Untapped Realities: Phenomenological Study of Generational Response to Technological Change of Baby Boomers in the Digital Age

Fredelito Don John A. Vallesteros, PhD [1,2,3,] ; Apale, Jedrek Mari Gabriel [1,2,3,] ; Avendaño, John Rainer [1,2,3,]
Balana, Marreon Joshua [1,2,3,] ; Guevara, Marc Gregor [1,2,3,] ; Custodio, Lady Sisley [1,2,3,]
Guico, Chelei Angel [1,2,3,] ; Martinez, Aira [1,2,3,] ; Rivera, Jewel Dorothy [1,2,3,]

[1] Philippine School Doha, Doha, Qatar
[2] Research Development, Accreditation and Publication Office, PSD, Doha, Qatar
[3] Research Capstone Project, PSD, Doha, Qatar

Abstract:-

Background: **As technology becomes advanced, people have to adapt to rapidly evolving technological changes. The world turns into a technological era. Boomers tend to continue with the flow of today's digital world. Despite the struggles and considerable differences, they adapt to the advanced world we have today with the new generation's help.** *Method:* **A phenomenological research design was utilized in this qualitative paper to understand the lived experiences and perception of baby boomers as technology advances, relative to the central question "What are the common difficulties that baby boomers encounter in line with the fast-paced technological development?" Data were gathered through a twenty-seven semi-structured interview and were analyzed using an inductive approach to theme development.** *Findings:* **Findings have shown the typical struggles of baby boomers' regarding their adjustment during the fast-paced technological world we have today.** *Conclusion:* **Although baby boomers encounter technology conflicts due to lack of knowledge and generation gap, they always find a way to get through it.** *Recommendation:* **This paper recommends having more diverse baby boomers of different professions and nationalities to compare their differences to fill the study gaps. Furthermore, it is also possible to continue another article about the study but focusing on another aspect regarding their adjustment to the technological era, specifically about baby boomers' expectations and adaptations.**

Keywords:- Technological Era, Digital Change, Baby Boomers, Diversity, Generation Gap, Adapt.

I. INTRODUCTION

Through the years, technology has transformed our world as well as our daily lives. It paved the way for development and technological advancement. The modernized world we have today is very different from what we have before. Technology has now impacted everyone's lives and provided faster communication, transportation, industry changes, and many more. With just a click on our finger, we can obtain all the information that we need. It is sure to say that technology is truly beneficial (Heinz et al., 2013).

However, it is imperative to note that some innovative accomplishments are damaging both to the human individual and his condition. Such innovations should be unembraced but instead shunned as inappropriate technology (Ezenwankwor, 2011). Not all technological advancements are beneficial and appropriate for people. Some make use of technology for the sake of deceiving others and making money out of it, while some find it a distraction (Borysiuk, 2013; as cited by Shatri, 2020).

As technology advances, similarly, as with each innovation, there will always be drawbacks. Security and protection concerns will at first be among the most common prevalence of these. As a developing number of our assets become available through the internet, the number of potential security openings will also develop (Yonck, 2013).

There is a big difference between people from different generations in terms of handling technology. Since there are too many new developments to keep an eye on, it would seem overwhelming to adapt. Everybody wants to catch up with the recent happenings, especially with the advancements in the digital age, so they would not be left behind (Litchfield et al., 2016). The rapid development of technology has prompted a flood in the utilization of computerized devices in the working environment and, at times, has made entirely new ventures. At the same time, it has made a gap between the generations (Cassady, 2017).

Baby boomers, being born between 1946-1964, face a dilemma living in a digital world of Millenials. They were the kind of generation who did not spend much time on telephones and computers. Instead, they focused on the social graces and physical activities of before. Boomers, for example, utilize innovation to help them with getting the data they need and expanding their knowledge. The advancements in the hands of the millennials are used widely for connections (Nordic, 2016).Today, boomers are certainly finding ways to adapt and overcome the struggles

posed by technology. They have been pioneers and operators of progress all through their lives. Boomers respond to changes that help them make their life easier. They look for approaches to keep up a solid, dynamic, enthusiastic, and connected way of life as they are optimistic and love to be involved (Olson, 2017). They have experienced life with and without technology.

Boomers tend to continue with the flow of technology of today's digital world. Despite the struggles and considerable differences in technology handling, they learn new things and eventually adapt to the advanced world we have today with the new generation's help. They might be aging, yet boomers are a long way from being innovatively challenged (Zickuhr& Madden, 2012; as cited by Volkom, 2014).

This research paper talks about the struggles about the baby boomers towards the technological era. The respondents are baby boomers who are professionals that have a background and knowledge about handling technology. Their experiences are a vital part of the development of this research study, as well as it gives an opportunity for the researchers and the readers to gain insights about a baby boomer's perspective in technology use. The study used a qualitative approach and made use of a phenomenological research design to collect results. Its central idea was to determine the struggles of the participants involved in the study.

II. METHOD

➤ *RESEARCH DESIGN*
The study utilized a qualitative research design. It specifically used a phenomenological research approach that understands the lived experiences of human beings. It opened up and improved our perception of a specific phenomenon (Qutoshi, 2018). It created meanings from an event from the perspective of those who had experienced it (Creswell, 2007; as cited by Jahangir et al., 2018)

Using a qualitative phenomenological research approach allowed the researchers to understand baby boomers' life experiences concerning the technological change in the digital era.

➤ *RESEARCH LOCUS AND SAMPLE*
According to their age, the researchers picked respondents if it is fifty-five or older to qualify as a baby boomer. Their perceptions of the phenomenon were valuable for the researchers to complete the study for baby boomers raised sternly to have good conduct to succeed in life (Melo, 2019). They have witnessed various changes in technology over time. In contrast to quantitative research, the samples of qualitative research are lower. It should comply with a big enough size to attain data enough to understand the phenomenon (Complete Dissertation, 2019; as cited by Dipasupil, 2019).

Figure 1: Map of Qatar
Source: *Google Maps https://www.google.com/maps*

III. DATA COLLECTION AND ETHICAL CONSIDERATION

To collect relevant data for this study, the researchers applied a structured three-part instrument. Before conducting the personal interview, the participants were given a robotfoto composed of qualified respondents' criteria to be involved in the study. Secondly, the interview guide was arranged and checked based on the central question and specific questions. Validation was done to check the validity and reliability of the developmental questions. The researchers also included modifications and inclusions of additional developmental questions during the validation process. The researchers opted for a twenty-seven item semi-structured interview to (a) have more data with more remarkable depth, (b) can rearrange the questions if needed, and (c) personal information could be obtained easily. The participant underwent a personal interview upon their permission through a consent form. Phone recordings and notes were provided to retain the reliability of the information garnered (Creswell, 2003; Bernard, 2002). Lastly, the researchers foresaw a significant confidentiality and anonymity level between the researchers and their respective participants.

