

Digital Transformation for an Ageing Nation: Lessons from Global Policies and Implications for Malaysia

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Abstract

Population ageing is emerging as a major national challenge with implications for healthcare delivery, social support, economic productivity, and public service planning. In response, many countries have introduced digital transformation policies to better prepare for the demands of an ageing population. This paper examines lessons from global digital policies related to ageing nations and discusses their implications for Malaysia as it moves towards ageing-nation status. Using a scoping review approach, the study analyses selected international policies, frameworks, and scholarly literature on digital transformation strategies for ageing societies. The review identifies recurring priorities such as digital health integration, ageing-in-place support, digital inclusion, smart care systems, and cross-sector coordination. It also highlights the role of Industry 4.0 components, particularly artificial intelligence, Internet of Things, telemedicine, big data analytics, and smart monitoring technologies. The findings show that effective policy approaches are supported by integrated governance, inclusive service design, and stronger digital infrastructure. However, common barriers remain, including digital literacy gaps, unequal access to technology, privacy concerns, and fragmented implementation. The paper argues that Malaysia needs a coordinated and context-sensitive digital transformation strategy to strengthen national preparedness for an ageing future.