



**DSRG**  
DIGITAL SOCIETY RESEARCH GRANT

# DIGITAL SOCIETY RESEARCH GRANT 2023 CYCLE 1

**INFO SESSION**

**07 MARCH 2023, TUESDAY**

**10:00 AM - 11:00 AM**

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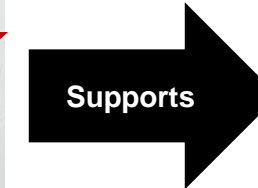
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# MCMC AT A GLANCE

## MCMC

1. Established and governed by the **Malaysian Communications and Multimedia Commission Act 1998 (Act 589)**
2. Effective from **1 November 1998**
3. Multi-Sectoral Regulator:
  - Communications and Multimedia Act 1998 (Act 588)
  - Digital Signature Act 1997 (Act 562)
  - Postal Services Act 2012 (Act 741)
  - Strategic Trade Act 2010 (Act 708)

## Wide ranging Regulatory and Developmental roles



## Industry Self Governance Industry Forums under the CMA '98



# NATIONAL PLANS



1. Drive digital transformation in the public sector.
2. Boost economic competitiveness through digitalisation.
3. Build enabling digital Infrastructure.
4. Build agile and competent digital talent.
5. Create an inclusive digital society.
6. Build a trusted, secure and ethical digital environment



1. Equip the Rakyat with 4IR knowledge and skill sets.
2. Forge a connected nation through digital infrastructure development.
3. Future-proof regulations to be agile with technological changes.
4. Accelerate 4IR technology innovation and adoption.



1. **Themes**
  - Resetting the economy
  - Strengthening security, wellbeing and inclusivity
  - Advancing sustainability
2. **Policy Enablers**
  - Developing future talent
  - Accelerating technology adoption and innovation
  - Enhancing connectivity & transport infrastructure
  - Strengthening the public service



1. **Individual & Family**
  - Education & Training
  - Financial assistance
  - Health
  - Employment & Income
  - Protection of the Vulnerable
  - Social Protection
2. **Business & Employers**
  - Finance & Financing
  - Market Access
  - Employee Recruitment & Training
  - Entrepreneurship training
  - Tax
  - Investment
  - Infrastructure facility
3. **Community**
  - Community development
  - Infrastructure & Facilities
  - HRD development
  - ESG development
  - Safety
  - Islamic teachings
  - Youth & Sports

# ABOUT DSRG



**Aims:** To grow evidence base necessary to optimise the advancements made in communications infrastructure and service deployment.



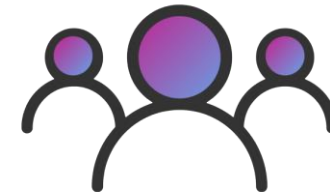
- Launched on 3 July 2020
- Two cycles of Call for Proposals/year