➤ *MODE OF ANALYSIS*
The researchers followed Colaizzi's phenomenological data analysis approach to determine the relationship between the data groups in this phenomenological study. This technique directed the researchers to establish themes for categorized responses, reducing the process's intricacy. This strategy formulated a proper argument and interpretation of responses based on these phases (Suryani, Welch, Cox, 2016) :
(1) transcribing and translation of interviews (emic-etic transcription),

(2) categorizing statements that are interrelated to the phenomenological topic that was discussed (cool-warm analysis)

(3) lastly, formulating thought units from the identified statements and construct the themes of the study via dendrogram.

IV. FINDINGS

The phenomenological study depicts the generational response to technological change of baby boomers in the digital age, which concentrates on the central question, "What are the common difficulties that baby boomers encounter in line with the fast-paced technological development? Furthermore, for article two, this study focused on the specific question, "In what way do baby boomers overcome the struggles in the technological era?" The rapid technological advancement in our society has shaped our way of living and makes our life more comfortable.

However, due to the generational gap, the difference between the generations has become a struggle for baby boomers. Boomers, unlike other generations, utilize technology to help create their desired lifestyle as opposed to allowing technology to shape their existence (Keenan, 2009).

Figure 2 shows the simulacrum with the four major themes: generational acquisitions, generational restraint, generational challenges, and generational differences. These themes convey how the baby boomers overcome their struggles in the modern digital era. Moreover, each theme relates to how baby boomers earn and develop new advancements globally, experience struggles in handling them, and learn to accept and adapt to the new generation.

Furthermore, the simulacrum gear and matrix represent technology and the rusted texture, which symbolizes old age (the senile). The number of gear pins represents the number of respondents used in the study. Inside the figure, the light bulb and puzzle piece depict the challenges and limitations of the boomers' generation gap and new technical knowledge procurement. The people surrounding the light bulb portray the community of baby boomers. Furthermore, the significance of the colors: Yellow, as a stimulating color that symbolizes happiness, represents the liveliness and security of the elderly; Green, a color that stands for growth and progress, exemplifies the acquisitions and development of baby boomers in technology utilization; Red, a color commonly known for love, passion, and aggression, is paradoxically a globally used color as a sign to stop. It represents the restraints of baby boomers that limit their adaptation to technological advancements; Blue, a color that speaks to bravery and devotion, depicts how baby boomers face the challenges of dealing with technology; Orange, a color that brings spontaneity and a positive outlook in life and offers emotional strength in difficult times, which radiates baby boomers' attitude despite challenges and generation gap.

➢ *Generational Acquisitions*

Acquisition refers to the process of obtaining something, including knowledge, using any means necessary. Therefore, Generational acquisition refers to a baby boomer's learning process to the fundamentals or concepts that make up the new generation to adapt quickly and transform into a person accustomed to the new generation.

The world evolves indefinitely, which means that no matter what circumstance, the world will always develop. It is possible since people create newer ideas and innovations that can shape the whole lifestyle on earth. These ideas are passing on to the next set of people. It is a signal that a new generation will start to begin, and society will change fundamentally. People from more recent ages quickly adapt. However, the older generations rapidly fall into the void of adjusting and acquiring new sets of information and technology to conform to further generations.

"I ask for training and re-training because you can't easily learn how to use a computer because it is a skill. You have to practice it. If you don't, there is a tendency that you will forget it. I had had a lot of training already but because we did not practice, I forgot about it. If I don't know something, I watch to study it myself. If you want something, you have to learn it. It also depends on your attitude towards technology. If you don't want it, then you can't learn it. Attitude should also be considered when learning technology." (B5)

"It is complicated but I learn. I am searching to learn how to use new technology properly. If i don't know howto do it, I contact the IT to assist me so I could learn the basics."(B2)

Stepping out of one's comfort zone and adapting to a foreign setting can be challenging. The process of acquiring new loads of knowledge may be overwhelming for baby boomers as well. However, their enthusiasm in adjusting to the digital era allows their learning process to be more convenient.

A. Optimistic Mentality

Mentality refers to the usual way of thinking of an individual, meaning it determines someone has thought process and perception towards different situations and circumstances. Having an optimistic mentality when it comes to learning, specifically, technology accentuates the baby boomer's interest and passion towards the learning process.

"It's not really that complicated. I just have to be optimistic and move forward as it will be helpful to my family and the people around the world."(B4)

Growing into an unfamiliar environment, not knowing anything, the baby boomers must let go of what they knew and strive to learn what the new "norm" is. They have to accept the fact that the world is no longer what it used to be. The present generation solely relies on technologies like machines, social media, and the internet. It may seem overwhelming towards someone who came from a world where everything was more "physical" than "technological." Therefore, shaping their mentality is crucial since it sets

them up to be ready for change. It can also determine their interest and drive to pursue and learn what it means to survive and thrive in a different environment and lifestyle.
"Yes, it is but if you want to learn it, coupled with attitude, you will be able to. If we don't need to learn it, we don't have to study it. As I said about attitude, we have to learn... About the struggles, it is fine because if you have a problem with your attitude, it will be a problem. If you are open to all possibilities, there will be no problem."(B5)

However, if one lets his or her pride get in the way of the learning process, they will have a more challenging time coping.
"Sometimes it is complicated because as I had said, our pride gets in the way. It makes it difficult to learn if we give up even if it can make our lives easier."(B7)

Figure 2: Simulacrum
Baby boomers' response to technological struggles

In a world where technology is the root of almost everything, baby boomers must become adept at the different technology concepts. They have to reach a certain degree wherein they can genuinely say they have adapted and mastered the technological lifestyle.

B. Technological Mastery
Mastery refers to when someone has a comprehensive understanding of something, in this instance, technology. Having a proficient knowledge about technology means understanding each given circumstance or concept relating to technology with ease. It is a necessary skill and is looking into considering the events of the present generation.
"I do not have any struggles because if you don't know something, you just ask and try to learn. If you don't really need it, then you don't have to learn. If you can delegate, like what I do in the office, do it. Everyone has their own specialty in something. You cannot have all skills at the same time so that is why we have to be with other people and mingle with them."(B5)

One of the main focal points of the present generation is all about technology. Having a fragment of technology knowledge can prove crucial to living in today's society, as technology is for just about anything. It has undoubtedly made everything more accessible, from having a comfortable lifestyle and making work less of a burden.

