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**SPREAD OF INTERNET RUMOURS AND WAYS OF HANDLING SPREAD OF
INTERNET RUMOURS DURING COVID-19 PANDEMIC: A STUDY OF
UNIVERSITY STUDENTS IN KLANG VALLEY**

**A RESEARCH PROJECT IN PARTIAL FULFILMENT OF THE REQUIREMENT
FOR THE DEGREE OF
BACHELOR OF CORPORATE COMMUNICATIONS (HONOURS)**

**FACULTY OF CREATIVE INDUSTRIES
UNIVERSITI TUNKU ABDUL RAHMAN**

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Evangeline Hii Wen Qi

DECLARATION

I hereby declare that all of the information in this article is the product of my own effort and that ALL references to printed, electronic, and personal sources have been properly acknowledged in the bibliography.

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Approval Form

This research paper is attached here to, entitled 'Spread of Internet Rumours and Ways of Handling Spread of Internet Rumours during COVID-19 Pandemic: A Study of University Students in Klang Valley' prepared and submitted by Evangeline Hii Wen Qi in partial fulfilment of the requirements for the Bachelor of Corporate Communication (HONS) is hereby accepted.

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Date: __25 April 2024_____

SUBMISSION OF FINAL YEAR PROJECT / DISSERTATION / THESIS

I, **Evangeline Hii (ID No: 20UJB02427)** hereby certify that I have completed the final year project / dissertation / thesis* titled “Spread of Internet Rumours and Ways of Handling Spread of Internet Rumours during COVID-19 Pandemic: A Study of University Students in Klang Valley” under the supervision of Mr Raduan Bin Sharif from the Department of Media, Faculty of Creative Industries.

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Date: 26 April 2024

PERMISSION SHEET

It is hereby certified that Evangeline Hii Wen Qi (ID No: 2002427) has completed this final year project entitled "Spread of Internet Rumours and Ways of Handling Spread of Internet Rumours during COVID-19 Pandemic: A Study of University Students in Klang Valley" under the supervision of Mr. Raduan bin Sharif (Supervisor) from the Department of Mass Communication, Faculty of Creative and Industries.

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ABSTRACT

This research investigates the spread and management of internet rumours during the COVID-19 pandemics. The spreading of internet rumours has not been something new in this globalized era and yet has become an ordinary craze among the readers especially in our country, Malaysia. With the hit of COVID-19 in 2019, various unverified news and rumours are served before our eyes. These ruinous actions will eventually distress the community, economic growth, and national security. Therefore, the ways of the users handle internet rumours should also be considered. This study takes a quantitative approach, analysing the relationship between the cause of the spread of rumours on COVID-19 and the ways in handling Internet rumours by the users when facing Internet rumours. The initial finding indicates that information on the Internet is easier to acquire, and easily relied on by the reader in whatever they read, and self-satisfaction is the primary reason for an individual who inclines intending to spread fake news. The research aims to provide insight into how influential the management of the consumers in fighting against Internet rumours during the pandemic period is.

CHAPTER 1: INTRODUCTION

1.0 Research Background

In this globalization era where Internet can be accessed with just a click within a second no matter where and when, connecting people with just a click. The Internet is a great invention and indeed has helped many countless people in solving their daily tasks and aiding them towards a better lifestyle by providing them numerous data and information. These people include reporters, newscasters, non-government bodies, government bodies and various users around the world. Although using Internet has always been an upside to the users, it also has downside as there is always two sides of a coin. Due to the increased demand for Internet access, people are using it not just to browse for information and excess academic writing but also to satisfy their appetites for controversial or interesting topics like politics, sports, entertainment, celebrity, and beauty. It is hardly surprising that digital information travels more quickly than non-digital information given the advancements in information and communication technology (ICT). Ever since, the Internet has been going out of control with fabricate information to fake news. What makes matter worse is that Internet rumours has been spreading like wildfire especially during the COVID-19 pandemic.

By the end of 2019, the world was severely impacted by the COVID-19 pandemic, an unidentified virus said to have originated in Wuhan, China. The virus had been spreading quickly throughout the world, including Malaysia, since regional travel was then allowed. The world was unprepared for the virus. At the start of the outbreak, the majority of nations, including Malaysia, did not take any preventative measures to stop the COVID-19 virus from spreading since we continued to allow foreign visitors to cross our borders. People try their hardest to avoid contracting COVID-19 as the world fights it by instituting quarantines at home and taking all necessary precautions, like using masks and sanitizer. Even so, there is some people who will take extra steps in practicing various unofficial statements or steps on preventing the spread of COVID-19.

"News articles or information that are intentionally written to mislead or misinform readers but can be verified as false by means of other sources" is the definition of internet rumours. Furthermore, rumours, myths, hoaxes, and conspiracy theories that are disseminated purposefully or accidentally were all considered fake news by readers. It can take the form of features, pictures, audio recordings, or any other form that can imply words or thoughts. The

Malaysian Parliament defines it as "any news, information, data, and reports which is or are wholly or partly false" (Buchanan. K, 2020). "Misleading or incorrect information in any forms, disseminated intentionally or unintentionally" is the new definition of fake news given by the current study. Put differently, misinformation, disinformation, and deception that is disseminated with or without the aim to do harm to another party are considered false news and online rumours.

During the COVID-19 pandemic, the quick dissemination of false information caused unwarranted public fear, leading authorities and governments to advise people to verify the veracity of information before sharing it. Global literature and news reports reveal a deluge of erroneous or counterfeit COVID-19 information disseminated over social media, including recommendations for individuals to consume warm or salted water and bleach as a preventative measure against the fatal virus. Some examples of fake news that have been refuted by the appropriate authorities include reports advising Malaysians not to eat Mandarin oranges from China that have been found to be contaminated with the COVID-19 virus and reports that the hospital in Kuala Lumpur was asking the public for donations in the form of money and necessities. People may become confused by such misleading information and end up underreacting (by not following Standard Operating Procedures (SOPs)) or exhibiting risky behaviour), overreacting (by hoarding groceries and other necessities, for example), or using harmful remedies (like using bleach). In order to create more strategic interventions and raise the standard of information, it is necessary to look at the underlying motivations behind the behaviour of spreading fake news.

The Institute of Strategic and International Studies Malaysia reports that the majority of online rumours regarding Malaysia's COVID-19 epidemic have to do with government actions and policies as well as viral community dissemination. Furthermore, as per the analysis conducted by the think tank on "Sebenarnya.my," an online government fact-checking website that has also been approved by the Malaysian Communication and Multimedia Commission (MCMC), 363 false claims related to the coronavirus between January and June 15, 2020, were mostly related to "authority action" and "community spread," accounting for 70% of the cases and 254 of the 363 false claims.

For instance, according to CodeBlue, there are currently false claims that the ISIS Malaysia policy brief was coded as "authority action" and that the Terengganu police chief had forewarned about the impending implementation of an Enhanced Movement Control Order

(EMCO) in Dungun. However, these claims are merely false rumours that are being spread. Because false rumours are constantly spreading, it's critical to address them. Without a strong environment for fact-checking, addressing false rumours is incomplete, and people should rely on a "binary approach to truth" in which they use official declarations to refute erroneous information.

Malaysian citizens have experienced dread, anxiety, and bewilderment as a result of COVID-19. People have been urged to stay at home and refrain from congregating in large groups by the media, celebrities, and other influential figures. Additionally, the #stayhome hashtag has been widely utilised online by the media to convey the crucial messages needed to halt the spread of COVID-19 to all societal levels. The pandemic's impact has led to the establishment of a new standard that mandates Malaysians work from home during Movement Control Orders (MCOs), which has facilitated the dissemination of rumours on the Internet.

Handling online rumours and false information is becoming more and more important. The Internet's widespread availability of user-generated information makes it easier for individuals to come together around shared narratives, worldviews, and interests. Nevertheless, the Internet also provides a fertile ground for the widespread spread of unsubstantiated tales. Disintermediation is made possible by the Internet, which also modifies how people get information, discuss issues, and form opinions. This lack of middlemen can create ambiguity regarding causality, which in turn can fuel rumours, conjecture, and mistrust. Furthermore, communities' attempts to make sense of facts or occurrences have an impact on the establishment and updating of beliefs.

This research is carried out to investigate the spread and management of internet rumours during the Covid-19 pandemic. The spreading of internet rumours has not been something new in this globalized era and yet has become an ordinary craze among the readers especially in our country, Malaysia. With the hit of COVID-19 in 2019, various unverified news and rumours are served before our eyes. These ruinous actions will eventually distress the community, economic growth, and national security. Therefore, the response of the individuals on the management of internet rumours should also be considered.

This study takes a quantitative approach, analysing the relationship between the cause of the spread of rumours on COVID-19 and the noticeable management by the individual when facing Internet rumours. The initial finding indicates that information on the Internet is easier to acquire, and easily relied on by the reader in whatever they read, and self-satisfaction is the

primary reason for an individual who inclines intending to spread fake news. The research aims to provide insight into how influential the management in fighting against Internet rumours during the pandemic period is.

1.2 Research Audience

The study will focus on university students in the Klang Valley region who are in the age range of 18 to 26. Since 75% of university students use the Internet, this study is aimed at them since they will make good participants. Furthermore, the Klang Valley region was selected as the study area since it is home to numerous universities and is the capital of Malaysia, which means there would be an adequate number of university students for this research. We can therefore ascertain the dissemination of rumours online and how each individual responds to the propagation of rumours during the COVID-19 epidemic by doing research on the target group.

1.3 Research Gap

Research on Internet rumours dissemination and individual management of fake news is scarce in Malaysia. Existing studies primarily focus on the negative impacts of Internet rumours on consumers, neglecting their origins, especially during the COVID-19 pandemic. Given the current surge in internet rumors, it's crucial to understand their origins and how individuals cope with them. Investigating the motivations behind spreading rumours, especially during the pandemic, is essential. This research aims to fill the gap by examining the spread of internet rumors and how university students in the Klang Valley manage them.

1.4 Research Questions

Since the research is done to study the spread and management of Internet rumours on university students during COVID- 19 Pandemic, the research questions are:

RQ 1: What are the origins of Internet rumours during the COVID-19 pandemic in Malaysia?

RQ 2: What are the motives behind individuals spreading COVID-19 related rumours online?

RQ 3: How does an individual handles internet rumours during COVID-19 pandemic?

1.5 Research Objectives

RO 1: To find out the origins of Internet Rumours during the COVID-19 pandemic in Malaysia.

RO 2: To find out the motives behind individuals spreading COVID-19 related rumours online.

RO 3: To find out how individuals navigate and respond to Internet rumours amidst the COVID-19 pandemic.

1.6 Significance of Study

This research would help determine how the is the spread of Internet rumours among university students in Klang Valley and their management of it, as there is a dearth of information regarding the causes of Internet rumours and the intention and managements of an individual towards Internet rumours in Malaysia using the theory. The research's findings can be used to better understand why university students spread rumours as well as how they handle them. This research study can also be used to teach students the value of verifying online rumours before acting on them in their personal lives. The research's conclusions aim to broaden public awareness of the connection between the management of college students and the uses and gratification theory by providing a sufficient theoretical framework that is understandable and capable of supporting the research's claims. Future researchers may potentially use these data to guide their investigations into how Internet rumours circulated during the epidemic and how an individual handled the rumours.

