

## EXPLORING FACTORS OF ADULT DISABILITIES SATISFACTION TOWARDS MOTIVES OF INTERNET USE IN MALAYSIA

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### ABSTRACT

*The level of satisfaction that one experiences while using the internet depends on type of disabilities. The internet offers an opportunity for inclusiveness – to view the global community of its users as one while recognizing its rich diversity. Internet technologies have the potential to give persons with disabilities the means to live on a more equitable basis within the global community in a manner that previously was not possible. However, there is lack empirical evidence regarding the factors of satisfaction that motivate adult disabilities toward the use of internet. Hence, this study aims to examine the level of satisfaction usage of the internet and to provide empirical evidences for policy formulation on digital inclusion among persons with disabilities. Stratified random sampling procedure is used for the quantitative research design. Total 805 adult disabilities data collected according to region: North, West, South, East Coast and East Malaysia. Among them only 593 respondents used Internet and answered all questions and considered for analysis. The findings demonstrated that education and learning, sources of information, business, e-commerce, entertainment and religious aspects are significantly associated to adult disabilities satisfaction of internet usage. The major contribution of the study is that it has developed a model for the purpose of determining the significant factors of adult disabilities satisfaction of internet usage. Finally, this study needs to be conducted by using a bigger combination of independent variables with a more comprehensive model and the analysis need to further be expended and carried out using correlation and regression analysis to testify satisfaction effects on motives of Internet use.*

Key words: Satisfaction, Adult Disabilities, Motives of Internet Application Use, Malaysia.

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### Introduction

The quantity of individuals with handicap in Malaysia is considered as one of the powerless of minority gathering (Kamarulzaman, 2007). WHO and World Bank (2011) assessed that there are 15% of the total populace have some type of handicaps. Add up to 359,203 incapacitated individuals were enlisted with the Department of Social Welfare in December 2012. According to Islam (2015), there are numerous ways that administration attempt to enable those handicaps to individuals throughout their life, for example, offices, learning materials and numerous new innovations that may help the inabilities and furthermore now government are endeavoring to assemble progressively and attempt to expand the fulfillment of utilizing the offices by them. there are numerous additionally association, for example, Malaysian Confederation of the Disabled, Malaysia Information Network for the Disabled (MIND): Promotes mindfulness, accessibility and openness of data to enable individuals with incapacities to live, learn, love, work and play freely, Kiwanis Disability Information and Support Center (KDSC), The Center gives an abundance of data to individuals with inabilities including magnanimous help associations, government contacts and factsheets et cetera.

The past few decades have indeed witnessed a revolution in the field of computing and communications, indicating that technological advancement coupled with the usage of information technology will continue to rise at an accelerating pace (Law et al., 2009). Such a dramatic increase in the usage of information technologies is perhaps the declining cost of communications due to technological advancements as well as increased competition. These advances have opened the door for meaningful opportunities for individuals and the society at large. Today, innovations in information technology are having wide ranging effects across the numerous domains of the society whereby, policy makers are continuously acting on issues pertaining to economic productivity, intellectual property rights followed by privacy protection as well as affordability of and access to information. Choices made today will have a long lasting consequence henceforth; attention must be given to their social along with economic impacts.

One of the most significant outcomes in the era of technological developments is perhaps the introduction of the internet. Individuals' capability to communicate with each other is indeed one of the most vital components that connect societies together (Lee, 2002). The internet, a tool that links people from all walks of life, has extensively impacted communication from its proliferation as well as globalization. The internet has perhaps revolutionized the way things get done in this age of time. It has not only made communication easier and faster, rather, to a greater extent, it has made the modes of communication and information seeking more diverse. Over the past decades, the internet has given rise to a whole new culture that revolves around the new possibilities of connectedness on the web. It has diminished the relevance of geographical boundaries by providing people the opportunity to participate together in the same virtual arena (Safar & Salman, 2010). As a result of the internet people, today, can connect with each other from virtually anywhere in the world having internet access. Furthermore, it is one of the

major sources of entertainment for millions of people across the globe. Moreover, the impact of internet extends to the business world as well whereby; it has accelerated the pace of business and broadened the scope of what is possible in the workplace.