Change is not an easy feat to overcome. We humans all change, and we must adapt to it. It is no different from the baby boomers adapting to the present generation since they lived longer and considered "elderly." We can say that they have changed more frequently than most people of the current age. Their pride comes in play because change is a recurring factor in their lives; they take technological change and its learning process lightly.
"Probably a little bit because it takes me a little bit longer to figure out how things work."(B4)

However, if Baby Boomers can overcome their pride, change may be a more effortless task to accomplish. There are many ways baby boomers can approach the learning process, but ultimately, they use what is practical and useful. They seek help from their peers. Specifically, from their close friends, relatives, and of course, with people who are familiar with the technology. They use this opportunity to learn and have a general idea about the world's tech fundamentals to fit in and make their lives easier.
"When you don't know how to do something you have to ask somebody for help. It can make life easier if you are used to it or somebody is there to assist."(B2)

➢ *Generational Restraint*
Restraint is a measure or condition that keeps someone or something under control or something that holds them back. Generational restraint refers to the limitations of baby boomers when it comes to handling technology. It is up to them if they are willing to adapt to the current trends and advancements or not. However, some of them tend to admit that they can handle technology proficiently without even feeling restrained. Also, many factors can hinder them from adjusting to technology.

There are many ways to conform to the digital age. Baby boomers tend to ask for guidance and help for them to be able to adapt and to be able to learn quickly about technology. They study and use technology every day to be able to comprehend and utilize it properly. They make use of it to be able to keep up with today's generation. Baby boomers also apply the knowledge they have learned and acquired to make it easier for them to manipulate their devices. According to one respondent:
"If you're a baby boomer like me and if you really want to understand the new technology, you have to study a lot and ask for assistance. But as the day goes by, you have to use your own knowledge in order for you to have less struggle in dealing with new technology like the computer." (B2)

Baby boomers encounter conditions or events in adapting to the digital era that will hinder them in acquiring knowledge about handling technology. However, Baby Boomers can overcome these circumstances if they can

apply self-control and discipline in learning about the digital era.

A. Situational Restraint

Situational restraint refers to the circumstances or situations that hinder baby boomers from learning about technology. These obstructions give challenges to baby boomers, and it makes the process of learning technology difficult for them.

Baby boomers are not a generation that is contemporary to technology. The rapid pace of technological change can make the baby boomers feel more isolated since they find it challenging to adapt to the rate of technological change. As people age, they undergo changes that influence the essence of their lives. The elderly's senses decline due to aging. Some cannot see or hear without much help, and they lose a portion of their taste, smell, and contact affectability. These are factors that can hinder someone's ability to function or cope with the digital era.

However, these changes do not hinder baby boomers from using technology because many apply self-control and discipline to handle technology. They only use applications that are necessary and practical for them. They do not waste their time in utilizing programs that are not beneficial for their lives. They use their time responsibly by paying attention only to those advantageous apps, especially when it comes to their job and profession.
"I don't have any struggles when it comes to dealing with the digital age because I am disciplined. You need to have self-control when using gadgets and give time only to those apps that are beneficial. You have to try to investigate because if you download all the apps; it will take up a lot of space. So, you have to throw it if it's not beneficial."(B3)

Family dynamics and field of work significantly impact the proficiency of an individual when dealing with technology. Baby Boomers require aid coming from people who are near related to them to be able to learn more about technology. It truly is more comfortable to learn about technology with people an individual personally knows. It dramatically helps a Baby Boomer handle technology and be accustomed to the digital era. According to one respondent:
"In anything, there is always an easier and harder task. It really depends on how close you are to the person, and also the level of proficiency of the person so far that technology is concerned. If I compare myself with a person who is good in technology, of course I will be very much behind. But in terms of my family, I think I will not have any problems with adapting. I consider it a two-way process. If the person understands where I'm coming from, it's more on how the new generation will deal with us."(B1)

Baby boomers may find it challenging to learn about the new technological era. Even though this may be the case, these changes do not hinder them from using technology. It only helps them build perseverance in learning. While learning, they tend to be hesitant about the information given to them because of their pride. This pride can hinder those people trying to aid the Baby Boomers in learning more about the digital era.

B. Detrimental Arrogance

Baby Boomers may be hesitant to change. They are comfortable with the traditional methods they have been used to in their lives, causing them to restrain themselves. They also lack an understanding of technology and fear falling prey to false identities and ideologies lingering in the digital world. Some tend to be arrogant at times, making it a challenge to adjust to the digital era. They are confident in their ability to handle technology without the help of anybody. As a respondent stated:
"The problem we have is that we are prideful which makes adjusting to technology a problem."(B7)

As the digital era advances, its technology and the information needed to understand it become more diverse and complex. It becomes more of a challenge for Baby Boomers to learn about today's generation's constant growth. Some of them may not be affected by these changes since the changing pace may be new. As one of the respondents have stated:
"There is no need to master because when newer technology comes, only a few things have changed."(B6)

➤ Generational Challenges

Generational challenges are defined as those tasks or situations wherein baby boomers have a hard time dealing. It does not only focus on their challenges regarding adapting to technology but also on different aspects. It includes challenges within their self, career, and even in family relationships.

One of the world's most significant challenges today is how people will adapt to the current advancements, trends, and lifestyles in this tech-world. It is not a doubt that technology has made our lives easier and efficient as well. Now, it all just takes one click away, and we can have the information that we need. Technology has shaped our society today. It has impacted the way people communicate, think, learn, and do their work daily. As one of the respondents stated:
"The rapid technological change for me is that we have to adjust to the fast-paced life we have today." (B6)

There is a large gap in how each generation is different from each other. With increased technological advancement, new generations are becoming much different than those that come before them. Because the older generation does not have the same experiences as the younger ones, differences continue to threaten to change relationships and struggle in understanding technology. As one of the respondents stated:
"The generation today is better at handling technology as they understand it more and were born with it. Baby boomers were born without the new technology but experienced the development of it. We were the one who experienced life without technology so it means that the new generation are able to adapt easily" (B1)

Baby boomers are whom we call our "grandparents" usually. They probably have gone through many "ups and downs" of life. Furthermore, they are commonly described as strong-will, goal-centric, and focused on their work and how they can help others. More importantly, they are disciplined. Especially in a Filipino household, one of the lessons they impart to us is that we should be highly disciplined and obedient, shaping who we are today.

