Students' Perceptions of Islamic Elderly Care Website

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Abstract

Senior citizens are those in the age group of 60 years old and above who require attention and close care in reference to aspects such as motivation, accommodation, spirituality, emotional support system and security. At present, the development of websites in relation to senior citizens centers solely on features dealing with facilities, amenities and health. Hence, leaving out the critical spiritual/religious element that operates as lifeline of well-being for the elderly that is essential to produce a healthy group of elderly people who are spiritually sound based on religion. On this account, the study is dedicated to identify content and evaluate Muslim elderly care website from the perception of students. The case study began by identifying the selected Muslim elderly care website's content, followed by an online questionnaire by means of Google Forms to 60 respondents of Sunnah and Information Management Program students from Islamic Science University of Malaysia (USIM). Descriptive analysis was utilized for the data analysis process assisted by version 26 of IBM SPSS. The study's findings found that the website under observation has created five main menu sites namely: (i) Home, (ii) Definition, (iii) Islamic perspective, (iv) Abuse of the elderly and (v) Suggestion. Feedback gained have revealed that this platform has proven to be highly beneficial and suitable for the community as well as able to increase public awareness and understanding of elderly care from an Islamic perspective. Nevertheless, the website is lacking features like video and audio to draw users' interest to face the challenges of caring for the elderly in today's digital age; hence, stands in need of enhancement.

Keywords: Students' Perceptions, Islamic, Elderly Care, Website

Introduction

The elderly are those who require close and meticulous care, in such a way so as not to be neglected and unceasingly be the mainstay of Malaysian society in view of the anticipated

rise in the number of senior citizens by year 2030. Primary cause for it is due to demographic shift as a consequence to fertility rates falling, decreased mortality rates and increased life expectancy (Fuzi & Bakar, 2018). As such, studies in relation to the elderly still encounter hindrances particularly in the matter of enhancing living standards which dwells around facets of health, well-being and pleasure (Ngah & Lian, 2017). Society's attitude of placing careers and luxuries of life as top priority prompts the responsibility of caring for the elderly to be considered a burden (Salleh & Mokhtar, 2020; Che'Sharif et al., 2015; Nayan, 2006), resulting in persecution and neglect that estimated at around 675,000 people or almost 30% of senior citizens in Malaysia (Radzi, 2015).

In addition to the living and medical costs that can be exceedingly high make it tough for low-income children (B40) to commit in the care process of their elderly, as it happens even the women's participation in the labor market causes challenges in parental care (Nichols, 2017; Nawi et al., 2016; Abdullah et al., 2015). This puts pressure on the family; thus, the reliance on formal and informal assistance to take care of their parents especially the elderly (Alavi et al., 2015). Ergo, the elderly's quality of life should be granted priority in terms of adequate finances, physical wellness, secure accomodation, along with considerable support and social relationships (Ali, 2017).

- This study aims to identify the content and assess a Muslim elderly care website from the perception of students.

Literature Review

The family constitution is constructed through intergenerational relationships between parents and children to appease Allah SWT, while observing adherence to sunnah of the Prophet SAW for the sake of worldly and ukhrawi well-being (Chik et al., 2017). According to Zulkiply et al (2018), the elderly should delve into religious knowledge earlier in life as preparation to complete their act of worship at old age. Among the etiquettes taught by Prophet SAW to the elderly were to display a pleasant look and not raising one's voice (Bukhari, hadith no. 2731; Bukhari, hadith no. 82 & Muslim, hadith no. 2811), to not sit in front of the elderly when they are standing (Muslim, hadith no. 413) and to prioritize senior citizens than oneself (Bukhari, hadith no. 5974 & Muslim, hadith no. 2743).