The internet, which initiated as a tool for communication, has today emerged as a tool for shopping, education, banking, transportation, entertainment, daily living along with numerous other activities and facilities. Henceforth, internet usage has become extensively widespread and has facilitated the daily lives of individuals in many different ways. In recent years the internet is being widely used by the all groups of individuals of the society including individuals with disabilities. Today's electronic technologies, where internet plays a prominent role, hold great promise for people with disabilities (Carey et al., 2005). The usage of the internet allows disabled individuals the opportunity to communicate with others around the world, undertake work from home during flexible hours, paves the way to effective organization and retrieval of information as well as access to mainstream culture. Disabled people who face difficulties in leaving their homes, now has the opportunity to order their groceries and also shop for appliances just by logging in to the website for the retailer of their choice, research health questions, participate in online discussions, interact with their friends as well as make new ones through the internet. Internet has created some of the most promising possibilities for solving and minimizing the problems faced by individuals with disabilities (Chadwick, 2013). The internet technology has immense potential for broadening the lives and increasing the independence of disabled peoples.

Internet plays an important role when it comes to satisfying the needs of the disabled people. It surely enhances and eases their lives with its numerous advantages. It helps disabled people in completing many tasks easily as well as conveniently. However, when it comes to internet usage people with disabilities are faced with a number of barriers. This is for the reason that majority of the web developers fail to make their websites accessible. Therefore, substantial number of people with disabilities face difficulties when they are using the internet, as well as, at times they are unable to use it effectively at all. For instance, when mouse interaction is a must for using a particular website, the usage of the website becomes a difficult task for individuals who cannot use a mouse. Besides, during the time when audio information is not provided in a text transcript people who are deaf cannot get the information. Thus the main issue with web accessibility is the fact that a large number of websites are not created and developed with equal access in mind. Research has indicated that the issue of accessibility is taken into account by one per cent of web developers in terms of designing web pages (Carter & Markel, 2001). Furthermore, designing websites without taking into consideration the disabled users often results in barriers to access the website as well as dissatisfaction among users (Cara & Bradbard, 2010).

Satisfaction towards internet usage has emerged as an important issue particularly in terms of disabled individuals. It is important for web developers to design websites by keeping in mind the criteria and needs of the disabled users, as they are an important part of the society. The level of satisfaction of disabled people towards the usage of internet may result from various aspects which may eventually drive their motivation towards internet usage. However, literature indicates that there is a gap in literature as very little initiative has been undertaken on identifying the factors that are significantly associated to disabled peoples satisfaction with internet usage; indicating that this particular issue requires further attention. In order to fill this gap in literature, the current has been developed with the major objective of exploring the factors of satisfaction that may affect adult disabilities motives towards internet usage. The major motivation that led to the development of this study is the concern for disabled individuals and their well-being.

In the following sections the literature review is discussed in order to provide a better comprehension of the various factors that may impact satisfaction toward internet usage of disabled individuals. The major purpose of this section is to provide a review of relevant literature pertaining to the study at hand and develop the conceptual framework. In the subsequent section the methodology that has been employed for the study has been discussed. Afterwards, the results are presented and discussed. The study concludes with highlighting the managerial implications as well as limitations of the study.

## **LITERATURE REVIEW**

As indicated by the Malaysian Ministry of Commerce and Industry, the strengthening of PWDs in getting to wellsprings of ICT shows their capacity as people to get profits by open administrations and to work viably in the public arena. It additionally affirms the significance of ICT in the work showcase where ICT changes the idea of an extensive number of employments; in ways that permit the advancement of a more comprehensive work advertise. It presents open doors for more adaptable working examples, better engagement in the workforce of PWDs and a scope of new occupations (Osman, 2015). Other than from working with others it is advantage additionally for them to know these abilities since they likewise can gain by do their own particular business in the Internet. They can in any case survive as opposed to rely upon guardians or their gatekeepers. In any case, keeping in mind the end goal to make Internet as their primary wellsprings of wage, the innovation must have a particular create ICT to coop with their sort of debilitate, so they can utilize effectively. Not just for business, ICT likewise help them for instruction et cetera.

## **EDUCATION AND LEARNING**

The drastic growth of the internet across the world has paved the way to numerous opportunities to people around the world in various ways (Dogruer et al 2011). When it comes to the purpose of using internet, it is generally believed that social and entertainment purposes are the main reasons for the usage of internet. However, research has indicated that individuals motivation toward using internet extends beyond only social connection and entertainment, rather internet is widely used for educational as well as scientific purposes as well (Dogruer et al., 2011). Internet has been widely employed in educational institutions along with other sections of the educational system in various regions of the world (Park and Biddix, 2008).