- Maximum RM10,000/grant
- Research duration of up to 6 months

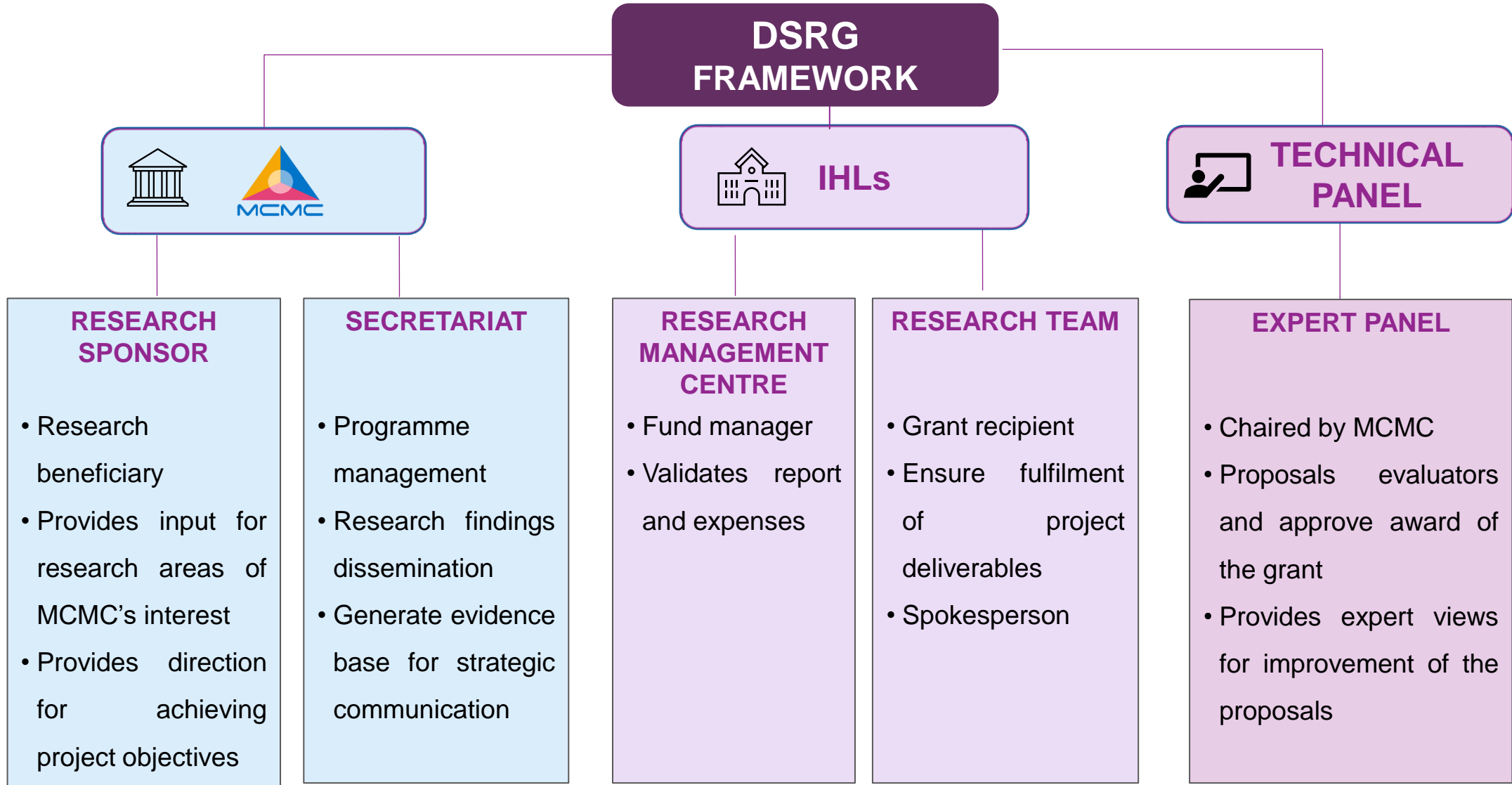


**FOCUS AREA 1: DIGITAL CITIZENSHIP  
& CYBER WELLNESS**



**FOCUS AREA 2: DIGITAL INCLUSION**

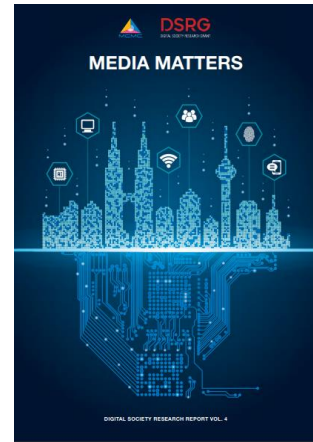
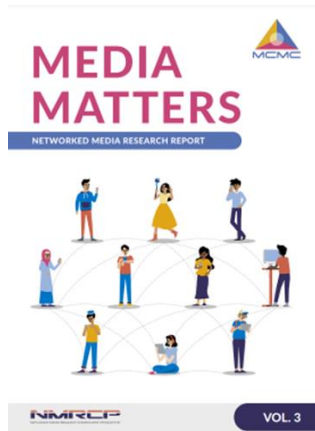
# DSRG FRAMEWORK





# DISSEMINATION OF FINDINGS

## Media Matters



## Communicate@MCMC

DSRG COMMUNICATE@MCMC SESSION 3/2022

14 December 2022 10.00 AM - 11.30 AM

WORKING TO STOP MISINFORMATION AND FALSE NEWS IN MALAYSIA

 <b>EN. MUHAMMAD HIDAYAT FAHMI</b> Assistant Director, Research Enterprise Department, MCMC <b>MODERATOR</b>	 <b>EN. MUHAMMAD AMIRUL HAFIZ ROSLY</b> Head, New Media Department, MCMC <b>PANELLIST</b>
 <b>ASSOC. PROF. DR. BAHYIAH OMAR</b> Universiti Sains Malaysia (USM) <b>PANELLIST</b>	 <b>ASSOC. PROF. DR. HASRINA MUSTAFA</b> Universiti Sains Malaysia (USM) <b>PANELLIST</b>

<https://www.mcmc.gov.my/en/resources/research/publications>

## Research Symposia



# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (1/7)

