THE EFFECTS IN HACKING OF SOCIAL MEDIA AMONG COLLEGE STUDENTS IN MALAYSIA

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DEDICATION

To my late father Mr. A. Shanmugam
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I would thank all those who have helped me in finishing this research. I would like to thank my supervisor Pn. HafizaAbas. She has assisted me with her guidance. Next, I would like to acknowledge Dr. Shahidan who has assisted me during the completion part of the report.

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The research aims to explore the influences or effects of hacking social media among private college students. The Social Learning and Low Self Control theories and nationality factor were used as a foundation to create the research model which use a survey design and interviews. Around 20 questionnaires were distributed to students at a private college in Malaysia. Five interviews were conducted where the first was a semi-structured and followed by another four unstructured interviews. Results show most of the hacker students are foreigners. The results also show how most of the students gain influences. Monetary rewards were not significant as opposing to past findings which is used in the Social Learning and Low Self Control theories. This research shows the existence of all the Social learning theory notions unlike the past research which found the absence of the Social Learning theory’s notions Imitation and Differential Reinforcement. Thus, this research explain the effects of hacking social media among college students thus creating awareness for the public.
ABSTRAK

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CHAPTER 1

INTRODUCTION

1.1 Background of the Study

Internet’s advancement whether the physical build or application is considered rapid as many innovations tend to come up meeting the world population’s interest or needs. Almost in many fields of works ,Internet has been utilized to cover their business’ functions. Internet have completely changed our way of interaction with our friends or family members. Changes at work are really prominent because of the online communication. Now everybody are turning to information technology for solutions as their business routines has been incorporated using latest technical expertise with heavy Internet usage. The usage of information communication technology is so prevalent that users worldwide spreading around it’s advantages that even it can transform one’s own live. The abilities of online sharing has promoted the Internet much more as it enhance communication’s efficiency. The electronic mails have gained popularity replacing traditional post communication. Online interactions such as social media are rapidly increasing compared to other communication services because Internet gives variety of necessary routine function for everyone worldwide.
Having intruding other people or organization’s account in Internet is something worrying many people around the world. This is done by criminals who tend to manipulates the users confidential data for their very own personal benefits. Since online communication methods are provided at no cost, many criminals are also seeking their ways of robbery in the Internet. Many people with poor wages too can easily afford to use the Internet as it’s provided at cheaper rates. Thus, monetary difficulties are no longer an issue for many from stop using the Internet.

Online correspondence is a leading form communication where it’s also much important in schools and colleges as the Internet’s contribution in knowledge distribution is remarkably excellent. Teachers and learners see online links to knowledge as more effective done by manual search. The thriving quest for knowledge makes the Internet a very popular choice for the students at large. Many students tend to make it a main interaction medium too, where they use it to communicate with one and another as for economical reasons and efficiency. Many students have opted social media for online communication as the social media includes wide range of features which attracts them. The intense use of social media has risen up sharing and interaction activities done online. Many users get connected to each other and this promotes sharing of information sought online (Cheung et al., 2011).

Youngsters are actively using social media for various reasons as it bring adventures and fun to them. They have been using social media for more than a decade ever since it was launched. It has become their favorite interaction mode as it helps them to keep in touch with their associates and relatives (Sponcil et al., 2013). Online interaction still keep it’s level at top as a main communication mode when it comes to business, educational, professional or even administration organizations. Therefore, the employers of such organization seek contenders with immense online interaction skills such as much social media exposure. Bloggers get them exposed to public by writing blogs in the Internet and this in a way promote
themselves as good communicators to meet their upcoming job prospects. Facebook positions the users in the virtual world where they can show off the world Internet users how they appear in form with including their comments and status updates. This kind of details provide facts regarding other people’s lives and activities. Many people send invitations and wishes for events such as birthday via social media. It has replaced the sending of cards through the postal service for years. The widespread of social media usage has developed possibilities of it being exploited by the youngsters (Valenzuela. S, 2008). There are many online forums, chats or meetings that provide advice or guidelines to conduct unlawful activities such as hacking.

Online users across the world comprise of a huge population. The price of technical gadgets such smartphones, tablets or laptops are getting cheaper alongside the computers. The Internet transmission rate are also coming up to much better speed with the value many can afford. Many public places such cafes provide free wireless access to their customers. Globally, the population of Internet users are growing in size. Thus, cyber criminal activities are also seen escalating despite innovations in cyber security. There are many criminals activities operated using the Internet as the base and it’s indeed tough in finding out about those who are being involve in such activities with their numbers. It is possible for a very small group of criminals to launch attacks on millions of computers located within any distance in the world. This shows the ratio between the offenders and victims could be vastly different. The rapidly growing online users also create troubles for the lawfully authorized organization to take action as it’s obviously intricate to track down the criminals online.