Additionally, it has been further asserted that internet usage has great potential to enhance the quality of education (Charp, 2000). It has been added by Charp (2000) that internet has resulted in many favorable changes to teachers and instructors. According to Dogruer et al. (2011), Internet facilitates individuals to find information and at the same time allows them to think in a way that is critical and creative in order to become collaborative and cooperative workers as well as solve problems.

In recent time, the utilization of internet as an instructional tool in the educational sector has increased rapidly (Ruzgar, 2005). Currently, there has been a drastic increase in terms of the development of academic course websites whereby substantial amounts of learning material are included within them. Internet has evidenced to help individuals overall learning process through providing quick access to different types of documents, scholarly list serves as well as database. The implementation of the internet as a teaching tool in academic courses has undergone drastic growth (Ruzar, 2005). A wide number of academic institutions are integrating advanced technologies, such as the internet, for the purpose of enhancing their existing teaching frameworks. Henceforth, web pages comprise of lecture notes as well as related resources supplementing the respective course taught at educational institutions. The internet is being widely implemented by lecturers as a teaching tool as well as distance learning (Lee, 2002). On the basis of the above discussion the following hypothesis is derived:

H1: Education and Learning motive has significant positive relationship with satisfaction of internet usage.

## **SOURCES OF INFORMATION**

The internet is regarded as a global system of connections amid millions of computers providing almost instant access to as well as dissemination of information (Ruzar, 2005). Hence internet widely used tools for the attainment of information and is considered to be one of the largest sources of information. Moreover, the internet can be utilised as a tool for learning and acquiring the latest news all across the globe and also reaching any sort of information serving different purposes (Dogruer et al., 2011). Henceforth, it can be asserted that the internet is a major source for spreading information quickly to a relatively large audience which is not constrained by time and space. When the informational facet of the internet is considered, undoubtedly people who are searching for information are able to access it easily and at a cheaper cost (Dogruer et al., 2011). Research has indicated that that internet is one of the primary sources of enormous information which can be accessed quickly and reached easily.

The internet has indeed given rise to an information based society. It has emerged as a major source of information in today's IT based society (Khare et al., 2007). It has been pointed by Rehman (2014) the internet has become an essential part for all groups of individuals as it plays a vital role in meeting information as well as the communication needs (Rehman, 2014). They have further added that through the use of the internet individuals are able to access the latest information from anywhere in the world. It facilitates the dissemination of information to a wide number of viewers worldwide through websites (Wright & Marsh, 2000). On the basis of the above discussion the following hypothesis is derived:

H2: Source of information motive has significant positive relationship with satisfaction of internet usage.

## **BUSINESS PURPOSE**

The past few decades has witnessed a revolution in computing and communications and such a revolution indicates that technological advancement as well as the utilization of information technology will only continue to increase (Apavaloaie, 2014). The revolution that has taken place in the field of information technology has not only changed the lives of people, but at the same time is has also altered the way business are conducted in recent time (Apavaloaie, 2014). Currently, the internet, a vital part of information technology, is widely being used by companies for various purposes starting from reaching more customers, to introducing new products, providing quick services as well as collaborating with suppliers along with business partners located in various regions of the world (Apavaloaie, 2014).

The usage of internet in the business sector has become so significant that it is it is impossible to think of conducting business without using this technology whereby, the importance of internet is highly appreciated when it comes to business growth, reducing costs as well as for promotional purposes (Berisha-Shaqiri, 2015). Researcher has indicated that a substantial proportion of employees work from home for a considerable time (Berisha-Shaqiri, 2015). As a result of such reasons, internet has emerged as the major tool for conducting business activities in the modern day business world (Dimovski & Skerlavaj, 2004). The usage of internet as a strategic tool for companies in order to augment their competitive advantages is increasing day by day. Moreover, the ideology of using internet for optimising enterprise resources as well as strengthening and enhancing business performance is also supported by past researches (Berisha-Shaqiri, 2015; Apavaloaie, 2014). On the basis of the above discussion the following hypothesis is derived:

H3: Business motive has significant positive relationship with satisfaction of internet usage.