In every season of change, not everyone can easily adapt to the new flow of life. It causes the baby boomers to have difficulties in terms of grasping new developments in technology.

A. Technological Impotence

Impotence is an inability to do an action. In this study, technological impotence refers to when baby boomers struggle to cope with the demands in technology found in their homes and, most significantly, in their work areas.

When we say 'baby boomers' by today's standards, most people usually think they are slow in catching up with the new advancements in technology. In reality, most of these baby boomers saw and witnessed how the world has changed and experienced how they adapted to those changes. Moreover, with those experiences, one cannot deny that they could face challenges along the way:
"The common struggles were adapting to technology and taking care of the youth on their addiction to technology." (B7)

As time passes, the needs of society also change. With this in mind, everyone needs to be on-track with the fast-paced environment they are in, regardless of what generation they belong to. Also, baby boomers usually face difficulties in handling technology and making adjustments to what they already know. Since they dominantly remember the time without advanced technology, they have no choice but to go with the flow. However, they have revealed that they are willing to learn and adjust despite the challenges. As two of the participants stated:
"The usual struggle is proficiency. If I don't know anything about a system, everything can be a hit - and- miss. You just have to practice. You have to search the internet to learn about it. For me, I make a list of all the things I have to do so that I can say that I have achieved what I am supposed to do."(B1)
"Our generation is slow-paced despite our parents saying that we are fast-paced. We are eager to learn and cope up with new technology. " (B3)

Although these baby boomers are willing to adjust with the new generation, they still feel like gray areas need improvement. Their challenges also include how the new generation expects them to be "techy," more specifically in their line of work:
"The common struggle is when you do not know how a system works. You won't be able to fix everything and make something good if you don't know how to manage the new technology."(B2)

"The modern generation expects us to be "techy" to adjust with the technology now. I also have to learn what my work calls for. Before, I was afraid to use the computer, so I asked somebody to do it for me. But now, it is required for me in my line of work." (B5)

New advancements in technology also have an impact on how a company can improve its production. For instance, to the point that it may put other people's jobs on the line:
"With all the technology we have today, it could put people's jobs out of the line. For instance, in the post office we used to manually sort mail around 100 pieces an hour. But with the technology today we use different machines, it means that most jobs are lost so we are going to have to wind up creating new jobs."(B4)

Not only do they encounter challenges at work, but they also have their own stories to tell in their own homes. Technology has not only impacted baby boomers' productivity in their jobs dramatically. It has affected their connection with their families, especially with the younger generation as well.

B. Degraded Kinship

Degraded kinship happens when these baby boomers' relationships with their families and relatives are already being affected by too much technology use. Since the younger age sees technology as part of their existence, they are more fearless and carefree when handling technology. As a result, this causes them to interact more in the virtual world than in the real world. It affects their communication with their families and turns out as a challenge for baby boomers as well:
"Yes, quality time with my grandchildren has decreased. The eldest is already engrossed in using the laptop and mobile phones playing online games. This has affected our quality time. Technology has deprived my family from our attachment and communication."(B1)
"It really affects quality time with my children because they use the computer more often. To the point that you forget to eat. Having quality time with them is now difficult because they tend to spend their time more on their computer than be with us. As a baby boomer, it really affects us a lot. ."(B2)

Sometimes, the overuse of technology affects the relationship and degree of closeness of children to their parents. As one of the respondents stated:
"It has affected a lot it decreased massive amounts of interaction in the family and made some children far away from their parents in terms of closeness. We have to limit their use if we are going to have the same amount of quality time as before."(B7)

In the end, although these challenges pose a significant threat to the baby boomers' adjustment to the new technology, they dominantly take these as new learning for them. With this in mind, baby boomers continue to learn and are willing to adjust despite the overwhelming challenges they face.

➢ *Generational Differences*

Generational differences show that all generations are unique and have distinct characteristics and features that define their identity. Each shares its strengths and weaknesses that make one different from the rest. There may be similarities, but a generation will never be the same as its past and future. Over time, the traits, behavior, careers, mindset, lifestyle, and technology of each will eventually change for the better or, the worse.

"The technological development has helped me in my daily, personal, and professional life as a lawyer. In the past, when doing research, I had to go to the library but now, the internet is there to help them. You have access to all the information needed. Life is very easy nowadays because of this." (B1)

Each generation that passes by possesses a giant leap in technological advancement. Technology rapidly grows every year, creating products that are new to everyone. With this, everyone has to adapt to the fast pace of developing innovations. Modern generations have no problems adapting to the digital age that we now live in as they were born with the latest devices. However, that is not the case for the older generations like the Baby Boomers because they grew up when life was simple.

Moreover, not everyone could use technology as they were for the privileged. Consequently, adjusting to an age wherein the newest technology is predominant everywhere can prove difficult for the baby boomers. Still, this does not prevent them from trying to adapt to the modern world. To be able to adapt to technology, one must have the right mental mindset. As one of the respondents stated:
"I believe that adjusting is all about having a positive mindset so I don't have a hard time adjusting."(B4)

The differences between the baby boomers' generation and the modern one that we live in today had left them in need to assimilate to new technology as it is prevalent in this day and age. Everywhere they will go and every job they will apply for, modern technology will always be a part.

It entails that being open-minded is key to a triumphant change for the better. For that to happen, one needs absolute will and determination to keep track of their goal to adapt to the new and vast technological world.

A. Persistent Acculturation

Baby Boomer's encounter problems, along with the fact that they are trying their best to cope with today's generation. Although they may have a hard time struggling with the adaptation, it helps them persevere and learn more about the digital era. Therefore, they can overcome the hurdles in adapting to the present generation.
"I am an economics graduate. It dealt with data and statistics so I learned to appreciate technology because I was able to analyze data intelligently. As a lawyer, I would prepare my pleadings using a typewriter. It was difficult for me to review it. I had to retype everything to be able to do a final submission. With computers, I can easily revise. Even

the margin, in the past we had to draw a margin but now, the computers do it for me. It really changes a lot on how to do things. It became more efficient and accurate." (B1)

The main difference between modern and baby boomers is that the newer generation relies on technology to do their jobs and live a decent life. All careers in the present-day require knowledge of maximizing the latest innovations. Thus, leaving the older generation to cope with the changes, which is a requirement for them to keep their work. Moreover, suppose they do not know how to operate the technology required in their jobs. In that case, they will not adapt to the digital era. As one of the respondents stated:
"I did not use the new technology before so it really affects us a lot, these rapid changes, I have to grasp and go with the flow because if not, I will be left behind." (B2)

