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# A CONTRASTIC STUDY BETWEEN AUSTRALIAN AND MALAYSIAN WOMEN'S ONLINE ADVICE-SEEKING STRATEGIES

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## ABSTRACT

With the advent of technology and the Internet, studies on communication strategies have shifted from face-to-face interactions to computer-mediated communication. However, research on online advice-seeking strategies focusing on specific cultural groups are limited, and have centred largely on the North American (Locher, 2006), European (Placencia, 2012), and the East Asian regions (Morrow, 2012). The present study is a contrastive study comparing the online advice-seeking strategies between an eastern society (Malaysia) and a western society (Australia). A content analysis approach was employed, emulating Kouper's (2010) and Locher's (2006) method of analysing online advice messages. The findings showed that although both forums were similar in many aspects, there were some variations in the women's advice-seeking strategies, indicating influence of different cultural backgrounds and different needs of Australian women and Malaysian women.

**Keywords:** women; online; advice; IVF; culture

## Introduction

Infertility is a health problem that affects about 10 to 15 percent of couples worldwide (Vyas et al., 2018), and according to available estimates, it is a growing global problem (Levine et al., 2017). It is a condition of not being able to conceive and achieve a successful clinical pregnancy after a year of regular unprotected intercourse (Esan et al., 2020). In Malaysia, infertility affects approximately 10% to 12% of the population (Abdullah et al., 2012) while in Australia, it is slightly higher, at about 15% (Ried & Alfred, 2013).

Infertility is a complex problem (Buckett & Sierra, 2019), and since treatment rests on the cause of infertility, treatment is varied ranging from diagnosis of the problem to the use of medication, devices and surgeries to ensure a successful live birth