## **E-COMMERCE**

E-commerce comprises of the conduct of business through the means of the internet. More specifically it is a business process that includes the buying as well as selling of products, supplies along with services to end customers (Berisha-Shaqiri, 2015). E-commerce has not only changed the way goods are sold, purchased or the way business deal with their customers, but at the same

time it has paved the way from production excellence to customer intimacy (Rahayu, 2015). Presently, e-commerce has emerged as one of the major ways of conducting business. E-commerce facilitates traders to reach other through personal computers that have an access to the internet.

E-commerce offers both the buyers as well as seller convenience in various ways. For instance, it has been noted by (Ilkin, 2003) that through participating in e-commerce buyers are able to make business transactions 24 hours per day and seven days a week which allows them to make price comparisons and purchases without leaving their homes. They have further explained that e-commerce provides sellers the opportunity to conduct business in a less costly manner and also helps them to expand their markets. The internet plays a prominent role when it comes to e-commerce. It allows individuals to engage in business or in other words the process of buying and selling in a more effective and inexpensive manner (Ilkin, 2003). The rapid expansion of the internet has given rise to explosive growth in e-commerce and the internet is being widely used by individuals for the purpose of undertaking various forms of business (Rahayu, 2015). On the basis of the above discussion the following hypothesis is derived:

H4: E-commerce motive has significant positive relationship with satisfaction of internet usage.

## **ENTERTAINMENT**

The internet is one of the biggest sources of entertainment (Pantea & Martens, 2016). It is used by millions of individuals around the world for the purpose of entertainment and socialization. Internet provides entertainment through various ways to individuals of all age. Internet gives people the opportunity to listen to music, watch videos play games online. Furthermore, social networks along with other various forums such as Facebook, Twitter, Instagram, WhatsApp, Viber to name a few, that are available on the internet have made interaction among people very easy as well as simple. It enables individuals to expand their social network through allowing them to make friends from various corners of the world (Dunne et al., 2010). Such methods of entertainment give individuals to make their time interesting and lessen loneliness or boredom (Leung and Lee, 2005). Hence, the availability of a wide array of entertainment on the internet has made it one of the most widely used tools for the purpose of relaxing and leisure (Whitty and McLaughlin, 2007). On the basis of the above discussion the following hypothesis is derived:

H5: Entertainment motive has significant positive relationship with satisfaction of internet usage.

## **RELIGIOUS INFORMATION**

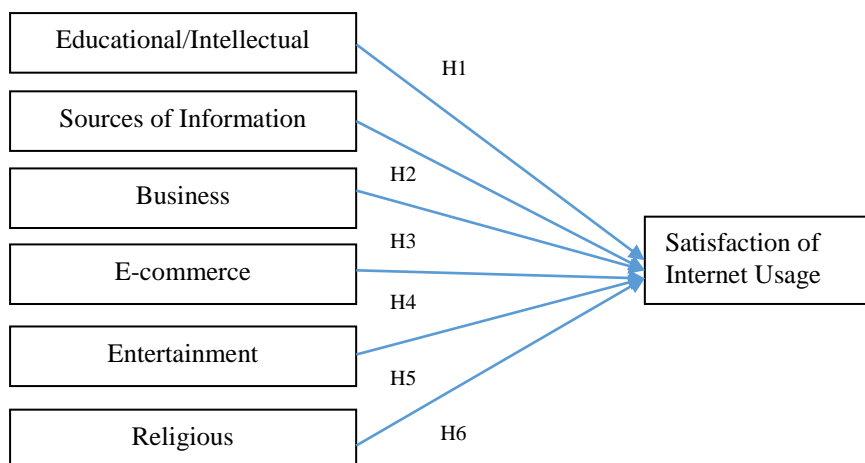
The advancement world of information communication technology can be perceived as revolutionary for religious growth as well as dissemination. In recent time, religious teachings are being widely disseminated and proliferated beyond borders due to the progressions in recent technology, particularly the internet. It has been stated by Campbell (2006) that the internet is indeed altering the means through which people of various religious backgrounds are spreading and sharing their religious beliefs. The development of the internet has given rise to an effective means of religious promulgation and engagement as a result of various factors such as greater interactivity, ease of use followed by multimedia affordability (Rahman et al., 2015). Moreover, scholars have added that in one of the first researches emphasizing the impact of internet on the Muslim community in the context of Malaysia, websites were first employed as a way of communication tools in order to convey information about Islam (Chawki, 2010; Rahman et al., 2015). The same trend continues as the findings of a recent study undertaken in the context of Turkey has demonstrated that one of the most common activity among individuals using the internet is information seeking particular among the moderate and devoted believers (Sanaktekin et al, 2012).

