

Social Impact of Mobile Phone Usage Among Old Age People: A Qualitative Perspective

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ABSTRACT

More people are using technology as they age than ever before. Older adults can live comfortably for longer thanks to new technology. The current issues with its complicated functions and layouts of interfaces have discouraged a few older users away from using the device, despite the value of mobile phones, particularly for older people. By analyzing the use of mobile phones among elderly persons, the authors hoped to investigate exposure to the actual technological demands of those individuals. The advantages of interviewing in research involving human-computer interaction (HCI) have been the subject of several studies, but little is known about the use of preparation interviews while working with an elderly population. The primary focus of this paper's discussion on elders using mobile phones was on the most effective ways to gather data. There are several challenges with traditional methods when senior persons are included. This was because, in comparison to other groups, older persons had a more diverse spectrum of traits and limitations. To gather user requirements for mobile phones and older persons, it seems that more strategies should be modified and applied. An assessment of current approaches concerning older people is required.

Keywords- Social Impact, Mobile Phones, Old Age People, Functions and Layout, Human-Computer Interaction, Challenges With Traditional Methods

INTRODUCTION

New inventions and technology have the potential to speed up work, make it safer, and improve effectiveness. Technologies have already been applied to close health gaps and address unmet population requirements. While many earlier systems were built with clinical staff and healthcare management in consideration, there lately has been a rise in interest in using these fresh innovations to improve consumer health, giving individuals more authority and a say in how

their health is managed. Consumer health technology interventions, for instance, have been utilized for remote home monitoring, information, and social support, and to assist people in keeping track of their health.

Nowadays, it's accepted as a powerful strategy to meet the issues of an aging population to use mobile devices like smartphones and handheld tablets to access the internet instead of laptops and desktop computers. Using mobile phones with the newest features is an ongoing trend that transcends age and gender lines and goes beyond only the newest electronic device (Nasir et al., 2008). However, in daily mobile usage, which tends to indicate that user-oriented and customized applications are vital rather than fixed-functionality applications, simplicity of functions is necessary and an all-in-one approach to app performance is not well-suited. Additionally, many older people define a smartphone as one that knows their needs rather than as one that is loaded with features. Older individuals and technology-focused persons typically portray older people as technology users. Direct interaction and engagement with elder technology users with their involvement in a project is the most efficient way to better understand how they utilize technology (Zainal et al., 2013). Not only is inspiring creative groups to seek out opportunities to work with senior citizens a problem but so is early participation in framing the design process with the elderly. Numerous books and publications on qualitative research also highlight the importance of having the right interviewing skills. However, there are a variety of methods to enhance the compatibility between senior citizens and proper interviewing (McGaughey et al., 2013).

The "digital divide," or the significant differences between technological and Internet use amongst younger and older persons, has been the focus of earlier studies on the usage of technology across the lifespan. According to this research, elderly folks lack the aptitude and drive to change with the times and keep up with technological advancements. Many senior citizens experience fear and intimidation while considering employing new technologies or securing their homes. Even though there are undoubtedly disparities in people's aptitude for and openness to learning new technologies, the outlook for older adults may not be as dire as many of these research findings imply. Many more senior citizens agree that using technology has its advantages. Older folks believe that technology makes it simpler to connect with others, keep in touch with friends and family, and encounter new people (Kumar and Rathi, 2019). Technology

also facilitates current social interactions between friends and improves convenience in many areas of life. In other words, older folks believe that the advantages of technology far exceed its drawbacks. Despite the recent focus on the digital divide, a sizable portion of older persons use technology to keep up with their social media profiles and simplify their lives. Some older people might utilize technology just as frequently as young folks.

LITERATURE REVIEW

Rosales and Fernández (2016) said that additionally, the survey revealed that most mobile phones played a crucial part in reassuring elderly people knew they were able to reach out for help if they needed it. The data collected also showed which cell phone physical design older people favored. The results of this study make it evident that older people's cell phone design and usage are not exclusively based on outdated models with rudimentary calling capabilities. Finally, a more thorough statistical analysis that can be tailored to elder user demands and is regarded as senior-friendly and reliable is required to unravel additional intriguing findings.

