Intergenerational Technology Learning in the Family

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Abstract : Learning information and communication technologies (ICT) helps people survive in current society. For the internet generation also referred as digital natives, learning new technology is like breathing; however, for the elder generations also called digital immigrants, including parents and grandparents, learning new technology could be challenged and frustrated. While majority research focused on the effects of elders' ICT learning, less attention was paid to the help that the elders got from their other family members while learning ICT. This study utilized the anonymous questionnaire to survey 3,749 undergraduates and demonstrated that families are great places for intergenerational technology learning to be carried out. Results from this study confirmed that in the family, the younger generation both helped set up technology products and educated the elder ones needed technology knowledge and skills. The family elder members in this study applied to those who lived under the same roof with relative relations. Results from this study revealed that 2,331 (62.2%) and 2,656 (70.8%) undergraduates revealed that they helped their family elder members set up and taught them how to use LINE respectively. In addition, 1,481 (49.1%) undergraduates helped their family elder members set up, and 2,222 (59.3%) taught them. When it came to Apps, 2,527 (67.4%) helped their family elder members download them, and 2,876 (76.7%) taught how to use them. As for search engine, 2,317 (61.8%) undergraduates taught their family elders. Furthermore, 3,118 (83.2%), 2,639 (70.4%) and 2,004 (53.7%) undergraduates illustrated that they taught their family elder members smartphones, computers and tablets respectively. Meanwhile, only 904 (24.2%) undergraduates taught their family elders how to make a doctor appointment online. This study suggests to making good use of intergenerational technology learning in the family, since it increases family elders' technology capital, and thus strengthens our country's human capital and competitiveness.

Keywords : intergenerational technology learning, adult technology learning, family technology learning, ICT learning