CHAPTER 2: LITERATURE REVIEW

2.1 Previous Research on the Spread of Internet Rumours during COVID-19 pandemic

Numerous scholars have conducted research on the dissemination of Internet rumours, each offering distinct perspectives on the phenomenon. One notable study by Zuhaira et al (2021) delves into the repercussions of spreading fake news amid the COVID-19 pandemic in Malaysia. The research underscores the potential far-reaching consequences of misinformation on various facets of society, encompassing politics, economics, and societal well-being. According to Zuhaira et al's (2021) investigation specifically aims to explore the nexus between the surge in fake news and the prevalence of COVID-19 cases. Through a correlation study, the research identifies a robust and statistically significant relationship between the number of fake news instances and the reported COVID-19 cases. To enhance predictive capabilities, the study employs a simple linear regression algorithm to construct a model forecasting fake news based on the number of COVID-19 cases. In conclusion, the research underscores the alarming trend of individuals in Malaysia consuming news from the Internet without verifying its authenticity. The study recommends heightened awareness among social media users regarding the impact of fake news. It emphasizes the collective responsibility of Malaysians to actively contribute to curtailing the dissemination of misinformation, particularly during a critical event like the COVID-19 pandemic. This underscores the escalating prevalence of false information circulating on the Internet.

The proliferation of false information through websites and social media platforms has become a significant problem, particularly exacerbated during the COVID-19 pandemic, leading to the dissemination of inaccuracies and an escalation of misunderstandings about the pandemic, regardless of one's initial intentions (Balakrishnan .V, 2022). Furthermore, Balakrishnan .V's (2022) research emphasizes the need to comprehend the motivations behind the spread of fake news and its associated sociodemographic factors. The study holds significance as it represents one of the initial attempts to explore the sociodemographic correlates linked to this negative behavior, particularly at a time when the dissemination of fake news has surged amid an ongoing pandemic. Additionally, the research recommends that timely education is crucial, especially given that once an individual embraces a piece of fake news aligning with their beliefs, altering their perception becomes challenging. The study highlights the importance of public education to equip individuals with essential skills for assessing and verifying information, particularly when faced with dubious content.

Ngadiron.S et al. (2021) said that a study found that disseminating false information is akin to propagating the COVID-19 virus, with grave implications for public order. According to the report, in order to prevent the spread of the pandemic and its ongoing impact on national security, it is imperative that the Malaysian Communication and Multimedia Commission (MCMC) identify the most effective system for monitoring fake news. As a result, the study recommended that users exercise caution when sharing previously acquired news in order to avoid misinterpretations and factual errors.

In addition, a lot of false information has been disseminated as a result of the information dump that is currently going around the Internet. The attitude of Internet users, who are eager to spread the word despite the lack of confirmation or question about the source, is concerning and exacerbates the situation. The community is actively engaging in the virtual world, which gathers news from a variety of sources, including newspapers, magazines, and mass media (YouTube, Facebook, Instagram, and YouTube). Anywhere, at any time, all the necessary information can be found instantly by entering a keyword into an online search engine. The main problem lies in the fact that the data is easily obtainable, shiftable, and authenticated. However, if the news is true, it will benefit the recipients; if not, it will undoubtedly cause animosity and strife among communities, much like the two sides of a coin (Ross. B, 2019).

In this region, the spread of misleading information via the internet—which includes both misinformation and disinformation—has become a major cybersecurity threat. This problem has social, political, and financial ramifications and exacerbates racial and religious tensions and public unrest. Unscrupulous organisations take advantage of these difficulties for their own financial or political benefit, or just to cause mayhem. This kind of exploitation is especially common in times of crisis, like elections, and also during global outbreaks of COVID-19, which have resulted in an increase in the spread of "fake news." In the current era where social media is the predominant primary information source, misleading information spreads quickly, widely, and with little monitoring (Moonyati, 2020). As of June 11, 2020, 266 inquiry files concerning "fake news" connected to COVID-19 had been launched in Malaysia, according to a report by Datuk Saifuddin Abdullah, the country's minister of communications and multimedia (Yiswaree.P, 2020).

Despite the fact that online rumours have been circulating for years, the COVID-19 epidemic might mark a turning point in public opinion in terms of worldwide cooperation

against false information and fake news. Mahyuddin D (2021) found that although the number of pandemics that may occur cannot be predicted, the development of digital technology such as 5G and advanced robotics will undoubtedly continue and has happened more quickly than we could have predicted. Global citizens need to make sure that, in the future industrial revolutions, technology is used to make life easier rather than to seize control of it. Therefore, addressing the worldwide issue of taming this "snake" of fake news and disinformation requires global Internet co-regulation.

In order to ensure that the public takes the necessary precautions to stop the spread of COVID-19, a balance must be struck between presenting reliable data that allays public fears, answering inquiries, and using an engaging story. The pandemic, vaccinations, potential treatments, and the likelihood that novel variations like Omicron could cause even more harm to the populace remain highly unpredictable. This is especially true given that the economy and borders are progressively opening again. According to Serina R. (2022), there is no other option for Malaysia to get out of this health crisis but for its people to band together and take the necessary action, which can only be done with enough accurate, transparent, and trustworthy information.

2.2 Previous research on the Motives of an Individual on the Spread of Internet Rumours

Many academics have conducted various studies on why people spread rumours online, and they all offer different explanations for the motivations. According to the first essay by Balakrishman V. (2021), a person's ignorance significantly influences how likely they are to share fake news, as indicated by their propensity to believe a superior source and their awareness of the negative effects of doing so. According to the study, a superior source is respected or looked up to because of their age, experience, position, education, etc. Examples of such individuals include older folks, educators, and highly educated individuals. As a result, people have a propensity to believe the information they learn from these sources, leading them to not question its accuracy. A similar pattern has been observed in other technology research that indicated lack of understanding to be negatively affecting a positive behaviour. Furthermore, individuals who are uninformed of the implications of false news are also more likely to disseminate fake news. This idea can also be linked to altruism, since the respondents

may be spreading false information to gullible others in an attempt to help them, without realising the consequences of their actions. In actuality, other people have expressed the same opinion, stating that people have been observed spreading false information without any malevolent intent.

We are all experiencing the COVID-19 pandemic for the first time, and as such, we may find ourselves spreading false information about the epidemic to people who are not familiar with the illness or virus or who are not tech-savvy, including parents or the elderly. Based on the findings of Blakrishnan V. (2021)'s research, most respondents (88.4%) were found to actively share news, regardless of its veracity; this is a less desirable (and potentially fatal) activity carried out as a kind deed during a difficult time for most, if not all, of them.

Additionally, it became clear that spreading bogus news was motivated in large part by fun. It appears that other social media research on topics like cyberbullying and smartphone addictions frequently mention similar motivation. Furthermore, the respondents' dissemination of false information merely for the amusement of seeing others fall for it and the exhilarating pleasure it provides reveals a certain level of immaturity. The majority of responders, as noted in Blakrishnan V's research from 2021, are in their 20s, which likely explains why they don't take the same method when disseminating uncorroborated information. They may also be less aware of the ramifications of spreading false information, which exacerbates the problem. This was particularly true during the COVID-19 epidemic, when social media and the Internet were rife with false information, some of which were ludicrous and advised people to drink heated or salted water to destroy the virus. For a brief rush, these young people might share such "funny" news with less suspicious others. As an alternative, they could have confirmed to their contacts how ridiculous the fake news is by sending them the oddball or humorous fake news.

2.3 Previous research on the Origins of Internet Rumours

In his initial publication, Balakrishnan V. (2021) employed a theoretical framework that has been extensively applied and tested in understanding the underlying motivations behind engaging with various technological platforms targeting various contexts and domains, it is deemed appropriate to the context of Internet rumours. For example, it has been extensively employed to investigate the underlying motivations in several technology adoption studies, including those on social media, mobile commerce, food delivery apps, and fake news and information sharing behaviour. For instance, Thompson et al.'s 2019 study found that

information-seeking and status-seeking gratification were linked to news sharing behaviour. Meanwhile, Apuke.O.D.'s 2021 study examined the reasons behind the dissemination of fake news during the COVID-19 pandemic and found that most young users engaged in various activities to pass the time, with entertainment emerging as insignificant. These findings support the generalizability of U&G theory across contexts, nations, and cultural contexts.

Furthermore, Apuke.O. D (2021) studied on the determinants of fake news dissemination among social media users in their examination into the connection between fake news and COVID-19. The hypothesis was utilised in the study to understand why consumers interact with media. Using this theoretical framework as a foundation, the study found variables that predicted the spread of false information. The findings show that, among the online community, benevolence is the most important predictor of the spread of fake news. Moreover, it was discovered that socialisation, information-seeking, sharing of knowledge, and leisure activities all predicted the spread of false information. The study emphasises the significance of social media users confirming the authenticity of the information they come across and share, even though other possible factors could contribute to the spread of fake news, such as ignorance, unawareness, peer pressure, and attention-seeking. This is especially important considering the growing health risks associated with the spread of false information during the COVID-19 outbreak. This verification process can be made easier by taking into account the information source, looking past headlines, analysing writers, investigating news articles thoroughly by cross-referencing dates, validating facts and figures, confirming images, consulting other sources, and, when in doubt, seeking professional advice.

In conclusion, it is necessary to investigate the sources of Internet rumours and how university students handle them using the preferable ways to deal with the rumours. Students at universities should be aware of the benefits that may be obtained from dealing with online rumours and how those benefits can help them manage such rumours.

CHAPTER 3: METHODOLOGY

3.0 Introduction

To guarantee the success of this research, these procedures must be carried out precisely. Following those protocols is crucial when looking into the propagation and handling of online rumours about Klang Valley university students during the COVID-19 pandemic. The research approach, data collection methods, research population and sampling, and data analysis methodology are all covered in this chapter's explanation of the research process.

3.1 Research Approach

To obtain precise responses to the research objectives, a quantitative research approach was used in this study. The primary benefit of this strategy is that it enables the collection, processing, and evaluation of data from large samples using dependable and uniform techniques (Scribbr, 2023). The purpose of this study is to investigate the relationships that exist between the dissemination of rumours on the Internet and the strategies used by Klang Valley university students to control the spread of rumours during the COVID-19 pandemic. Survey questionnaires will be utilized to measure and analyse the relationships between the dissemination of rumours on the Internet and the strategies used by Klang Valley university students to combat the spread of rumours during the COVID-19 epidemic. Every respondent will receive the same set of questions. The questions from the survey questionnaires are adapted through a research study by Balakrishnan, Kee, and Hajar in examined the reasons behind the spread of fake news and the origins of fake news. This research aims to target 107 of the respondents but instead 111 of respondents had replied to the research study, which enables accuracy on the research.

The questions asked are divided into 4 different sections with the first parts consist of personal information such as Age, Gender, and Academic Qualifications. Section A will be questions to determine the Origin of Internet Rumours and Section B is to determine the motives behind the individuals in sharing covid-19 related content. Finally, would be section C which study the respond of the respondents towards COVID-19 related rumours. It has been decided to divide into 4 sections to provide a clear, succinct, and tidy questionnaires for the respondent to answer.

3.2 Data Collection Method

Since the objective of this study is to be achieved through quantitative research, statistics will be used to collect the data. Surveys, questionnaires, and polls are the methods used to gather data for quantitative research. An online survey form is going to be used to collect the data for this study. After being sorted numerically, the information from the acquired data will next be explained using tables and graphs.

To facilitate respondents' responses, the survey questions will be separated into three groups. To ensure accurate research results, all responders will receive the identical set of questions. The main means of gathering data for this study was a questionnaire containing questions on rumours spreading online and the strategies that university students in the Klang Valley used to stop rumours from spreading during the COVID-19 pandemic. The first section of the questionnaire was designed in a way that required respondents to provide answers on a nominal scale. Nominal scales are measurement tools that are typically used for non-numeric (quantitative) variables or situations where numbers have no meaning, such as gender and age (QuestionPro,2023). Respondents were asked to use the nominal and ratio scales to answer the second section of the questionnaire. While the ordinal scale gives the ranking and ordering of the data without determining the degree of variation between them, the ratio scale enables researchers to compare the intervals or disparities (QuestionPro,2023). In the third portion, respondents are asked to indicate whether they agree or disagree with a statement by using an interval scale. An interval scale, often called a numerical scale, is one in which both the variables' order and their differences are known (QuestionPro,2023).

