

CONSERVATORY OF MUSIC COLLEGE OF CREATIVE ARTS UNIVERSITI TEKNOLOGI MARA

MUF655 RESEARCH PROJECT

THE IMPACTS OF POOR INTERNET COVERAGE AMONG ORGANISERS AND AUDIENCES OF VIRTUAL EVENTS IN MALAYSIA

HANIM FITRAH SHAMSUDIN 2020955953

Sem Oct 2021 - Feb 2022

ACKNOWLEDGEMENT

بِسْمِ اللهِ الرَّحْمنِ الرَّحِيمِ

I would like to praise Allah S.W.T. for providing me with the strength to finish my thesis. It would not have been possible to complete this thesis without the contribution and support of several people for this writing to finish my studies in Bachelor of Music Business.

First and foremost, I would like to thank my Supervisor, Puan Nurul Hamimi Abdul Rahman, for always guiding me through this project. She always gave valuable opinions and comments on where I should improve for this research even though it was already late at night. Not to mention that her support also made me want to continue my research on this project.

Furthermore, I would like to express my gratitude to my senior Anis Zahira who helped me by giving various opinions and advice while doing this thesis. She assisted me a lot in finding materials suitable for this study. Not to forget my teacher Isolde Hon Peisha and my friend Wan Aiman who helped me during the writing of this study. I would not have been able to finish my project without their help as well.

Last but not least I would like to express my deepest gratitude to all my family and friends who have always supported me in this time of doing this thesis.

ABSTRACT

The purpose of this study is to investigate the impact of poor internet coverage among organisers and audiences of virtual events in Malaysia. This study will try to understand the current state of internet coverage and speed among virtual event organisers and consumers and to provide solutions or suggestions based on research or experiences from other countries or regions to improve the virtual events in Malaysia. Specifically, this research will be focused on how internet coverage affects the virtual event organisers and consumers. In addition, this study will also cover how experiences relate to the solution of internet coverage problems during virtual live events. Briefly, this research is important to make both organisers and audiences aware of their involvement in virtual events that can make both sides satisfied.

TABLE OF CONTENT

DECLARATION OF AUTHENTICITY

ACKNOWLEDGEMENT

ABSTRACT

TABLE OF CONTENT

CHAPTER 1: INTRODUCTION

1.1 Introduction	7
1.2 Background of Study	8-10
1.3 Problem Statement	10-11
1.4 Objective of The Study	12
1.5 Research Questions	12
1.6 Significance of The Study	12
1.7 Limitation of The Study	13

CHAPTER 2: LITERATURE REVIEW

2.1 Internet Coverage In Malaysia	14-15
2.2 Digital Technology	15-16
2.3 Impact of Internet Stability For Economic Growth	16-17
2.4 Efficiency of Internet Use For Virtual Event	17
2.5 Conclusion	17-18

CHAPTER 3: METHODOLOGY

3.1 Research Design	19
3.2 Sampling	19
3.3 Data Collection	20
3.4 Data Analysis	20
3.5 Conclusion	20

CHAPTER 4: RESULTS

4.1 Hypothesis	21
4.2 Sample used	21
4.3 People expressed anger on Twitter.	22-24
4.4 DVD suggestion	24-26
4.5 Afraid of buying tickets	26-27
4.6 Discussion	28-29

CHAPTER 5: CONCLUSION & RECOMMENDATION

5.1 Conclusion	30
5.2 Recommendation	31-32

REFERENCES