## FOCUS AREA 1: DIGITAL CITIZENSHIP & CYBERWELLNESS

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
1.	<b>DCC-1</b> Challenges and Opportunities of Environmental, Social and Governance (ESG) Adoption amongst MCMC Licensees	<ul style="list-style-type: none"> <li>i. RO 1 – To provide a comparative benchmark of ESG adoption approaches implemented by telecommunications/broadcasting/postal and courier regulators;</li> <li>ii. RO 2 – To identify challenges, opportunities and potential impacts of implementing ESG among licensees under MCMC;</li> <li>iii. RO 3 – To propose a measurement index to measure the extent and level of ESG adoption amongst MCMC licensees; and</li> <li>iv. RO 4 – To provide targeted sector-specific recommendations to promote ESG adoption amongst MCMC licensees.</li> </ul>	<b>Planning Department</b> Strategy Planning Division
2.	<b>DCC-2</b> A Study on the Consumer Perspective and Experience in Postal Article Safety throughout Last-mile Delivery for the Postal and Courier Industry	<ul style="list-style-type: none"> <li>i. RO 1 – To provide a comparative benchmark of best practices for parcel safety during last-mile delivery;</li> <li>ii. RO 2 – To understand consumer perceptions on the practice of parcel delivery at the doorstep when not at home, expected areas of service improvement, and consumer willingness to pay additional fees to ensure parcel safety;</li> <li>iii. RO 3 – To understand issues, challenges, and opportunities in ensuring parcel safety during last-mile delivery to different demographics comprising types of customers, receiving addresses, and other contributors which could affect postal article safety and quality of delivery; and</li> <li>iv. RO 4 – To provide recommendations for adopting best practices, guidelines, standards, or approaches to ensure industry compliance and higher consumer satisfaction for parcel safety and quality of services during last-mile delivery.</li> </ul>	<b>Communication and Postal Regulation Department</b> Consumer and Industry Affairs Division



# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (2/7)

## FOCUS AREA 1: DIGITAL CITIZENSHIP & CYBERWELLNESS

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
3.	<b>DCC-3</b> An Analysis of the Impact of Internal Data Sharing on Employee Productivity, Decision Making and Transforming Data into Business Value	<ul style="list-style-type: none"><li>i. RO 1 – To identify how internal data-sharing practices positively or negatively impacts employee productivity;</li><li>ii. RO 2 – To examine how internal data sharing affects decision-making processes amongst employees, including the extent to which it improves or hinders decision-making; and</li><li>iii. RO 3 – To provide recommendations on Transforming Data into Business Value (by identifying ways that organisations can effectively use data to drive business value and improve performance and identifying best practices for data management and analysis, as well as identifying opportunities for data-driven innovation).</li></ul>	<b>Digital Transformation and Adoption Department</b> Digital Ecosystem Development Division

# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (3/7)

## FOCUS AREA 2: DIGITAL INCLUSION

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
4.	<b>DI-1</b> Digitalisation Technology Acceptance and Adoption within the Malaysian Agriculture Sector	<ul style="list-style-type: none"> <li>i. RO 1 – To propose a measurement matrix to measure the rate and level of digitalisation amongst Malaysia's agriculture sector and sub-sectors;</li> <li>ii. RO 2 – To measure the rate and the degree of digitalisation/automation within the many sub-sectors in the agriculture/agro-commodity industries in the country;</li> <li>iii. RO 3 – To identify the issues and challenges contributing to Environmental, Social and Governance (ESG) adoption; and</li> <li>iv. RO 4 – To provide general recommendations to Malaysia's agriculture sector and target recommendations to the identified sub-sectors to promote and accelerate digitalisation towards achieving sectorial digital transformation.</li> </ul>	<b>Technology Vertical</b> Industry Development Sector
5.	<b>DI-2a</b> Free-To-Air Channel: Uses, Motivation and Gratifications of Users in the East Coast Region of Peninsular Malaysia	<ul style="list-style-type: none"> <li>i. RO 1 – To identify the usage pattern of FTA TV among the audience in the East Coast region;</li> <li>ii. RO 2 – To identify the gratification level of FTA TV;</li> <li>iii. RO 3 – Identify the demographic profile of the audience and content preference; and</li> <li>iv. RO 4 – To provide general recommendations to promote FTA TV viewership and positive responses to content and advertising amongst users.</li> </ul>	<b>Broadcasting Industry Development Department</b> Digital Ecosystem Development Division
6.	<b>DI-2b</b> Free-To-Air Channel: Uses, Motivation and Gratifications of Users in Sarawak	<ul style="list-style-type: none"> <li>i. RO 1 – To identify the usage pattern of FTA TV among the audience in Sarawak;</li> <li>ii. RO 2 – To identify the gratification level of FTA TV;</li> <li>iii. RO 3 – Identify the demographic profile of the audience and content preference; and</li> <li>iv. RO 4 – To provide general recommendations to promote FTA TV viewership and positive responses to content and advertising amongst users.</li> </ul>	<b>Broadcasting Industry Development Department</b> Digital Ecosystem Development Division

# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (4/7)

## FOCUS AREA 2: DIGITAL INCLUSION

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
7.	<b>DI-3</b> Exploring the Feasibility of 6G Deployment in Malaysia: A Study on Social and Economic Considerations	<ul style="list-style-type: none"> <li>i. RO 1 – To analyse the social feasibility of 6G deployment in Malaysia;</li> <li>ii. RO 2 – To evaluate the economic feasibility of 6G deployment in Malaysia;</li> <li>iii. RO 3 – To assess the potential challenges and opportunities for implementing 6G in Malaysia; and</li> <li>iv. RO 4 – To provide recommendations for regulatory and policy approaches, future industry, and consumer considerations in the adoption and use of 6G services.</li> </ul>	<b>Planning Department</b> Strategy Planning Division
8.	<b>DI-4</b> Impact of <i>Pelan Jalinan Digital Negara</i> (JENDELA) Implementation	<ul style="list-style-type: none"> <li>i. RO 1 – To assess the impact of JENDELA implementation from various perspectives, i.e. socio-economic growth, community, social activities, education, businesses, Government;</li> <li>ii. RO 2 – To identify potential new technologies and solutions that can be adopted to improve communication services;</li> <li>iii. RO 3 – To benchmark JENDELA implementation with other neighbouring countries to identify areas for improvement and recommend the best practices, action plans or enhancements based on the benchmark for future programmes and initiatives; and</li> <li>iv. RO 4 – To identify gaps in the existing implementation approach (including project governance and monitoring, policies/processes/guidelines, communication, and awareness) and to link accompanying proposals and recommendations for more effective strategies and implementation approaches.</li> </ul>	<b>Central Monitoring Office 1</b> Central Monitoring Division



# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (5/7)

## FOCUS AREA 2: DIGITAL INCLUSION

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
9.	<b>DI-5</b> A Study on the Financial, Technical, and Operational Challenges for Malaysia's Full Migration and Dependency of IPv6 Networks	<ul style="list-style-type: none"> <li>i. RO 1 – To compare the estimated costs related to continuing using IPv4 together with IPv6 networks as opposed to a full migration to IPv6-only networks (i.e. calculation of short versus long-term financial costs and implications that affect the decision-making and operational costs of an organisation);</li> <li>ii. RO 2 – To identify technical challenges preventing organisations from adopting and utilise IPv6 networks fully;</li> <li>iii. RO 3 – To Identify the benefits for organisations to fully embraced IPv6, e.g. cost, robust network, speed, and security (quantitative and qualitative); and</li> <li>iv. RO 4 – To recommend best practices and approaches in relation to IPv6 adoption (i.e. whether to maintain the current dual stack and tunnelling of IPv4 to IPv6 network versus full adoption of IPv6-only networks in Malaysia).</li> </ul>	<b>Numbering and Electronic Addressing Management Department</b> Licensing and Monitoring Division
10.	<b>DI-6</b> A Study on the Feasibility of a Priority Assistance Code Service Category for Malaysia's Telecommunication Industry	<ul style="list-style-type: none"> <li>i. RO 1 – To provide a comparative regulatory benchmark of PAC implementation in other countries;</li> <li>ii. RO 2 – To analyse current industry practices on service restoration and its gap in catering for consumers who are at risk (critical disease, severe mental illness, or any other technology-dependent patients);</li> <li>iii. RO 3 – To identify and recommend potential inclusion/eligibility criteria, potential types/categories of telecommunications services within the PAC services coverage scope, and where applicable different priority levels to be applied to different user categories (i.e. type and severity of disease; inclusion processes/documentation, types of services covered, etc.);</li> <li>iv. RO 4 – To understand industry perspectives (i.e., level and nature of PAC services, cost and funding, risk management, etc.); and</li> <li>v. RO 5 – To provide recommendations on adopting best practices, guidelines, standards or approaches for the adoption/delivery of PAC telecommunication services.</li> </ul>	<b>Communication and Postal Regulation Department</b> Consumer and Industry Affairs Division



# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (6/7)

