Title, Category, Gap and Target Group

DCC-1: User Rights and Protection for Subscribers of Telecommunications Services through the Provision of an Automatic Compensation Framework

The research falls within the Guided Research Category addressing the gap area of **User Rights and Protection** and targets service providers and commercial and non-commercial users.

Research Problem/Context

Today, the trend and requirement to use telecommunications services have shown an increase in the number of users and network traffic utilisation. Subscribers are increasingly dependent on telecommunications services and when service disruptions do occur, it can have significant repercussions on the user's ability to manage their daily lives. Over the past three years, service disruptions have consistently appeared amongst the top five types of complaints lodged with MCMC. Complaints with regards to affected services are also directed to the Communications and Multimedia Consumer Forum (CFM).

As a designated forum under the Communications and Multimedia Act 1998, CFM has been given the powers to draw up specific provisions on General Principles of Compensation under the General Consumer Code of Practice (GCC Code) 2003. To date, these have yet to be developed as a specific code on the compensation and protection of consumers of telecommunications and Internet services.

Research Aims

This Call for Proposal is desirous of research providing insights in identifying the viability of the following items:

   a. forms of compensation (monetary vs. non-monetary);
   b. modes of compensation (automatic compensation vs. case by case process based compensation);
   c. basis and methods of compensation calculation; and
   d. recommendation as to suitability of form, mode and calculation method for different types of services

Researchers are requested to consider the above areas from perspective of both:

   a. the potential impact of the compensation from an industry perspective; and
   b. the potential regulatory impediments and requirements for implementing a potential compensation duty and mechanism on licensees.

Research Objectives

Researchers are invited to submit research objectives aligned to one or a combination of the identified research aims guided by the following overarching research objectives (ROs):

a.   RO 1 - Conduct comparative studies (industry benchmark, best practices and metrics) of a general compensation duty and model in other countries and recommendations for Malaysia.

b.   RO 2 - Identify consumers' satisfaction level with complaints and compensation process; and compensation and remedy received.

c.   RO 3 - Review consumers' perspective on the need for an automatic compensation framework and potential identification of compensation provisions for the General Consumer Code of Practice for the Communications and Multimedia Industry Malaysia (GCC).

d.   RO 4 - Propose the necessary features of a fair and effective automatic compensation framework for Malaysia.

Title, Category, Gap and Target Group

DCC-2: Understanding the Behavioural Aspects of Cyberbullying and Interventions for Victims, Perpetrators, Parents and Stakeholders

The research falls within the Open Research Category addressing the gap area of **User Rights and Protection** and targets victims and perpetrators. Potential stakeholders may include the Ministry of Education, Ministry of Health, parents, the general public and media.

Research Problem/Context

Cyberbullying can have adverse negative psychological effects for both the victim and perpetrator long into adulthood.

Various research have studied the nature of the risk, with data identifying the platforms and user behaviours, which increase the susceptibility of victims and amplify the opportunities for predation for online perpetrators. Past research have also studied the perceptions of online users on cyberbullying, related to its inherent risks and risk mediation approaches.

Special Consideration

This research shall build upon prior and complement the prior DSRG research entitled the *Study on Adequacy of Malaysian Laws in Regulating Cyberbullying*. Apart from supporting the desirability of further legislative and administrative measures to curtail and manage cyber bullying issues and incidences, the research also touched on operating definitions including bullying, cyber bullying and

harassment. All intending applicants in this research area are therefore invited to refer to this prior research and may obtain the same by requesting a pdf copy from the DSRG Secretariat.

Research Aims

This Call for Proposal is desirous of eliciting research proposals which go beyond the current body of research focusing on the risk factors of the phenomena of cyberbullying in Malaysia. In providing the context and background for cyberbullying in Malaysia, researchers are invited to conduct a meta-analysis on the current body of research currently available pertaining to risk and harm.

In moving beyond risk, researchers are requested to select one or a combination of the following threads for their submitted research proposals:

    a.   Understanding of cyberbullying related attitudinal and behavioural factors;
    b.   Detection of cyberbullying incidences;
    c.   Interventions for cyberbullying incidences;
    d.   Awareness and prevention of cyberbullying incidences; and
    e.   Efficacy of legal remedies and instruments.

Research Objectives

Potential researchers are invited to submit research aligned to one or a combination of the identified research themes (RTs) guided by the following overarching research objectives (ROs):

    a. **RT 1 - Understanding of cyberbullying related attitudinal and behavioral factors.**
- RO 1 – Investigate, compile, identify general research themes and categories, and highlight important research work through metadata research
- RO 2 –Prioritise, rationalise and recommend areas requiring administrative and legislative intervention citing international and localized evidences and trends

    b. **RT 2 - Detection of cyberbullying incidences.**
- RO 1 – Identify and categorise attitudinal/behavioural models and data variables and sub items adopted for the utilisation of different forms of detection of cyberbullying incidences
- RO 2 – Assessment of different methods to preempt, monitor and/or report cyberbullying incidences
- RO 3 – Rationalise and recommend potential mode of detection for consideration citing international and localized evidences and trends

    c. **RT 3 - Interventions for cyberbullying incidences.**
- RO 1 - Identify prevention and intervention strategies, aimed at perpetrators or victims in coping or assisting the recovery from cyberbullying incidences
- RO 2- obtain views and perspectives from the parties affected by, responsible for or responsible for the administration of cyber-bullying treatment, response and management
- RO 3 – Optional objective on testing and validation of intervention(s) aimed at victims, perpetrators, and stakeholders of cyber bullying

    d. **RT 4 - Awareness and prevention of cyberbullying incidences.**
- RO 1 – Metadata on the classification and comparative merits of pre-emptive approaches to prevent and reduce the incidences of cyberbullying

- RO 2 – Benchmarking and comparison of best practices of socializing and communicating on cyber bullying and preventative approaches together with a consideration of platforms and methods of delivery

Title, Category, Gap and Target Group

DCC-3: Effectiveness of Initiatives and Enforcement of Laws in handling, managing and countering false news proliferation related to the COVID-19 pandemic.

