

ONLINE SENTIMENT ON MALAYSIA MY SECOND  
HOME(MM2H) RULES TIGHTENING: A CONTENT  
ANALYSIS ON POPULAR SOCIAL MEDIA NEWS  
POSTS

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BY

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A research project submitted in partial fulfillment of the  
requirement for the degree of

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FACULTY OF ACCOUNTANCY AND  
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## DECLARATION

I hereby declare that:

- (1) This undergraduate research project is the end result of my own work and that due acknowledgement has been given in the references to ALL sources of information be they printed, electronic, or personal.
- (2) No portion of this research project has been submitted in support of any application for any other degree or qualification of this or any other university, or other institutes of learning.
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18UKB03912

A handwritten signature in black ink that reads "jieyee". The letters are cursive and connected, with a small dot above the 'i'.

Date: 28/4/2022

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## LIST OF ABBREVIATIONS

GIF	Graphic Interchange Format
KDN	Kementerian Dalam Negeri
MM2H	Malaysia My Second Home
MOTAC	Ministry of Tourism, Arts and Culture
NST	New Straits Time
SPSS	Statistical Package for the Social Sciences

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## PREFACE

As a part of my programme, bachelor's in Building and Property Management (HONS) in Universiti Tunku Abdul Rahman, a study that was related to my programme was required to be conducted in order to fulfil my degree. The title of this research is Online Sentiment on Malaysia My Second Home (MM2H) Rules Tightening: A content analysis on popular social media. This research aims to study the media users' reaction on the Malaysia My Second Home (MM2H) rules tightening issues. MM2H is one of the major property issues in Malaysia. In this study, the first-hand sentiment and emotion detection of Facebook users towards the rules tightening issues will be collected and discussed. This is done by looking at the comments made by the public on related Facebook posts. Furthermore, the highest sentiment and most identified emotion will be identified.

## ABSTRACT

The Malaysia My Second Home (MM2H) is a programme launched by the Malaysian government in year 2020. It is opened for any foreigners who are able to meet the requirements as stated by the government. However, it has been suspended twice due to different reasons. The MM2H programme has been reopened again in October 2021 with stricter rules. The recent changes further incite confusion and fuel the controversy. People from different background and races have left their comments, opinions, and feedback towards this issue publicly on the social media. Therefore, content analysis is used in this study to investigate the sentiments and emotions of the public towards this issue. This is because content analysis is useful in studying the change in public opinions and it is also a tool to understand the societal focus. Hence, it can play a role in helping the government, policy makers and the researchers to study further about the sentiments and emotions of the public on this issue. A total of 368 comments have been collected from popular Facebook posts published by famous news platform such as The Star, NST Online, Free Malaysia Today and The Straits Times. These samples are categorised into three sentiments which include positive, negative, and neutral sentiments. At the same time, they have been further classified into 7 emotions including joy, sadness, disgust, anger, surprise, fear, and neutral. Only one sentiment and one dominant emotion will be captured for each comment. This study concluded that 83.48% of the comments are negative and 58.86% of the comments show the emotion of 'disgust'. The results of the study clearly show that most of the people are dissatisfied with the policy change made by the government. The government or policymakers should consider taking similar approaches to study the public opinions in the future to help them formulating their policies.

# **CHAPTER 1: INTRODUCTION**

## **1.0 Introduction**

In this chapter, it will briefly discuss about the research background that will be studied and investigated. Also, the research questions and objectives will be specified in this chapter too. Moreover, this chapter will also further elaborate the significance of the study. In short, this chapter will provide an insight into the overall introduction and aims of this study.

## **1.1 Research Background**

Second homes can be defined as properties subjected to certain conditions that include minimum length of occupancy and proof of possession of the second residences (Abdul Rashid Abdul-Aziz et al., 2014). There are several countries that have come up with the respective foreign retirement residential programmes which applied the concept of second home. For examples, Mexico, Costa Rica, Panama, Spain, Turkey, Thailand, Indonesia, Philippines and Malaysia have attracted by financial benefits of resident foreign retirees (A. R. Abdul-Aziz et al., 2015). Malaysia My Second Home (MM2H) is a visa programme launched by the Malaysian government in year 2002 to any foreigners who are able to meet the relevant criteria. Under the MM2H programme, the successful applicants are allowed to stay in Malaysia and treat Malaysia as their second home. Besides, the successful applicants will be allowed to enter and exit Malaysia with an unlimited number of times during the 10 years visa's validity period with the option to renew the visa upon expiry. The main objective of this programme is to attract foreign capital, promote tourism and develop the economy of Malaysia. Since its inception, this programme has attracted many foreigners to stay in Malaysia with its lower thresholds, simpler procedures, and more favourable treatment. It opens an avenue

for Malaysia to attract foreign investment and is becoming a unique attraction for the Malaysian tourism industry.

However, due to the COVID -19 outbreak and the Malaysian government's intention to review and revise the Malaysia My Second Home application requirements, this programme had suspended accepting applications from August 2020 to August 2021 (MOTAC, 2020). After that, new application requirements of MM2H have been announced, and the programme is reopened in October 2021. The new requirements are stricter than the initial rules. The visa validity has changed from 10 to 5 years (Ibrahim & Islandar, 2021). Also, the requirement of the fixed deposit has increased to RM1million. The monthly income of the applicants should be RM40,000 monthly compared to the previous requirement, which is RM10,000. Besides, applicants would need to show a RM1,500,000 as the liquid assets. There was no application fees needed in previous but now, people who willing to join, need to pay for the application fees.

This tightening of the rules of MM2H has raised a lot of attention of the people especially on social media platform. This has caused a heated discussion about this issue on the online news platform. People on the internet have been expressing their opinions and thoughts on this issue. Their comments have shown their sentiments towards the tightening of the rules of MM2H. However, there is no research conducted to study the online sentiments towards this issue. To conduct this research in a scientific way, content analysis is one of the methods that can be applied to study the online sentiments. In general, content analysis is a research tool for researcher to determine and qualify the meaning or relationships of the studies (Columbia Public Health, 2021). In conducting content analysis, the researcher must exclude personal subjectivity and search for common values of the available material. Usually, the content analysis conducted by the researchers can be separated into two types. The first one is quantitative analysis. It is a method which uses mathematical and statistical approaches under study (Luo, 2019). The second approach is qualitative analysis. Qualitative analysis is a certain degree of logical reasoning and philosophical reflection based on the material and the data obtained (Luo, 2019).



Nowadays, people tend to get information through social media or other online platforms. One of the most active social media platforms is Facebook. Usually, people actively comment on Facebook posts and users share their opinions and thoughts regarding the current issues. Therefore, the main aim of this research is to investigate the online sentiment on the rules tightening measure taken by the government through a content analysis of popular Facebook posts posted by verified pages.

