

**UNIVERSITI TEKNOLOGI MARA**

**INVESTIGATING THE INFLUENCING FACTORS ON  
ELDERLY'S TECHNOLOGY ACCEPTANCE AND USE ON  
SMARTPHONE USING EXTENDED UTAUT MODEL**

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Thesis submitted in fulfillment of the requirements

for the degree of

**Master of Science (Information Technology)**

**Faculty of Computer and Mathematical Sciences**

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## STUDENT'S DECLARATION

I declare that the work in this dissertation 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 dissertation study has not been submitted to any other academic institution or non-academic institution for any other degree of qualification.

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## ABSTRACT

Smartphone technology develops at tremendous speeds and its impact our daily life. Studies found that older people are less likely to use technology compare to younger people due to many factors. Meantime, elderly population in Malaysia as projected by Department of Statistic Malaysia predicted to growth 12% of total population by 2030. Baby-boomers are selected in this study due to their age range that very soon will populate elderly population in Malaysia. Purposes of this study were to identify the influencing factors on baby-boomer's technology acceptance on smartphone and to investigate smartphone features used by them using Extended UTAUT Model by Perceived Value. Data were collected randomly based on convenient sampling through a questionnaire survey. Scope of study was baby-boomers who had educated background and basic computer literacy. Questionnaire items were developed based on previous research. 32 respondents aged 50 to 69 years old were administrated in this study. Statistical Package for Social Science (SPSS) was used for data analysis. Pearson's Product-Moment Correlation was used to analyze correlation between constructs. Generally, baby-boomers had a positive attitude towards using smartphone. Effort Expectancy, Facilitating Condition, Social Influence and Perceived Value were found to have direct impact to Behavioral Intention to Use. Performance Expectancy also found to have direct impact to Perceived Value. Implications and further recommendation of this study are discussed.

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