Crimes which are committed via online are considered hazardous and pose greater impact on nations overall. The hackers too accumulate in many parts of the world, where offences are committed everyday. Many online users tend to get cheated via the Internet and they lose huge sum of money to the criminals. A decade
ago, losses were predicted more than thirty billion. Money generated via the Internet raked into billions, thus outshining other unlawful trades such cocaine distribution or smuggling. More than half of the trades operating in US implicate online crimes are much more expensive than other real live robberies. The Internet users such as hackers are wrongly using it for criminal purpose and this causes worries for many, thus debating it in many platforms. There are resolutions instigated towards this matter done globally. The cybercriminal activities are often executed with a variety of ways in using the technical expertise (Gercke, 2012).

Everyone has heard of hacking since decades of years ago. The history of hacking returns to the 60’s era where firstly it was used where “hacking” means breaking into systems illegally. Technical expertise was misused to obtain details which are not to be received and this issue became a major menace for the information technology world (Kirwan et al., 2012). Criminals do have also seized online users’ interaction to derive important messages (Gercke, 2012).

Criminals constantly hunt feeble characteristics in information technology field. Online users who use Internet without line connections are tremendously rising where this cause public centers to provide such online usage without any charges. But this has shown the delicate part of the technology where it can easily penetrated by unwanted intrusions, especially when users lack concern regarding existing safety methods (Gercke, 2012).

Reliability of information with their services are equally important as the users’ work functions. Untimely loss of Internet connection can bring major problems and monetary loss to organizations. This is because criminals can infringe online connections thus manipulate important information seized online. Those criminals even go to extent of disseminating hazardous small applications online to destroy computers thus running down the whole network system. There many reasons for the wide spread of such activities. The existing protection tools in the
market are not sufficient to address this problem. Now everybody are entitled to have them own websites and publish whatever they want others to read online. Even contents books that banned by some countries are being uploaded in the Internet for public to read. Photos are even displayed in the Internet for general view may cause problems as many youngsters or even kids are using the Internet. Fastness of the Internet is also taken into account as it dampen down the authorities’ effort in curbing online criminal activities. This is because criminals promptly commit offences online and it’s difficult for the police to track them online (Gercke, 2012).

There many criminal activities done using the Internet which are still remain unknown to the public. Lack of evidences are found for such crimes, compared to robberies involving physical weapons like revolvers. Victims, especially commercial organizations hardly report any damages done to them via Internet as they fear it may bring bad images to them. Many even fail to make statements to the police as of being victimized through the Internet by the criminals. This is because they think it’s useless as no cases were successfully solved that came into the public limelight. Furthermore they need to allocate their time the most for reporting such events. But there are also some online frauds are being reported when such crimes are being linked to high profile people or public at large (Gercke, 2012).

Existing safety methods don’t really pave problems faced by billions Internet users. The leading authorities in the cyber security must really take stern actions for the peril that worries everyone. What matter the most is that online criminals should be brought down to justice. Many realized that the critical issues that the Internet users are facing are often condoned by law-enforcement agencies. Although it’s difficult handling such kind of task, it would be rather better having things resolved earlier than when it is too late. Cyber criminals are more dynamic where they aptly produced highly advanced tools which they circulate within them. Security programs also equally becoming better technically. Many nations find it tough to employ such technical security measures as of financial constrains and other
limitations. Those countries also suffer in this matter as they have poor legal control over it. Security features should had been integrated into Internet much earlier in order to cut down the online criminal activities. As financial barriers can never be used to impede the necessary procedures needed to overcome the problem. The losses estimated after the online attacks as far much higher compared to the price of available security tools. But having unnecessary or feeble security tools neither help much in fighting cyber crime. Safety of online users is crucial to ensure secured online interactions that contribute much to the growth of global industries (Gercke, 2012).

The research done here concentrates mainly on the effects of hacking in social media within Kuala Lumpur Metropolitan University College students. Malaysian Police Force raided a bunch of college students in a housing area found at a close vicinity of Kuala Lumpur Metropolitan University College for engaging in online frauds. (Bernama, 2014). All wrong doings linked to Internet are deemed to be illegal as well as any other crimes. A massive number of online users could be contacted at a split of seconds, thus it make the extent illegal activities done online much wider.