A Google form was used to generate the survey. This is due to the fact that it is simpler to distribute the questions to numerous respondents at once. The questions regarding the associations between the spread of rumours on the Internet and ways the university students in Klang Valley handle the spread of Internet rumours during COVID- 19 pandemic were adopted from the research done by Apuke OD and Omar B. (2021) to study about Fake news and COVID-19: modelling the predictors of fake news sharing among social media users.

The demographic data of the respondents, including their age, gender, and current educational attainment, is the main focus of the first section of the questionnaire. The questionnaire's second portion, portion A, is devoted to nominal data, namely concerning the time they spent accessing the Internet via the social media platforms they regularly used for information sharing. The questionnaire's third and fourth sections (Sections B and C) are

devoted to the third research goal and ask questions about the extent to which different COVID-19-related content is shared on social media. This section's goal is to get information from respondents about why they share information and what steps they take to combat fake news.

A sample of the questions included in the questionnaire are as follows:

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the Spread of Internet Rumours During COVID- 19 Pandemic.

Introduction

Greetings ,

I am Evangeline Hii, a final-year student at Universiti Tunku Abdul Rahman studying Bachelor of Corporate Communication (Honours) . You are welcome to participate in a survey on Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the Spread of Internet Rumours During the COVID-19 Pandemic.

Please answer **ALL** the questions listed in this questionnaire.

Please note that the **CONFIDENTIALITY** of your responses is meticulously assured. The data collected will only be used for educational and research purposes only. If you have any inquiries or doubt, please do not hesitate to contact me through email: evanline@1utar.my (Evangeline Hii Wen Qi).

Thank you for your time and consideration. Greatly value your cooperation.

** Indicates required question*

Personal Information

In this section, you are required to mark your information in the checkboxes given.

Please note that the information will be kept anonymous.

1. Age *

Mark only one oval.

18-20

21-23

24-26

2. Gender *

Mark only one oval.

- Male
 Female

3. Academic Qualification *

Mark only one oval.

- Foundation
 Bachelor's Degree
 Master's Degree
 Doctoral Degree

SECTION A : Origin of Internet Rumours

In this section, you will be asked to choose the best answer for the origin of internet rumours.

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

4. Daily Time Access to the Internet (Hours) *

Mark only one oval.

- 1-3 hours
 4-6 hours
 7-9 hours
 10-12 hours

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

5. Which social media do you frequently use? *

Mark only one oval.

- WhatsApp
- Facebook
- Twitter
- Instagram
- Others

6. Frequency of Sharing Information *

Mark only one oval.

- Never
- Seldom
- Occasionally
- Frequently

SECTION B : Motives behind Individuals in Sharing Covid-19 related Content

In this section, you will be asked to choose the best answer for the motives behind individuals in sharing covid-19 related content .

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

7. I share content related to COVID-19 on social media because I love assisting others. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

8. I share content related to COVID-19 on social media to share practical knowledge or skills with others. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

9. I share content related to COVID-19 on social media to express myself easily. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

10. I share content related to COVID-19 on social media to disseminate information that might interest or entertain others. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

11. I share content related to COVID-19 on social media to keep abreast of the current news and events. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

12. I share content related to COVID-19 on social media because it is funny. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

13. I share content related to COVID-19 on social media because I have nothing much to do. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

14. I share content related to COVID-19 because I can easily exchange views with other members of my network. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

SECTION C : Responds towards COVID-19 related Rumours.

In this section, you will be asked to choose the best answer for the responds towards COVID-19 related rumours.

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

15. I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

16. I share content on social media related to COVID-19 without checking facts through trusted sources. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

17. I shared content on social media related to COVID-19 without reading the entire article. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

18. I have shared content on social media related to COVID-19 that seems accurate and later found it was made up. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

19. I have shared information related to the COVID-19 virus that I later learned was a hoax. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

20. I reported the website after knowing it was fake content related to COVID-19. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

21. I deleted the fake content related to COVID-19 on my social media. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

22. I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

Thank You for Your Time

Your support is greatly appreciated!

3.3 Population And Sampling

Since they are the intended audience for this research, the research population for this study will consist of university students aged between 18-26 in the Klang Valley region. In order to participate in this study, respondents must meet the following requirements: A) They must be between the ages of 18 and 26; B) They must be enrolled full-time students in Klang Valley universities.

The Simple Random Sampling method was used for selecting a sample from the population. The Simple Random Sampling technique is categorized as probability sampling since it selects sample members from the population at random. Since most university students have access to the Internet, this sample strategy is appropriate for the study. As a result, there is no need to choose the sample based on any criteria.

The Department of Statistics Malaysia (2023) estimates that 8,983,400 people live in the Klang Valley. In the Klang Valley, there are 1,335,900 young adults between the ages of 18 and 26. As a result, the research's population is unquestionably large enough. In Klang Valley, there are 567,347 public and private university students, according to the Ministry of Higher Education (2022). The Research Advisors' sample size table indicates that 107 samples are needed to represent the 567,347-population size. This is done to guarantee the survey's dependability with a 0.05 margin of error and a 70% confidence level. This questionnaire is intended to be answered by 107 respondents. The university students, irrespective of their gender and colour, will receive the questionnaire at random. We have also adapted to the required sample size provided by The Research Advisors to proof that a minimum of 107 respondents is required to conduct this survey on the research study.

Required Sample Size†									
from: The Research Advisors									
Confidence = 70.0%					Confidence = 99.0%				
Population Size	Degree of Accuracy/Margin of Error				Degree of Accuracy/Margin of Error				
	0.05	0.035	0.025	0.01	0.05	0.035	0.025	0.01	
10	9	10	10	10	10	10	10	10	
20	17	18	19	20	19	20	20	20	
30	24	26	28	30	29	29	30	30	
50	34	41	45	49	47	48	49	50	
75	44	56	64	73	67	71	73	75	
100	52	69	81	96	87	93	96	99	
150	63	89	111	142	122	135	142	149	
200	70	105	137	186	154	174	186	198	
250	75	117	158	229	182	211	229	246	
300	79	127	177	270	207	246	270	295	
400	85	142	207	348	250	309	348	391	
500	89	153	231	422	285	365	421	485	
600	91	161	251	491	315	416	490	579	
700	93	167	266	555	341	462	554	672	
800	95	172	280	617	363	503	615	763	
900	96	176	291	674	382	541	672	854	
1,000	97	180	301	729	399	575	727	943	
1,200	99	185	317	830	427	636	827	1119	
1,500	100	191	334	963	460	712	959	1376	
2,000	102	198	354	1147	498	808	1141	1785	
2,500	103	202	367	1295	524	879	1288	2173	
3,500	104	206	383	1520	558	977	1510	2890	
5,000	105	210	396	1747	586	1066	1734	3842	
7,500	106	213	406	1978	610	1147	1960	5165	
10,000	106	215	412	2117	622	1193	2098	6239	
25,000	107	217	422	2425	646	1285	2399	9972	
50,000	107	218	426	2549	655	1318	2520	12455	
75,000	107	219	427	2593	658	1330	2563	13583	
100,000	107	219	428	2615	659	1336	2585	14227	
250,000	107	219	429	2657	662	1347	2626	15555	
567,347	107	219	429	2673	663	1351	2642	16116	
1,000,000	107	219	429	2678	663	1352	2647	16317	
2,500,000	107	219	430	2683	663	1353	2651	16478	
10,000,000	107	219	430	2685	663	1354	2653	16560	
100,000,000	107	219	430	2685	663	1354	2654	16584	
264,000,000	107	219	430	2685	663	1354	2654	16586	

† Copyright, The Research Advisors (2006). All rights reserved.

Table 3.1 The Sample Size Table by The Research Advisors on the required amount of respondents

3.4 Data Analysis

Descriptive Analysis

Following respondents' completion of the questionnaire, descriptive analysis will be used to evaluate some of the data. The data obtained from the questionnaire will be assessed using the descriptive analysis method. Data collected from all three components will be transferred into an Excel file. The statistical package for social science, or SPSS, software will next be used to analyse the data efficiently. It will also calculate the frequency, percentage, mean, and standard deviation for all the data that was gathered. For ease of comprehension, SPSS will arrange the data into tables, bar graphs, and pie charts.

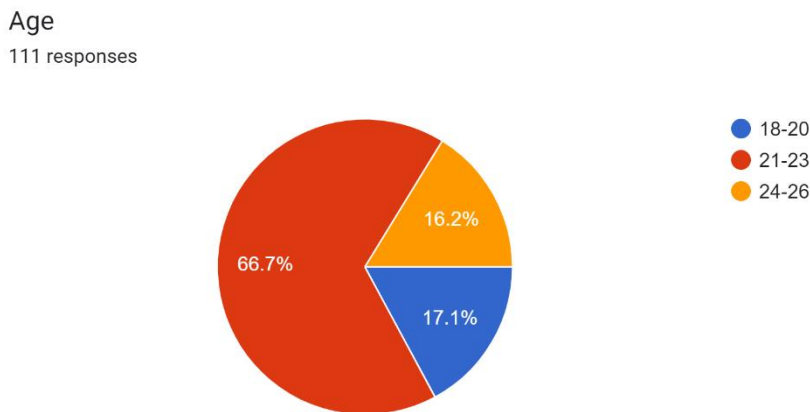
CHAPTER 4: DATA ANALYSIS

4.0 Introduction

Tables and charts will be used to present all the survey questionnaire data in this chapter. The information that was captured will be examined and thoroughly explained in this chapter using the SPSS software.

4.1 Demographic Information

4.1.1 Age

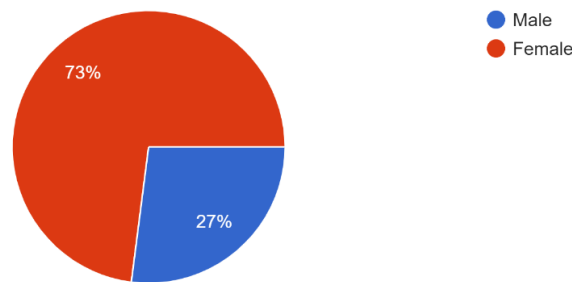


Graph 4.1.1 The Age of the Respondents

The age distribution of survey respondents is displayed in Graph 4.1.1. Those who are between the ages of 21 and 23 make up the largest percentage of survey participants (66.7%). The respondents who are between the ages of 24 and 26 have the lowest percentage (16.2%), while those who are between the ages of 18 and 20 come in second (17.1%).

4.1.2 Gender

Gender
111 responses

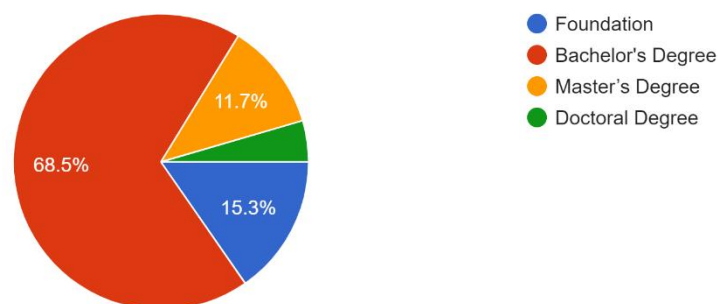


Graph 4.1.2 The Gender of the Respondents

Graph 4.1.2 displays the respondents' gender. The graph shows that 81 female respondents and 29 male respondents—with 27% and 73% of the total—have finished the poll.