Moreover, a study conducted by Baharuddin and Ismail (2013) found that the elderly needs to be empowered spiritually, physically and mentally, followed by appointment as advisors to the younger generation with the aim of producing positive and successful intergenerational relationships (Mohamad et al., 2017). This is in conformity with studies carried out by Ismail et al (2017); Siren (2015) that demonstrate five components required by the elderly namely: (i) Motivation, (ii) Shelter, (iii) Spirituality, (iv) Encouragement of love and (iv) Safety. Henceforth, it is crucial that their needs are met in order to improve the community's quality of life (Alavi et al., 2017) while not burdening caregivers owing to cooperation between the government and community (Ali & Aziz, 2018) known as value-based education as a result of Islamic teaching, applicable in daily life.

At present, the management of senior citizens is being administered digitally in accordance with the expansion of Information and Communication Technology (ICT) as well as making Industrial Revolution 4.0 the backbone to enhance senior citizens' mortality rate on a regular basis. Past studies have discovered that the establishment of websites related to the elderly has positive outcomes on the community, particularly in the development of infrastructure, facilities and their health. Lie et al (2021) claim that internet applications have

elevated satisfaction level among caregivers and relatives of the elderly towards elderly care facilities in the community, while Valizadeh-Haghi et al (2021) stated that health websites are viewed as potential sources of information for them, including to assist in decision making related to the management of elderly diseases in connection with their wards. Regardless, the development of websites associated to the care of Muslim senior citizens has not been granted considerable attention; thus, compels to be developed consistent with the rise of world's Muslim population every year. This is supported by Taufik et al (2021) who asserted that religion is one of the main pulses of Muslim elderly's well-being, in addition to family support, health and facilities.

Methodology
The case study design on website for Muslim senior citizens can be accessed at https://elderlycare450215969.wordpress.com/, started off by identifying its content to achieve the first objective of this study. Subsequently, an online questionnaire by means of Google Forms was conducted on students from the Faculty of Quran and Sunnah Studies (FPQS), Universiti Sains Islam Malaysia (USIM). 60 respondents from the Sunnah and Information Management Program were involved in purposive sampling, succeeded by descriptive analysis via IBM SPSS version 26 software to accomplish this study's second objective.

Table 1: Questionnaire Instrument

	Question
Q1	How did the website perform?
Q2	How is the website's user interface? Were you able to become familiar with and competent in using it to find information about elderly care from Islamic perspectives?
Q3	Does this website provide accurate and reliable information about elderly care from Islamic perspectives?
Q4	Does this website manage to draw your interest to read further on elderly care from Islamic perspectives?
Q5	Does this website increase your awareness regarding the importance of elderly care in Islam?
Q6	Does this website assist in your understanding concerning elderly care from Islamic perspectives?
Q7	What do you understand about the topic of elderly care provided in this website?
Q8	Is this website suitable for the community?
Q9	Does this website meet the standard in imparting information with respect to elderly care?
Q10	What would your suggestion or opinion be towards the information provided on elderly care in this website?

Source: Questionnaire of the study

Results
The Content of Muslim Senior Citizens Website Under Study
The aforementioned website comprises of five main menu sites such as *Home*, *Definition*, *Islamic Perspective*, *Abuse of The Elderly* and *Suggestion*. Home menu site manifest the

primary concern of the website which is elderly care. This website provides the information about elderly care from Islamic point of view, followed by three main objectives of the website development: (i) to give exposure to youngsters, (ii) to defend the right of elderly and (iii) to motivate individuals to give respect (refer *Figure 1*).
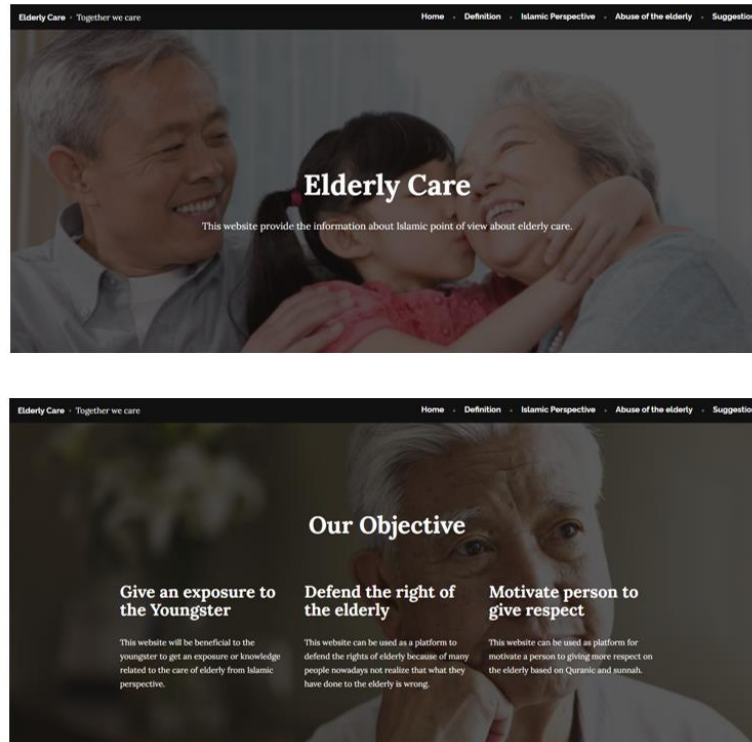