Presently, information technology is being utilized in various forms for illegal activities where stipulations are made that only serious cases are illegal. As for certain cases it mentioned that even for very first step done in the act gaining illegal entry into another account is being wrongful. There are certain cases when only hackers has made major changes such deletion or alteration are being accused illegal. The probe of hacking social media is categorized beneath PDRM’s authority where it can lead to prosecution in regards to Computer Crimes Act 1997. Victims can easily make statements to the police.
1.2 Problem Statement

Social media is being abused for many reasons. Malaysia is also has been facing much problems such as its hacking that result worries and other serious issues (Gercke, 2012). Unlawful intrusion is done to benefit hackers at large. Mastery of technical knowledge in hacking also lends much to the spread of hacking. The increase in online criminal activities especially social media’s hacking doubt the appropriateness of existing Malaysian Internet’s rules and regulation. The hacking in social media has damaged one’s public life with bad postings or vulgar word or images. It’s one way of getting into other people’s life to see their links and seek information. Its also a way of intimidating users and rob their privacy. Hacking of social media is seen as rising rapidly despite the usage of online security tools. The social media users tend to be anxious, worrying the kind of problems it can lead. Many users even lost their savings when their social media account got manipulates by hackers from different locations worldwide. Past researches has shown college students as active users the social media because they constantly engage themselves using different kind of gadgets. Their addiction towards social media has also tempted them for other acts which includes hacking. This has also have resulted poor grades for their education achievement. With a strategic location, Malaysia is becoming an educational site for many students worldwide where it’s leading universities or colleges provide variety of courses (Malaysian Statistics Department, 2014). The international students who gained entrance to this country are not only limited to their role as students but also playing other significant parts in some destructive acts such as hacking. This is because of their much wider exposure of connection associates or links in the world.
1.3 Research Questions

The study on research works done earlier reveal that the demographic measure was used as a variable to research upon influence regarding hacking of the social media. (APPENDIX B). The research questions are seen in the Table 1.1.

**Table 1.1: Research Questions**

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<tr>
<td>ii. What are the ways the students acquire the influences?</td>
<td>Qualitative</td>
<td>Questionnaire Literature review Interviews</td>
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<tr>
<td>iii. Why most of the hacker students are foreigners?</td>
<td>Qualitative</td>
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1.4 Objectives of the Research

i. To figure out the aspects of hacking social media among college students
ii. To recognize the causes of for the effects

iii. To know the reasons if most of the hackers are foreigners

1.5 Research Scope

The research was done in one of Malaysia’s private university college, Kuala Lumpur Metropolitan University College (KLMUC), that’s situated in Menara Tun Ismail Mohamed Ali, No.25 Jalan Raja Laut, 50350 Kuala Lumpur. The total of respondents for the survey are twenty. It includes the diploma and degree students, local and foreign students of different age groups. Five students have been interviewed. The first interview which the semi-structured interview is recorded using a Sony sound recorder. The rest of the four interviews are the unstructured interviews. It was difficult to many hacker students for interviews because many feared by tracked by others. As for this matter the interviews were done in a highly confidential way. Personal details of the hacker students were not revealed in order to maintain secrecy. Facebook and emails were used as the components of social media in this research.

1.6 Research Significance

Much exploration is done here in regards to investigate the effects of hacking social among college students. It is expected the people of Malaysia learn whatever being spread through social media cannot be exactly genuine. Thus, it would ridiculous to accept those messages or images circulated via social media are the actual messages or images from the correct source. The awareness about social media’s safety concern all types of people from the old to the young ones, the professionals to the workers, the rich and the poor ones. The plight of those who became victims because of hacking seem to gain coverage from newspapers but with
no proper follow-ups from law enforcement agencies. Many people have experienced wonderful events such as marriages as because of social media usage but many have also experience bad events such as meetings which lead to cheat or even death. Many negative aspects of the social media surface as the result of illegal acts like hacking.

1.7 Purpose of the Research

The way of gaining knowledge is made easy via social media (Cheung et al., 2011). The main aim here is that to analyze the reasons that add up to the factors in hacking in regards to college students. Thus, this promotes consciousness about the bad sides of social media which are less known among many people. The hacking in social media tend to create more problems for society as it may used to fake documents or images. SKMM (Suruhanjaya Komunikasi Multimedia Malaysia), a law enforcement agency in Malaysia was started to address the problem where it also assure the users regarding the safety of social media. Globally, cyber safety professionals are facing challenges in guiding companies which are seeking security solutions for their woes (B.Still, 2005).
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