4.1.3 Academic Qualification

Academic Qualification
111 responses



Graph 4.1.3 The Academic Qualification of the Respondents

The highest number of respondents who have participated in this survey are bachelor's degree students with 68.5% with a number of 76 respondents. The lowest respondents would be 5 students with Doctoral Degree with a percent of 4.5%. The 15.3% would be the 17 students

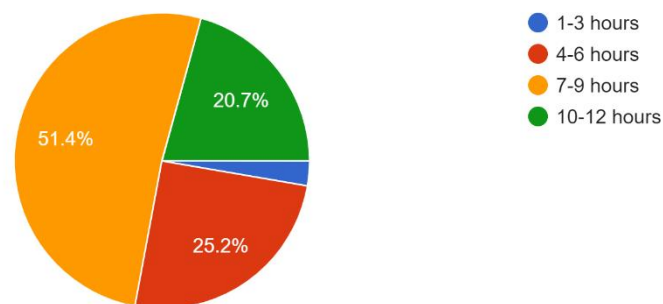
who are holding Foundation and lastly would be those holding master's degree which consists of 13 students with 11.7%.

4.2 Origin of Internet Rumours

4.2.1 Daily Time Access to the Internet (Hours)

Daily Time Access to the Internet (Hours)

111 responses



Graph 4.2.1 Daily Time Access to the Internet (Hours)

Daily Time Access to the Internet (Hours)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-3 hours	3	2.7	2.7	2.7
	10-12 hours	23	20.7	20.7	23.4
	4-6 hours	28	25.2	25.2	48.6
	7-9 hours	57	51.4	51.4	100.0
	Total	111	100.0	100.0	

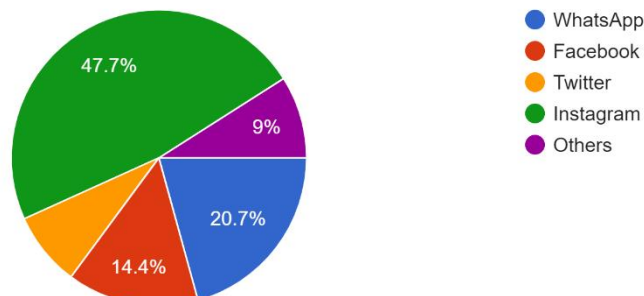
Table 4.2.1 Daily Time Access to the Internet (Hours)

According to Graph 4.2.1, the highest daily time access to the Internet by 57 of the students would be 7-9 hours with a percentage of 51.4%. The lowest daily time access to the Internet would be 1-3 hours with only 3 students. For those students accessing the Internet for 4-6 hours would be those of 28 students at a percentage of 25.2% whereas for the left 23 students have also access the Internet with 10-12 hours at a percentage of 20.7%.

4.2.2. Which social media do you frequently use?

Which social media do you frequently use?

111 responses



Graph 4.2.2. Which social media do you frequently use?

Which social media do you frequently use?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Facebook	16	14.4	14.4	14.4
	Instagram	53	47.7	47.7	62.2
	Others	10	9.0	9.0	71.2
	Twitter	9	8.1	8.1	79.3
	WhatsApp	23	20.7	20.7	100.0
	Total	111	100.0	100.0	

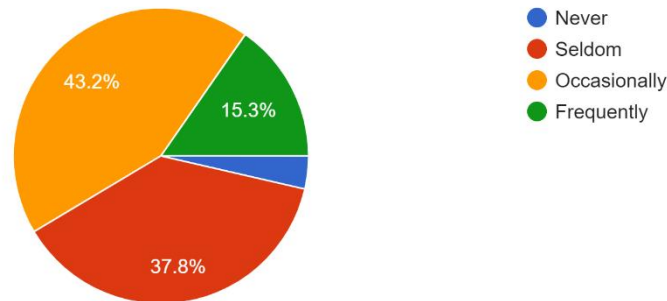
Table 4.2.2 Which social media do you frequently use?

The highest percentage for the frequent use of social media would be Instagram with 47.7% which is 53 students while WhatsApp comes in second with the percentage of 20.7% which is 23 students. Moreover, the third highest would be Facebook as 16 students contribute to the 14.4%. The lowest would-be Others and Twitter with 10 students at a percentage of 9% and 9 students at a percentage of 8.1% respectively.

4.2.3 Frequency of Sharing Information

Frequency of Sharing Information

111 responses



Graph 4.2.3 Frequency of Sharing Information

Frequency of Sharing Information

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Frequently	17	15.3	15.3	15.3
	Never	4	3.6	3.6	18.9
	Occasionally	48	43.2	43.2	62.2
	Seldom	42	37.8	37.8	100.0
	Total	111	100.0	100.0	

Table 4.2.3 Frequency of Sharing Information

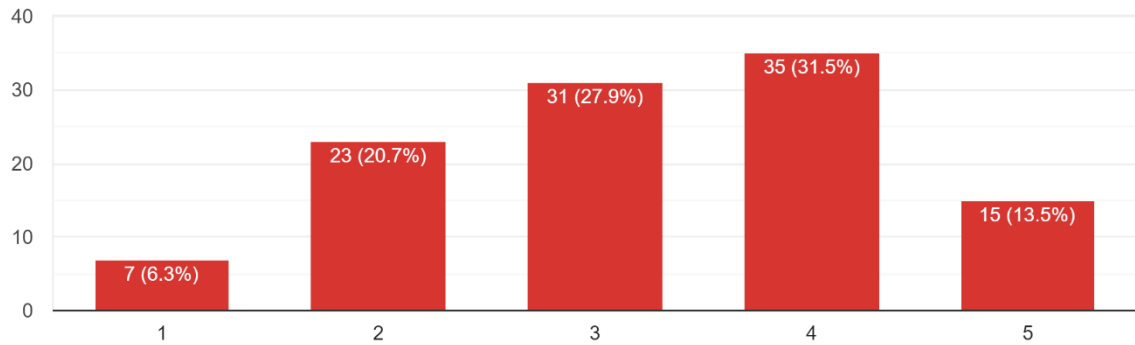
Based on Graph 4.2.3, the highest frequency of sharing information would be occasionally from 48 students with a percentage of 43.2%. Moreover, the second highest would be 42 of the students with a percentage of 37.8% who seldom share information. The second lowest would be 17 students with a percentage of 15.3% who frequently share information. Lastly would be 4 of the students with a percentage of 3.6% who never share information.

4.3 Motives behind Individuals in Sharing Covid-19 related Content

4.3.1 I share content related to COVID-19 on social media because I love assisting others.

I share content related to COVID-19 on social media because I love assisting others.

111 responses



Graph 4.3.1 I share content related to COVID-19 on social media because I love assisting others.

I share content related to COVID-19 on social media because I love assisting others.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	6.3	6.3	6.3
	2	23	20.7	20.7	27.0
	3	31	27.9	27.9	55.0
	4	35	31.5	31.5	86.5
	5	15	13.5	13.5	100.0
	Total	111	100.0	100.0	

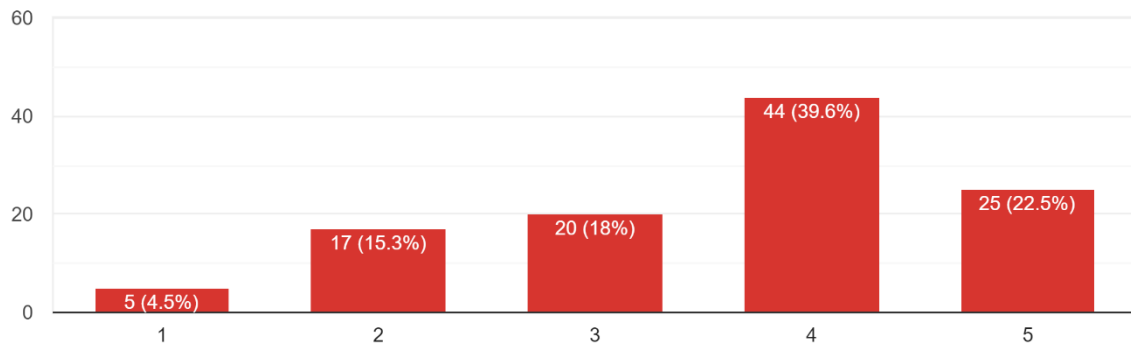
Table 4.3.1 I share content related to COVID-19 on social media because I love assisting others.

According to Graph 4.3.1, 35 students have the highest proportion of agreeability—31.5%—when it comes to posting COVID-19-related content on social media because they enjoy helping others. Furthermore, 31 students, with a percentage of 27.9%, had the second-highest agreeability in sharing COVID-19-related content on social media because they enjoy helping others. Because they enjoy helping people, 23 students disagree and 7 strongly disagree that COVID-19-related content should be shared on social media (20.7% and 6.3%, respectively). Finally, because they enjoy helping others, 15 students, or 13.5% of the total, strongly agree to share COVID-19-related content on social media.

4.3.2 I share content related to COVID-19 on social media to share practical knowledge or skills with others.

I share content related to COVID-19 on social media to share practical knowledge or skills with others.

111 responses



Graph 4.3.2 I share content related to COVID-19 on social media to share practical knowledge or skills with others.

I share content related to COVID-19 on social media to share practical knowledge or skills with others.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	5	4.5	4.5	4.5
	2	17	15.3	15.3	19.8
	3	20	18.0	18.0	37.8
	4	44	39.6	39.6	77.5
	5	25	22.5	22.5	100.0
	Total	111	100.0	100.0	

Table 4.3.2 I share content related to COVID-19 on social media to share practical knowledge or skills with others.

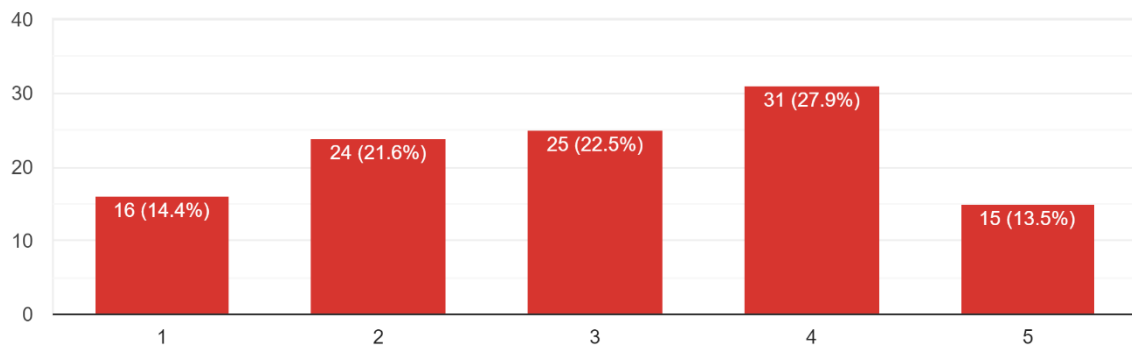
According to Graph 4.3.2, 44 students, or 39.6% of the total, agreed to post COVID-19-related content on social media in order to impart useful knowledge or skills to others. Twenty-five students, or 22.5% of the total, strongly agreed that sharing COVID-19-related content on social media is a good way to help others learn useful skills or knowledge. Additionally, 18% of students say they have no problem sharing their practical knowledge and

skills with others, while 13% of students disagree, and 17 students have a negative percentage of 15.3% when it comes to sharing their knowledge and abilities with others on COVID-19-related social media content. Five students who vehemently disagree with the idea of sharing COVID-19-related content on social media would be the lowest.