The internet is widely used for undertaking various religious activities like listening to as well as viewing religious activities online (Hirschkind, 2012), searching information pertaining to the halal status of various types of products coupled with services (Echchaibi, 2009), as well as downloading azan and also the time of prayer in different regions of the world (Campbell, 2010). The internet also facilitates individuals in terms of accessing countless collections as well as recordings of the al-Quran and also allows people to read religious books written by different Muslim Scholars (Bunt, 2000). Additionally, in recent time greater interactivity is taking place among people using the internet for religious purpose sharing of religious information and conducting discussions through chat rooms, e mails and forums (Rahman et al., 2015). Such activities have enhanced religious interactions among participants. On the basis of the above discussion the following hypothesis is derived:

H6: Religious motive need has significant positive relationship with satisfaction of internet usage.

## **CONCEPTUAL FRAMEWORK OF THE STUDY**

The conceptual framework has been developed based of the previous literature prior of studies with the major purpose determining the satisfaction factors that may affect motives of internet usage. Figure 1 given below depicts the conceptual framework of the study.



## METHODOLOGY

The scope of this study is limited to persons with disabilities registered with the Department of Social Welfare. Surveys are considered to be the most widely used methods for studies that adopt quantitative approach as they facilitate researchers in acquiring data from a large sample size within a shorter time frame (Hair et al., 2009). Besides, Malhotra (2007) noted that the most popular and reliable means of collecting data for surveys is through the distribution of questionnaires. Therefore, this study employs a quantitative research design, using a cross-sectional survey method and a questionnaire as a tool for data collection. As the study is on disabled people it is rational for the population of the study to encompass persons with disabilities. In this case, registered adults who have disabilities: visual impaired, hearing impaired, speech difficulties, learning difficulties, physical impaired, and others – mental problems are concerned for data collection. The study uses a stratified random sampling procedure for the adults beyond 16 years of age. The selection of samples is based on the following strata: age, type of disability and region. In the past, stratified sampling has also been used in a study conducted on the disability (Ahmad et al., 2017). A total of 805 adult with disabilities participated in the study. Among them only 593 respondents used Internet. Therefore, 593 fully answered questionnaires were considered for analysis as the study only considered adult Internet users. Data were collected from August 2017 until October 2017. The questionnaire used 6 major area of Internet uses to help answer the objectives of the study. It consist of Motives of Internet usage (educational, source of information, business, e-commerce, entertainment, religious).

### Validity and Reliability of the Measurement

The face validity of the research instrument and measurement is obtained through the expert opinion from experts from Malaysian Communications and Multimedia Commission (MCMC). Most of the items are measured using dichotomous (dummy variable) and only satisfaction is measured using 4-point Likert scale, where 1=not satisfied at all, 2=not satisfied, 3=satisfied, and 4=very satisfied. So, only satisfied is subjected to a reliability test and it is found to be reliable with Cronbach's alpha of 0.976 for 33 items. According to Hair et al. (2010) a value of .7 is needed for Cronbach's alpha to be considered acceptable. Later on, data are analyzed using both the descriptive (percentage, mean and standard deviation) and inferential statistics (correlation and regression).

## RESULTS

### Demographic Characteristics of the Adult Internet Users

A total of 805 adults participated in the study. Six in ten of them (61.7%) are males while the rest (38.3%) are females. One-third of the respondents (38.4%) aged between 16 - 25 years old, followed by those aged between 26 - 35 years old (27.5%), 18.6% belonged to age group of 46 years old and above (18.6%) and the rest belongs to the age group of 36 - 45 years old (15.5%). The average age is 33.11 years old, with a minimum age of 16 and the maximum age of 82. The respondents are mainly Malays (68.5%), followed by Chinese (17.5%), and Indians (7.7%), with 6.4% belong to other races.

More than three-quarters of the respondents (76.3%) are single, followed by married (21.7%), and the least (2.0%) are divorced. Surprisingly, more than half (54.8%) the number of respondents have no dependent, while the rest (40.0%) have 1 to 5 dependents. In term of earning, more than-quarters of the respondents (77.6%) have an income of less than RM1000, followed by an income of RM1001 - RM2000 (16.3%), and the least (1.8%) have an income of RM3001 and above. The average earning of the respondents is RM739.66.