## **1.2 Problem Statement**

As mentioned in the previous sub-section, Malaysia My Second Home (MM2H) is a programme introduced by the Malaysian government to attract foreign capital, promote tourism and develop the economy with the aim of encouraging foreigners to stay longer in Malaysia. MM2H is a globally recognized policy that has brought significant economic benefits to Malaysia for over 10 years. According to official figures, MM2H has brought over RM11 billion to our country from 2002 to 2019. It has also boosted our economy in terms of visa fees, purchase of properties, cars, fixed deposits and monthly household expenditure. Data from NAPIC (2013) shows that foreign buyers, including non-MM2H participants, and MM2H participants contribute to the real estate factor and tourism economy with an average of RM 11 billion per year. This shows that the MM2H programme has contributed significantly to Malaysia.

With the re-introduction of the Malaysia My Second Home (MM2H) program, some strict and high new thresholds have recently been introduced for potential investors, and it is also becoming more difficult for existing participants to apply. This is because these criteria do not only affect foreigners, but also the public, especially local residents and those from the lower and middle classes. These people will make their views and voice known on social media or other online platforms. Therefore, the government can better understand the views of netizens so that it can revise or adjust for a complete criterion.

Usually, for the government to understand the opinions and sentiments of the people towards an issue or policy, they would need to conduct survey. They are required to prepare survey forms, distribute questionnaire or conduct phone calls to collect the thoughts of their people. It is a lengthy process, and it needs to consume a lot of resources, time and money especially when the sample size is very huge. This has become a problem for the policymaker. However, nowadays, there is another alternative for the government or policymaker to understand the sentiments of the people towards an issue or policy which is the content analysis, as it only requires the researchers to study the comments on social media and to conduct further research. Also, nowadays, people usually actively leave their comments and opinions on social media regarding the issues or topics that they are interested with.

By doing content analysis, time and resources needed can be greatly reduced as they do not need to conduct the traditional methods to collect the people's opinions. It is a convenient way to reflect the current people's sentiments towards an issue, and it can be taken into consideration by the government and policymaker. Also, the results from the content analysis can become an important clue for the government to conduct policy education too. They can take necessary steps and actions to explain to the public or adjust their policy in order to fulfil the public's needs and views.

In addition, it is also another problem for some researchers or professionals to understand the views of netizens, for example, from the business sector, real estate sector, environmental sector and so on. If they know how policies affect these sectors, they will be in a better position to find appropriate solutions and make a positive impact on the sector concerned. Therefore, one of the problems to be resolved is to find out the online sentiments towards this this issue to help the professionals or researchers to have other guidelines or references when making policies or suggesting solutions. They will adapt easier, and it helps them to adjust themselves in the sectors that they are involved.

For examples, the real estate sector professionals can better estimate the property needs and prices at the nearby areas if they can take account the netizen's sentiments into consideration. This research can help the real estate sector professionals and

facilitators of MM2H to know how people are responding to these issues and analyse the trends of the real estate sector in the future. They might need a proper channel or reference to have an insight into the online sentiments so that they can better understand the public's views and thoughts on the programme. This can help them to make more appropriate prediction, evaluation and judgment regarding the real estate development related to the MM2H programme.

### **1.3 Research Questions**

- i. What are the general sentiments towards the Malaysia My Second Home (MM2H) rules tightening?
- ii. How are the social media users' reaction and emotions on the Malaysia My Second Home (MM2H) rules tightening issues?

### **1.4 Research Objectives**

- i. To understand the general sentiments towards the rules amendments made towards Malaysia My Second Home (MM2H).
- ii. To study the social media users' reaction on the Malaysia My Second Home (MM2H) rules tightening issues by conducting content analysis on popular social media posts.

### **1.5 Significance of the Study**

This research's main aim is to study the online sentiments on Malaysia My Second Home (MM2H) rules tightening by conducting a content analysis on popular social media news posts. It is proven that MM2H is a huge project which might cause a large impact to Malaysia, whether in a good way or a bad way. Therefore, the tightening of MM2H rules might also bring a chain effect to the Malaysia's economy and society due to its large scale of size.

Therefore, this study's findings will be beneficial to the government policy maker, considering that government plays an important role in shaping the policy and setting the requirements and rules. Thus, it becomes significant for the policy makers including those from legislation to understand the views and voices from the public as the policies they make in regard to the MM2H programme might also affect the public other than the foreigners who are interested in this programme. Content analysis conducted on this issue may contribute to the policy formulation of the government by helping them to take the public's sentiments into consideration when making decisions.

Besides that, for the researchers and professionals from different sectors such as real estate sector, business or finance sector, environmental sector or even social science sector, this research will provide them an insight into the netizens' views. This is because other than the professional knowledge, the public's views are also vital in helping them finding the appropriate solutions and suggestions to solve the problems occurred due to the changing of rules and requirements of the MM2H programme. So, the content analysis which can show the online sentiments on this issue can be taken by them as a reference too.

Last but not least, in the future, other people who want to conduct content analysis on different topics, such as health, education, housing, culture, and politics, can use this study as a reference on how to conduct their content analysis or how to improve their study as this research will also point out the limitation and future recommendation for those who are interested to conduct the similar study.

## **1.6 Chapter Layout**

This research is structured into 5 chapters. Firstly, Chapter 1: Introduction provides the background of research, the research problems, objectives, questions, and significance of study. In Chapter 2, literature reviews will be conducted, and it will include the literature review conducted on the Malaysia My Second Home (MM2H), the content analysis and the popular social media platform. The literature review on MM2H will cover its introduction and the amendments of the rules and requirements while the literature review on content analysis will include the introduction, different approaches, and their comparison.

## **1.7 Conclusion**

In short, Malaysia My Second Home (MM2H) is a huge project that might bring a lot of impacts to our nation, and it has raised a lot of attention of the people on popular social media platform such as Facebook. The online sentiments towards this issue are significant as mentioned in the previous sub-section as it can provide insight into this issue from different perspectives. Therefore, this study will focus on conducting content analysis on the rules tightening of MM2H issue to find out the online sentiments towards this issue and the reasons behind their sentiments on Facebook platform.

## **CHAPTER 2: LITERATURE REVIEW**

### **2.0 Introduction**

As discussed in the previous chapter, this study aims to conduct a content analysis on popular social media posts to find out the online sentiments on Malaysia My Second Home (MM2H) rules tightening issues. Therefore, to better understand the issue and background of the project, a literature review on the MM2H programme is conducted. The comparison between the previous rules and requirements and the latest one will also be made. In addition, this chapter will briefly discuss about the online social media platform mostly used by the Malaysian. Other than that, to ensure the content analysis conducted can be more reliable and to deliver a more accurate and useful result, literature review on content analysis is also significant. The history, types and methods of content analysis will be further explained in this chapter.

### **2.1 Malaysia My Second Home (MM2H)**

#### **2.1.1 Introduction to MM2H**

My second home programme retirement programme is very common worldwide. Various countries like Europeans countries and North Americans countries are also second home ownership which offering their retirement programme to other foreigners (Jayaraman et al., 2019). Second home concept has been widely used in many countries in order to boost their countries' economy. In Malaysia, the Malaysia My Second Home (MM2H) programme was promoted by Malaysia Government aggressively in order to attract more all ages foreigners have their second home Malaysia (Ranee,

2019). The purpose of this retirement programme is to attract retired foreigners or high-income group to have their second home in Malaysia. Malaysian Federal Government under the responsibility of The Ministry of Tourism and Culture Malaysia has initiated and supported MM2H as a long-stay program (Jayaraman et al., 2019). MM2H was regarded as the replacement of pioneer 'Silver Hair' Scheme. Additionally, to contribute the economy of Malaysia also one of the aims of this programme.