4.3.3. I share content related to COVID-19 on social media to express myself easily.

I share content related to COVID-19 on social media to express myself easily.

111 responses



Graph 4.3.3. I share content related to COVID-19 on social media to express myself easily.

I share content related to COVID-19 on social media to express myself easily.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	16	14.4	14.4	14.4
	2	24	21.6	21.6	36.0
	3	25	22.5	22.5	58.6
	4	31	27.9	27.9	86.5
	5	15	13.5	13.5	100.0
	Total	111	100.0	100.0	

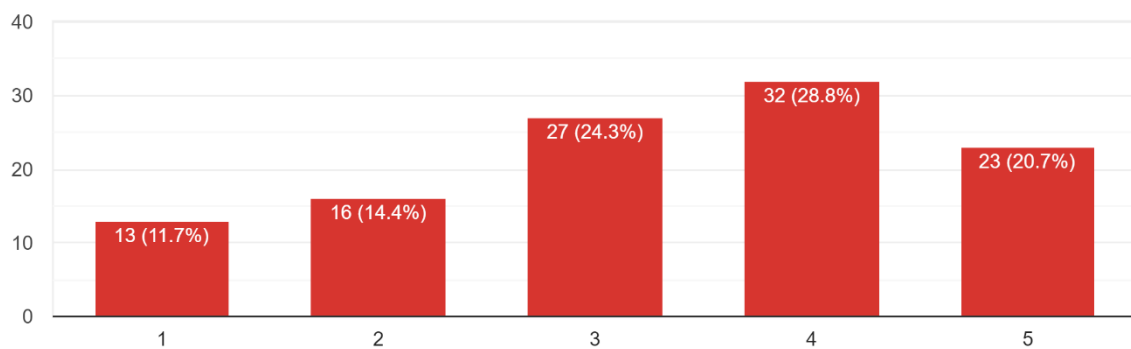
Table 4.3.3. I share content related to COVID-19 on social media to express myself easily.

Based on Graph 3.3.3, 31 students with a percentage of 27.9% agree in sharing content related to COVID-19 on social media to express themselves easily. Furthermore, 25 students with a percentage of 22.5% are neutral in sharing content related to COVID-19 on social media to express themselves easily whereas 24 students with a percentage of 21.6% disagree in sharing the content to express themselves. Moreover, a percentage of 14.4% of 16 students strongly disagree in expressing themselves through content sharing and a percentage of 13.5% of 15 students strongly agree in expressing themselves.

4.3.4 I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.

I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.

111 responses



Graph 4.3.4 I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.

I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	13	11.7	11.7	11.7
	2	16	14.4	14.4	26.1
	3	27	24.3	24.3	50.5
	4	32	28.8	28.8	79.3
	5	23	20.7	20.7	100.0
	Total	111	100.0	100.0	

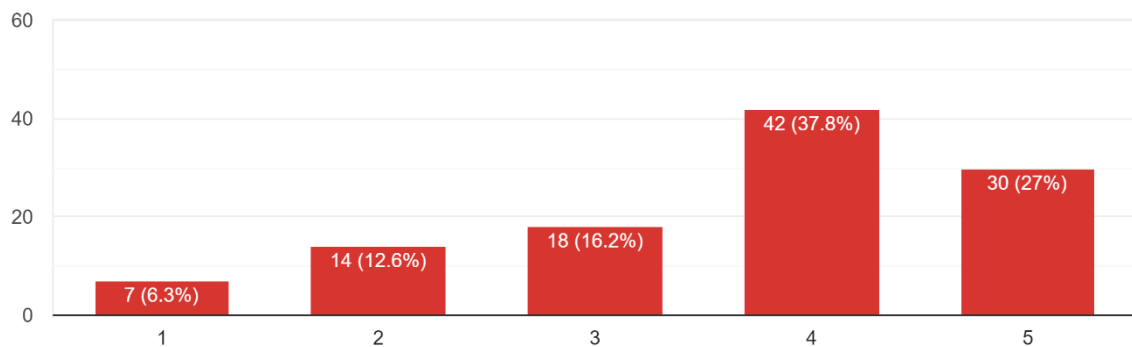
Table 4.3.4 I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.

Based on Graph 4.3.4, a percentage of 28.8% of the students agree in sharing content related to COVID-19 on social media to disseminate information that might interest or entertain others. Moreover, 27 of the students which consists of a percentage of 24.3% are neutral in disseminate information that might interest or entertain others. Furthermore, 23 of the students with a percentage of 20.7% strongly agree in sharing information that might interest or entertain others. Last but not least, 16 students with a percentage of 14.4% and 13 students with a percentage of 11.7% respectively on disseminating information that might interest or entertainment for the others.

4.3.5 I share content related to COVID-19 on social media to keep abreast of the current news and events.

I share content related to COVID-19 on social media to keep abreast of the current news and events.

111 responses



Graph 4.3.5 I share content related to COVID-19 on social media to keep abreast of the current news and events.

I share content related to COVID-19 on social media to keep abreast of the current news and events.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	7	6.3	6.3	6.3
	2	14	12.6	12.6	18.9
	3	18	16.2	16.2	35.1
	4	42	37.8	37.8	73.0
	5	30	27.0	27.0	100.0
	Total	111	100.0	100.0	

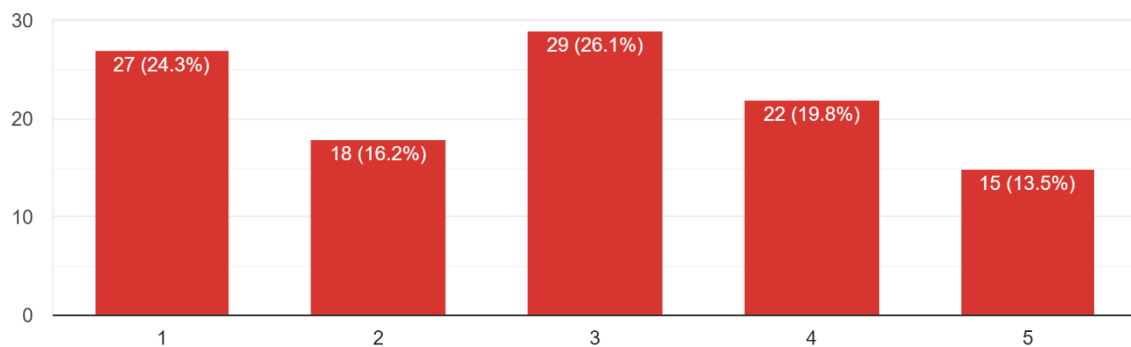
Table 4.3.5 I share content related to COVID-19 on social media to keep abreast of the current news and events.

Based on graph 4.3.5., 42 students with a percentage of 37.8% agreed in sharing content related to COVID-19 on social media to keep abreast on the current news and events. The second highest would be 30 of the students who strongly in sharing posts to keep abreast on currents news and events. Moreover, 18 students with a percentage of 16.2% and 14 students with percentage of 2.6% are disagree and strongly disagree respectively.

4.3.6 I share content related to COVID-19 on social media because it is funny.

I share content related to COVID-19 on social media because it is funny.

111 responses



Graph 4.3.6 I share content related to COVID-19 on social media because it is funny.

I share content related to COVID-19 on social media because it is funny.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	27	24.3	24.3	24.3
	2	18	16.2	16.2	40.5
	3	29	26.1	26.1	66.7
	4	22	19.8	19.8	86.5
	5	15	13.5	13.5	100.0
	Total	111	100.0	100.0	

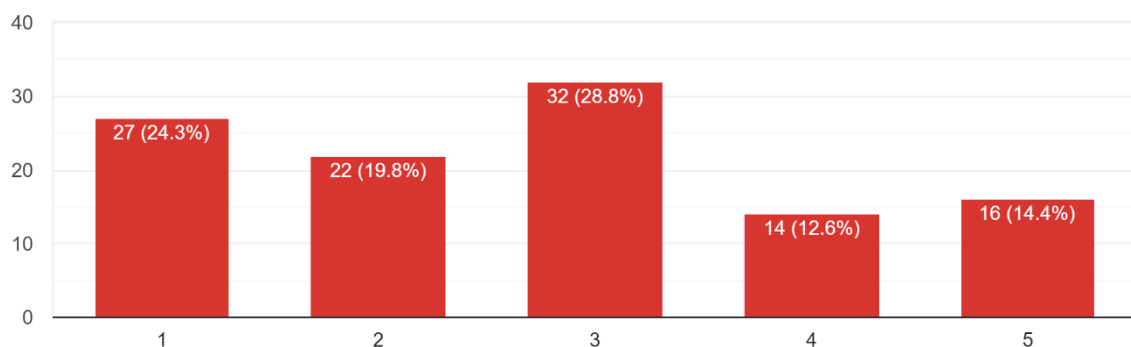
Table 4.3.6 I share content related to COVID-19 on social media because it is funny.

Based on graph 4.3.6, the highest numbers of students would be 29 of the students with a percentage of 26.1% who are neutral in sharing content related to COVID-19 because it is funny. An amount of 27 of students with the percentage of 24.3% strongly disagree of sharing information because it is funny while an amount of 22 students with a percentage of 19.8% agree in sharing content because it is funny. Last but not least, 18 students disagree, and 15 students strongly agree in sharing content because it is funny.

4.3.7 I share content related to COVID-19 on social media because I have nothing much to do.

I share content related to COVID-19 on social media because I have nothing much to do.

111 responses



Graph 4.3.7 I share content related to COVID-19 on social media because I have nothing much to do.

**I share content related to COVID-19 on social media
because I have nothing much to do.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	27	24.3	24.3	24.3
	2	22	19.8	19.8	44.1
	3	32	28.8	28.8	73.0
	4	14	12.6	12.6	85.6
	5	16	14.4	14.4	100.0
	Total	111	100.0	100.0	

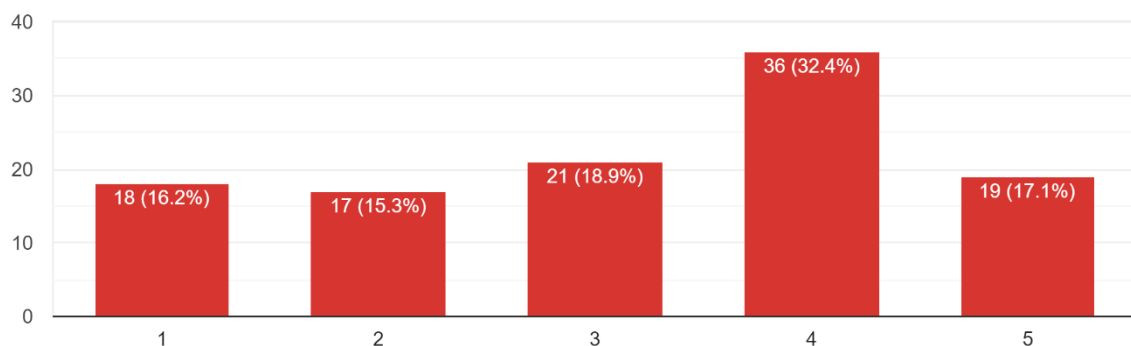
Table 4.3.7 I share content related to COVID-19 on social media because I have nothing much to do.

Based on Graph 4.3.7, 32 of the students which consists of a percentage of 28.8% are neutral in sharing content related to COVID-19 on social media because they have nothing much to do. Furthermore, 27 of the students and 22 of the students consists of a percentage of 24.3% and a percentage of 19.8% respectively are both strongly disagree and disagree in sharing content online because they are bored. Last but not least, 16 students strongly agree in sharing content because they are bored whereas the rest of the 114 students agree in it.

