

**USER PERCEPTIONS OF WI-FI SECURITY SERVICE IN
UNIVERSITI UTARA MALAYSIA**

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**USER PERCEPTIONS OF WI-FI SECURITY SERVICE IN
UNIVERSITI UTARA MALAYSIA**

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By

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ABSTRAK

Pada era teknologi dan maklumat, pembangunan teknologi berkembang selaras dengan keperluan pengguna itu sendiri. Akses internet sangat penting untuk mendapatkan pelbagai maklumat yang dikehendaki di seluruh dunia. Sebagaimana internet, berkembang pesat. Mobiliti yang tinggi oleh pengguna dalam penggunaan pelayaran pada setiap masa untuk peralatan elektronik yang dimiliki oleh pengguna. Akses tanpa wayar adalah salah satu penyelesaian yang diaplikasikan pada masa sekarang. Satu rangkaian keselamatan adalah perlu untuk menjaga hak-hak pengguna akses tanpa wayar dan keselamatan adalah salah satu keutamaan yang paling penting. Keselamatan boleh digunakan oleh pengguna atau pembekal perkhidmatan komunikasi itu sendiri. Kerana bahaya mungkin berada di mana-mana sahaja. Terdapat banyak faktor yang boleh mengganggu keselamatan rangkaian. Dalam projek ini, saya akan cuba untuk menggunakan kaedah soal selidik kepada pengguna-pengguna Wi-Fi di Universiti Utara Malaysia, khususnya pengguna di bangunan SOC, untuk mengetahui persepsi pengguna terhadap keselamatan Wi-Fi terhadap perkhidmatan yang disediakan oleh Universiti Utara Malaysia. Semua peserta adalah pelajar SOC dengan jumlah 873 populasi. Saiz sampel yang digunakan dalam projek ini adalah 109 orang pelajar. Tahap keyakinan yang dinyatakan adalah 92% yang mewakili kerahsiaan tinggi. Kajian ini mendapati bahawa aspek pengguna mempunyai hubungan yang positif dengan aspek keselamatan.

Kata kunci: *Wi-Fi, keselamatan, persepsi pengguna*

ABSTRACT

At the time of information technology, the development of technology runs rapidly for the needs of the users themselves. Internet access is very important to obtain any desired information around the world. As well as the internet, it develops rapidly. High mobility of the users is in need of access that can be connected all the time to the electronic device which is owned by the user. A wireless access is one of the exact solutions being applied at the present time. A security network is necessary to keep the rights of the wireless access user and security is one of the most important priorities. Security can be applied by the user or provider of communication services themselves. Because of the danger's security could be from anywhere. There are many factors that can disturb the network security. This project attempt to use the questionnaire methodology to the users of Wi-Fi in the Universiti Utara Malaysia, particularly at SOC building, to find out the perception of the users toward Wi-Fi security service provided by Universiti Utara Malaysia. All participants were SOC students with the total of 873 populations. The sample size used in this project was 109 students. The confidence level stated was 92% which represent a high confidentiality. This study found that the user aspect has a positive relation with the security aspect.

Key words: *Wi-Fi, security, users' perception*

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TABLE OF CONTENTS

PERMISSION TO USE.....	i
ABSTRAK	ii
ABSTRACT	iii
ACKNOWLEDGEMENT.....	iv
TABLE OF CONTENTS	v
LIST OF TABLE	ix
LIST OF FIGURES	xii
LIST OF ABREVIATION	xiii
CHAPTER I: INTRODUCTION	1
1.1 BACKGROUND	1
1.2 PROBLEM STATEMENTS	4
1.3 RESEARCH QUESTIONS	4
1.4 RESEARCH OBJECTIVES	4
1.5 SCOPE OF PROJECT	5
1.6 SIGNIFICANCE OF PROJECT	5
1.7 ORGANIZATION OF PROJECT	5
1.8 SUMMARY	6
CHAPTER II: LITERATURE REVIEW	7
2.1 INTRODUCTION.....	7
2.2 TYPES OF WLANS	11
2.2.1 INFRASTRUCTURE MODE	11
2.2.2 AD HOC NETWORK MODE.....	11

