

Issues of

Human Computer Interactions and System Developments

Sofianiza Abd Malik



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**ISSUES OF HUMAN COMPUTER
INTERACTIONS AND SYSTEM
DEVELOPMENTS**

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Editors

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CONTENTS

DEDICATION	<i>iii</i>
PREFACE	<i>vii</i>
ACKNOWLEDGEMENT	<i>viii</i>
INTRODUCTION	<i>ix</i>
LIST OF ABBREVIATIONS	<i>x</i>
1. User Experience On Educational Websites' Search Engine <i>Murni Mahmud, Idyawati Hussein, Sofianiza Abd Malik</i>	<i>1</i>
2. Cultural Differences In Use Of Mobile Phones By Older People <i>Sofiniza Abd Malik, Alistair Edwards</i>	<i>9</i>
3. Older World: Developed Versus Developing Countries <i>Sofiniza Abd Malik</i>	<i>15</i>
4. What Is Age? <i>Sofiniza Abd Malik, Alistair Edwards</i>	<i>25</i>
5. Different Role Of Personas <i>Sofiniza Abd Malik, Alistair Edwards</i>	<i>31</i>
6. Tagging Web Images For Blind Users <i>Ahmad Fatzilah Misman, Peter Blanchfield</i>	<i>41</i>
7. Human-Computer Interaction Within The Malaysian University Curriculum <i>Murni Mahmud, Idyawati Hussein, Abu Osman Md. Tap</i>	<i>51</i>

8. A Preliminary Study: Malaysian Women In Human-Computer Interaction Practices	
<i>Murni Mahmud, Idyawati Hussein, Abu Osman Md. Tap</i>	65
9. Bab E-Syifa' Clinic Administration System	
<i>Mohd Danel Abu Bakar, Roslina Othman</i>	71
10. Malaysian Teachers Network Portal	
<i>Mohd Naim Abdul Hamid, Roslina Othman</i>	91

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