4.3.8 I share content related to COVID-19 because I can easily exchange views with other members of my network.

I share content related to COVID-19 because I can easily exchange views with other members of my network.

111 responses



Graph 4.3.8 I share content related to COVID-19 because I can easily exchange views with other members of my network.

I share content related to COVID-19 because I can easily exchange views with other members of my network."

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	18	16.2	16.2	16.2
	2	17	15.3	15.3	31.5
	3	21	18.9	18.9	50.5
	4	36	32.4	32.4	82.9
	5	19	17.1	17.1	100.0
	Total	111	100.0	100.0	

Table 4.3.8 I share content related to COVID-19 because I can easily exchange views with other members of my network.

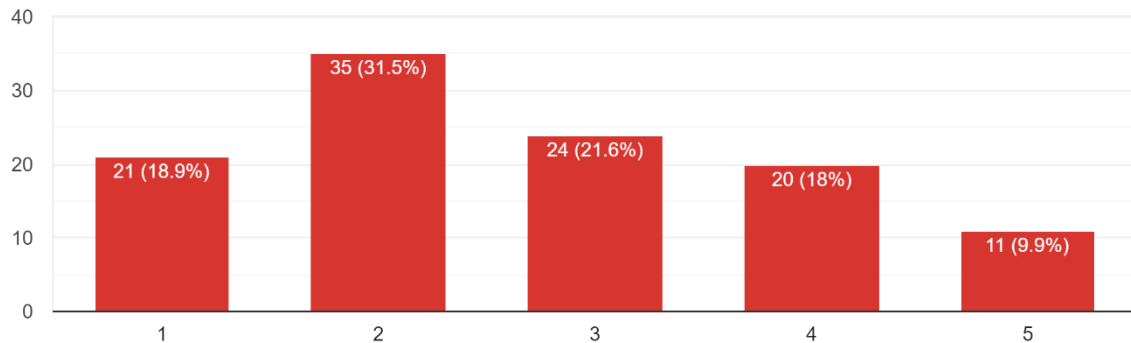
Based on graph 4.4.8, the highest number and percentage of students who share content so they can exchange views with other members of their network carries a number of 36 students at a percentage of 32.4%. Moreover, 21 of the students at a percentage of 18.9% are neutral in sharing contents to exchange views with others. Furthermore, 19 students are strongly agreeing in sharing information to their members of networks while 18 students strongly disagree in sharing it. Finally, 12 students with a percentage of 15.3% disagree in sharing content to exchange views wit other members of their network.

4.4 Responds towards COVID-19 related Rumours.

4.4.1 I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.

I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.

111 responses



Graph 4.4.1 I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.

I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	21	18.9	18.9	18.9
	2	35	31.5	31.5	50.5
	3	24	21.6	21.6	72.1
	4	20	18.0	18.0	90.1
	5	11	9.9	9.9	100.0
	Total	111	100.0	100.0	

Table 4.4.1 I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.

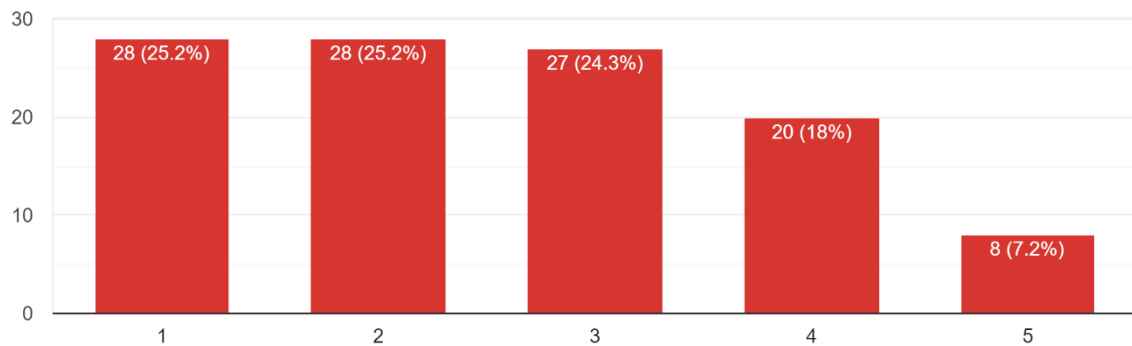
Based on graph 4.4.1, a percentage of 31.5% of 35 students, disagree in sharing content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing. Moreover, 24 of the students are neutral upon the matters

whereas 21 students disagree as they are fully aware of the content they share on social media. There are 20 students with a percentage of 18% and 11 students with a percentage of 9.9% are agree and strongly agree that they are not aware of the exaggeration on the content.

4.4.2 I share content on social media related to COVID-19 without checking facts through trusted sources.

I share content on social media related to COVID-19 without checking facts through trusted sources.

111 responses



Graph 4.4.2 I share content on social media related to COVID-19 without checking facts through trusted sources.

I share content on social media related to COVID-19 without checking facts through trusted sources."

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	28	25.2	25.2	25.2
	2	28	25.2	25.2	50.5
	3	27	24.3	24.3	74.8
	4	20	18.0	18.0	92.8
	5	8	7.2	7.2	100.0
	Total	111	100.0	100.0	

Table 4.4.2 I share content on social media related to COVID-19 without checking facts through trusted sources.

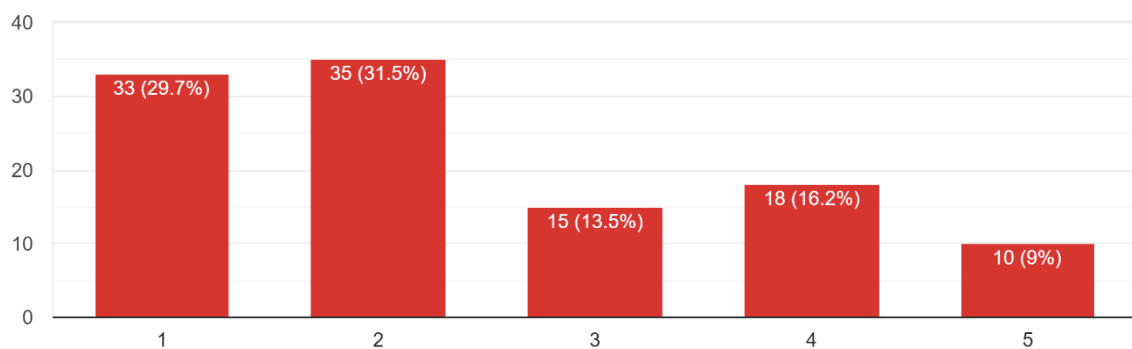
Based on graph 4.4.2, strongly disagree and disagree has contained 28 students with percentage of 25.2% each when it comes to checking facts through trusted sources whereas 27

of the students at a percentage of 24.3 % are neutral when it comes to checking facts through trusted sources. Finally, 20 of the students agree and 8 strongly agree in checking facts through the trusted sources.

4.4.3 I shared content on social media related to COVID-19 without reading the entire article.

I shared content on social media related to COVID-19 without reading the entire article.

111 responses



Graph 4.4.3 I shared content on social media related to COVID-19 without reading the entire article.

I shared content on social media related to COVID-19 without reading the entire article."

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	33	29.7	29.7	29.7
	2	35	31.5	31.5	61.3
	3	15	13.5	13.5	74.8
	4	18	16.2	16.2	91.0
	5	10	9.0	9.0	100.0
	Total	111	100.0	100.0	

Table 4.4.3 I shared content on social media related to COVID-19 without reading the entire article.

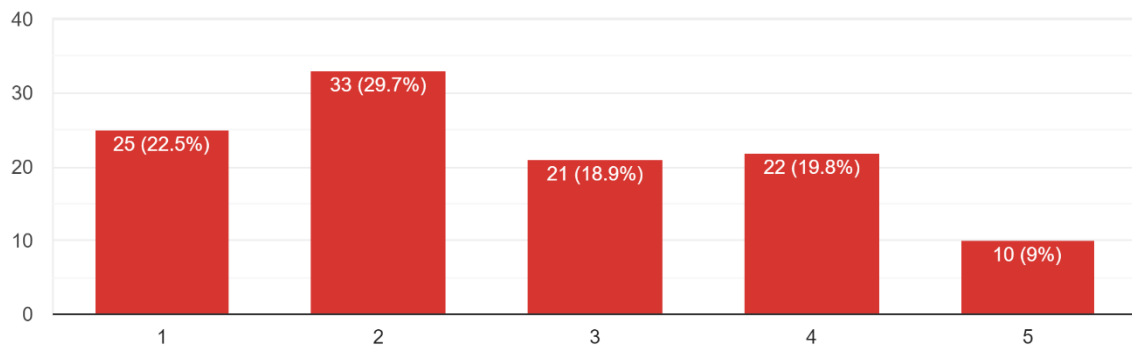
Based on graph 4.4.3, 35 students with a percentage of 31.5% disagree in sharing content on social media related to COVID-19 without reading the entire article. Moreover, 33

students with a percentage of 29.7% strongly disagree in sharing content on social media without reading the entire article. Moreover, 18 students and 10 students agree and strongly agree that they share content without reading the entire articles. Last but not least, 15 students with a percentage of 13.5% are neutral about it.

4.4.4I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.

I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.

111 responses



Graph 4.4.4I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.

I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	25	22.5	22.5	22.5
	2	33	29.7	29.7	52.3
	3	21	18.9	18.9	71.2
	4	22	19.8	19.8	91.0
	5	10	9.0	9.0	100.0
	Total	111	100.0	100.0	

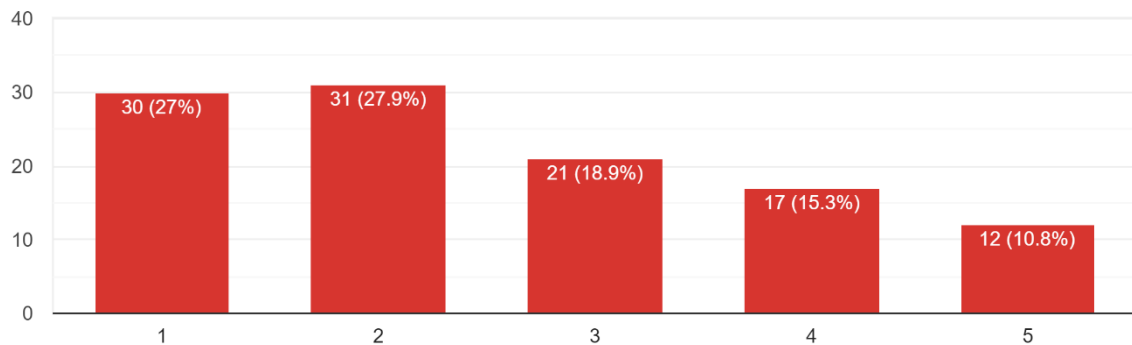
Table 4.4.4I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.

Based on graph 4.4.4, 33 students at a percentage of 29.7% disagree when it comes to sharing shared content on social media related to COVID-19 that seems accurate and later found it was made up. Moreover, 25 of the students strongly disagree of it. Furthermore, 22 students at a percentage of 19.8% agree on it whereas 21 students at a percentage of 18.9% are neutral about it. Finally, 10 students at a percentage of 9% are strongly agree that they shared content and later found out it was made up.

4.4.5 I have shared information related to the COVID-19 virus that I later learned was a hoax.

I have shared information related to the COVID-19 virus that I later learned was a hoax.

111 responses



Graph 4.4.5 I have shared information related to the COVID-19 virus that I later learned was a hoax.

I have shared information related to the COVID-19 virus that I later learned was a hoax."

