

*Best practices and recommendations for digital inclusion through resilient infrastructure*

17th Internet Governance Forum @ Addis Ababa, Ethiopia  
28 November 2022

**Reinvigorating Elderly Population in Post Covid-19 Pandemic Era through Digital Inclusion Strategies: A Malaysian Case Study**

Theme: Digital Inclusion - Vulnerable Persons

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# Presentation Outline

- Research team
- Introduction
- Research methodology
- Research findings and outcomes
- Recommendations
- Conclusions



# Research team

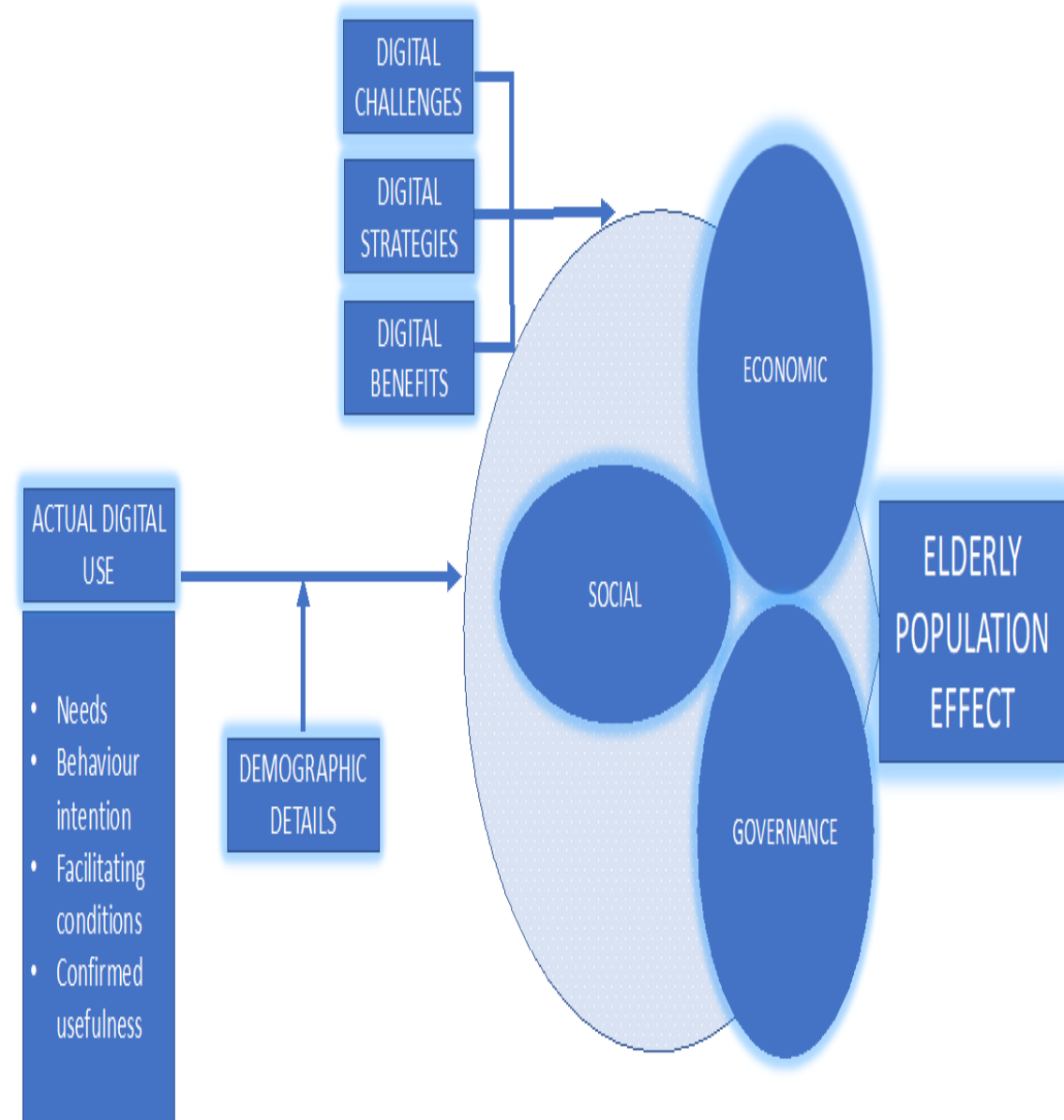
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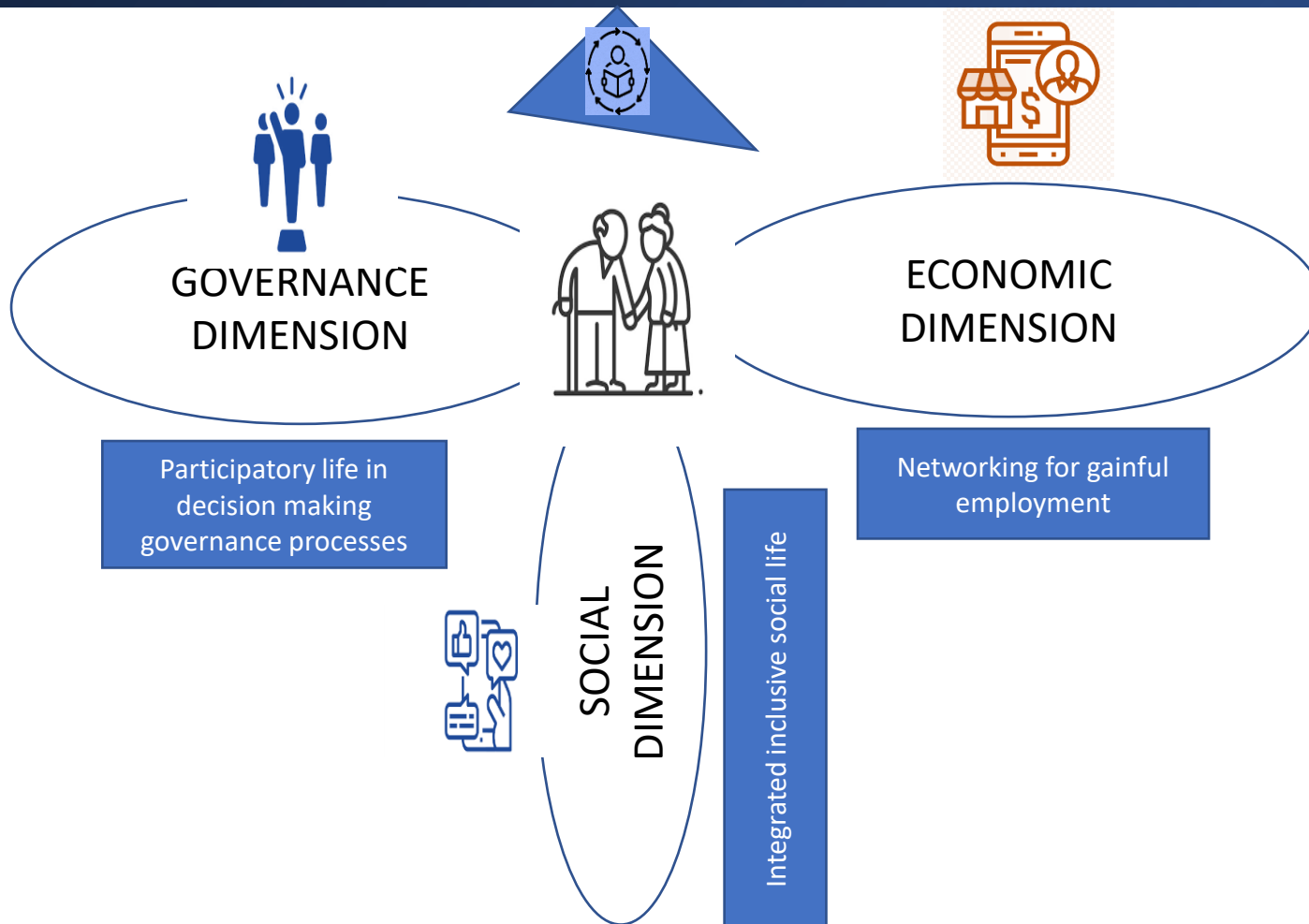
# Introduction

- This study highlights the significance of the elderly population as a knowledge-driven society through digital inclusion.
- Digital inclusion among the elderly in Malaysia was analysed using the Integrated Dragon Fly Model, captured their digital use, benefits, strategies, and challenges from social, economic and governance perspectives.
- The aim is to invigorate the elderly population from “**burden society to knowledge force society**”.
- This study employed a mixed method approach using qualitative interviews, focus group discussions, and survey questionnaires with the elderly community in Malaysia, policymakers, non-governmental organisations (NGOs) and caregivers in the ageing community.