People come from all over world is welcome to participate in this programme if they fulfil the criteria. China and Japan were at the top of the participant's list. Besides the Chinese and Japanese, this programme is also popular among other countries such as Bangladesh, Europe, North America. In order to increase the attractiveness of this programme, Malaysia's government has set a criteria which states that the participants of MM2H who aged 50 years and above are allowed to work for some part-time jobs (Wong & Musa, 2020). They are also allowed to invest or engage in some approved sectors of business in Malaysia, which subject to domestic regulations. Under this programme, the participants can enter and leave Malaysia whenever they wish with the social visit pass which provides by the Malaysian Immigration Department. The social visit pass can be used for 10 years and can be renewable (Abdul Rashid Abdul-Aziz et al., 2014). Applicants can also recommend the programme to their compatriots in their home country (Yeoh, 2008). This programme also allows participants to bring their spouses and family members (About MM2H Programme, 2014).

Enhancing foreign direct investment in business and real estate properties, fixed deposit's cash flow and other spending in Malaysia are the potential benefits of this programme. In the validity period of visa, the participants are allowed to travel as often as they want, this will stimulate the tourism industry. RM11.89 billion has been generated through different spending under the MM2H programme from 2002 to 2019. The research show that the participants of MM2H programme's monthly spending is around RM6,030 (Choong & Beh, 2021). It shows that this programme is contributing a large economic growth to Malaysia. It is stated that the goal

of bringing foreigners in for the purpose of retirement or long-term residence has been achieved (Choong & Beh, 2021). According to the same study, it is mentioned that more than 48,000 participants from different countries were given long-term visit passes due to the MM2H programme in 2017. However, the exact number of resided participants in Malaysia is unclear as the Immigration Department did not monitor closely the status of the resided participants. Also, it is due to the previous rules where annual minimum duration for the participants to stay in Malaysia is not stipulated.

In 2018, this programme has been suspended abruptly, and only reopened after three months. There was no official explanation been given regarding this sudden suspension, but it was reportedly due to the dispute between two ministries, namely Ministry of Tourism, Arts and Culture (MOTAC) and Ministry of Home Affairs (KDN). The decision was made subsequently from April 2019 onwards, MOTAC will still be administrate this programme but with KDN's final approval (Choong & Beh, 2021). In 2020, due to the outbreak of Covid-19, the MM2H programme was suspended again. Malaysian government has announced new requirements for MM2H in August 2021. All these new requirements are only limited to new MM2H applicants. They also stated that the approval conditions for existing participants will be more flexible and discretionary on a case-by-case basis. It is announced that this programme was to be re-launched in October 2021 with much stricter requirements and it will be administered by the Immigration Department under KDN (Choong & Beh, 2021).

### **2.1.2 Previous Requirements of MM2H**

The participants who are under 50 years old needed to have a sum of fixed deposit RM300,000 in back account and RM150,000 for those over 50 years old (MOTAC, 2020). The fixed deposit must be in Malaysian currency. The bank or any financial institution to place the fixed deposit must be in Malaysia. The participants were required to pace their fixed deposit on



annual auto renewable basis. After a period of one year, the participants who are below 50 years old able to withdraw up to RM150,000 for spending on medical insurance, children's education and so forth. By contrast, the applicants aged over 50 years old could withdraw up to RM50,000 (MOTAC, 2020). To release the fixed deposit, the visa termination process must be done by the participants at the MM2H Immigration Unit. Following the previous rule, it was mentioned that the foreigners required to have a RM350,000 as liquid assets for the over 50 years old or RM500,000 for under 50 years old when applying. Also, the participants must have an offshore income of RM10,000 (MOTAC, 2020). There were not any processing fees needed. After two years, the car purchase grant could be used by the applicants to withdraw part of their fixed deposit after two years. Furthermore, participants must maintain a minimum balance throughout their stay in Malaysia. There was not minimum stay require in previous criteria. Moving on, the validity of MM2H visa was ten years.

### **2.1.3 Current Requirements of MM2H**

The latest criteria has been released in which it is mentioned that the minimum requirement required RM1million as the sum fixed deposit in Malaysia's bank account (MOTAC, 2020). Furthermore, each dependent must place RM50,000. Applicants are not allowed to withdraw more than half during their stay, and the withdraw purpose must be for housing purchase, health and medical purpose, and children's educational fees. In the released new criteria, it is also stated that a liquid assets at least RM1.5 million must be proved by the applicants when applying for the visa (MOTAC, 2020). On the other hand, foreigners must have at least RM40,000 of monthly offshore income. There were also a new processing fees of between RM2,500 to RM5,000 needed for MM2H application. MM2H visa holders must have at least 90 cumulative days in a year stay in Malaysia. The validity of MM2H visa is changed to five years. The Immigration Department will charge the annual fee of RM500, processing

fee of RM5,000 which is only for the principal applicant, and RM2,500 charges each for each dependent. The main applicants will need to pay for the security bond too. It is stricter compared to previous requirements. In order to ensure that people cannot meet the standard too easily, the new requirements have to be stricter, explained by Home Minister Hamzah Zainudin. He also stated that the reason to amend the new criteria is to guarantee a every participants are quality and contribute to the national economy (Ibrahim & Islandar, 2021).

#### **2.1.4 Comparison of Previous and Current Requirements**

Initially, the sum for the fixed deposit is RM150,000 for those over 50 and RM300,000 for those under 50 years old. After the relaunching of the MM2H, there was almost 60% increase on the sum of fixed deposit, the minimum requirement for sum fixed deposit has become RM1 million. Besides that, from the previous rules, it is mentioned that RM350,000 of liquid assets must be proven by the applicants for the over 50 years old or RM500,000 for those under 50 years old. Comparing to the new criteria which is released recently, it is stated that at least RM1.5 million of liquid assets must be proven by the applicants. Also, the applicants must have monthly offshore income of at least RM40,000 compared to RM10,000 previously. There were not any processing fees needed before, but there were between RM2,500 to RM5,000 of new processing fees needed required now. Following the previous rules, there were no minimum stay requirements. Last but not least, the maximum number of MM2H participants are now being specified. In another words, the number of the principal and their dependents should not be more than 1% of the number of Malaysia citizens.

Table 2.1: Comparison of Previous and Current Requirements of MM2H

<b>Previous Requirements</b>	<b>Current Requirements</b>
Fixed deposit: RM150,000 (over 50s), RM300,000 (below 50s)	Fixed deposit: RM1 million
Liquid assets: RM350,000 (over 50s), RM500,000 (below 50s)	Liquid assets at least RM1.5 million
Monthly offshore income: at least RM10,000	Monthly offshore income: at least RM40,000
No processing fees needed	Processing fees needed: between RM2,500-RM5,000
No minimum requirement to stay in Malaysia	At least 90 cumulative days
10 years validity of MM2H visa	5 years validity of MM2H visa
No limitation on the number of MM2H participants	Have ceiling number on the number of MM2H participants (no more than 1% of Malaysian)

## **2.2 Facebook as the Popular Social Media Platform**

Facebook is the largest social media platform which is founded in 2004. On the third quarter of 2021, the monthly active users of Facebook have approximately reached 2.91 billion (Statista Research Department, 2021). In year 2020, the number of Facebook users has reached around 24.82 million in Malaysia. In year 2021, there are 24.64 million Facebook users in Malaysia (Müller, 2021a). By contrast, in the same year, there were only roughly 13.8 million Instagram users in Malaysia (Müller, 2021b). On the other hand, in year 2021, the number of Twitter users are 3.35 million in Malaysia. The statistic above show that Facebook has the most users among other social media platform.