Rapid changes in technology mean that the baby boomers have to adapt to what is said to be the new normal quickly and proves to be a challenge for the baby boomers. Not all of them can adapt to the changes in technology as soon as possible. Some of them are fast-learners. Some take their own pace in learning something new as they get older and cannot absorb information as quickly as millennials do.
"It's not really about coping but the pacing. Pacing is the time when you are able to adapt. Sometimes our pacing is not as fast as the millennials because of the fact that we are baby boomers. We are not fast in absorbing. In doing the right way at the fastest time. That's the only problem here." (B1)
"We give it some thought before we act on it and we're going to take it at a slower pace. I'm also going to think about if the end result is going to be productive or not. Unlike the young generation, it is easier for them to adjust to the rapid technological change." (B4)

The purpose of innovations is to make life easier and do tasks efficiently and effectively. However, with the pace that technology is improving, it is overwhelming for baby boomers as there are lots of new things to learn in a short period:
"The problem I encounter is adjusting to the fast-paced technology. Other than that; it is user-friendly."(B6)

When new technology comes, new knowledge is found and learned. That is how people come up with innovations in the first place. People always have to transition into something new. The same is the case for baby boomers' transition into something unfamiliar for them. Something they may find difficult to understand, which is the modern technology that lives on today.

B. Complex Transitions

Transitioning into an era wherein everything is new to an individual may seem complicated at first. Especially as we grow old, our ability to learn will gradually decrease. Complex transitions refer to the transitioning phase that the baby boomers have to go through as technology improvement is rampant. They are working with devices

that are unfamiliar with them as they did not exist during their generation.
"They help me. If I can't do it, I ask them to do it for me. I would rather do household chores than spending time with technology." (B5)

Learning something unfamiliar with can be difficult, especially if a person does not know what to do. The same is the case for modern technology, as not everyone knows how it may work. For the baby boomers, learning what is essential to living in the digital age can be tricky because they are inexperienced with modern innovations. As two respondents stated:
"Sometimes it is complicated because as I had said, our pride gets in the way. It makes it difficult to learn if we give up even if it can make our lives easier."(B7)
"Sometimes, because multiple apps of the same genre tend to make or do something that may serve as an edge towards their competitors, some may even create more application systems for their apps, which can then lead to making viruses for money."(B3)

Despite admitting that they are left behind, some baby boomers have their way of coping with the rapid pace that technology is growing. Instead of pressuring one's self to be able to adapt to changes in technology in the digital age, they study how it works until they have familiarized themselves with it. Moreover, they can adjust to a new era where machines and devices dominate everything because of their way of learning new technology:
"Technology changes quickly and because of this, we are sometimes left behind. Sometimes, it's more on the level absorption or pacing on how you can easily adapt to it. But for me, it's more on mastery. I do things that will make it easier for me to master things. Like what I do, I list down whatever things that I may have to do. I have to memorize and practice. "(B1)

New technology pouring in every day may seem to be a nuisance for those unable to cope up with it. Still, as technology is necessary wherever anyone goes, there is no choice but to learn about it. The baby boomers may seem like the ones who fall into the category of being unable to adapt to modern technology, but they prove otherwise. By persevering the challenges they face, slowly but surely, they adjust to this generation's new life.

V.　DISCUSSION

Baby boomers, classified as the generation born after the Second World War, ranging from 1946 to 1964. The American trends based on this definition, which saw a surge in births post-second World War sustained into the mid-1960s (Young & Tinker, 2017). They are commonly defined as a generational cohort within the United States and later on known as 'Baby boomers' or 'Boomers,' currently between 56-74 years old (Howwe and Strauss, 1991; as cited by Nikitas, 2014).

In line with this, baby boomers are generally optimistic and idealistic. They tend to see authority and rules as elements that can be questioned and manipulated. They have a strong sense of individuality and value democracy and teamwork (Klimczuk, 2014).

In agreement with this, there are common portrayals that characterize baby boomers. It includes hard-working, cynics of authority, social advocates, thrill-seekers, examiners of power, and lifelong learners (Sandeen, 2008; Pew, 2015; as cited by Huyler&Ciocca, 2016).

Furthermore, baby boomers are eager to learn new advancements whenever the proper time is available. The devices needed to be successful (Ravichandran, et. al., 2015).

Breaking down stereotypes, baby boomers appear to acquire lower technology anxiety rates and higher rates of background in Internet and SMS usage. It also seems that there is an inverse relationship between technology anxiety and experience in the age group (Niemelä-Nyrhinen, 2007).

On the other hand, technology plays a significant role in society today. It is the amassed store of social information about adjusting to, utilizing, and following up on physical situations and their material assets to fulfill human needs and needs (Johnson, 2000).

Changes and progressions in technology can benefit older adults (such as baby boomers) by promoting autonomy and exceeding the capacity to age in place. In any case, baby boomers are more averse to embracing new technology unless they see their advantages (Heinz et al., 2013).

➤ *Generational Acquisitions*
Baby Boomers have been pioneering the expansion of gadgets and the Internet. However, the connection between technology and Boomers is dramatically different from other generations. The baby boomers are slower in adapting to technology than younger individuals (Pew Research Center, 2017). Most older adults asked for assistance with their devices' essential functions, including orientation to mobile devices, tablets, or computers, facilitating touch functions, establishing accounts, setting, and restoring passwords (LoBuono et al., 2020).

Boomers lack what is known as digital adoption or better known as the digital divide (van Dijk, 2006 as cited by LoBuono et al., 2020). It can create an imbalance among boomers and further influence the boomers' neglect of technological adoption (Yagil, Cohen, & Beer, 2013). Baby boomers attribute this to some technical barriers such as disabilities due to age, skepticism towards technology by itself, and of course, just pure difficulty in acquiring technological knowledge (Berkowsky et al., 2013).

There are three known stages in the Technological Adoption process: pre-adoption, adoption, and post-adoption (Lee, Han, & Chung, 2014) Pre-Adoption pertains to one's choice to either learn and adapt or neglect and forget new technologies (Lee et al., 2014). Older people hold favorable opinions about learning and adapting to today's technology.

However, older people are slower than younger people are when trying to adapt to newer technologies despite these technologies having the potential to augment these baby boomers' lives (Enwald et al., 2016).