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	30	27.0	27.0	27.0
	2	31	27.9	27.9	55.0
	3	21	18.9	18.9	73.9
	4	17	15.3	15.3	89.2
	5	12	10.8	10.8	100.0
	Total	111	100.0	100.0	

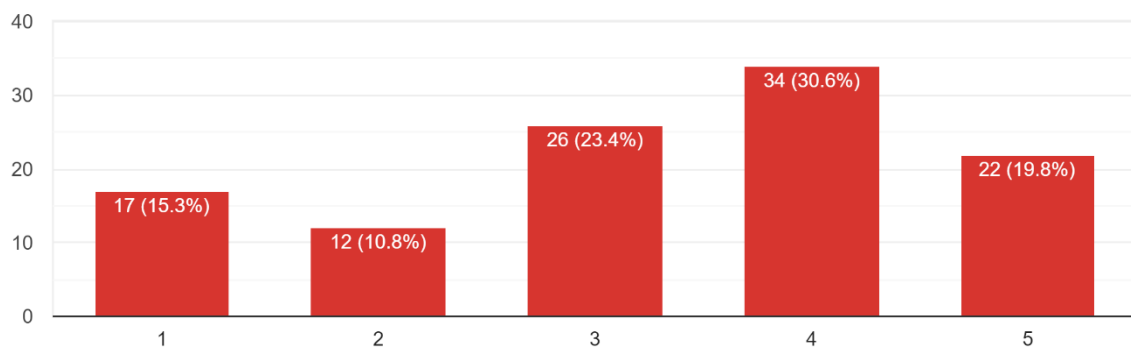
Table 4.4.5 I have shared information related to the COVID-19 virus that I later learned was a hoax.

According to graph 4.4.5, 31 students, or 27.9% of the total, disagree that the information they disseminated about the COVID-19 virus was false after discovering it to be a hoax. Furthermore, at a ratio of 27%, 30 students strongly disagree that they spread the false information. Additionally, 17 students, or 17 percent of the student body, agree with it, while 21 students have no opinion. Finally, but just as importantly, 12 students, or 10.8% of the total, had the lowest proportion, strongly agreeing that they shared information about the COVID-19 virus before discovering it was a hoax.

4.4.6 I reported the website after knowing it was fake content related to COVID-19.

I reported the website after knowing it was fake content related to COVID-19.

111 responses



Graph 4.4.6 I reported the website after knowing it was fake content related to COVID-19.

I reported the website after knowing it was fake content related to COVID-19.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	17	15.3	15.3	15.3
	2	12	10.8	10.8	26.1
	3	26	23.4	23.4	49.5
	4	34	30.6	30.6	80.2
	5	22	19.8	19.8	100.0
	Total	111	100.0	100.0	

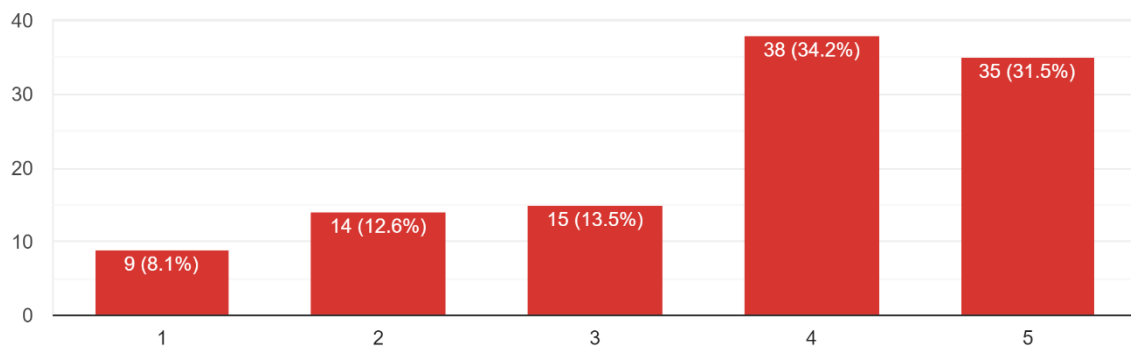
Table 4.4.6 I reported the website after knowing it was fake content related to COVID-19.

Based on graph 4.4.6, the highest would be 34 students at a percentage of 30.6% who agreed to report the website after knowing it was a fake content related to COVID-19. Moreover, there are 26 students who are neutral about it and 22 students who strongly agree about reporting the fake content at a percentage of 19.8%. Furthermore, 17 students strongly disagree in reporting the fake content together with 12 students who disagree about it.

4.4.7 I deleted the fake content related to COVID-19 on my social media.

I deleted the fake content related to COVID-19 on my social media.

111 responses



Graph 4.4.7 I deleted the fake content related to COVID-19 on my social media.

I deleted the fake content related to COVID-19 on my social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	9	8.1	8.1	8.1
	2	14	12.6	12.6	20.7
	3	15	13.5	13.5	34.2
	4	38	34.2	34.2	68.5
	5	35	31.5	31.5	100.0
	Total	111	100.0	100.0	

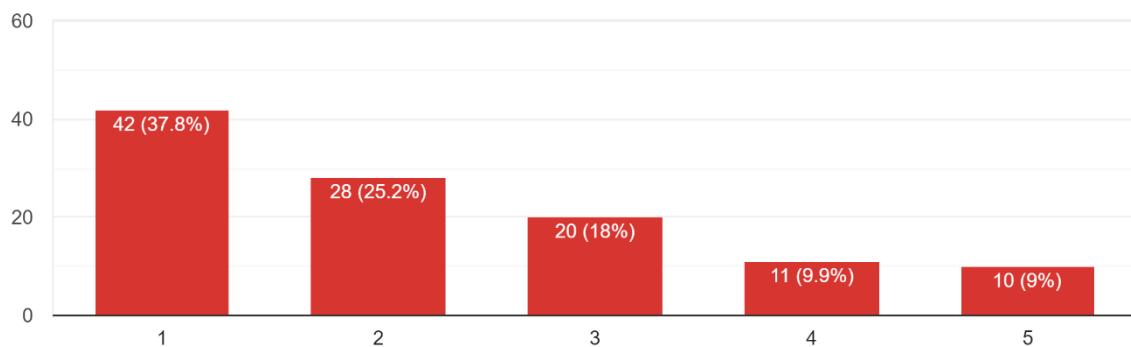
Table 4.4.7 I deleted the fake content related to COVID-19 on my social media.

Based on graph 4.4.7, the highest number of students which consists of 38 of them at a percentage of 34.2% who agreed in deleting the fake content related to COVID-19 on their social media. Furthermore, 35 students at a percentage of 31.5% who strongly agreed about deleting the fake content. Moreover, 15 of them are neutral about the matter and 14 students disagree in deleting it. Finally, only 9 students at a percentage of 8.1% strongly disagree in deleting the fake content related to COVID-19 on their social media.

4.4.8 I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.

I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.

111 responses



Graph 4.4.8 I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.

I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	42	37.8	37.8	37.8
	2	28	25.2	25.2	63.1
	3	20	18.0	18.0	81.1
	4	11	9.9	9.9	91.0
	5	10	9.0	9.0	100.0
	Total	111	100.0	100.0	

Table 4.4.8 I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.

Based on graph 4.4.8, 42 of the students at a percentage of 37.8 % strongly disagree on that they do not care about misinformation sharing and do not do anything about it even after it has been shared by themselves on social media. Moreover, 28 students disagree upon the matter and 20 students are neutral about it. Furthermore, 11 students at a percentage of 9.9% agree that they do not care about the misinformation even after they themselves shared on social media whereas 10 students strongly agree on the upon matter.

CHAPTER 5 DISCUSSION AND CONCLUSION

5.0 Introduction

The outcomes of the data analysis carried out in the preceding chapter will be covered in further detail in this chapter. It will also describe the research's shortcomings, offer suggestions for future research projects, and provide an overview of the overall study.

5.1 Major Findings

5.1.1 Motives behind Individuals in Sharing Covid-19 related Content

Descriptive Statistics

	N	Sum	Mean	Std. Deviation	Variance
I share content related to COVID-19 on social media because I love assisting others.	111	361	3.25	1.124	1.263
I share content related to COVID-19 on social media to share practical knowledge or skills with others.	111	400	3.60	1.130	1.278
I share content related to COVID-19 on social media to express myself easily.	111	338	3.05	1.275	1.625
I share content related to COVID-19 on social media to disseminate information that might interest or entertain others.	111	369	3.32	1.280	1.639
I share content related to COVID-19 on social media to keep abreast of the current news and events.	111	407	3.67	1.186	1.406
I share content related to COVID-19 on social media because it is funny.	111	313	2.82	1.363	1.858
I share content related to COVID-19 on social media because I have nothing much to do.	111	303	2.73	1.348	1.817
I share content related to COVID-19 because I can easily exchange views with other members of my network."	111	354	3.19	1.338	1.791
Valid N (listwise)	111				

According to the report in Chapter 4, people share Covid-19-related content for a variety of reasons. The overwhelming majority of students responded positively to questions about their intentions to share information about COVID-19-related content. These responses included things like their love of helping others, their willingness to share practical knowledge or skills with others, their ease of self-expression, their ability to interest and entertain others, their inability to pass up the opportunity to keep up with current events and news because they find it funny, and their ease of exchanging opinions with network members, all of which eventually reveal the motivations behind information sharing.

This study's findings are consistent with the earlier research conducted by Balakrishnan, Kee, and Hajar, which examined the COVID-19, the reasons behind the spread of fake news among Malaysians, and the sociodemographic association between the two. According to this study, younger generations tend to spread erroneous information far more than older cohorts do, and proliferation has reportedly increased during pandemics (Balakrishnan.V, Kee S.Ng & Hajar A.R. 2021).

The descriptive statistics attached above has been divided into different category with Sum, Mean, Standard Deviation and Variance. Sum is used in quantitative variables provides an addition of all values in the dataset whereas Mean is the average number of a data that is found adding all numbers in the data set and divide all the numbers of values in the set. For Standard Deviation, it is the measurement amount of variation of the variables obtain from its mean. Lastly, would be the Variance which is the measurement of the spread between numbers in the dataset. Different approaches are used to measure and calculate the data that had collected.

Based on the descriptive statistics provided above, we decided to compare the gather findings on the motives using Mean as the mean uses every value collected in the data and hence is a good representative of the data. According to the descriptive statistics above, it can be seen that most of the respondents prefer sharing content related to COVID-19 on social media so they can keep abreast on the current news and events, which also can be seen with a mean of 3.67. The second highest would be the respondents preferred sharing information on social media to share practical knowledge and skills for other with a mean of 3.60. Furthermore, The second lowest preferred motives would be sharing content related COVID-19 because it is funny with a mean of 2.82. The lowest preferred motives when sharing COVID-19 related content on social media would be sharing the information because the respondents have nothing to do with a mean of 2.73.