Facebook is a website where users can create a free profile and connect with others online. Users can also share their information or status on Facebook. People who

are in the friends list can see the posting, reacting to it and comment on it. Facebook has been widely used and some of the local newspapers have created their Facebook Pages. By using this platform, the media organization may be able to publish journalism and delivering the news to people. Facebook is also a platform to support a new economic future for journalism (Meese & Hurcombe, 2020).

## **2.3 Content Analysis**

### **2.3.1 Introduction to Content Analysis**

Upon 18th century, in Scandinavia, research on content analysis has a long history. Content Analysis was an analytical technique in the United States. Also, it was first used in the early 20th century. In early stage, either qualitative or quantitative have been used by researchers as content analysis method in their studies. Hereafter, content analysis is used as a quantitative research method as the textual data were usually coded into different categories so that they can be analysed and described with the help of statistics. It can also be known as quantitative analysis of qualitative data (Hsieh & Shannon, 2005).

Researchers may filter through large amounts of data relatively easily and systematically by using content analysis. It is useful for discovering and describing the focus of individual, group, institutional, or societal attention. In addition, content analysis is also very useful in determining authorship. Inspecting the tendency and structure in documents can also be done easily by using content analysis. In addition, content analysis is used as a tool to monitor changes in public opinion. For example, researchers could compare objectively the data collected in the future with the data collected in the late 1990s (Stemler, 2001). Content analysis can also be used for many purposes. For further illustration, here are a few notable examples: to detect international differences in communication content, to check communication content against goals, to determine the psychological state

of individuals or groups, to detect the presence of propaganda, and so on (Krippendorff & Weber, 1987).

### **2.3.2 Qualitative Content Analysis**

Qualitative content analysis is one of the analysis techniques that is used to analyse textual data. Its difference with the quantitative analysis which will be discussed later in the next sub-subsection is that researchers give attention to the textual content to determine the language characteristics. According to the researchers, the textual data can be in the form of verbal, print, or electronic. Not only that, but it may also come from different mediums too. For examples, narratives, interviews, surveys, observations, focus groups or even print media that includes books, manuals, or articles. Qualitative content analysis is more than just counting words, but it classifies the large amounts of text into different categories that carry similar meanings so that it can be used for analysis and reference purposes (Hsieh & Shannon, 2005).

It is stated by the researchers that qualitative content analysis is an approach that allows the investigator to construct the meaning of and in texts (Kohlbacher, 2006). It emphasizes the importance of understanding the meaning of the textual data's context, and it allows the data to be emerged out into different categories. At the same time, the researcher mentioned that qualitative content analysis cannot be given a straightforward, concise and clear definition because it has multiple methods and approaches (Kohlbacher, 2006). Across different fields and disciplines, different terms, concepts, and assumptions will be applied. In short, even though qualitative analysis across different sectors can be very different, it is still an important analysis approach that is useful in studying things to make sense of, or to bring interpretation of the meanings of the data that people bring to them.

### **2.3.3 Quantitative Content Analysis**

Quantitative content analysis can be defined as an empirical method to analyse audio, textual, or audio data systematically. Quantitative content analysis is usually complied with objectivity, reliability, and validity. It is commonly concerned with a large number of messages or data which are collected to generate generalizable predictions. Moreover, quantitative content analysis aims to obtain the trends of the collected data or messages. Quantitative content analysis can be used by researchers to re-examine existing data in a new context (White & Marsh, 2006). Testing hypotheses may be one of the goals of quantitative content analysis. For examples, testing categories, hypotheses, models, or categories.

The following step of using quantitative content analysis is to construct a categorization matrix and to code the collected data according to the categories which are determined. Generally, it is based on the previous works conducted by others such as theories, models, mind maps and literature reviews. Once the categorization matrix is fully developed, the collected data will be read, and they will be coded with the recognized categories for consistency. There are usually two types of analysis matrix that will be applied. First of them is called unrestricted matrix in which different categories will be created within its boundaries following the principles of inductive content analysis. On the other hand, the next analysis method is known as structured matrix where only data that is able to fix the analysis matrix will be selected (Elo & Kyngäs, 2008).

### **2.3.4 Summary of Qualitative and Quantitative Analysis**

As stated by (*Unit 2 Content Analysis : Quantitative And*, n.d.), qualitative analysis is referred as research where the investigator explores the relationships using textual data instead of quantitative data. The researchers will concern more with the semantics of the documents or messages and the

meaning of the terms appeared. On the other hand, empirical research where researchers study the relationships using numerical data is usually known as quantitative analysis research (*Unit 2 Content Analysis : Quantitative And*, n.d.). It is more on calculating the occurrence of terms in the messages or documents collected and bringing the inference out of the terms.

### **2.3.5 Sentiment Analysis**

According to Liu (2012), sentiment analysis is used to analyse people's attitudes, evaluations, sentiments, and emotions from what they have written or expressed in words. At first, it is used by the computer science field and then applied into implementation in other fields such as social sciences and management sciences. This is because it is also crucial to the society and business too. It is stated by Liu (2012) that the significance of sentiment analysis is increasing because of the social media platforms' rapid growth. It is used for rapid reputation assessment such as brand management or political marketing. At the same time, it is also used to indicate how the digital publics respond to certain issues or events (Gaspar et al., 2016).

Gaspar et al. (2016) stated in their study that computer-based sentiment analysis techniques can be inadequate when assessing social media reactions by itself, therefore human-based assessment should be treated as another alternative or complementary layer. The researchers mentioned that sentiment analysis can be defined as the process of obtaining meaningful information and characterized by valence which includes positive, negative, and neutral (Nandwani & Verma, 2021). However, it is also worthy to mention that 'positive' does not necessarily means 'good', and 'negative' does not necessarily means 'bad'.

According to the researchers, there are two common approaches used for automating sentiment analysis (Taj et al., 2019). The researcher stated that the first method is Lexicon based approach and the second approach is

machine learning model (Taj et al., 2019). Lexicon based approach uses a word stock dictionary with opinion words and match given set of words in a text to find polarity (Taj et al., 2019). By using Lexicon based approach, the online sentiments are classified into positive, negative, and neutral. On the other hand, the other popular machine learning classifier method that is always applied to do sentiment analysis automatically is known as Naïve Bayes classifier (Sailunaz & Alhajj, 2019). This classifier also categorises the sentiments into 3 different sentiments which are positive, negative, and neutral.