It is essential to recognize that a positive attitude and building up one's confidence can dramatically increase a boomers' attitude towards learning technology. In the long run, learning new tasks can improve their overall welfare (Lobuono et al., 2020). Training older adults to develop digital skills will help them understand additional advantages from technology and shift actions and attitudes towards technology (Hill, et. al., 2015).

There are different ways a baby boomer can be motivated to learn about technology. Still, most impactful would be through technical help from family members and make them realize the importance of its service to their everyday lives. Some studies show that baby boomers' willingness to learn technology will manifest if their family members (Säynätmäki et al., 2020) support them technologically.

Research shows that baby boomers, as of late, have increased familiarity with technology (Tsai, & Yang, 2013; as cited by Wang et al., 2018). However, the baby boomers' demands are considerably different from those of the younger generation. They seek various concerns, needs, particular abilities, and competencies (Tsai, & Yang, 2013; as cited by Wang et al., 2018).

By ending the pre-adoption stage, the baby boomers learn to accept and learn to consider adapting to the new digital environment. They learn skills such as self-management, self-compensation, and finally learn to appreciate and consider learning technology (Wang et al., 2018).

When it comes to the learning process or the adoption stage, there are many different ways where baby boomers can learn to adapt to the digital environment. Some examples would be reverse mentoring. It is a tool for educating older adults about technology and bringing generations together as younger adults give support and information to older adults (Delello& McWhorter, 2017; Gardner, 2010; as cited by Leedahl et al., 2018). Concerning reverse mentoring, another way is the observational learning method. Meaning, it consists of baby boomers only learning by observing someone who has comfortably adapted to a different environment. It can form a student-mentor effect where the students, who are now the baby boomers, learn from the mentor (skilled individual) under certain circumstances. However, in this case, it is only learning by observing. (LoBuono et al., 2020).

Another example would be learning through a process of trial and error or otherwise known as the "playing around" method (Schunk, 1989; as cited by Tsai et al., 2017). This method can severely improve a baby boomers' understanding of technology. Rather than learning from people's perspective, the trial and error method forces the baby boomer to learn using their own experiences. Merely knowing what works for them through the trial and error method can satisfy their concerns and interests about technology (LoBuono et al., 2020).

By utilizing the said methods, this ends the adoption stage. We can then move on to the post-adoption location, wherein it refers to the boomers' decision to pursue or discontinue the learning process. (Lee et al., 2014).

As time goes by, the baby boomers tend to encounter obstacles that may seem immeasurable. It may come to a point where they may consider neglecting their entire learning process and further deteriorating their old habits and lifestyle. Another factor will be if they fail to understand the beneficiary elements of technology in their lives (Wang et al., 2018).

Suppose the baby boomers were to overcome these said obstacles. In that case, technology provides an abundance of benefits for baby boomers. An example would be the advantages that technology has to solve individual health problems. It utilizes new health care services that implement the use of technology (Williams, 2016). It is evidence like this that proves that currently, acquiring technology knowledge would prove crucial towards living in society today.

➤ *Generational Restraints*
Baby Boomers want to be superior and in control. They believe they are knowledgeable, and they act autonomously based on their composure. They are assertive to act as citizens complying with none of the old rules. Boomers feel no illiteracy or self-esteem for steering their course. They will always remain authority-oriented (Smith and Clurman, 1997; as cited by Golant, 2017).

According to existing studies, it describes that baby boomers may voluntarily use new technological gadgets when their value and functionality exceeds self-belief emotions (Heinz et al., 2013). Furthermore, boomers, as with high self-belief, are less worried and more willing to utilize technology (Czaja et al., 2006; as cited by Mitzner et al., 2010). Boomers would probably be more tablet or technology users if they were more confident in using technology.

Boomers are likely to handle technology to obtain a satisfactory result (The SCAN Foundation, 2010). They utilize technology that is found beneficial and offers intelligible advantages to their present way of life. They are commonly hesitant to use them whenever they do not see any benefit from it (Melenhorst et al., 2001; Steele, Lo, Secombe, and Wong, 2009; as cited by Walsh and Callan, 2010).

Boomers are more willing to accept technology when they recognize its convenience and potential merit, Instead of merely for the sake of inventiveness. It is necessary to convey a technology's usefulness and advantage intelligibly. Technology should have added benefits that can be easily

used and understood by its older users. If one effectively communicates that technology provides a clear intent that has meaning to them and gives a clear view of the advantage, there would be acceptance (Eisma et al., 2004; Kang et al., 2010; Lam and Lee, 2006).

When networks are used to interact with end-users directly, convenience turns into a focal issue. Nonetheless, it is supposed to be more accentuated when the intended subject is baby boomers. They commonly face physical and intellectual barriers and have lower overall technological conventionality (Czaja et al., 2006). Consolidated impacts of these age-related changes can influence Boomers' apparent usability (Zajicek, 2003).

Boomers seem to show a lower level of comprehension and assurance towards millennials when gadgets (The SCAN Foundation, 2010). They also seem to loathe technology, which takes too much time to understand or handle (Mitzner et al., 2010). Partially as education and experience in the earlier stages of their lives where technology was inaccessible, technological assistance and adequate mentoring are critical for acceptance. (Demiris et al., 2004; Moore, 1999; Poynton, 2005; as cited by Wang et al., 2010).

As boomers also resort to written guidance to facilitate emerging technology, guides should also be written in simple terminology and described concisely and understandably. (Tsai, Rogers, and Lee, 2012). Giving technical support more available to boomers is also necessary to guide them and meet their needs in understanding the emergence of the digital era.

In the transition process, individuals within the circles of older adults, such as relatives, peers, and members of the society, play a significant role as "development enthusiasts" (Wang et al., 2010). They encourage a greater understanding of technology and its advantages at the earlier stages of implementation. (Walsh and Callan, 2010). Afterward, they serve as technology supporters, encouraging usage, and offering guidance (The SCAN Foundation, 2010). Hence, to address obstacles for acceptance, assistance is essential. For instance, a study on gadgets discovered that social impact greatly influences the desire to use (Conci et al., 2009).

Amidst the age-related problems can lead their guardians to seek care services, older adults desire to be liberated for long as it takes (American Association of Retired Persons [AARP], 2000; Russell, 1999; Williams, Hughes, and Blackwell, 2005; Willis, 1996; as cited by Lee, C. and Coughlin, J.F. 2015).