2.2.3 MIXED NETWORK MODE.....	12
2.3 WI-FI NETWORK TOPOLOGY	12
2.4 WIRELESS SECURITY PROBLEMS.....	13
2.4.1 SECURITY THREATS OF WI-FI.....	15
2.4.1.1 DENIAL OF SERVICE (DoS)	15
2.4.1.2 SNIFFER, SPOOFING AND SESSION HIJACKING	16
2.4.1.3 EAVESDROPPING.....	18
2.5 WIRELESS SECURITY BEST PRACTICES.....	19
2.5.1 WIRED EQUIVALENT PRIVACY (WEP)	20
2.5.2 WI-FI PROTECTED ACCESS (WPA).....	20
2.5.3 WI-FI ACCESS PROTECTION, VERSION 2 (WPA2/802.11.I).....	21
2.6 THEORETICAL FRAMEWORK.....	22
2.7 CONCLUSION	23
CHAPTER III: METHODOLOGY	24
3.1 DESIGN OF METHODOLOGY.....	24
3.1.1 EXPERIMENTAL DESIGN	24
3.1.2 DESIGNING AN EXPERIMENT.....	25
3.2 SAMPLING DESIGN.....	26
3.2.1 SAMPLING DESIGN BASED ON HARRY KING CONCEPT	26
3.2.2 SAMPLING TECHNIQUE	27
3.2.3 SAMPLE SIZE	28
3.3 DESIGN INSTRUMENT	28
3.3.1 SECTION A.....	28
3.3.2 SECTION B	28
3.4 TYPES OF ANALYSIS.....	29

3.4.1 RESEARCH INSTRUMENT	29
3.5 DATA COLLECTION	30
3.5.1 PRIMARY DATA	30
3.5.2 SECONDARY DATA	31
3.6 HYPOTHESIS.....	31
3.7 PILOT TEST	31
3.8 IMPLEMENTATION AND RESULT.....	33
3.9 CONCLUSIONS	34
CHAPTER IV: FINDING AND RESULT	37
4.1 SOC BULDING TOPOLOGY WI-FI.....	35
4.2 SECURITY WI-FI ISSUE IN UNIVERSITI UTARA MALAYSIA	38
4.3 DESCRIPTIVE ANALYSIS STATISTICS	40
4.3.1 GENDER	40
4.3.2 AGE	40
4.3.3 QUALIFICATION	41
4.3.4 FREQUENCY OF USING INTERNET.....	41
4.3.5 SURFING TIME WI-FI IN SOC BULDING.....	42
4.3.6 SECURITY BREACHES OVER INTERENTE WI-FI.....	43
4.3.7 CAUSING FACTOR OF WORELESS CONNECTION SECURITY	44
4.3.8 THE EFFECT OF UNENCRYPTED TRAFFIC	44
4.3.9 TYPE ELECTRONIC ATTACK	45
4.3.10 WIRELESS NETWORK SECURITY TECHNOLOGY	46
4.4 FREQUENCY TABLE FROM SECURITY AWARENESS.....	46
4.5 RELIABILITY ANALYSIS.....	57
4.6 DESCRIPTIVES ANALYSIS.....	58

4.7 CORRELATIONS ANALYSIS	59
4.8 CONCLUSION	60
CHAPTER V: CONCLUSION AND RECOMMENDATIONS	62
5.1 CONCLUSION	62
5.2 CONTRIBUTION OF RESEARCH	64
5.3 LIMITATION AND RECOMENDATION.....	65
REFERENCES.....	66
APPENDICES A: QUESTIONNAIRE USER PERCEPTION OF WI-FI SECURITY SERVICE IN SOC UNIVERSITY UTARA MALYASIA	72
APPENDICES B: SPSS RESULT OF PILOT TEST.....	78
APPENDICES C: SPSS RESULT OF QUESTIONER	80

LIST OF TABLES

TABLE		PAGE
Table 1.1	Classes of attacks	2
Table 2.1	Wireless local area network standards	10
Table 2.2	Wireless Protocols Compared	22
Table 3.1	Structure of Questioners	29
Table 3.2	Reliability Statistics User Aspect	32
Table 3.3	Validity of User Aspects	32
Table 3.4	Reliability Statistics Security Aspect	32
Table 3.5	Validity of Security Aspects	33
Table 4.1	Gender Of Respondests	40
Table 4.2	Age of Respondents	41
Table 4.3	Qualification of Respondents	41
Table 4.4	Frequency of using Internet	42
Table 4.5	surfing time	42
Table 4.6	security breaches over internet Wi-Fi	43
Table 4.7	Causing factor of wireless connection security	44
Table 4.8	The Effect unencrypted traffic	45
Table 4.9	Type electronic attack	45
Table 4.10	Wireless network security techology	46
Table 4.11	Expert internet user	47
Table 4.12	Change in UUM Wi-Fi's connectivity	47
Table 4.13	Speed at SOC bulding	47
Table 4.14	Signal at SOC bulding	48