### **2.3.6 Emotion Detection**

Emotion detection, also known as emotion recognition, is the process of identifying a person's various feelings or emotions. For example, joy, sadness, or anger. In the past few years, the researchers are diligent on recognize the emotion automatically. Some physical activities like heart rate, voice pitch also can be transmitted into personal emotional state. However, it is quite hard to detect the emotion from text compared to physical activities (Nandwani & Verma, 2021).

According to the research, there are various type of emotion models which are defined by psychologists. For instance, Ekman model is one of the categorical emotion models which is frequently used by researches. The psychological states include in this model are anger, disgust, fear, joy, sadness and surprise. Other than that, Shaver model, Izzard model, Russell's circumplex model, Tomkins model, etc. are also used in related works (Nandwani & Verma, 2021).

Naïve Bayes classifier is also used to conduct emotion detection. It is a well-known machine learning approach which is able to assist in the literature with sentiments and emotion detection from text (Sailunaz & Alhajj, 2019). The sentiments are classified based around the Bayes rule, which is a way



to allow the researchers to flip the condition around by look at conditional probabilities (Troussas et al., 2013). The research shows that Naïve Bayes classifier applies Ekman model for their emotion detection purposes. (Sailunaz & Alhajj, 2019). In another words, Naïve Bayes classifier divides people's emotion into six main categories which include anger, disgust, fear, joy, sadness and surprise.

## **CHAPTER 3: METHODOLOGY**

### **3.0 Introduction**

This chapter aims to cover the methodology and steps taken to conduct the research of this project. The way of collecting data, coding, and analysis method will be covered in this chapter too. First of all, the news platform that are covered, number of Facebook posts, and number of comments collected will also be discussed. Next, the collected data will be analysed accordingly. In order to do that, coding is to be conducted. Therefore, the type of coding will be discussed in the next sub-section in terms of the categories, polarities, sentiments etc. As mentioned earlier, once the data is collected, they will also be analysed to find out the trend. Thus, the description of the study instruments and structural measures will also be covered in this chapter. Lastly, a short conclusion is provided in the end of the section to summarize the whole section.

### **3.1 Methodology**

Firstly, the literature review can be considered as the first step of the methodology to conduct this research as taking others' works as reference is an important step of conducting any research. Once the literature review is done, this project is followed by collecting data and coding. The data collection is conducted by collecting comments from the Facebook posts that involves the MM2H rules tightening issue. To make sure the reliability of the posts, only posts published by well-known news platform will be used in this project. From the literature review conducted, it is found that the data collected can be categorized into few major sentiment categories or themes. After that, the data collected will be coded into the SPSS software. This is to ensure that the data can be categorized, and descriptive analysis can be conducted within the software. Once these steps are taken and completed, further discussion can be carried out based on the results obtained from the research. More details of each step will be discussed in the following sub-sections.

### 3.2 Data Collection

For this research, the posts of verified property or news platforms' Facebook pages in Malaysia regarding the rules tightening of MM2H were collected. As mentioned earlier in the previous sub-section, to ensure the reliability of the posts, only verified well-known news platforms' posts will be used to collect data. The verified news platform or pages used in this research include The Star, The Straits Times, Free Malaysia Today and New Straits Times. All these platforms have the bluetick sign on their page which means that they are recognised as official pages. They are well-known news platforms in which the Malaysians always read news from. Besides that, these news platforms are English language based and therefore most of the collected comments below the posts are English language. Very little comments are in Malay language. For those comments, translation will be done, and further analysis will be continued. Besides, some are using emojis or GIFs.

In total, 4 Facebook Posts on the rules tightening of MM2H issue have been collected from the mentioned verified news pages, with a total of 368 comments from the comment sections. After those four news platform's Facebook pages are selected, the posts related to MM2H have been studied. Among all these posts, only one top post which consists of most comments is selected for each page. Also, an online comment extractor website called 'Export Comments' is used to randomly selected 99 comments from each post.

Table 3.1: Facebook Posts used and Other Relevant Information

<b>News Page</b>	<b>Post's title</b>	<b>Total Post's Reactions</b>	<b>Total Post's Comments</b>
The Star	Hamzah: We seek high quality MM2H participants	2.2k	1.4k
NST Online	MM2H: We low living here	1.4k	830
Free Malaysia Today	Why more will look for 'second home'	892	713

The Straits Times	Drastic changes to Malaysia's MM2H visa scheme worry retirees, potential investors	337	153
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### 3.3 Coding

All the comments of the post were coded categorically according to their sentiments and emotions. As mentioned in Chapter 2, there are few popular sentiments analysis approach such as Lexicon approach, Naïve Bayes classifier and other researchers classified the sentiments into positive, negative and neutral. Therefore, in this study, these three sentiments will also be applied. So, when the data is collected, they will be categorized into these three sentiments manually. Other than that, the literature review also found that some famous sentiments analysis classifier or study also applied Ekman model. For instance, Naïve Bayes also applies Ekman model to categorize the emotions. Hence, this project will take this as a reference, which is to apply Ekman model to classify the emotions. This is because this model is proven to be reliable, and widely accepted to be used as a sentiment analysis classifier. In this project, the collected data will be classified into six based emotions which are anger, disgust, fear, joy, surprise, and sadness. The emotion of joy and surprise are categorized under positive sentiments. On the other hand, surprise, sadness, anger, disgust, and fear are classified as negative sentiments. Surprise can be a positive or negative sentiment in this research. At the same time, if the comment is classified as neutral sentiment, its emotion will also be categorized under neutral emotion too. More examples can be found in Appendix 3.1.

Table 3.2: Sample of Positive, Negative and Neutral Comments

Sample of positive sentiments	<u>Good quality candidate for MM2H is a must.</u> Those can bring benefit to	<u>Good.</u> More affordable property price for our Malaysians.	<u>Excellent news!</u> Now the only place that foreigners will invest is in Freeport
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	<p>people and country of Malaysia is priority rather than blindly accepting those that are not but have money. If the process are not tighten enough plenty of problem rather than benefit to the country.</p>		<p>property! The new MM2H rules protect the sensitive balance of our national security interests and allow appropriate investment in Malaysia in Freeports and Free zones!</p>
<p>Sample of neutral sentiments</p>	<p><u>It is a buyer seller market.</u> The people with money will decide where is best for them. They will study all factors: corruption, security, weather, cost of living, language and culture, education, political situation, etc.</p>	<p><u>You win some. You lose some.</u> There's nothing fair or unfair in this world. Want fairness? Go buy an island.</p>	<p>There should be a age requirement for this program not below 55, personally I know some younger retirees who break the rule by working which effect local employment without fear, surely a review is needed where <u>it's a win win situation</u>, there are 2 classes of retirees here one with income and the other who wants to live cheap which really doesn't add to the economy</p>
<p>Sample of negative sentiments</p>	<p>Frog wanted to be princess</p>	<p>26 years in Malaysia and now</p>	<p>Changing policies like changing underpants</p>

		feeling unwanted.	
		<u>Sad days.</u>	

Furthermore, sometimes a comment contains multiple categories of emotions, only a main category will be chosen. To further illustrate on this, a long comment collected from the news' post is provided. "When the govt does stupid things without giving it a thorough thought this is what happens. Who loses in the end?", this comment consists of two emotions which are anger and sadness. The major emotion is sadness as the netizen sounds disappointed with the government's policy; hence it will be classified into sadness emotion. In short, only a dominant emotion will be chosen, and the comment will be classified under the dominant emotion category.