William and Muruges (2018) described that it can be difficult to communicate with elderly people on occasion. As a result, these researchers have highlighted the suggested interviewing best practices for use in future studies on HCI and older adults. Start by making a list of topics. The questions ought to serve as a jumping-off point and a guide for structuring a discussion. The best inquiries will be those that result from the researcher's familiarity with the subject. As this study has shown, a better understanding of building and maintaining relationships may be beneficial in preparing for the actualities of research interviews. Next, decide which senior center, housing, local organization, or group you want to concentrate on.

Rahaman's (2017) findings emphasize WhatsApp's significance for older people as a route for socializing with both family and peers. WhatsApp has become a simple software to use for previous SMS users. With its enhanced functionality, users can share multimedia content that was either individually made or forwarded, whether it was personal or not. The discussions surrounding social norms in chat groups, which are still a relatively new phenomenon, are particularly fascinating since they can lead to debates and new rules that could influence how certain types of consumption are practiced. Some of these rules appear to be social conventions

from the landline, as seen by participant complaints about receiving texts way too late at nighttime.

Tavakolizadeh et al. (2014) found that when it comes to how people interact with one another, the smartphone is almost causing what would be considered a generational shift other, particularly in an ethnically diverse nation like India. This is allowing for new, uncharted negotiation territory in the delicate areas of autonomy, decision-making, and control within the family and outside of it. This is essentially always changing because mobile technology—both the gadget itself and the communication—affects all of the participants at once. It's interesting to note that it may be leading to happier circumstances because "negotiation" is viewed as preferable to "unwanted conflict," which springs from a foundation of mistrust. Another level of peer interaction among teenagers is a continuing and new bonding that transcends geographical boundaries.

Vaidya et al., (2016) described that companies that want to build stronger relationships with seniors should be interested in luring seniors to mobile devices and comprehending how to use these devices to capture a larger portion of the senior markets. Mobile phones are becoming an increasingly significant tool for CRM. The formula for luring elders to mobile devices and services appears to be pretty straightforward. Create marketing plans based on an understanding of seniors' motivations, particularly those of the various senior segments. Eliminate barriers to senior citizens using and adopting mobile phones and services. Device & service design appears to be the most productive field here. Seniors' physical and mental limitations are generally out of the provider's control, but not concerning the design of devices and services.

Anderson (2016) examined the effectiveness of using personas when eliciting user requirements. Personas are fictional and are used to personalize the content and involve the audience in conversation so that they are more willing to share their opinions on mobile phone usage. The findings showed that personas do have an impact since they caused more problems than they did without them. The qualitative research results in the present article may have an impact on how mobile phones are designed in general. Conclusion: To meet the needs of additional user groups, especially elderly people, the usability of present mobile phones needs to be improved.

Fernández (2013) said that the most crucial stage in becoming comfortable with new technologies is educating the uneducated elderly. More specifically, this can be achieved through specially created educational programs that instruct senior citizens on how to use new technologies. These initiatives should also be directed at people who live in an environment where the elderly are supported, such as younger family members. The younger might assist them in becoming accustomed to each object, easing their worries about using cutting-edge technology.

Aharony & Gazit (2016) described that today's smartphone is a valuable asset and multi-functional device. The use of smartphones by young and middle-aged persons was the main focus of the current study. The study's key findings show that young adults use smartphones more frequently. They are aware of the significance of smartphones in an age of rapid technological advancement. They utilize all of the smartphone's functions. While middle-aged folks just use the smartphone's fundamental features. Therefore, compared to middle-aged adults, young adults are more favorably and negatively impacted by smartphone use.

