DIGITAL DIVIDE AMONG ELDERLY WORKERS – A COMPARATIVE STUDY BETWEEN PUBLIC AND PRIVATE SECTORS IN MELAKA

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BY :

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Date	:	30 JUNE 2011
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Assistant Vice Chancellor (Research)
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Universiti Teknologi MARA
40450 Shah Alam, Selangor
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Sir,

FINAL RESEARCH REPORT

Refer to the above matter, herewith enclosed three (3) copies of the Final Research Report entitled "Digital divide Among Elderly Workers – A Comparative study between Public and private sectors in Melaka" by a group or researchers from Faculty of Business Management and Faculty of Science Computer and Mathematic, UiTM Melaka.

Thank you.

Yours sincerely,

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HAFISAH BINTI YAAKOB
Head of Research Project

UNIVERSITI TEKNOLOGI MARA

PEMENANG Anugerah Kualiti Perdana Menteri 2008

Surat Kami : 600-RMI/SSP/DANA 5/3/Dsp (91/2010)
Tarikh : 24 Januari 2010

Pn Hafisah Yaakob
Fakulti Pengurusan Perniagaan
Universiti Teknologi MARA Melaka
KM. 26, Jalan Lendu
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Y. Brs. Prof./Tuan/Puan

KELULUSAN PERMOHONAN DANA KECEMERLANGAN 12/2010

Tajuk Projek	:	Digital Divide Among Older Workers (Age 50 - 58 Years) for Public and Private Sector. A Case Study in Melaka
Kod Projek	:	600-RMI/SSP/DANA 5/3/Dsp (91/2010)
Kategori Projek	:	Kategori F (2010)
Tempoh	:	15 Disember 2010 – 14 Disember 2011 (12 bulan)
Jumlah Peruntukan	:	RM 5,000.00
Ketua Projek	:	Pn Hafisah Yaakob

Dengan hormatnya perkara di atas adalah dirujuk.

2. Sukacita dimaklumkan pihak Universiti telah meluluskan cadangan penyelidikan Y. Brs Prof./tuan/puan untuk membiayai projek penyelidikan di bawah Dana Kecemerlangan UiTM.

3. Bagi pihak Universiti kami mengucapkan tahniah kepada Y. Brs. Prof./tuan/puan kerana kejayaan ini dan seterusnya diharapkan berjaya menyiapkan projek ini dengan cemerlang.

4. Peruntukan kewangan akan disalurkan melalui tiga (3) peringkat berdasarkan kepada laporan kemajuan serta kewangan yang mencapai perbelanjaan lebih kurang 50% dari peruntukan yang diterima.

Peringkat Pertama	20%
Peringkat Kedua	40%
Peringkat Ketiga	40%

5. Untuk tujuan mengemaskini, pihak Y. Brs. Prof./tuan/puan adalah diminta untuk melengkapkan semula kertas cadangan penyelidikan sekiranya perlu, mengisi borang setuju terima projek penyelidikan dan menyusun perancangan semula bajet yang baru seperti yang diluluskan. Sila lihat lampiran bagi tatacara tambahan untuk pengurusan projek.

Sekian, harap maklum.

"SELAMAT MENJALANKAN PENYELIDIKAN DENGAN JAYANYA"

Yang benar

DR OSKAR HASDINOR HASSAN
Ketua Penyelidikan (Sains Sosial dan Pengurusan)

PROPOSED EXECUTIVE SUMMARY

Dramatically developments in the electronic dissemination of information began in the last twenty years. However, the majority of the world still do not have access to this information. The situation called digital divide is prevailing in many countries irrespective of developed countries nor developing countries (Zaitun A.B & Barbara Crump, 2005). There are several factors affecting the digital divide which are economic factors, geography, computer skills and language proficiency level of literacy and the Internet can also cause this problem (Norizan, 2007). Malaysia was not spared in the face of the phenomenon of the digital divide among the people. There are some people who need ICT and communication and among these groups which are the elderly workers of public and private sectors. The digital divide will result in most of the elderly are not able to get information that can improve their lives. The key to improving social and economic life in the global environment today is through access to information. Trends in population aging becomes a clear scenario is happening in developed countries and developing countries, and not least, Malaysia. In 1999, the world's population over the age of 60 years is estimated at around 355 million people and 61.2% were in developing countries. Expected in 2020, the world's older persons will increase to 1.000 million (1 billion) people. This is an increase of 75% compared with an increase of 50% for the entire world population. 700 million of senior citizens, there are in developing countries (Source: Family Health Development Division). The objective of this study are, i) Identify the digital divide that exists among older workers for public and private sector in the state of Malacca, and ii) Identify the factors influence the digital divide exists among older workers for public and private sector in Malacca .Statistics Program Package For Social Science (SPSS) will be used to analyze data collected from the completed questionnaires. The data were analyzed descriptively according to the demographic profile of respondents. Frequencies or percentages will be used to describe in more detail the digital divide among citizens and the private sector for the state of Malacca. The study is expected to answer the research problem and research objectives. The study also published in journals such as Journal of Management, Journal of Business & Management Quarterly Review (BMQR), International Journal of Management Studies and others.

ENHANCED EXECUTIVE SUMMARY

Generally, this study explains the digital divide among elderly workers of ages 50 to 58 years in public and private sectors in the state of Melaka. The main purpose of the study is to reveal and distinguish the factors that contribute to digital divide among elderly workers of ages 50 to 58 years in public and private sectors. According to Ministry of Energy, Water and Communications digital divide is a reference that is given to the circumstances in which part of the community is not likely to ease of use of information communication technology (ICT) infrastructure caused by factors such as accessibility, capability, ability to use computer and lack of local content. The study focuses on factors that cause digital divide namely gender, age, ethnicity, education level, income level, and residential area. These factors are combined with job sector for any significant influence on level of digital divide. Indicators such as home personal computers ownership, Internet subscription, Internet accessibility, computer usage, Internet usage, and computer knowledge and skills are used to measure the digital divide among elderly workers. The study is conducted to achieve three objectives; to examine the ability to use computer and digital divide among elderly between public and private sectors, to investigate distinction level of digital divide arising among elderly workers in public and private sectors and lastly to identify factors that cause digital divide among the elderly. Population of elderly workers of age 50 to 58 years are stratified into public and private sectors. From each of the sectors, samples with the stated quota, that is, those workers of age between 50 and 58 years old are selected. From the results of the analysis obtained, there is a distinction that indicates emergence of digital divide among elderly workers between public and private sectors. Thus, as such, government should take more effective initiatives to address the digital divide issue among the elderly. Through these initiatives the digital gap among the elderly in public and private sectors can be bridged in helping the elderly to be more independent and competitive to face the challenging old days.