In addition, intercoder reliability test is also applied in this study to ensure the data to be coded in consistency and validity. Intercoder reliability is the extent to two different coders evaluate a characteristic of a message and come to the same conclusion (Lombard, 2005).

### **3.4 Analysis Method**

In this study, qualitative analysis is the main analysis method conducted. However, quantitative analysis is also applied in this study, hence it will be mixed-method research which is the combination of qualitative and quantitative analysis. Firstly, all the data are collected from the official news' Facebook page and basically, they are among the most discussed posts in those pages. The data are then sorted out by using Microsoft Excel. By conducting the qualitative analysis, the major themes and polarity are classified manually into different sentiments and emotion categories. Then, quantitative analysis is conducted in which the data are sorted out in Microsoft Excel file and then keyed into SPSS. SPSS is used to obtain more quantitative information such as the frequency and percentage. Besides that, related tables and graphs of the frequency, percentage of each sentiment and major themes are made. These graph, trend and percentage etc. bring more information to this

study. The analysis method that uses these data and figures is the quantitative analysis part of this study.

### **3.5 Conclusion**

In short, the research methodology has been stated and explained in Chapter 3, which includes data collection, data coding, and the method used for analysis. This research is a qualitative analysis-based study with the assist of quantitative analysis. Microsoft Excel and SPSS software were used to arrange, categorize, code, and analyse the data. The outcome of the data was computed with the help of SPSS software.

## **CHAPTER 4: DATA ANALYSIS**

### **4.0 Introduction**

In Chapter 4, the analysis of the data collected is conducted and discussed. Meanwhile, intercoder reliability test is carried out for the research in order to make sure the coding of the collected data is reliable. It begins with the descriptive of the data, continued with the sentiment and emotion detected results and intercoder reliability test result. Besides, simple discussion and comparison of the results are included in Chapter 4 too.

### **4.1 Descriptive of the Data**

Before the comments were extracted out randomly from the Facebook posts, few Facebook pages were selected first, and they are all verified pages. Once the Facebook pages were selected, the top post about the MM2H discussion were chosen and maximum 99 comments were selected randomly from those posts. Total number of comments collected are 368 comments, and out of these comments, 333 comments are useful as some comments will be eliminated to ensure the research will be more reliable. This is due to the reason that some of the raw comments collected included other irrelevant data such as spam comments, advertisements, and comments of another topic. All these comments have been filtered out, and 333 comments are left for use.



## 4.2 Intercoder Reliability Test

Table 4.1: Cronbach's Alpha for Sentiment Analysis and Emotion Detection

	<b>Cronbach's Alpha</b>
<b>Sentiment Analysis</b>	0.918
<b>Emotion Detection</b>	0.932

As discussed in the previous chapter, intercoder reliability test is to measure the reliability of the data in which the second coder will code the same data to have the consistent result (Sun et al., 2007). An intercoder reliability test was carried out to test the reliability of the sentiment analysis and the emotion detection. 100 sample comments have been selected randomly from the useful filtered comments. They were used to be tested for intercoder reliability test. All the randomly selected data were coded by another coder, and the results done by that coder were coded into SPSS and intercoder reliability test was conducted.

A Cronbach's Alpha value can estimate the internal consistency of the test. If the Cronbach's Alpha shows the score of 0.9, it can be interpreted that the reliability score is 90% or the unreliability score is 10% (Brown, 2002). After running through the test, the result of Cronbach's Alpha of sentiment analysis is 0.918, while the Cronbach's Alpha value for emotion detection is 0.932. The result shows a high similarity and consistency which means that the data is reliable.

### 4.3 Result of Sentiment Analysis

Table 4.2 shows the summary of online sentiment on MM2H rules tightening issue. It includes the total number of comments collected from each platform, number and percentage of positive comments, negative comments and neutral comments of each post. On the other hand, Figure 4.1 is used to illustrate the overall results of the number and percentage of comments of each sentiment.

As shown in Figure 4.1, the number of negative comments shows the most while the number of neutral comments is the least. There are 278 comments out of 333 comments show negative sentiment on MM2H rules tightening while only 30 comments are having positive sentiment. Besides, neutral comments have a count of 25. More than 80% of the netizens are either dissatisfied or unhappy with the MM2H rules tightening issue. However, negative comments do not necessarily mean that the netizen is unhappy with the policy, some of the negative sentiment shown are towards the foreigners as some Malaysians do not welcome foreigners to stay in their country.

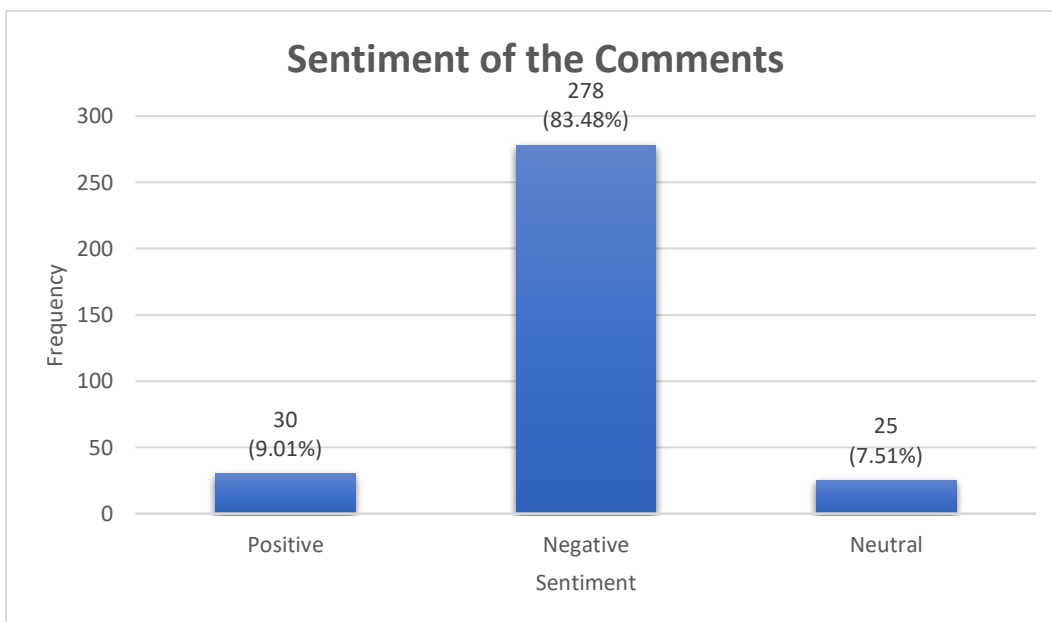
Most of the positive comments are found from Free Malaysia Today's post in which it makes up 50% of all the positive comments while The Star recorded the least positive comments in terms of percentage. As for the negative comments, most of them are found from The Star's post where it makes up 30.94% of all the negative comments as shown in Table 4.2.