Objective of the Study

To measure the social impact of mobile phone usage among old age people

Methodology

This investigation employed a structured questionnaire as a means to conduct a survey. The collected responses from 217 participants were analyzed using statistical techniques, including the calculation of means and t-tests. The sampling technique employed in this study was convenience sampling, which involved selecting individuals based on their accessibility and voluntary participation.

Table 1 Social impact of mobile phone usage among old age people

Serial No.	Statement of Survey	Mean Value	t-value	p-value
1	Mobile phone usage among old age people has led to increased connectivity with their loved	4.15	8.367	0.000

	ones, friends, and family members.			
2	Mobile phones enable older adults to maintain their independence by easily accessing various services and information.	4.38	10.653	0.000
3	Mobile phones provide a sense of security to older adults, especially when they are out and about.	4.25	8.854	0.000
4	Mobile phones allow them to connect with others through social media, messaging apps, or video calls, reducing feelings of loneliness and providing a virtual support system.	4.01	5.143	0.000
5	Mobile phones provide access to a wide range of health-related resources & empowers older adults to take charge of their own health and well-being.	3.93	4.550	0.000
6	Engaging with mobile phones can provide cognitive stimulation for older adults.	4.50	11.934	0.000
7	Mobile phones offer older adults the opportunity to engage in lifelong learning.	4.10	7.440	0.000
8	Mobile banking apps and digital payment platforms have made managing finances easier for older adults.	4.40	12.343	0.000
9	Mobile phones enable older adults to stay informed about current events, news updates, and access information on various topics of interest.	3.71	2.741	0.003
10	Older adults can use mobile phones to actively participate in social issues and causes they care about.	4.31	10.639	0.000

Table 1 presents the mean values for different statements in a study on the social impact of mobile phone usage among older adults. The statement with the highest mean score, 4.50,

suggests that engaging with mobile phones can provide cognitive stimulation for this age group. The next statement, scoring 4.40, indicates that mobile banking apps and digital payment platforms have made financial management easier for older adults. Furthermore, a mean value of 4.38 suggests that mobile phones enable older adults to maintain their independence by accessing various services and information easily. The statement "Older adults can use mobile phones to actively participate in social issues and causes they care about" obtained a mean score of 4.31, while the statement "Mobile phones provide a sense of security to older adults, especially when they are out and about" had a mean value of 4.25. On the other hand, the mean value of 4.15 suggests that mobile phone usage among older adults has led to increased connectivity with loved ones, friends, and family members. The statement "Mobile phones offer older adults the opportunity to engage in lifelong learning" obtained a mean score of 4.10. Furthermore, the mean value of 4.01 indicates that mobile phones allow older adults to connect with others through social media, messaging apps, or video calls, reducing feelings of loneliness and providing a virtual support system. In contrast, the last two statements, with mean values of 3.93 and 3.71, fall within the lowest category. These statements highlight that mobile phones provide access to a wide range of health-related resources and empower older adults to take charge of their own health and well-being, as well as enable them to stay informed about current events and access information on various topics of interest. The t-values for each statement in the investigation of the social impact of mobile phone usage among older adults were positive and statistically significant ($p < 0.05$), indicating a significant relationship between the variables.

CONCLUSION

The study's findings showed that even while older adults utilized mobile phones to carry out daily tasks, most of them had negative opinions about using them as a teaching tool. Through the media, family, and peer groups, it is possible to improve older people's attitudes toward using mobile phones and consequently increase the actual utilization of these devices. This can be done by promoting this age group's knowledge of the various applications that are readily accessible to help them and by improving their capacity to use applications. The research on using mobile devices to help older folks' health is still in its infancy and is only now beginning to grow. There is a wonderful chance to use cell phone technologies to manage older adults' health and to improve their quality of life and health due to the increasing proliferation of mobile phones and

the rapidly aging population. Because the topic is young, interested researchers can focus their study on a variety of ways while still working towards the same objective—improving the everyday lives of older persons.

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