UNIVERSITI TEKNOLOGI MARA

SOCIAL MEDIA USAGE PATTERN AMONG ELDERLY PEOPLE IN MALAYSIA: A DESCRIPTIVE STUDY

DIANA BINTI ALI

IT Project submitted in partial fulfillment of the requirements for the degree of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

February 2013

STUDENT'S DECLARATION

I declare that the work in this report was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the result of my own work, unless otherwise indicated or acknowledged as reference work. This report has not been submitted to any other academic institution on non-academic institution for any other degree of qualification.

In the event that my report be found to violate the conditions mentioned above, I voluntarily waive the right of conferment of my degree and degree to be subjected to the disciplinary rules and regulations of Universiti Teknologi MARA.

Name of Student	Diana binti Ali
Student's ID No	2009744467
Program	CS770
Faculty	Computer and Mathematical Science
Project Title	Social Media Usage Pattern among Elderly People
	in Malaysia: A Descriptive Study

Signature of Candidate

Date

29 January 2013

ABSTRACT

Social Media is a well-known and powerful tool that able to enhance our communication and collaboration among our communities. Young group has been seen to gain major benefits from the Social Media technology and the elderly are the last to be engaged with it. This study reports insights of the descriptive usage pattern of Social Media among the elderly people in Malaysia and the factors that correlate to the Social Media usage from integrated perspectives of TAM. Analysis of this data revealed two usage patterns described as demographics and socio-economic which are age, gender, race, monthly household income, education level, geographic location, partnership and employment status. Results of this study showed that variables (such as employment status, gender and monthly household income) play significant roles in predicting the usage of Social Media. While age, race, partnership, education level and geographic locations variables appeared to have no influence. The findings from this study has implication to be as one of the approach to obtain information for a better planning of senior citizens in Malaysia regarding the computer and Internet technology.

Keywords: Social Media, Elderly People, Usage Pattern, Descriptive Study.

ACKNOWLEDGMENT

I would like to give my deepest gratitude firstly to Allah s.w.t for giving me strength and capability to fulfill my project. I also would like to thank my supervisor Prof Dr Wan Adilah for all her kind assistances, time and knowledge. Without her supervision, this project may have not been systematically conducted. Besides that, I would like to thank Prof Dr Haryani Haron for surpassing her Research Methodology knowledge background to me. Thank you to my beloved family and friends who are always there to understand and provide me supports whenever I needed. To the elders, thank you for helping me to understand about your needs and fill-up the survey as well as provide me valuable comments. Syukur Alhamdulillah and thank you all.

TABLE OF CONTENTS

	Page
STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLES	vii
LIST OF FIGURES	
LIST OF FIGURES	viii
CHAPTER ONE: INTRODUCTION	
1.1 Background of Research	1
1.2 Problem Statement	
1.3 Research Question	
1.4 Research Objective	
1.5 Significant of Research	
1.6 Report Outline	
CHAPTER TWO: LITERATURE REVIEW	
2.1 Introduction	5
2.2 Social Media	
2.3 Elderly People	
2.4 Social Media and Elderly People	
2.4.1 Factors that influence elderly people to use Social Media sites	12
2.4.2 Benefits of Social Media to Elderly people	14
2.5 Usage Pattern	