# KNOWLEDGE FORCE

# Research methodology



Data collection phase	Target respondents	Groups	Total	Objective
<b>Survey</b>	Ageing population (AP) 1. Urban 2. Sub-urban	A, B, C	418	To identify the digital inclusion knowledge, skill, and experience
<b>Focus Group</b>	AP – 3 groups	A, B, C	39	To understand the current scenario of A, B, C of AP groups
<b>(Semi-structured interviews)</b>	Polycymakers	3		To identify policies, programmes, and activities for AP
	Government institutions	2		To address the institutional concerns, experience, and challenges
<b>Interview (One to one)</b>	Private caregivers	2	2	To identify issues and challenges faced by care givers.  To identify their perception on digital inclusion

Group A – No Knowledge on Digital use

Group B – Use digital tools for day to day/social activities

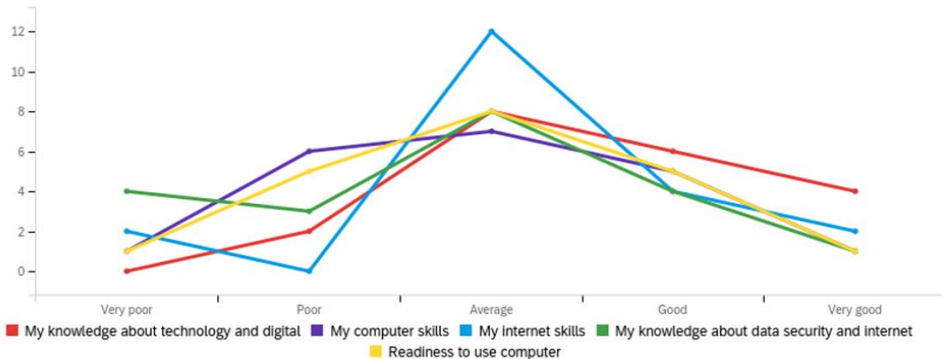
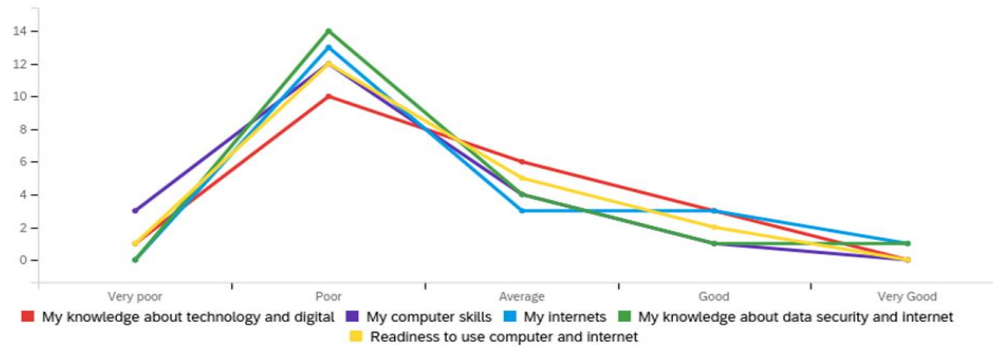
Group C – Use digital tools for job/business activities