## FOCUS AREA 2: DIGITAL INCLUSION

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
11.	<b>DI-7</b> A Comparative Analysis of Adoption of 5G Technologies for Digitisation by Foreign Countries' Industry Verticals	<ul style="list-style-type: none"> <li>i. RO 1 – To establish the relationship between 5G adoption and digitisation within specific industry verticals;</li> <li>ii. RO 2 – To provide an international perspective on different opportunities and challenges faced by industry verticals and the different approaches adopted in tackling them; and</li> <li>iii. RO 3 – To provide recommendations on potentially appropriate strategies and best practices for local 5G adoption and digitisation in specific industry verticals.</li> </ul>	<b>Digital Transformation and Adoption Department</b> Digital Ecosystem Development Division
12.	<b>DI-8</b> A Study on Malaysian Digital Signature (DS) Market Demand and Feasibility of Certification Authority (CA) Interoperability	<ul style="list-style-type: none"> <li>i. RO 1 – To identify the capacity of the existing four Certification Authorities (CAs) to meet current and forecasted medium-term demand;</li> <li>ii. RO 2 – To establish the relationship between increased DS efficiency and interoperability against potentially higher market demand and adoption of DS;</li> <li>iii. RO 3 – To explore best practices on how interoperability has been promoted for Electronic Signatures in other countries for potential adoption for Malaysian CAs in promoting DS;</li> <li>iv. RO 4 – To gather input and feedback from CAs on the interoperability among the CAs; and</li> <li>v. RO 5 – To provide recommendations on the best practices, standards adoption, and/or policy or legislative approaches for increasing DS efficiency, interoperability, and market demand.</li> </ul>	<b>Digital Transformation and Adoption Department</b> Digital Ecosystem Development Division

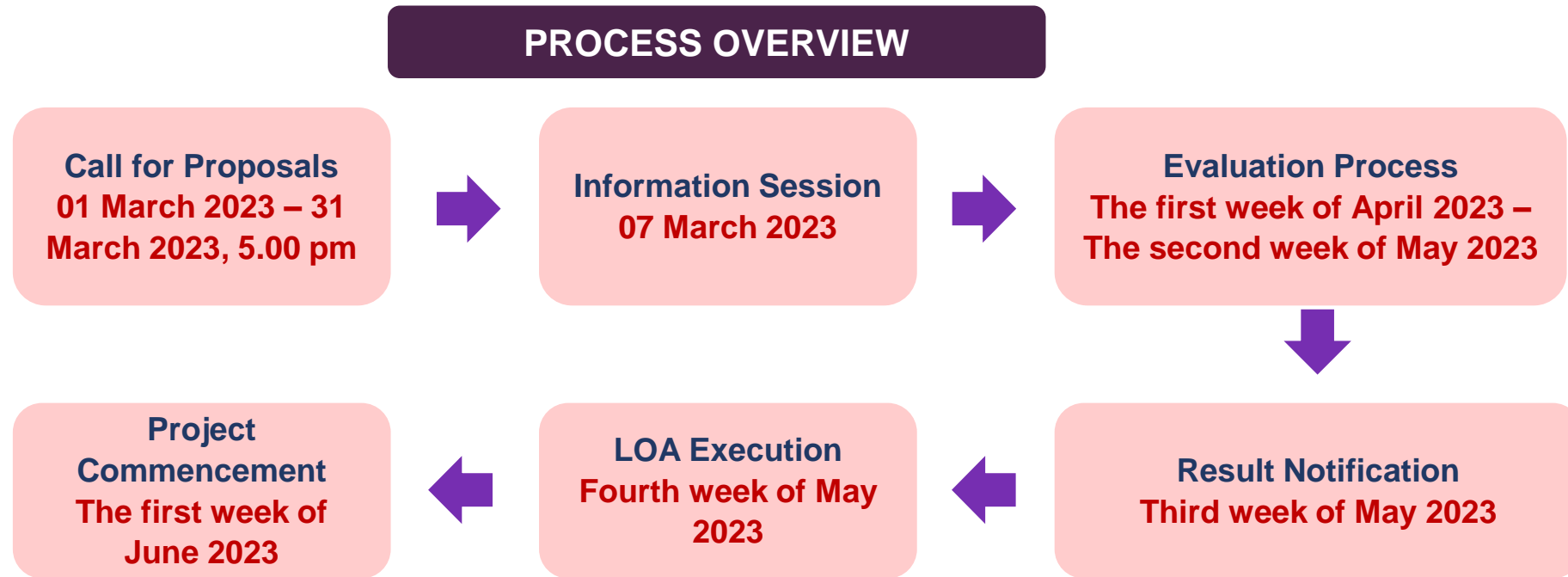
# DSRG 2023/CYCLE 1: FOCUS AREAS & RESEARCH TITLES (7/7)