The technology could be created more desirable, beneficial, and functional for older adults by thoroughly understanding design, growth, and implementation factors. Technology can be more attractive, convenient, and useful to baby boomers. The factors can be adapted to various kinds of technology to improve older adults' relationship with technologies for their safety, strength, sovereignty, potency, and welfare (Lee, C. and Coughlin, J.F. 2015).

➢ *Generational Challenges*

As individuals age, they frequently lose a portion of their capacity to manage all alone. Technology can assist individuals with staying autonomous by checking their capabilities and giving help when required (Schulz et al., 2013). Changes in the world of technology have made our life a lot simpler than it was numerous years back, but with ease comes difficulty (Andrews, 2019).

In addition, the development of the Internet and technology and its possibilities of technological advances can increase the connectivity divide. In any case, the consequence of this connectivity divide might be a struggle for a generation of socially isolated baby boomers (Golant, 2017). Since then, baby boomers' attitudes and ideological beliefs lead to challenges and conflicts within different ages (Bowman and Rugg, 2011).

Every individual possesses unique traits that can distinguish one person from another, leading to having diverse ways of dealing with challenges that apply to baby boomers. Baby boomers have differing characteristics; these boomers were exposed to the new technological advancements while others lack knowledge and preparations with the recent innovations. In addition, age-related adjustments, such as psychological or physical concerns, could influence baby boomers' interactions with modern technology (Kapusiniak, 2015).

Organizations, both in academia or in the workplace, include people belonging to different generational groups. When individuals from these groups exist together inside one association, the distinctions in their beliefs and backgrounds can cause problems because of their diverse ways of growing up (Waters and Seal, 2019). With this, generational challenges may abound in the workplace. A study about the intergenerational conflict in the workplace revealed concerns concerning other generations' use of technology, specifically baby boomers. Younger employees said older workers' "adaptation to technology" is a problem. In comparison, more senior employees noted that younger workers' "dependence on too much use of technology" is a source of concern (Journal of Property Management, Vol. 6, Iss. 4, 2011).

While baby boomers' attitudes are similar to the Silent Generation in a way that they are loyal, some differences are present in this particular generation. They are more committed to the work environment. There is less separation between the work environment and their private lives. Rather than being centered on adhering to the principles, a baby boomer attempts to be the individual who is in authority and makes the rules were bound (Kelly et al., 2016). They are considered a large generation and inventors of some of the most critical technologies that have changed the workforce's landscape. However, they are not stereotypically considered a "technological experts" generation (Myers &Sadaghiani, 2010; as cited by Giese, 2016).

In a recent study on generational challenges and differences by Urick et al. (2016), the study revealed that every participant in each generation mentioned conflict with technology. Older workers such as baby boomers are more into traditional communications methods, similar to close and personal discussions. In comparison, younger workers were incredibly fine with innovative changes. However, baby boomers and generation X valued email and social media more than millennials at work (Kelly, Weeks, & Long, 2017).

Through technology, the workforce is creating a new workable experience for employees that are mobile, social in nature, and visual by the plan as organizations follow the globalization patterns (Cisco, 2013; Gruber, de Leon, George, & Thompson, 2015; as cited by Canedo et al., 2017). Although baby boomers are known to have a strong work ethic, a 'workaholic generation' was named. They often deal with challenges in a way they do best. Since they grew up in phone calls and written letters, they usually prefer face-to-face communication and instant messaging through email (Jones, Chauhan &Torabian, 2019).

On the other hand, according to the Pew Research Center, an increased technological presence can significantly affect every aspect of a user's life, including their family relationship. The effects may be positive or negative, depending on one's usage (Kerr, 2016).

During early adulthood, the baby boomers experienced surprisingly unique social conditions than their parents, including the women's movement, the sexual upheaval, rising force rates, and upgraded educational privileges. Societal revolutions kept molding their family ties. Enhanced utilization of innovations and a low economy have led to discrepancies with their own raised kids. Also, standards ruling intergenerational relations have debilitated during the past 50 years. As baby boomers enter old age, they have restricted societal direction concerning their elderly parents' obligations or older children. (Riley and Riley, 1994; as cited by Fingerman et al., 2012)

In line with this, baby boomers also support connections with the later ages and the earlier generations; many baby boomers end up juggling help to grown children and maturing parents. Additionally, baby boomers turn between two generational stages and several parents and grown children on each step. (Zarit and Eggebeen, 2002; as cited by Fingerman et al., 2012).

According to Mueller and Foran (2019), older adults mostly deal with social isolation problems, which is a risk factor for weaker mental and physical health. Moreover, baby boomers have been more unsettled than previous generations and may live long distances away from family and friends. Keeping face-to-face relationships with close family members, thus, becomes tougher (Robotham, 2011).

Despite this, many baby boomers are capable, knowledgeable, and able to access the Internet through technology. They have the option to communicate fully with their friends and family from a distance, groups of interests around the globe (Robotham, 2011). Furthermore, older adults' lives can potentially be enhanced by social technology by enabling healthier family relationships, building social uphold, diminishing loneliness. With this, there is an improvement in health and well-being. (Mueller and Foran, 2019).

➢ *Generational Differences*

Different concepts about generational differences started during the early twentieth century as Sociologist Karl Mannheim figured out each generation's conflicts, specifically, children and their parents. Clashes happened due to misunderstanding of each side, as there is a difference in their experiences, opinions, hobbies, and behavior (Schaie, 2007; Klimczuk, A. 2016). Baby boomers include a generation of people with one factor linked with all of them, and that is being born in the same period. They were also having a particular set of principles, merits, attitude, and certain unforgettable moments that are stuck deep inside their minds (Schaie, 2007; Klimczuk, A. 2014). Different studies about generational differences were conducted during the 1960s as the "generational gap" arose. The phenomenon showed differences between the younger and older, including changes in lifestyle, fashion, and work (Schaie, 2007; Mendez, 2008; Klimczuk, A. 2014).

The majority of adults in the population now learned how to use technology during adulthood compared to the modern community or generations; namely, Generation Y and Generation Z grew up with technology since birth. The difference in how superior technology is during each era influences the level of comfort regarding the use. Faculty and students of a school that consists of the Baby Boomers and Generation X showed higher levels of anxiety and less comfort. Whenever they would use technology, compared to the Generation Y population, being comfortable with technology and how quickly a person can adapt to it depends on our exposure to emerging technology as we grow older (Culp-Roche et al., 2020).