Table 4.15	Download speed at SOC	48
Table 4.16	Wireless communication over the internet is safer than communication through cables	49
Table 4.17	Wi-Fi access points at SOC building is closed enough to fulfill your needs	49
Table 4.18	Faced some electronic attacks in the last 12 months	50
Table 4.19	You are aware of today's most common security threats in Wi-Fi	50
Table 4.20	Protect my computer from harm, if I take good care of computer security	51
Table 4.21	The information that I keep on my computer is not interesting enough for people to try and hack into my computer	51
Table 4.22	I never download/install a software from the free downloads web because it not secure	52
Table 4.23	I do not like to use the Internet for financial transactions	52
Table 4.24	SOC Wi-Fi security worries me	53
Table 4.25	A good network security can increase the efficiency of Wi-Fi	53
Table 4.26	A bad quality of Wi-Fi which caused by unauthorized access, can be improved by the use of <i>Firewall</i>	54
Table 4.27	A <i>Firewall</i> effective way to prevent hackers attacks that can harm the Wi-Fi	54
Table 4.28	Activities on the network which can result in damage to Wi-Fi can be detected by Intrusion Detection System (IDS)	55

Table 4.29	Attacks on Wi-Fi can be detected early by the Intrusion Detection System (IDS), thereby reducing the risk of damage	55
Table 4.30	Update <i>signature of</i> Intrusion Detection System (IDS) regularly may reduce the risk of damage	56
Table 4.31	Confidentiality guarantees provided by the Virtual Private Network (VPN) can reduce the damage to Wi-F	56
Table 4.32	The guarantee of data can be received when delivered exactly as provided by Virtual Private Network (VPN) can reduce the damage to Wi-Fi	57
Table 4.33	<i>Non-repudiation</i> guarantees provided by <i>Virtual Private Network</i> (VPN) will enhance the quality of Wi-Fi	57
Table 4.34	User Aspect reliability	58
Table 4.35	Security Aspect reliability	58
Table 4.36	Descriptive Statistics	58
Table 4.37	Correlations Analysis	59

LIST OF FIGURE

Figure		PAGE
Figure 2.1	Generation of Wi-Fi	7
Figure 2.2	Sample of devices using Wi-Fi	8
Figure 2.3	Wireless Network Architecture	9
Figure 2.4	Infrastructure Mode	11
Figure 2.5	Ad Hoc Network Mode	11
Figure 2.6	Mixed Network mode	12
Figure 2.7	Typical of wireless LAN	13
Figure 2.8	The level of attack on network	15
Figure 2.9	Ilustrasion DoS attack	16
Figure 2.10	Connection before Spoofing	17
Figure 2.11	Connections after Spoofing	17
Figure 2.12	The Implementation of Eavesdro	18
Figure 2.13	802.11 and OSI MODELL	19
Figure 2.14	WEP Encryption process	20
Figure 2.15	TKIP process	21
Figure 2.16	Theoretical framework	23
Figure 3.1	Harry King concept	27
Figure 4.1	Universiti Utara Malaysia Overview Schematic Design	36
Figure 4.2	Universiti Utara Malaysia Wi-Fi Topology	37
Figure 4.3	SOC building Wi-Fi Topology	38
Figure 4.4	Top attacks with percentage in Universiti Utara Malaysia	39
Figure 4.5	Top attacks with diagram in University Utara Malaysia	39

LIST OF ABBREVIATIONS

IEEE	=	Institute of Electrical and Electronics Engineers
MAC	=	Media Access Control
PSK	=	Pre-Shared Key
SOC	=	School of Computing
UUM	=	University Utara Malaysia
WEP	=	Wired Equivalent Privacy
Wi-Fi	=	Wireless Fidelity
WLAN	=	Wireless Local Area Network
WPA	=	Wi-Fi Protected Access

CHAPTER I

INTRODUCTION

This chapter discusses in detail about the Background, Problem Statements, Research Questions, Research Objectives, Scope of Project, Significance of Project, Organization of Project, and Summary.

1.1 BACKGROUND

Nowadays, any kinds of information can be quickly and widely spread just in seconds. One of them is so called Internet. Human daily activities cannot get rid of it, such as sending all any types of urgent data to a company, sending emails, even to administer any kinds of transactions and other activities. The existence of wireless internet is also quite important for human activities. Along with Internet, activities which are usually time-consuming can be quickly performed.

Wi-Fi is the abbreviation of Wireless Fidelity [1]. It means a standard protocol used for Wireless Local Area Networks (WLAN) based on the specification of IEEE 802.11. The most recent standard specifications of 802.11a or b, such as 802.11 g, are currently installed. That new specification provides many improvements ranging from wide coverage to the speed of transfer.

The contents of
the thesis is for
internal user
only

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