## FOCUS AREA 2: DIGITAL INCLUSION

GUIDED RESEARCH

No.	Research Title	Research Objectives (RO)	Research Sponsor (Beneficiary Department)
13.	<b>DI-9</b> A Study on the State of Digital Healthcare amongst Malaysia's Senior Citizens	<ul style="list-style-type: none"><li>i. RO 1 – To study the state of digital healthcare services adoption rate (digital services such as digital health apps, medical online, public services online and etc.);</li><li>ii. RO 2 – To understand the challenges of digital healthcare adoption amongst senior citizens;</li><li>iii. RO 3 – To identify the current and future needs of digital services/technologies that will benefit and improve the daily lifestyle of the senior citizens in Malaysia; and</li><li>iv. RO 4 – To provide general recommendations on addressing digital healthcare gaps as inputs to MCMC and key stakeholders to spur the adoption of digital healthcare among Malaysia's senior citizens.</li></ul>	<b>Technology Vertical</b> Industry Development Sector

# DSRG CYCLE 1/2023: PROCESS OVERVIEW



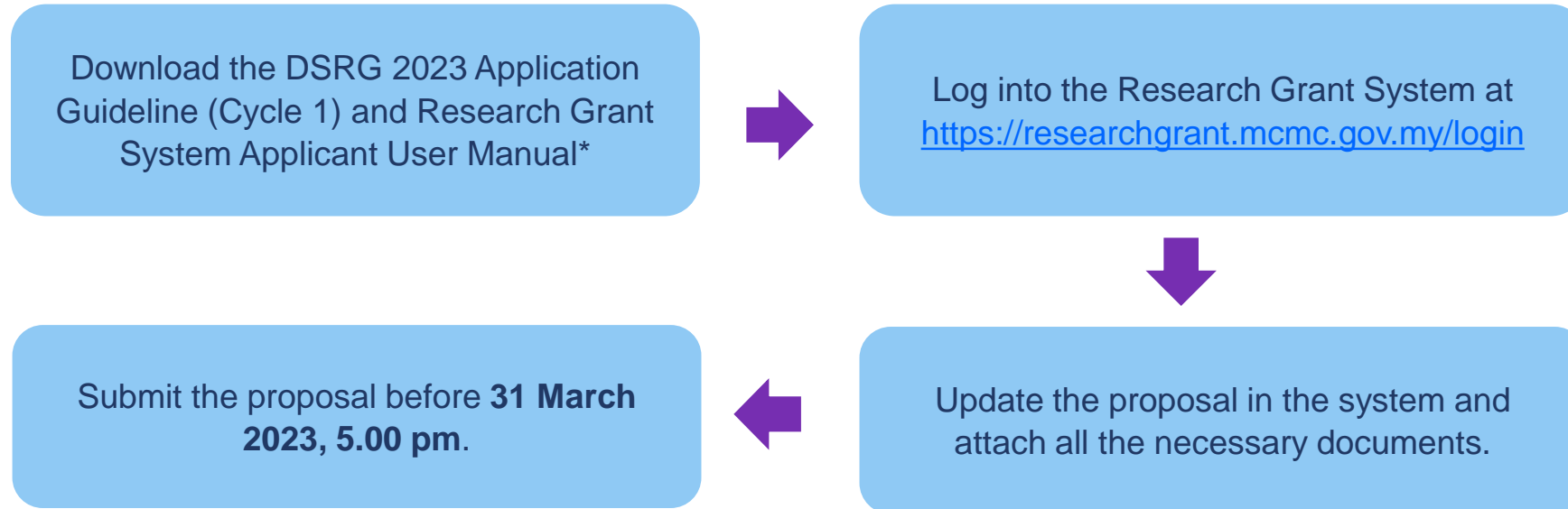
*The timeline may be affected by public holidays in April 2023 and May 2023*

## RESOURCES LINKS

1. 2023 DSRG Guidelines (Cycle 1) ([https://mcmc.gov.my/skmmgovmy/media/General/DSRG\\_2023/2023\\_DSRG\\_Guideline\\_Cycle1\\_latest.pdf](https://mcmc.gov.my/skmmgovmy/media/General/DSRG_2023/2023_DSRG_Guideline_Cycle1_latest.pdf))
2. Research Grant System Applicant User Manual ([https://mcmc.gov.my/skmmgovmy/media/General/DSRG\\_2023/DSRG-Research-Grant-System-Applicant-User.pdf](https://mcmc.gov.my/skmmgovmy/media/General/DSRG_2023/DSRG-Research-Grant-System-Applicant-User.pdf))
3. Research Grant Application System (<https://researchgrant.mcmc.gov.my/login>)
4. FAQs ([https://mcmc.gov.my/skmmgovmy/media/General/DSRG\\_2023/2023\\_DSRG\\_FAQ\\_Cycle-1\\_FINAL.pdf](https://mcmc.gov.my/skmmgovmy/media/General/DSRG_2023/2023_DSRG_FAQ_Cycle-1_FINAL.pdf))

