Digital Literacy on AI Apps for the Older Adults:
A Systematic Review

Amornphong Suksen

Doctoral of Education (Ed.D.) Degree, Department of Educational Technology, Srinakharinwirot University, Bangkok, Thailand

Dr. Nutteerat Pheeraphan

Associate Professor, Department of Educational Technology, Srinakharinwirot University, Bangkok, Thailand

Dr. Pattaranun Waitayasin

Lecturer, Department of Cinema and Digital Media, College of Social Communication Innovation (COSCI), Srinakharinwirot University, Bangkok, Thailand

Abstract:

Background: Promoting digital literacy among older adults is crucial for their engagement in today's digital society. Targeted efforts, accessible technology, and AI applications can help overcome barriers and enable active participation. The aim is studying the effect of AI application that are utilized to support and enhance the digital literacy skills of older adults by quantitative research.

Methods: The conducted of this study is the various existing studies on the effect the AI application contribute to the development of digital literacy for older adults to standardize the results and clarify the effect of each method and indicator. The systematic literature review flow of PRISMA were used on original, peer-reviewed studies published from January 2020 to April 2024. The databases are SCOPUS, Education Research Complete, and ERIC. The search words were derived by combining keywords including PICO (Population: older adults aged ≥ 60 years; Intervention: AI application; Comparison: comparison group; Outcome: digital literacy). For any study, if one condition among subjects, intervention, comparison, or study design was different from those indicated, the study was excluded from the literature review.

Results: In total, 2 studies were selected for the systematics review. Publication bias was examined using the contour-enhanced funnel plot method to confirm the reliability and validity of the 2 studies.

Discussion: An AI application, organizations and developers can follow 10 steps to create innovative solutions that address the digital literacy gap among older adults' population, empowering them to fully participate in the digital world and stay connected with their communities.

Conclusions: AI application empower elderly individuals to navigate technology confidently, fostering social inclusion.

Keywords:

Artificial intelligence, Apps, Older adults, Digital literacy, Systematic review.