our beloved lecturer, MADAM NOOR ASHMALIA BINTI MOHD ASHRAFF whom has been guiding us from the start until completion of this research paper. We appreciate all of the supports given by her. Not to forget some appreciations to those who has helped us in leading the path to finish the task as well such as friends and simply any people involved in improving the research paper.

Thank you very much.