Figure 1: Website's Front Page

The second menu site focuses on the definition of senior citizens according to *Kamus Dewan*, Perak State Social Welfare Department in the National Elderly Policy Action Plan 1999, The World Assembly on Aging in Vienna 1982, World Health Organization and ASEAN, as well as from an Islamic perspective based on al-Quran and al-Sunnah (refer *Figure 2*).

Figure 2: Definition of Elderly Care

The third menu site of the website displays the title, *Elderly in Islamic Perspective* where it addresses several subtopics such as *Elderly Care from Islamic Point of View*, *Muslim Community and Elderly*, along with *Islamic Legal Right Towards Elderly Care* (refer *Figure 3*).

Figure 3: Elderly in Islamic Perspective

The fourth menu site on the other hand, concerns topic of *Neglect and Abuse of The Elderly* with ensuing subtopics: *Introduction*, *The Effect of Neglect on Elderly Abuse Problem*, *Steps That Can be Implemented to Tackle The Problem of Neglect and Abuse of The Elderly* and *Conclusion* (refer *Figure 4*).
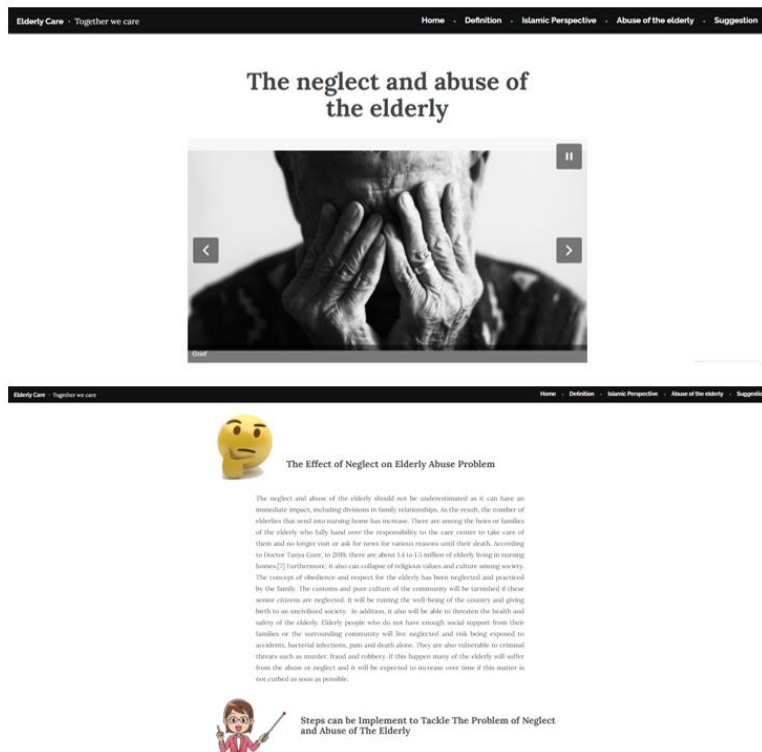
Figure 4: Abuse of The Elderly

The final menu site allows room for users to present comments and suggestions on website improvements at intervals (refer *Figure 5*).

