

UNIVERSITI TEKNOLOGI MARA

**THE ADOPTION OF SMARTPHONE IN
OLDER ADULTS**

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Computing Project submitted in partial fulfillment
of the requirements for the degree of
Master of Science in Information Technology

Faculty of Computer and Mathematical Sciences

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AUTHOR'S DECLARATION

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

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The use of smartphone has become essential part in all people's life including the older adults. The Malaysian Communications and Multimedia Commission (MCMC) stated the percentage distribution of hand phone users for senior adults which age 50 years above are 14.4%. This shows that there is older adults that using smartphone. The research objectives are to study the factors of adoption of older adults in using smartphone and to identify the type of smartphone usage of older adults in their daily life. Based on the literature review from the previous study, the diffusion of innovations (DoI) was used to examine the factors of smartphone adoption. Thus, this study used DoI to study smartphone adoption factors among older adults and 50 survey questionnaire had been distributed to respondents. Based on the research model from DoI, there are five attributes that used to identify the factors of adoption which are relative advantage, complexity, trialability, observability and compatibility. Based on these attributes, five hypotheses had been developed in order to determine its significance to the adoption of smartphone. The results that had been analyzed shown the relative advantage, trialability and compatibility had significant with the adoption of smartphone among older adults. Meanwhile, the complexity and observability had no significant with the adoption of smartphone among older adults.

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