# DSRG CYCLE 1/2023: SUBMISSION

## Submission Process



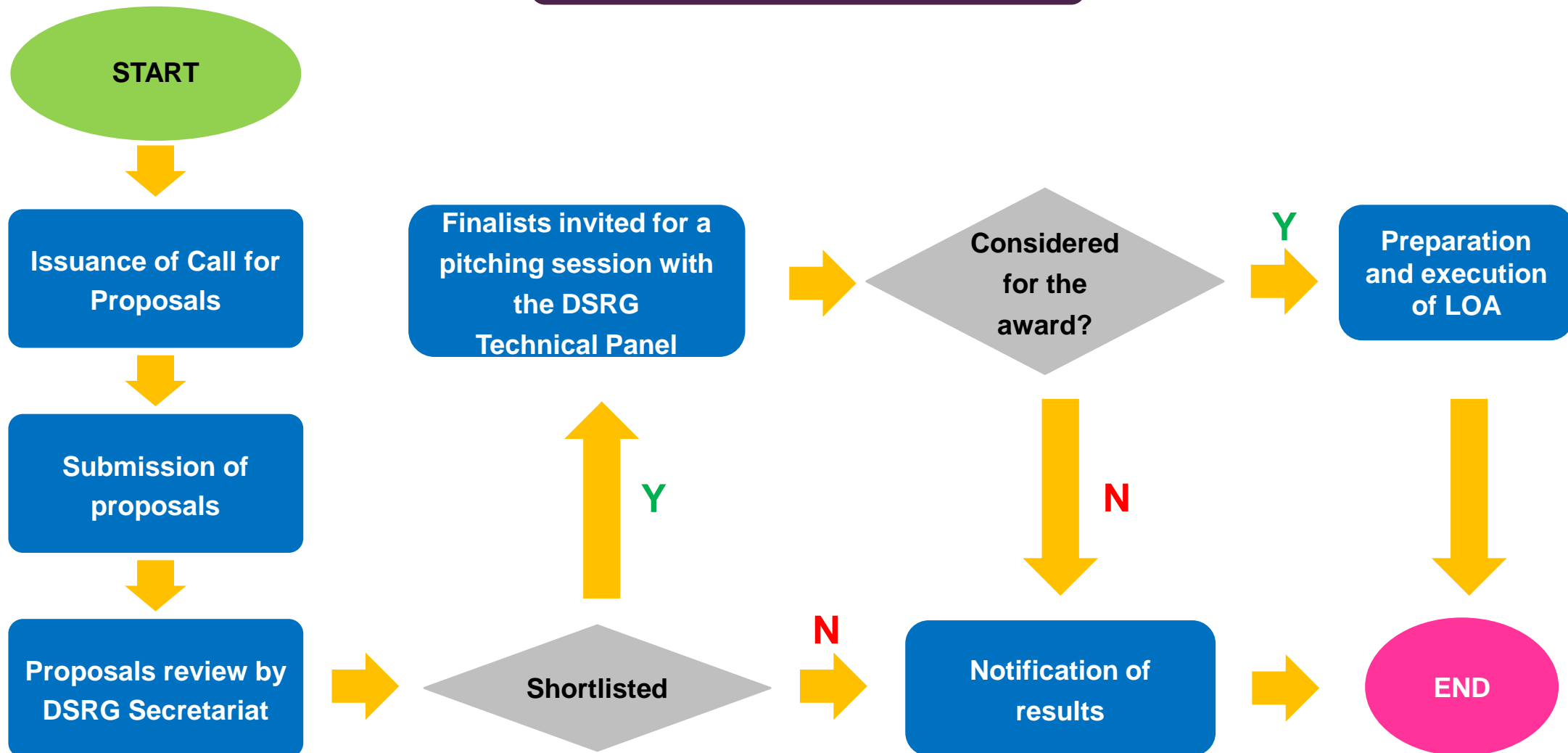
## Documents that need to be attached

1. CV of all research team members
2. Certified copy of highest academic qualification
3. Other relevant materials to support the proposal



# DSRG CYCLE 1/2023: EVALUATION

## EVALUATION PROCESS



# DSRG CYCLE 1/2023: SELECTION (1/2)

## Key criteria for selection process

1. The researcher must demonstrate a **sound understanding** of MCMC's roles and functions.
2. The researcher's experience and expertise are demonstrated through **prior research work and publication** in the proposed field.
3. The proposed research provides **new insights, value or knowledge** on the existing body of research.
4. The feasibility of the research scope must be commensurate with the **grant amount and duration**.
5. The proposal must address the outlined **Research Problem** and exclude the development of prototypes or applications.
6. The proposal must meet **submission and evaluation criteria**.
7. The proposal must be written in an **understandable, concise and straightforward manner**.