Baby boomers' generation is believed to lack an understanding of the effective and efficient use of technology. They are also seen as resistant to the change in technology (Huyler and Ciocca, 2016). Stereotyping the older generation as unwilling to try new things or new approaches continues because of this perception (Urick, Hollensbe, Masterson, et al., 2016). However, this is a common misconception that people stereotype all baby boomers. In truth, the Boomers generation pioneered the expansion of radios, televisions, phones, computers, and the Internet (Keenan, 2009; as cited by Huyler and Cioca, 2016). The digital age started in the middle of the Boomer's life cycle, and it went well for them (Huyler and Cioca, 2016). Not all Baby Boomers' generation can disconfirm others' negative stereotyping (Vranjes et al., 2017; as cited by Urick, 2020). However, this does not apply to all boomers. Some of the older adults are sometimes unaware of how technology can make their lives better (Zajicek, 2006; as cited by Heinz et al., 2013). It is because boomers, when the world's values and perspectives discovered new

technology and continue to depend on it every day, were formed. The Boomers use technology to help make their lifestyle of choice rather than allowing technology to shape and model their existence (Keenan, 2009; as cited by Huyler and Cioca, 2016). As a result, Baby boomers prefer personal and physical contact rather than socializing digitally (Huyler and Cioca, 2016).

In a world where digital literacy is getting more and more critical. With time, newer and better technology rises due to the rapid expansion of electronics around the globe. The technological gap of baby boomers also rises. It is scary and challenging to master new technology. They need to be digitally inclined soon or get left behind (Litchfield et al., 2016).

Data from PEW foundation's studies show that older adults adapt to newer technologies, albeit not as quick as the modern generation (Zikuhr& Madden, 2012; as cited by Volkom et al., 2014). Compared to the older generation (60-91), the younger population has more positive attitudes regarding technology (Czaja et al., 2006; Purcell, Brenner, & Rainie, 2012; Van der Kaay& Young, 2012; as cited by Volkom et al., 2014). On the other hand, the older population showed less interest. It did not favor newer technology than middle-aged and younger people (Volkom et al., 2014). The older participants expressed frustrations with technology. They also verbalize their thoughts regarding the overreliance on technology that society lacks socialization due to the increased utilization of different technologies (Heinz et al., 2013; as cited by Volkom et al., 2014). Literature also shows that tenured professors, usually a Baby Boomer, described their use of technology as 'less positive' (Inside Higher Ed & Gallup, 2018; as cited by Culp-Roche et al., 2020).

With the passage of time and decades goes by, multiple breakthroughs in technology happen. These technologies are integrated into society. The forced adaptation to the new era becomes important to everybody trying to stay relevant. New devices and applications were made that were brilliant enough to disseminate knowledge. News effortlessly helped make communication easier examples of such are websites and the popular social media of Facebook, Twitter, and Instagram (Escobar, 2016). The literature revealed that when older generations with a job are forced to learn new technologies and are given a choice between adaptation or retirement, the majority chooses to retire and live a stress-free life than adapting to stressful environments (Ahituv& Sera, 2011; as cited by Huyler and Ciocca, 2016).

Despite the frustrations with the use of technology and being upset by using technology as a means of socialization, other Baby Boomers see technology as an advantage for them and others. It aids them with transportation, independence, and health. The boomer generation still welcomes the use of new technology as it is for their betterment to live a more comfortable and more efficient lifestyle (Olson et al., 2011; as cited by Volkom et al., 2014).

VI. CONCLUSIONS

The massive growth in the development of technology has affected human generations. It has brought about several changes, whereas today, everywhere we look, there is technology. One of the most significant generations that were affected were the baby boomers. Due to the quick technological advancement, boomers only had the chance to grow up adapting to it. Furthermore, individuals frequently feel more obligated to utilize technology. Their companions have mostly adopted it (Quan-Haase and Young, 2010; as cited by Mohammed &Eshraghi, 2019).

With this, baby boomers feel the need to adjust to technology's current needs for them not to be left behind. They have to acquire knowledge of the newest trends of technology and apply them in their daily conditioning. Nevertheless, every generation is one-of-a-kind and adjusts to innovation in various manners (Wardhono, 2018). Baby boomers have relatively higher educational levels and have more experience in computer use than those generations that come before. Moreover, their confidence and experience influenced their acceptance of technological advancements reasonably (Kim and Brady, 2019).

However, in every learning comes limitations. Baby boomers tend to restrain themselves concerning the use of technology and only get what benefits them most. These older adults may avoid technology when they have minimal self-assurance about gaining some new useful knowledge. A study supports this proposition, demonstrating that these participants revealed that they are too "old" to learn certain technologies and feel afraid to make fatal mistakes while using technology (Kuerbis, 2017).

It is evident that with ease comes obstacles along the way. Baby boomers encounter conflicts with technology not only within themselves but also within their career and family relationships. However, they always find a way to get through it. Although there are difficulties in managing the workforce has specialized area, boomers remain active and enthusiastic in their professional environment (Salb, 2015).

Moreover, technology dependence diminishes coordination between family members, leaving some parents frustrated (McDaniel & Coyne, 2016). According to the respondents of this study, technology has a significant impact on diminished family time. Today's youth have more time on their mobile gadgets and other technology rather than spending time with their family. Nonetheless, some agreed that their assistance to the baby boomers outweighs technology's disadvantages within family relationships. In actuality, family ties are strengthened when social technologies are utilized adequately (Kerr, 2016). When baby boomers lack knowledge of something, they ask the lower generations for assistance.

After all, families' rules differ in many aspects. The older generation often seems to be particular when it comes to children's technology use because they grew up in a world without advances in innovations. What is accessible

to the new generation and widespread changes all the time (Shellenbarger, 2016).

Bridging the gap within different generations could also serve as a struggle due to their differences. For instance, two generations can have differences in their understanding of social media (Halperin and Dror, 2016; as cited by Mohammed and Eshraghi, 2019). Furthermore, there are contrasts in the motivations involving technology behavior in each generation group. There will always be differences in how each generational group uses technology (Porral& Sanchez, 2019).

Based on the study's simulacrum, baby boomers' technological response to the struggles, namely generational acquisitions, generational restraints, generational challenges, and generational differences, significantly help understand how these baby boomers adapt to the fast-paced technological change the world is experiencing today. This paper makes the following recommendations for future research purposes: to have more diverse baby boomers who are of different professions and nationalities to compare their differences; to provide a broader range of questions regarding the baby boomer's expectations and struggles with technology and others not covered in the study; to obtain more specific responses from the responses. Furthermore, it is also possible to continue another article about the study but focusing on another aspect regarding their adjustment to the technological era, specifically about baby boomers' expectations and adaptations.

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