Figure : Dragon Fly Knowledge Force Model



# Research findings and outcomes

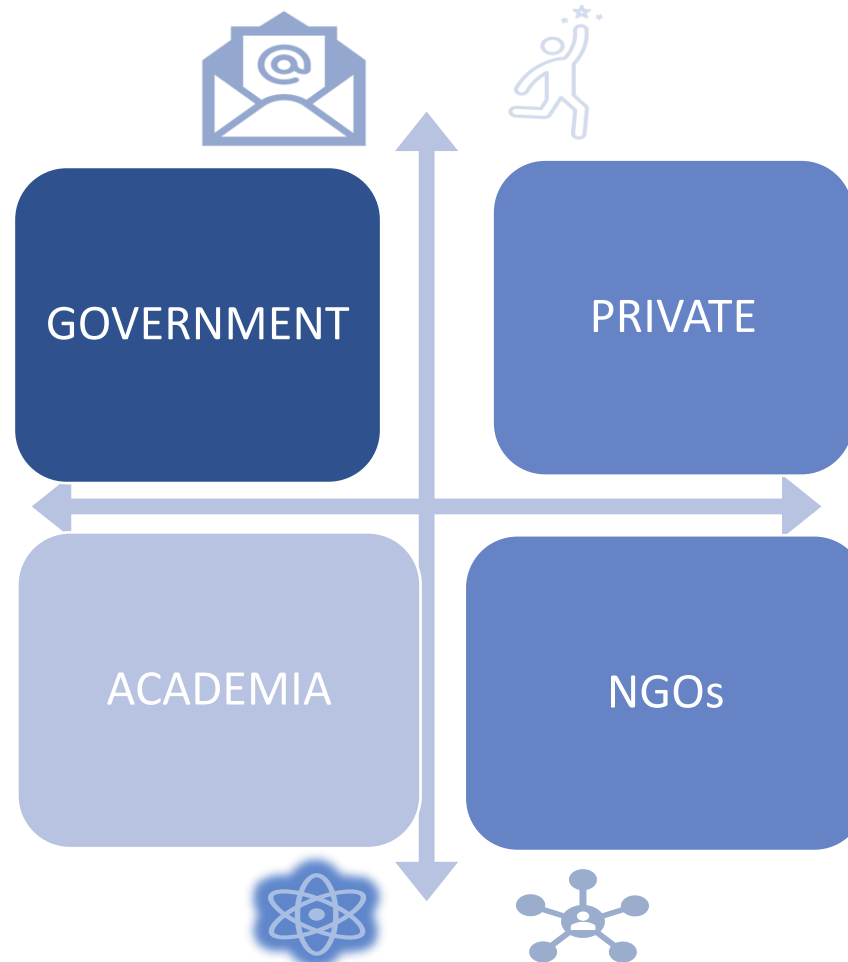
- The conversation with the respondents reveals that actual digital use is influenced by needs, behavioural intention, confirmed usefulness and facilitating conditions.



Variables	Measure	Needs	Digital behaviour	Facilitating conditions	Perceived usefulness	Digital use	Digital strategies	Digital challenges
<b>Male</b> N= (260)	Mean	2.7031	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.3864	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	14.3	19.1	16.6	16.3	13.7	31.1	13.4
<b>Female</b> N= (260)	Mean	2.6459	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.4313	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	16.3	19.1	16.6	16.3	13.7	31.1	13.4
<b>Malay</b> N= (260)	Mean	2.6675	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.4318	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	16.2	19.1	16.6	16.3	13.7	31.1	13.4
<b>Chinese</b> N= (260)	Mean	2.7465	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.2381	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	8.7	19.1	16.6	16.3	13.7	31.1	13.4
<b>Indian</b> N= (260)	Mean	2.6714	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.4527	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	16.9	19.1	16.6	16.3	13.7	31.1	13.4
<b>School</b> N= (260)	Mean	2.5713	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.4949	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	19.2	26.2	18.6	18.6	17.9	27.3	13.4
<b>Diploma</b> N= (260)	Mean	2.7655	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.2966	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	10.7	19.1	16.6	16.3	13.7	31.1	13.4
<b>Degree</b> N= (260)	Mean	2.7362	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.3801	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	13.9	13.7	16.2	20.4	13.8	21.3	32.4
<b>Masters</b> N= (260)	Mean	2.7640	2.5423	2.5000	2.6102	2.5865	1.9253	1.750
	SD	0.2761	0.4861	0.4139	0.4263	0.3537	0.5980	0.352
	CV (%)	10.0	10.5	17.7	15.5	9.9	31.1	16.9

# Recommendations

- Include digital inclusion in the senior citizen policy
- Promote strategic partners
- Invest on emerging technology for elderly
- Continue R&D in gerontology
- Research with practical impact
- Collaborate with industry and community
- Buy-ins from government



- Telco to design elderly specific solutions
- Provide digital trainings as community building efforts
- Provide secure and friendly products and solutions
- Seek inclusive participation
- Promote inter-generational learning
- Be strategic partners for public and private entities

# Conclusion

- By applying the Integrated Dragon Fly Model we proposed an action plan through the **Digital Inclusion Partnership Model**, which consists of people, private entities, public entities, and partnerships.
- **Government should champion** this initiative at the policy level by reinforcing digital skills, supporting the budget for training and activities, investing in the digital infrastructure and supporting and strengthening elderly activity centres.
- **A mindset for change is essential.** Senior citizens are the drivers themselves when it comes to digital learning and empowerment.