# DSRG CYCLE 1/2023: SELECTION (2/2)

## Qualifying Criteria

### QUALITY

- Rationale and justification are presented **coherently** and **logically**.
- Falls within the context of **research focus**.
- **Ethical considerations** have been identified and addressed.

### IMPACT

- Provides opportunity to contribute to the implementation or evolution of **MCMC's policies/initiatives**.
- Potentially significant for offering **new insights** in the subject area.

### ALIGNMENT

- The need and relevancy of the research in contributing towards **departmental specific works**.
- Potentially provides useful and relevant data for **knowledge base**.

### SUITABILITY

- The researcher have the **expertise, skills and knowledge** in the proposed area of research, and with the proposed methodology to **accomplish the research objectives**.

### FEASIBILITY

- The **appropriateness** of the proposed activities, methods, and resources to accomplish the project within the stated **timeframe**.



# DSRG

DIGITAL SOCIETY RESEARCH GRANT

## APPLICANT USER MANUAL

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The objective of this user manual is to serve as a guide for the Lead Researcher (Applicant) to submit a proposal for the Digital Society Research Grant through the MCMC Research Grant System.



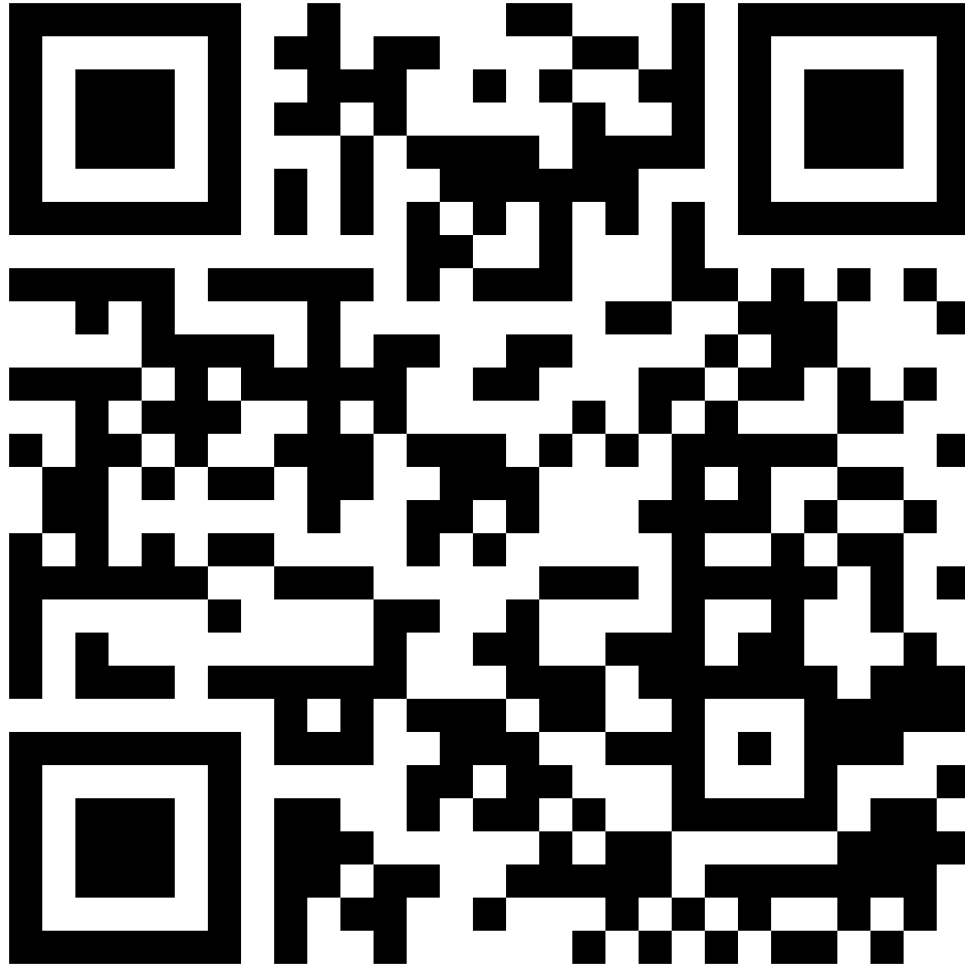
# Q&A SESSION

Please type in your questions in the Q&A box



# FEEDBACK FORM

Scan the QR Code to fill in the Feedback Form



# CONTACT US

## Research Enterprise Department

MCMC Academy  
Malaysian Communications and Multimedia Commission  
Centre of Excellence  
Jalan Impact, Cyber 6  
63000 Cyberjaya  
Selangor Darul Ehsan

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