## UNIVERSITI TEKNOLOGI MARA

# THE IMPORTANCE OF EVENT MANAGEMENT SKILLS IN MUSIC COURSES AMONG MUSIC UNDERGRADUATE STUDENTS POST COVID 19: AN EXPLORATORY STUDY OF UITM MUSIC UNDERGRADUATE STUDENTS

### NORHAYATI BINTI ZAHAIR

Dissertation submitted in fulfillment of the requirements for the degree of **Master of Music Education** 

**Conservatory of Music College of Creative Arts** 

February 2023

### **ABSTRACT**

COVID-19 had a huge impact in various sectors and undeniably, the music industry was being disrupted tremendously. Live music had stopped for several years due to the COVID-19 pandemic and now concerts are finally flooding the Malaysia's market. However, there is a lack of updated event management experts capable of executing the production professionally. The rapid growth of the music event industry has shown the need for workers who are well educated as well as having recognized skills in this field. This research will investigate the extent to which management skills influence the effectiveness of events organized by music graduate students today. This is to emphasize the significance of management skills in event planning. The results of studies within the field indicate that competent music event management requires specific skill sets. However, the advantages of management knowledge are contingent upon the quality and consistency with which theories, models, principles, and practices are taught throughout the curriculum and the aptitude with which students apply what they have learned. Relationships between the results and the study as a whole were mapped out in a conceptual framework. It is essential to include all of the latest changes in music event management for two reasons: to keep up with industry standards and to give students the best chance of getting a job after graduation. The researcher argues that the conceptual framework created could be helpful for music majors at UiTM.

### ACKNOWLEDGEMENT

My sincere gratitude goes out to Allah (S.W.T.) because, through his unmerited favor, I have been able to persevere through the many challenges and doubts I have encountered and complete my thesis. I want to thank and express my deepest gratitude to everyone who has helped, supported, and worked with me to finish this thesis.

The creation of this thesis would not have been possible without the invaluable assistance of my advisor, Assoc. Prof. Dr. Soo Wincci, and for that, I am eternally grateful. Her teaching, in the form of guidance and ideas, has benefited me. Without her supervision, my studies would not have progressed as quickly as they did. I also want to thank my mother, who gave me great encouragement and support throughout my studies.

In addition, I would like to thank my colleagues, particularly Dr. Nadia, Janette, Afiqah, Amanina, and Sarah, my friends Nina and Esty Farrah, and the students who have assisted me much in completing my studies and thesis. Your support is much appreciated. This thesis research would not have been feasible without the help of my colleagues and friends.

Lastly, this thesis is dedicated to the memory of my dearly late father and sister for their dedication to my education and unwavering support.

# TABLE OF CONTENTS

		Page	
CO	NFIRMATION BY PANEL OF EXAMINERS	ii	
	ΓHOR'S DECLARATION	iii	
ABS	STRACT	iv	
ACI	KNOWLEDGEMENT	${f v}$	
TAI	BLE OF CONTENTS	vi viii	
LIS	T OF TABLES		
LIS	T OF FIGURES	ix	
LIS	T OF ABBREVIATIONS	X	
CH	APTER ONE INTRODUCTION	1	
1.1	Research Background	1	
1.2	Problem Statement	4	
1.3	Research Objectives	6	
1.4	Research Questions	7	
1.5	Significance of Study	7	
1.6	Scope of the Study	8	
СН	APTER TWO LITERATURE REVIEW	9	
2.1	Introduction	9	
2.2	Event Industry	9	
2.3	Music Industry	1	
2.4	Music Industry in Malaysia	11	
2.5	Music Education in Malaysia	12	
2.6	Event Management in Malaysia	13	
2.7	Event Management Education	15	
2.8	Music Event Management	19	
2.9	Management Skills	21	
	2.9.1 Hard and Soft Skills	26	
CH	APTER THREE RESEARCH METHODOLOGY	35	
3.1	Introduction	35	
3.2	Research Design: Qualitative Approach	35	
	3.2.1 Exploratory Research	36	
3.3	Sampling	36	
3.4	Data Collection	38	
	3.4.1 Interview	40	
3.5	Data Analysis	42	
3.6	Realibility, Validity and Triangulation	45	
	3.6.1 Realibility	45	
	3.6.2 Validity	46	
	3.6.3 Triangulation	46	

<b>CHA</b>	PTER 1	FOUR FINDINGS AND ANALYSIS	48
4.1	Introd	uction	48
4.2	Findir	ngs	48
	4.2.1	Finding 1: Soft Skills	48
	4.2.2	Finding 2: Public Relation	49
	4.2.3	Finding 3: Creativity	52
	4.2.4	Finding 4: Experience / Hands On	53
	4.2.5	Finding 5: Team Building	55
	4.2.6	Finding 6: Leadership Skills	57
	4.2.7	•	57
	4.2.8	Finding 8: Self Management	58
	4.2.9	Finding 9: Sustainability	59
СНА	PTER 1	FIVE DISCUSSION AND CONCLUSION	61
5.1	Discu	ssion Overview	61
5.2	Discu	ssion	62
	5.2.1	The Incompetency Among Current Music Student	62
	5.2.2	The Importance of Managerial Skills Needed by the Current N	Ausic
		Students in Music Event Management	65
	5.2.3	Fostering Managerial Skills in Music Students for Future Success	69
	5.2.4	Development of Conceptual Framework for UiTM Undergrad	duate
		Music Students On Updated Music Event Management	73
REF	ERENC	CES	78
APP	ENDIC	ES	85
AUT	HOR'S	PROFILE	216