More than half the number of the respondents (54.1%) attended secondary school, followed by STPM/Certificate/SKM (17.0%), no formal education (9.8%), and primary school (7.9%). Surprisingly, there are 52 respondents who have a Degree and above as their highest level of education. Finally, in term of language, seven in ten of the respondents (72.1%) speak Bahasa Melayu as their first language, followed by Bahasa China/ Mandarin (14.5%), and Bahasa India/Tamil (6.2%). Yet, there are 18 respondents who used sign language to interact daily.

In terms of language proficiency, two-fifths of the respondents (48.5%) claim that they are excellent at Bahasa Melayu (BM) while 28.8% of them indicate that they are good at it. Many of them (15.2%) are moderate at BM. No knowledge and weak at BM are minimal (7.4%). Surprisingly, 18.9% of them say that they do not have any knowledge at all in the English Language. Seven in ten of the respondents (71.0%) claim that they do not know the Chinese Language at all. A similar trend exists for the Tamil Language where the majority of the respondents (83.3%) indicate that they do not have any knowledge at all in Tamil.

The respondents are also asked on the person who normally pays their Internet charges. More than half the number of the respondents (53.0%) indicates that they pay the Internet themselves. Surprisingly, a substantial number of them (19.4%) do not pay the Internet because of free access to the public Wi-Fi.

### Motives of the Internet Usage

Out of 805 respondents, only 593 of them (73.7%) used the Internet and have answered all questions in the questionnaire (Table 1). The majority of the respondents used the Internet mainly for entertainment (81.2%) and educational (80.1%) motives besides as a source of information (74.9%). The disabled adults hardly used the Internet for business (26.6%), e-commerce (33.4%) and political (38.9%) motives.

**Table 1: Mean and standard deviation for satisfaction and types of motives for using the Internet**

Variables	%	Mean	Std. Deviation	N
Satisfaction*	58.3	2.332	0.791	593
educational motive	80.1	2.403	1.081	593
source of information motive	74.9	2.248	1.186	593
business motive	26.6	0.799	1.270	593
e-commerce motive	33.4	1.002	1.224	593
entertainment motive	81.2	2.435	0.879	593
religious motive	69.6	2.088	1.305	593

\*On a 4-point Likert scale; Motives are measured using dummy (0=no and 1=yes) with 3 items each.

### Relationships between Satisfaction and Motives of Internet Usage

Table 2 presents the correlations between satisfaction and the motives for using the Internet by the adults with disabilities. Six out of seven relationships between satisfaction and motives for using the Internet are weak, with correlation values ranging from .227 to .365, yet they are significant. Because of the large sample size ( $n=598$ ), even the correlation between entertainment and satisfaction is found to be significant, despite the fact that their relationship is considered negligible ( $r=.071, p=.041$ ). Therefore, H1, H2, H3, H4, H5, and H6 are supported. This means that the higher the need for education/intellectual, as source of information, for business, e-commerce, entertainment, religious and political motives, the higher is the degree of their satisfaction with the service quality, product information, customer service, billing, charges and delighting consumers.

### Predictors for Satisfaction among Adult Internet Users

Further analysis is carried out to determine the predictors for satisfaction. Results in Table 3 show that not all motives are predictors to satisfaction even though they are found to be significantly correlated with satisfaction. The best two predictors for satisfaction are e-commerce (Beta=.238,  $t=5.330, p=.000$ ) and business (Beta=.092,  $t=2.183, p=.029$ ) motives. Thus, e-commerce and the business motives are the two significant predictors for the level of satisfaction with the Internet usage.

**Table 2: Correlations between Satisfaction and Motives for Using the Internet**

Variable (N=593)	Satisfaction (r)	p
satisfaction	1.000	.000
educational motive	.277	.000
source of information motive	.279	.000
business motive	.259	.000
e-commerce motive	.365	.000
entertainment motive	.071	.041
religious motive	.245	.000

**Table 3: Regression Analysis for Satisfaction and types of Motives among Adults with Disabilities**

Model Variable	Unstd Coeff.		Std Coeff.	t	p
	B	Std. Error	Beta		
1 (Constant)	1.847	.099		18.686	.000
educational motive	.061	.037	.083	1.634	.103
source of information motive	.063	.033	.094	1.919	.055
business motive	.058	.026	.092	2.183	.029
e-commerce motive	.154	.029	.238	5.330	.000
entertainment motive	-.045	.036	-.050	-1.242	.215
religious motive	.040	.028	.065	1.434	.152

