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Sofianiza Abd Malik

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2. CULTURAL DIFFERENCES IN USE OF MOBILE PHONES BY OLDER PEOPLE

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ABSTRACT
In this chapter, we discussed about studies using different methods that have been conducted in two countries (Malaysia and United Kingdom) focusing on the use of mobile technology and older people. Preliminary results suggest that there are significant statistically differences in the results which are culturally dependent.

2.1 INTRODUCTION
This research is related to the use of mobile technology by older people focusing at the appropriate methods for collecting data. Since older people differ from the ‘typical’ group of users, it is a great challenge to identify methods that are effective in terms of gathering older people’s needs. The process of acquiring user requirements data from older people is therefore not a straightforward process (Eisma et al., 2004; Zajicek, 2004). In fact, there is a need for an evaluation of existing methods with respect to older people, who vary in cultural and other aspects such as aging effects and cognitive complexity.

A main objective of this research was to uncover the best methods in this context, though it is recognized that there may not be one best method or technique for any given situation; a combination of methods may be most