The high number of negative comments is in line with the results obtained from the emotion detection too as the most of the comments collected fall under the category of 'disgust', 'fear', 'sadness' and 'anger' emotions which are classified as negative comments.

Table 4.2: Summary of Online Sentiment on MM2H Rules Tightening

Platform	Positive		Negative		Neutral		Total	
	N	%	N	%	N	%	N	%
<b>Free Malaysia Today</b>	15	50.00	75	26.98	4	16.00	94	28.23
<b>NST Online</b>	9	30.00	69	24.82	9	36.00	87	26.13
<b>The Star</b>	2	6.67	86	30.94	6	24.00	94	28.23
<b>The Straits Times</b>	4	13.33	48	17.27	6	24.00	58	17.42
<b>Total</b>	30	100	278	100	25	100	333	100

Figure 4.1: Number and Percentage of Comments of Each Sentiment



## 4.4 Result of Emotion Detection

Table 4.3 shows the summary of the emotion detection on the comments related to the MM2H rules tightening issues. It includes the total number of comments collected from each platform, number and percentage of each emotion for each platform. Similarly, Figure 4.2 is used to illustrate the overall results of the number and percentage of comments of each emotion detected.

Those comments which show disappointment, submissiveness and sadness are categorized as ‘sadness’ while comments that show emotions such as disgust, sickens, hatred, sarcasm and satire are categorized under the emotion of ‘disgust’. Comments that show obvious anger, frustration and blaming are classified as ‘anger’ whereas those that feel worried, cautious and concerned are determined as ‘fear’. Besides, comments that contain excitement and happiness are considered as ‘joy’. Lastly, those comments that carry emotions such as surprise, amazement or shock, either positively or negatively will both be categorized under ‘surprise’. Also, those which carry neutral sentiment will be categorized as ‘neutral’ for emotion detection too.

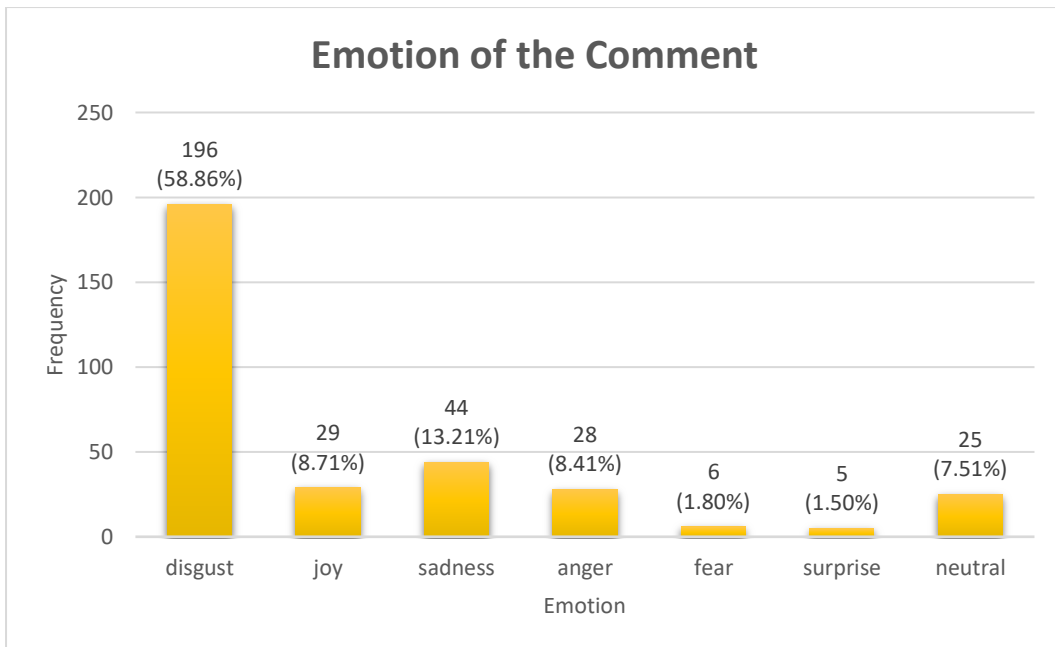
As shown in Figure 4.2, the emotion ‘disgust’ recorded the greatest number of comments which is 196 comments which is equivalent to 58.86% of all the comments whereas the least emotion detected is ‘surprise’ which only recorded 5 times or 1.50% of all the comments. It can be observed that the emotion ‘disgust’ recorded the greatest number among all the emotions for all four selected posts too. Other than that, the second highest emotion detected is ‘sadness’ which is 44 comments. Besides, the emotions ‘joy’, ‘anger’ and ‘neutral’ have almost the same number of comments which are 29, 28 and 25. Only 6 comments contain the emotion of ‘fear’, which makes up only 1.80% of all the comments.

Some comments especially those long comments sometimes consist of more than just one emotion. Nevertheless, as discussed in the previous chapter, only one dominant emotion will be selected for one comment to ease the coding process. The intercoder reliability test has proved that the result obtained is considered reliable.

Table 4.3: Summary of Emotion Detection on MM2H Rules Tightening

Platform	Disgust		Joy		Sadness		Anger		Fear		Surprise		Neutral		Total	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Free Malaysia Today	56	28.57	14	48.28	11	25.00	7	25.00	1	16.67	1	20.00	4	16.00	94	28.23
NST Online	39	19.90	9	31.03	17	38.64	10	35.71	3	50.00	0	0.00	9	36.00	87	26.13
The Star	67	34.18	2	6.90	6	13.64	11	39.29	0	0.00	2	40.00	6	24.00	94	28.23
The Straits Times	34	17.35	4	13.79	10	22.73	0	0.00	2	33.33	2	40.00	6	24.00	58	17.42
<b>Total</b>	<b>196</b>	<b>100</b>	<b>29</b>	<b>100</b>	<b>44</b>	<b>100</b>	<b>28</b>	<b>100</b>	<b>6</b>	<b>100</b>	<b>5</b>	<b>100</b>	<b>25</b>	<b>100</b>	<b>333</b>	<b>100</b>

Figure 4.2: Number and Percentage of Comments of Each Emotion



## **4.5 Conclusion**

In short, the results obtained for both sentiment analysis and emotion detection are included in this chapter and the results are proven that they are considered as reliable results after carrying out the intercoder reliability test. The slight difference is due to the subjective perception and judgment between two different coders. Through the visualization and analysis of the results, it is clearly shown that the online sentiment on the MM2H rules tightening issue is negative and most of the emotions detected from the comments under those selected posts are 'disgust'.

# **CHAPTER 5: DISCUSSION, CONCLUSION, AND IMPLICATIONS**

## **5.0 Introduction**

The major findings and the discussion regarding the findings are covered in this chapter. Besides, the implication, limitation of the study is also included and stated in this section. Lastly, few recommendations for future research are mentioned and discussed in this section to help improve any research or studies related to this study in the future.

## **5.1 Discussion and Major Findings**

According to the results and analysis obtained from Chapter 4, it is clearly shown that 83.48% or 278 comments out of 333 comments are having negative sentiment while only 9.01% or 30 comments are having positive sentiment. At the same time, the ‘disgust’ emotion has the highest percentage among all the emotions, which is 58.86%. Only 8.71% of the comments consist of the ‘joy’ emotion among all the comments.