5.1.2 Responds towards COVID-19 related Rumours.

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing.	111	1	5	2.68	1.250
I share content on social media related to COVID-19 without checking facts through trusted sources."	111	1	5	2.57	1.248
I shared content on social media related to COVID-19 without reading the entire article."	111	1	5	2.43	1.312
I have shared content on social media related to COVID-19 that seems accurate and later found it was made up.	111	1	5	2.63	1.279
I have shared information related to the COVID-19 virus that I later learned was a hoax."	111	1	5	2.55	1.326
I reported the website after knowing it was fake content related to COVID-19.	111	1	5	3.29	1.324
I deleted the fake content related to COVID-19 on my social media.	111	1	5	3.68	1.265
I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media.	111	1	5	2.27	1.307
Valid N (listwise)	111				

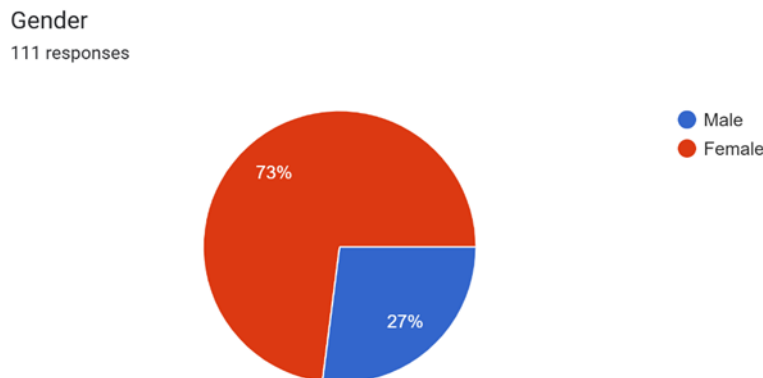
According to the results above, the students has done their best and put effort in acting towards the spreading of COVID-19 that they have shared or seen. Most of the students agreed that they have send fake information before regarding COVID-19 related cases and has responded differently such as not reading the full story, not verifying the facts with reliable sources, and not seeing it was overstated when it was shared, shared content that seems accurate and later found it was made up, later learned was a hoax, reported the website after knowing it was fake content, deleted the fake content and do not care about misinformation sharing and do not do anything about it even after it has been shared.

This result is in line with the findings of an earlier study by Apuke.O.D & Omar.B. on false news using COVID-19, which simulated the determinants of fake news spread across social media users. The study explains how the researchers concluded that social media users' desires to pass the time, socialise, exchange information, and seek knowledge were predictive of the dissemination of false information on COVID-19. However, they also noted that no significant association with the desire for entertainment was found. Based on the findings of their research, they concluded that altruism is the most significant predictor of the dissemination of fake news.

The descriptive statistics attached above has been divided into different category with Sum, Mean, and Standard Deviation. Sum is used in quantitative variables provides an addition of all values in the dataset whereas Mean is the average number of a data that is found adding all numbers in the data set and divide all the numbers of values in the set. For Standard Deviation, it is the measurement amount of variation of the variables obtain from its mean.

Based on the descriptive statistics provided above, the highest responds when face with COVID-19 related rumours would be deleting the fake contents on their social media with a mean of 3,68 whereas the second highest responds when face with COVID-19 related rumours would be reporting the websites sharing the fake news when found out it was a fake content on COVID-19. Moreover, the second lowest would be sharing content without reading it through the whole article with a mean of 2.43 and the lowest would be the respondents do not care about the misinformation sharing and do not do anything about it even it had been shared through social media.

5.2 Limitations



One of the constraints encountered in this study was the lack of gender parity among the participants, as 73% of the responses were female. In comparison to the number of female respondents, there are significantly fewer male respondents with a percentage of 27%. This can be seen with various reasons such as the circles of the respondents the researchers reach out to and the agreeability to participate in the research survey. For research to be representative and genuine, gender balance is crucial. It also makes the study more accurate, reputable, and influential, all of which improve future results for people and communities.

Furthermore, the study's sample size is its second shortcoming. Based on Table 3.1 which shows the Sample Size Table by the Research Advisors, it states that there are 567,347 university students in the Klang Valley overall; however, the sample size for this study consisted of just 111 students, or 0.02% of the total student population. As a result, the study's findings may not adequately reflect all of Klang Valley's university students.

5.3 Recommendations

Since there aren't many studies on how rumours spread online in Malaysia, more research is necessary. It's critical that the public understands the significance of controlling the spread of rumours online because spreading false information can have detrimental effects on people's mental health, reputations, and other aspects of their lives. This research can also be expanded to investigate the source of online rumours as well as people's intentions and reactions to their dissemination during the COVID-19 pandemic, when everyone was using the Internet more frequently than usual. Since rumours will always spread, it's critical to understand

and practise strategies for handling the spread of Internet rumours. Moreover, for accuracy and validity, this research needs to be extended to university students in every state in the nation, as it is now limited to those in the Klang Valley area. Furthermore, university students should also refer to the newspapers, radio stations or other credible sources when acquire information online so that they can fact-check the information they received and be extremely aware whether the information is accurate or a rumour instead. Last but not least, the government must also take relevant actions in controlling the spread of rumours by promoting media literacy and implementing various policies to prevent the spread of misinformation.

5.4 Conclusion

In conclusion, this study investigates the relationships between the dissemination of rumours on the Internet and the strategies used by Klang Valley university students to control the spread of rumours during the COVID-19 pandemic. Furthermore, it was discovered that the frequency of Internet rumours is correlated with the users' access to the Internet. This study is a collection of earlier studies that describe how Internet rumours spread through social media and strategies for controlling them. Following a survey of Klang Valley university students, it was discovered that most students share information online and will try their best to take appropriate action, such as reporting or removing the information from their account, if they discover it to be false. This study has effectively recognised and validated the different reasons why students share information and the strategies they employ to dispel untrue rumours. It was concluded that the university students will share useful information to the online communities but also have the self-awareness of dealing with the false information when come across one. If the students are concerned of spreading rumours instead of facts, they can reach out to their local newspapers or search through government approved websites for accuracy and validity before sharing it to their friends, families, and the communities.

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APPENDICES**Faculty of Creative Industries****Research Project Evaluation Form**

Supervisor / Reviewer: _____ Mr Raduan Bin Sharif

Student's Name: _____ Evangeline Hii Wen Qi

Student ID:

_____ 2002427 _____

Programme: Bachelor of Communication (HONS) Corporate

Communication _____

Research Project Title: ___ Spread of Internet Rumours and Ways of Handling Spread of
Internet Rumours during COVID-19 Pandemic: A Study of University Students in Klang
Valley _____

Instruction:**Please score each descriptor based on the scale provided below:****(1 = very poor, 2 = poor, 3 = average, 4 = good and 5 = very good)**

Abstract (5%)	Score	Convert
1. Adequately describes the entire project		
2. States clearly the research problem		
3. Describe briefly and clearly the approach/methodology of the study		
4. Highlights the outcomes/significance of the study		
Sum		
Subtotal (sum / 4)		
Remark:		
Introduction (10%)	Score	Convert
1. Fitting introduction to the subject of the study		
2. Concepts/definitions well explained		
3. Scope of study well described		

4. Statement of the research problem/research questions		
Sum		
Subtotal (sum / 2)		
Remark:		
Literature Review (15%)	Score	Convert
1. Latest research/work done in the area of study		
2. Explication of theories used		
3. Constructive discussion on publications in relation to the topic of study		
Sum		
Subtotal (sum *1)		

Remark:		
Methodology (10%)	Score	Convert
1. Research method explained clearly(inclusive of clear explanation of sampling techniques used, where applicable only)		
2. Appropriate research design/framework/questionnaire		
Sum		
Subtotal (sum * 1)		
Remark:		
Findings & Analysis (20%)	Score	Convert

1. Data analysis is appropriate		
2. Data analysis is detailed		
3. Pertinent use of diagrams/tables/graphs, correlated with content/Analysis supported by evidence		
4. Clear interpretation, well explained		
Sum		
Subtotal (sum * 1)		
Remark:		
Discussion & Conclusion (15%)	Score	Convert
1. Appropriate; related to the objective of the study		
2. Shortcomings of the study & recommendations for future study		
3. Conclusion is apt, clear		
Sum		

Subtotal (sum * 1)		
Remark:		
Language & Organization (15%)	Score	Convert
1. Correct use of English and technical language		
2. APA format is followed		
3. Comprehensiveness of content and presentation		
Sum		
Subtotal (sum * 1)		
Remark:		

Presentation (10%)	Score	Convert
1. Ability to answer questions from the panel (4 Marks)		
2. Presentation delivery is clear (4 Marks)		
3. Body language (2 Marks)		
Subtotal (sum * 1)		
Remark:		
	TOTAL	100%
Penalty: maximum 10 marks for late submission or poor attendance for consultation with supervisor		

	FINAL MARK	100%
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****Overall Comments:**

Signature: _____
(2024)

Date:

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Publication

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Survey Questionnaire

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the Spread of Internet Rumours During COVID- 19 Pandemic.

Introduction

Greetings ,

I am Evangeline Hii, a final-year student at Universiti Tunku Abdul Rahman studying Bachelor of Corporate Communication (Honours) . You are welcome to participate in a survey on Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the Spread of Internet Rumours During the COVID-19 Pandemic.

Please answer **ALL** the questions listed in this questionnaire.

Please note that the **CONFIDENTIALITY** of your responses is meticulously assured. The data collected will only be used for educational and research purposes only. If you have any inquiries or doubt, please do not hesitate to contact me through email: evanline@1utar.my (Evangeline Hii Wen Qi).

Thank you for your time and consideration. Greatly value your cooperation.

** Indicates required question*

Personal Information

In this section, you are required to mark your information in the checkboxes given.

Please note that the information will be kept anonymous.

1. Age *

Mark only one oval.

- 18-20
 21-23
 24-26

6/26/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

2. Gender *

Mark only one oval.

- Male
- Female

3. Academic Qualification *

Mark only one oval.

- Foundation
- Bachelor's Degree
- Master's Degree
- Doctoral Degree

SECTION A : Origin of Internet Rumours

In this section, you will be asked to choose the best answer for the origin of Internet rumours.

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

4. Daily Time Access to the Internet (Hours) *

Mark only one oval.

- 1-3 hours
- 4-6 hours
- 7-9 hours
- 10-12 hours

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

5. Which social media do you frequently use? *

Mark only one oval.

- WhatsApp
- Facebook
- Twitter
- Instagram
- Others

6. Frequency of Sharing Information *

Mark only one oval.

- Never
- Seldom
- Occasionally
- Frequently

SECTION B : Motives behind Individuals in Sharing Covid-19 related Content

In this section, you will be asked to choose the best answer for the motives behind individuals in sharing covid-19 related content .

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

7. I share content related to COVID-19 on social media because I love assisting others. *

Mark only one oval.

1 2 3 4 5

Stro Strongly Agree

8. I share content related to COVID-19 on social media to share practical knowledge or skills with others. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

9. I share content related to COVID-19 on social media to express myself easily. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

10. I share content related to COVID-19 on social media to disseminate information that might interest or entertain others. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

11. I share content related to COVID-19 on social media to keep abreast of the current news and events. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

12. I share content related to COVID-19 on social media because it is funny. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

13. I share content related to COVID-19 on social media because I have nothing much to do. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

14. *

I share content related to COVID-19 because I can easily exchange views with other members of my network.

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

SECTION C : Responds towards COVID-19 related Rumours.

In this section, you will be asked to choose the best answer for the responds towards COVID-19 related rumours.

Please read carefully and mark in the spaces provided. There are no right or wrong answers.

-
15. I have shared content on social media related to COVID-19 that was exaggerated but was not aware it was exaggerated at the time of sharing. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

16. I share content on social media related to COVID-19 without checking facts through trusted sources. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

17. I shared content on social media related to COVID-19 without reading the entire article. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

18. I have shared content on social media related to COVID-19 that seems accurate and later found it was made up. *

Mark only one oval.

1 2 3 4 5

Strongly Strongly Agree

4/24/24, 12:38 AM

Associations between the Spread of Rumours on the Internet and How the University Students in Klang Valley Handle the S...

19. I have shared information related to the COVID-19 virus that I later learned was a hoax. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

20. I reported the website after knowing it was fake content related to COVID-19. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

21. I deleted the fake content related to COVID-19 on my social media. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

22. I do not care about misinformation sharing and do not do anything about it even after it has been shared by me on social media. *

Mark only one oval.

1 2 3 4 5

Strongly Disagree Strongly Agree

Thank You for Your Time

Your support is greatly appreciated!

