

«Agency and ageism in the community-based technology support services used by older adults»

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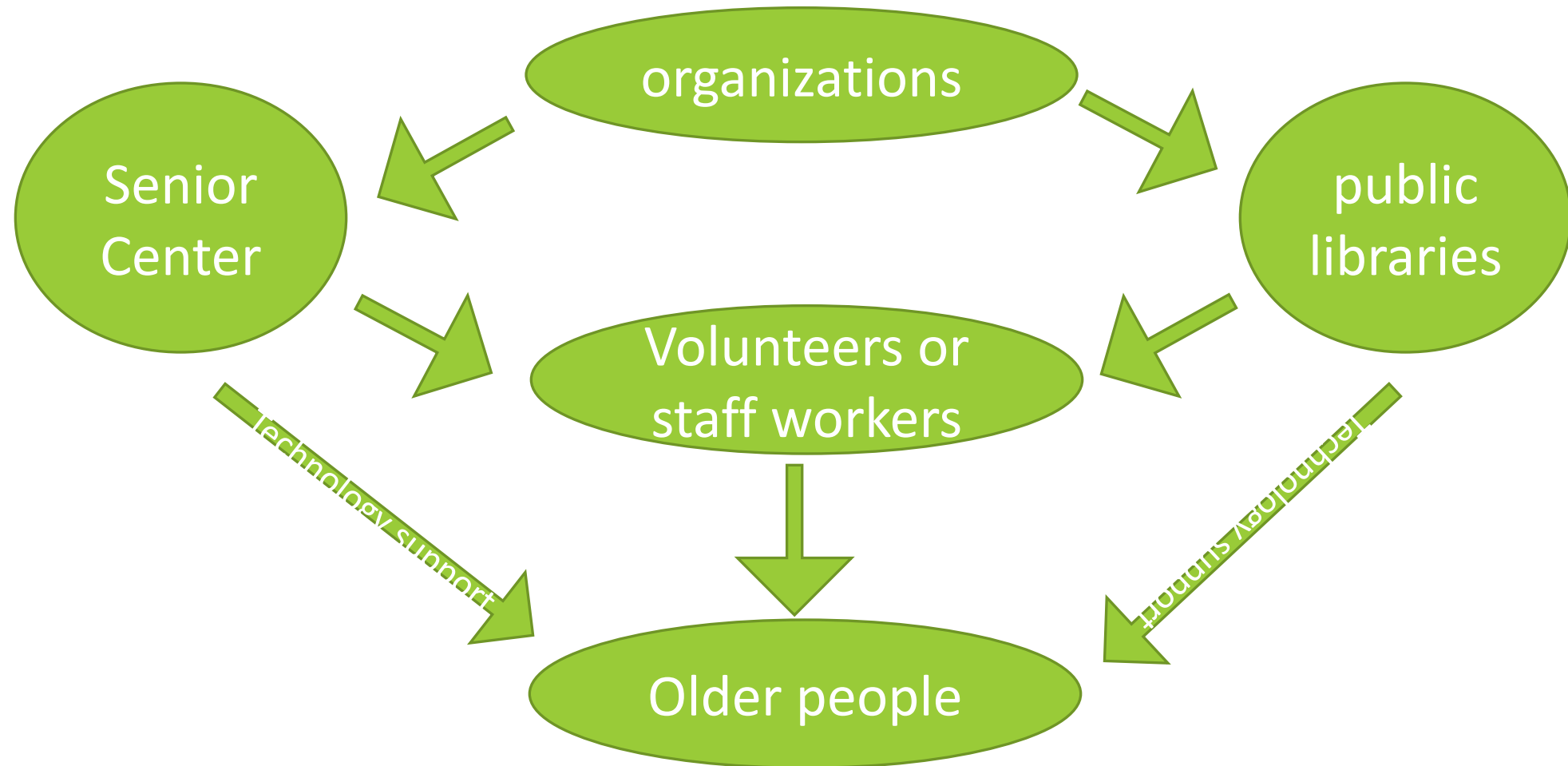
Problem: The question of how an elderly person stays up-to-date with new technologies and resists ageism remains open

Aim: To demonstrate the various methods and technologies that can improve the digital literacy of older people and help them resist ageism

Overview

- ❖ Types of organizations dealing with the digital literacy of older people
- ❖ Methods for researching the communities of technical support services
- ❖ Digital literacy and digital wisdom. Case-Story.

Types of organizations dealing with the digital literacy of older people



Methods for researching the communities of technical support services

- ❖ Ethnographic in-depth interview
- ❖ Participant observation
- ❖ Analysis of documents

Digital literacy and digital wisdom. Case-Story.

- ❖ The younger generation has digital literacy, and older people have the wisdom that becomes digital
- ❖ The process of teaching digital literacy is the mutual exchange of knowledge
- ❖ Elderly people contribute to the development of cybernetic society

Conclusion

Studies of digital support communities show that the use of such methods of increasing the digital literacy of older people as: the creation of support services in public libraries, the organization of volunteer activities aimed at assisting the elderly in mastering new technologies are effective. According to statistics provided by the author, elderly people who turn to support services do not feel themselves struck from the process of digitalization and informatization of society

Reference:

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