

**UNIVERSITI TEKNOLOGI MARA**

**THE USE OF MOBILE PHONE AMONG  
PEOPLE THAT EXPERINECED  
HOMELESS**

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## **ABSTRACT**

This report is about the analysis on the use of mobile phone technology among homeless people in Malaysia. Mobile phone technology seems so important to homeless as it was considered as a lifeline for homeless people, but there is no specific research conducted to find the real usage of mobile phone among people that have experiencing homeless. This research identified the usage of mobile phone for homeless people and observed the way homeless experience mobile phone. The study has been conducted through planning, field visit, field study, and the data has been analyze using thematic analysis. Qualitative approach has been used as interview and observation towards homeless as a medium to gain data regarding mobile phone technology usage. The respondent involved homeless people around Kuala Lumpur. The findings describe seven (7) usages and behaviour of homeless towards mobile phone technology includes usefulness, use for, availability, commitment, usage barrier, facility, and usage skills. The understandings of the use of mobile phone technology give awareness on the importance of mobile phone in homeless perspective.

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