

**UNIVERSITI TEKNOLOGI MARA**

**INFORMATION COMMUNICATION  
TECHNOLOGY ELEMENTS FOR  
PRODUCTIVE AGING IN FUTURE  
TECHNOLOGY**

**AKMAL HIKMAH MOHD NASIR**

**MScIT**

January 2015

## **AUTHOR'S DECLARATION**

I declare that the work in this IT 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 IT Project has not been submitted to any other academic institution or 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.

Name of Candidate : Akmal Hikmah Mohd Nasir  
Candidate I.D. No. : 2011569393  
Programme : Master of Science (Information Technology)  
Faculty : Computer and Mathematical Sciences  
Dissertation Title : Information Communication Technology Elements For  
Productive Aging In Future Technology

Signature of Candidate:

Date : January 2015

## **ABSTRACT**

Elderly people seem to have been a neglected user group in designing of ICT tools and services, although the requirements to create well functioning solutions for them are very well known. The aim of this study is to enlighten these issues based on former research, current observations and interview sessions with current elderly and promote the most desired and needed elements if an ICT tool was to develop specially for them. This study also was done in order to help designers develop products that are more accessible for elderly. In this project, the ICT tool that was highlighted is the smart phone. This is because of the smart phone seems to be the most used among elderly based on earlier observation. The results described in this study are not projected as a new methodology but as a practical means to improve existing methodologies in creating a more elderly-friendly ICT tools in future.

## ACKNOWLEDGEMENT

In the name of ALLAH the most merciful and gracious, I am thankful to our creator who gave me the power and capabilities to complete this work.

I am most grateful to my supervisor Dr. Natrah Abdullah @ Dollah for her kindness, grace and patience guidance. I would like to express my gratitude to her for the useful comments, remarks and engagement through the learning process of this master dissertation. It becomes possible to finish this dissertation in time only due to the kind support of my supervisor.

I would like to thank my beloved families, who have supported me throughout entire process, both by keeping me harmonious and helping me putting pieces together. I will be grateful forever for your loves and support in this critical time. I am also thankful to all of my friends who morally support me.

I am using this opportunity to express my gratitude to everyone who supported me throughout the course of this MSC project especially the participants in my survey, who have willingly shared their precious time during the process of interviewing. I am thankful for their aspiring guidance, invaluable constructive criticism and friendly advice during the project work. I am sincerely grateful to them for sharing their truthful and illuminating views on a number of issues related to the project

Thank you.

## TABLE OF CONTENTS

	<b>Page</b>
<b>AUTHOR'S DECLARATION</b>	i
<b>ABSTRACT</b>	ii
<b>ACKNOWLEDGEMENT</b>	iii
<b>TABLE OF CONTENTS</b>	iii
<b>LIST OF TABLES</b>	vii
<b>LIST OF FIGURES</b>	viii

### **CHAPTER ONE: INTRODUCTION**

1.1 Introduction	1
1.2 Research Background	5
1.3 Problem statement	6
1.4 Objective	7
1.5 Research Question	8
1.6 Scope of the Study	8
1.7 Focus group	8
1.8 Method	.8
1.9 Significant	8
1.10 Research Design	9

### **CHAPTER TWO: LITERATURE REVIEW**

2.1 Productive Aging	10
2.1.1 Definition	10
2.2 ICT (Information Communication Technology)	12