These results clearly show that most of the people who commented under the news posts are unsatisfied with the policy where the government decided to tighten the rules for the foreigners to apply for the MM2H scheme. Most of the comments show ‘disgust’ feeling because the people felt disgusted towards the government especially the politicians who hold important positions that have power to change the MM2H policies. Most of the comments show that they do not like the government to change their policies in a short period of time because this will chase away the foreigners who are interested to invest in the second home project in Malaysia. They felt that the government was incompetent in formulating these

policies, so they expressed their feeling of ‘disgust’. Some who had the same thoughts showed their ‘anger’ emotion too.

On the other hand, the second highest emotion detected is ‘sadness’. The netizens expressed their disappointment towards the government because of their incompetency in boosting the economic growth in Malaysia. In contrast, around 8.71% of the emotions found are ‘joy’. These comments mostly come from those who felt happily towards this policy in which they felt that it would be better if the government imposed stricter rules to filter the unqualified foreigners from entering and living in Malaysia. They are satisfied with the stricter policy even though they were the minority among all the netizens.

In short, it can be said that most of the comments show their disappointment, anger and worry towards the stricter MM2H rules because they wanted to see more foreigners investing in MM2H to secure a more stable economic growth, in their point of view. On the other hand, only minority are happy and satisfied with the policy change.

Other than the reasons stated above which were clearly found from the comments, there is also another phenomenon that is worth mentioning here, which is the negative dominance theory. It states that much more weight will be put on negative information if compared to positive information when people are under stress (*A Video-Based Course in Risk, High-Concern, and Crisis Communication for Leaders, Managers & Teams from Dr. Vincent Covello, 2020*). Therefore, this might be one of the phenomena that causes a huge majority of comments to have negative sentiment and emotion. Another reason that might cause this one-sided phenomenon to happen is that people felt stressed, disappointed, tired, frustrated because of the political situation at that time where a regime change happened not long ago. Due to that, people might easily get stressed when policy is amended or changed, and this led to the people’s negative sentiment.



## **5.2 Implications of the Study**

Through this study, it is learned that majority of the people are dissatisfied with this policy change in which the rules are tightened to be stricter. This can be proved by the high percentage of both negative sentiments and negative emotions shown by the netizens. This indicates that majority of the people think that this policy might affect the property industry and even the economic growth in Malaysia. They are concerned and worried about the chain reaction of this policy amendment. Therefore, the government or policy makers that are involved in this field should consider taking account this study into consideration if they would like to know the people's thoughts and opinions regarding this matter. Similar approach can also be taken by any governments or policy makers in the future if they would like to gather the people's sentiment towards a policy or an issue. This might help in their policy formulating process to ensure that their policy made will satisfy the people's needs, at the same time generating the best outcome for the society and country.

Besides, it is also found that a lot of people take Facebook platform as a channel to obtain information and news. They also like to express their thoughts, ideas and opinions or even feedbacks through leaving comment under the related posts. Those who commented and reacted to the relevant posts showed that they are interested and concerned about the future situation of the MM2H scheme. They believe that it is a huge project that can affect the economic situation in Malaysia.

## **5.3 Limitations of the Study**

There are a few limitations that have been found and realized through this study. First and foremost, the limitation of this study is that it only focused on English news' pages, and the platform selected is only Facebook platform. Due to this, other language-speaking users' sentiments and emotions on this issue could not be studied. Those who are using other online social media such as Twitter and Instagram are also not covered in this study. Therefore, their opinions are also neglected in this study. Due to time limitation, this leads to a failure to collect more

diverse voices, such as those from different language-speaking groups or different educational backgrounds.

Furthermore, another limitation of this study is each comment is only classified to a dominant emotion although some long comments may cover more than just one emotion. This study only classified each comment into one major emotion to ease the coding process. This might result in some information loss. Other than that, the sample size of the comments collected is around 300 comments. A larger sample size might make the results of the study to be more accurate and more reliable provided that longer time of study was allowed. Last but not least, lack of study or research related to sentiment analysis on property issues has become another limitation of this study too as not much reference could be referred to.

## **5.4 Recommendations for Future Research**

To further improve the research in the future, it is recommended to expand the research to collect more data from more social media platforms such as Twitter and Instagram so that people from various background could be reached. Furthermore, to improve this study, it is also suggested to collect data from news platform of different language such as Chinese language, Malay language or Tamil. Through approaches like these, the data collected could be more diverse as inputs from people coming from different backgrounds are included.

Besides, the next recommendation for future research is to ensure that more data can be collected to make the sample size greater. This step can ensure a more accurate and reliable result. Also, the researcher can choose to include all the emotions detected in each comment so that less information will be neglected. However, these two suggestions or recommendations require a longer time frame as it will take more time to process the data if more emotions are to be included, and if greater sample size is collected.

If longer time of research is allowed, the researcher is also recommended to apply other emotion models that contain more emotions such as Shaver model, Izzard model, Russell's circumplex model or Tomkins model. The researcher can compare among these psychological models to find out their advantages and disadvantages so that reasonable trade-off can be made and a more inclusive results can be provided.

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## APPENDICES

### Appendix 3.1: Examples of Classification of Sentiments and Emotions

Number	News Platform	Comments	Sentiments	Emotions
1	The Star	High quality MM2H participants are not stupid to accept a low quality government like u all	Negative	Disgust
2	The Star	It is a buyer seller market. The people with money will decide where is best for them. They will study all factors: corruption, security,weather, cost of living, language and culture,education,political situation,etc	Neutral	Neutral
3	Free Malaysia Today	Good quality candidate for MM2H is a must. Those can bring benefit to people and country of Malaysia is priority rather than blindly accepting those that are not but have money. If the process are not tighten enough plenty of problem rather than benefit to the country.	Positive	Joy
4	Free Malaysia Today	Good.More affordable property price for our Malaysians.	Positive	Joy
5	NST	You win some. You lose some. There's nothing fair or unfair in this world. Want fairness? Go buy an island.	Neutral	Neutral
6	NST	I did many videos on Spore property. And have known many Malay Sporeans who bought condos and landed properties in JB. Plenty of them. They bought because they loved to compare what they could buy with the same money in S'pore. In general Spore property costs 8-10 times more than Msia.The rental yield in Msia is better than Spore but spore property have a high chance of capital appreciation.In one of these videos, I actually discouraged them from buying a Msia property. They should take a look at Msia property 'as it is' and not compare prices. The change of Govt may result in a change of policies. As each new Govt want to be seen as doing something.This unstable landscape have make it harder for good policies to be implemented through the intended course of duration as some policies may take years for the real benefit to be fruitful	Negative	Sadness
7	The Star	This is crazy, this is for retirees, not expat workers.	Negative	Anger
8	The Straits Time	The current bar is too lowBelow 35 can getDon't stay can getEarn below 10k can getHow would msia benefit from the scheme like this?	Negative	Fear
9	The Straits Time	But ppl who alrdy live there for so long,how can sudden rules make them leave & where are they to go if they hv elderly parents living with them.	Negative	Fear
10	The Star	Seriously! 1 milion?	Negative	Surprise