Figure 5: Suggestion

There are also several menu sites with verses of the Quran and hadith of the Prophet Muhammad SAW that serve as basis for arguments and descriptions in the respective subtopics as well as debates of certain scholars, in an attempt to emphasize the platform as an Islamic website.

The Evaluation of Muslim Senior Citizens Website from Students' Perceptions
Based on Table 2 below, it was found that 70% out of 42 students agreed that the website performed excellently, with subsequent 25% of the respondents (15 students) awarded it

with a good score. Hence, adds up to 95% of respondents granted this website with a Good-Excellent score for performance. Items Q2 and Q3 respectively have revealed that 52 respondents (86.8%) agreed that the website is easy to access as well as provides accurate and reliable information related to the care of Muslim elderly, while item Q4 showed that the majority of respondents (88.3%) have approved the platform as one that is capable to draw in users to read its content. For items Q5 and Q6, most of the respondents are in consensus that the website under study contributes to awareness and understanding of the elderly care from an Islamic perspective, with 50 students (86.8%) and 49 students (81.7%) each.

Table 2: Questionnaire Feedback

Items	Feedback		
Q1	Poor	Good	Excellent
	3	15	42
	(5%)	(25%)	(70%)
	No	Not Sure	Yes
Q2	4	4	52
	(6.6%)	(6.6%)	(86.8%)
Q3	-	8	52
		(13.2%)	(86.8%)
Q4	-	7	53
		(11.7%)	(88.3%)
Q5	-	8	52
		(13.2%)	(86.8%)
Q6	1	10	49
	(1.6%)	(16.7%)	(81.7%)
Q7	I do not understand anything in this website	Islam does not love the elderly	Islam prioritizes the elderly
	2	-	58
	(3.3%)		(96.7%)
	No	Not Sure	Yes
Q8	4	10	46
	(6.6%)	(16.7%)	(76.7%)
Q9	2	10	48
	(3.3%)	(16.7%)	(80%)
Q10	Very Good Good Effort Nice Website This is Already Good Provide Video and Audio Content Add More Features Good Website and Keep Improve Provide Audio in the Website to Attract Users		

Source: Questionnaire of the study

Furthermore, feedback on item Q7 have revealed that 96.7% of respondents comprised of 58 students admitted that Islam gives priority to the elderly, succeeded by

76.7% of respondents (46 people) who acknowledged that the Muslim elderly care website is suitable for the community (item Q8) and adhering to compliance standards for senior citizens (80% agreed -item Q9). Finally, the responses for item Q10 have given a clear picture that the development of this website can be regarded as an excellent effort, though addition of appropriate video and audio ought to be added for drawing more users.

Conclusion

As things stand, it is imperative to boost the number of Muslim elderly care websites in the future to impart knowledge associated with elderly care from an Islamic perspective; hence, cultivates a society that perceive the prophet Muhammad SAW as a role-model for Muslim community globally via incorporation of *sunnah nabawiyyah*. All in all, it is of necessity that the current platform to be further enhanced with contemporary features such as relevant videos and audios in a bid to intrigue users to habitually browse through it.

There are 6 integrated features of aforementioned website that draw the attention of users, namely (i) Interactive Dashboards, (ii) Tracking (iii) Self Service, (iv) Multi-Device Accessibility, (v) Business Logic and (iv) Reporting (Pandya, 2019). Hence, theoretically, this study's findings will contribute to the development of a new elderly care website model that is more interactive, innovative and user-friendly that suited the target group; be it their heirs or the elderly themselves, based on the integrated features specified by Pandya (2019). Subsequently, in practical terms, the content stated in the website on caring for Muslim senior citizens can be made as reference and guideline for the elderly's heirs, to ensure their welfare and care are in accordance with the requirements of Islamic law. Thereby, it is believed that by caring for the elderly based on Islamic teachings is able to reduce abuse cases of this group in the community, particularly Muslims worldwide.

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