The research falls within the Guided Research Category addressing the gap area of User Rights and Protection and targets general users of communications and multimedia services.

Special Consideration

Submitted proposals for this research are requested to be submitted in bilingual format (English and Malay) using the Malay form of the title "***Keberkesanan Inisiatif dan Penguatkuasaan Undang-Undang Dalam Usaha Menangani Berita Palsu Berkaitan COVID-19***". Successful recipients for this research area will also be required to submit both Malay and English versions of the Interim and Final Report for this project. Therefore, apart from the potential multi-disciplinary make-up of research members, it is advised that membership of the research team shall include the services of a translator able to translate and edit from Malay to English and vice-versa.

Research Problem/Context

In combatting the COVID-19 pandemic, an important impediment in ensuring the right information, advisories, advisories and communication of precautionary measures and Standard Operating Procedures have been the proliferation of false news about COVID-19. The speed, sophistication and viral nature of false news production and distribution have created uncertainty, distrust, fear and confusion about the various initiatives, communications and efficacy surrounding efforts to curtail COVID-19.

In responding to the rise in false news, the Government has taken unprecedented measures to employ legal, administrative and holistic communications measures to both ensure the curtailment of the spread and recovery measures of COVID-19, but also to address, manage and halt the spread of COVID-19 false news through legislative and administrative instruments.

Research Aims

This Call for Proposal is desirous of eliciting research proposals providing insights to understand and ascertain the nature and severity of COVID-19 false news and efficacy of the Government's counter measures in addressing this issue.

Research Objectives

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

    a. RO 1 - To understand the extent, nature and impact of COVID-19 false news in Malaysia
    b. RO 2 - To examine the conceptual, theoretical and legal frameworks of false news in Malaysia
    c. RO 3 – To examine the administrative and communication aspects of the Government's COVID-19 management and COVID-19 false news counter-measures
    d. RO 4 - To investigate the effectiveness of the initiatives and enforcement of the law in curbing COVID-19 false news in Malaysia and propose appropriate instrument/index to indicate the effectiveness level
    e. RO 5 - To analyse the initiatives in curbing COVID-19 false news in other jurisdictions for lessons to be learned, if any
    f. RO 6 - To propose appropriate governing modalities for curbing COVID-19 false news in Malaysia

Title, Category, Gap and Target Group

DCC-4: Communications and Multimedia (C&M) Industry Competency Gap Analysis

The research falls within the Guided Research Category addressing the gap area of **Competency and Capacity Development** and targets identified C&M industry and its value chain services, PBTs and related government agencies/bodies (e.g. Law Enforcement Agencies), existing workforce, young executives (1-3 years in service).

Research Problem/Context

In furtherance of MCMC's regulatory and developmental function and of the 10 National Policy Objectives under the Communications and Multimedia Act (1998) (CMA), two are related to efficient **allocation** of resources and industry competency development respectively. Section 3(2)(h) and (i) of the CMA is related to MCMC's objective to facilitate the efficient allocation of resources and development of capabilities skills within industry respectively. Therefore, in meeting these two related objectives there is a need to address competence gaps for the improved:

    a. delivery of national C&M initiatives and improved regulatory compliance efficiency; and
    b. regulatory compliance efficiency and impact.

Research Aims

This Call for Proposal is desirous of eliciting research proposals providing insights to understand and ascertain the skills and competency gaps throughout the Communications and Multimedia (C&M) value chain.

The research findings will be an important input and consideration for the development of capacity, capability, knowledge sharing and awareness programs by MCMC Academy to be offered to the public

or targeted MCMC stakeholders especially in support of the deployment of C&M services and infrastructure and awareness/compliance/adherence to C&M regulatory requirements, guidelines, code etc.

Researchers are invited to conduct a **gap analysis related to one or a combination** of technology and regulatory competencies or by workforce pool required to deploy the MCMC programs and agenda below:

a. JENDELA, including infrastructure projects funded by Universal Services Fund Provision Fund;
b. 5G implementation;
c. JENDELA Portal and Mobile App;
d. Disaster Recovery Centre Project;
e. Small Entrepreneur Digitalisation Empowerment Programme (Program Pemerkasaan Pendigitalan Usahawan Kecil - PUPUK);
f. National Courier Accelerator Plan (PAKEJ);
g. Malaysia Government SuperApp (especially MySejahtera App);
h. National Experience Centre (NEX); and
i. in support of Dasar 4IR, DSTIN2021-2030 and 10-10MySTIE Framework.

Research Objectives

Researchers are invited to submit proposals guided by the following overarching research objectives (ROs):

a. RO 1 - To understand **compliance challenges** arising from regulatory processes that require competency bridging;
b. RO 2 - To propose and identify **competencies areas** that promote the **development/delivery of national C&M agenda or initiatives**;
c. RO 3 - To propose and identify **competencies areas** that promote the **compliance of regulatory processes**; and
d. RO 4 - To propose and identify the required subject matter areas (including any professional certifications wherever possible) for C&M project deployment (e.g. for existing network planners, technologists, professional engineers, government/PBT/LEA officers, as well as for new executives (1-3 years in service) etc.)