F(7, 585) = 18.412, p = .000; R = .425, R<sup>2</sup> = .181, R<sup>2</sup> = .171

## DISCUSSION AND CONCLUSION

From a total of 805 adults with disabilities, almost three-quarters of them are Internet users. The adults with disabilities are mainly young, Malay males who are still bachelor and mainly having a secondary education and receiving a low income of less than RM1000 and they mainly speak Bahasa Melayu. They pay for their Internet usage. The adult disabled Internet users mainly use the Internet for entertainment, education and as a source of information.

The current study has been undertaken with the objective of identifying the factors that may affect disabled individuals satisfaction toward internet usage. Based on the findings it can be seen that education, source of information, business, e-commerce, entertainment and religious motives are important factors when it comes to the satisfaction of disabilities towards internet usage. The present study supports that internet is used by disabled persons for educational purposes; accepting H1. A link between education and satisfaction of internet usage was also established in the past (Charp, 2000; Dogruer et al., 2011). Next, the findings revealed that a sense of satisfaction is also attained when disabled individuals are able to obtain information from the internet. A positive association between source of information and satisfaction of internet usage led to the acceptance of H2. Such a relationship was also uncovered in the past (Dogruer et al., 2011; Khare, et al., 2007). Next is H3, which stated that there is a significant relationship between business and satisfaction of internet usage. As hypothesized the findings of the study revealed that in terms of disabled individuals one of the major drivers of satisfaction of internet usage is the undertaking of business activities. A significant relationship between business and internet usage was also found in previous studies (Apavaloaie, 2014; Berisha-Shaqiri, 2015; Dimovski & Skeerlavaj, 2004). Moreover, the acceptance of H4 revealed the presence of a positive association between e-commerce and satisfaction with internet usage of individuals with disabilities. Significant link between these two factors were also demonstrated by Iikin (2003) and Rohayu (2015). As per the statistical outcomes of the study, another factor that has a significant relationship with satisfaction of internet usage of disabled persons is perhaps entertainment hence, supporting H5. Entertainment has also been found to be a significant predictor of satisfaction among internet users in the past as well (Dunne et al., 2010; Leung & Lee, 2005; Whitty & McLaughlin, 2007). Finally, disabled individuals satisfaction with internet usage is also associated to religious motives as a significant relationship was established between these two aspects in turn supporting H6. Similar outcomes were also derived by prior researchers (Campbell, 2006; Chawki, 2010; Hirschkind, 2012; Rahman et al., 2015; Sanaktekin et al., 2012). Therefore, based on the findings it can be concluded that adults with disabilities do use the Internet similar to normal people. The possible explanation for the adults with disabilities usage of the Internet is subsumed under the Uses and Gratifications Theory (Katz, Blumler, & Gurevitch, 1974).

The current study is considered to be significant as it will enrich and add to the limited knowledge regarding the aspects that play an important role when it comes to disabled satisfaction toward internet usage. At the same time, it will also help policy makers in designing websites that meet the needs and wants of disabled individuals. Thus, based on the outcomes of the study, a number of implications can be suggested. First and foremost, as the findings revealed that majority of the disabled people are motivated use internet for the purpose of entertainment, followed by education as well as source of information, it is necessary for web developers to design websites keeping in mind these aspects in order to satisfy the needs of the disabled. Henceforth, websites should provide enough options for entertainment and also include educational activities. Moreover, as all the respective hypotheses have been supported, it indicates that in order to enhance disabled individuals satisfaction with internet usage, websites should be developed in such a way that they also meet religious as well as business needs of the disabled. Therefore, websites for the disabled should comprise of various religious activities and also provide them with the opportunity to conduct business or e-commerce.

The study has opened the door of opportunity for researchers to undertake more researches of such nature in the setting of Malaysia for the purpose of generalizing the results. Additionally, the generalizability of the outcomes of the current study can be tested by future researchers through testing the proposed model in the context of a different country. However, the study is not without its limitations. It is acknowledged that a combination of adults and children users of the Internet would be beneficial to gauge the true picture of the Internet users. Therefore, future studies should incorporate children and adult users because in most cases they exist together, not in isolation. The study can be further developed through incorporating more independent variables to the current model.

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