

MOBILE TECHNOLOGY SUPPORT IN OLDER ADULTS

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During continued mobile use, older adults broadly use two types of tech support, **self-reliant** and **social support**.

They may use trial-and-error methods, consult YouTube videos, or look for social support from friends, family or community.

We surveyed 138 U.S. older adults (65+) to find out how mobile use **proficiency** and feelings of **confidence** and anxiety during use influence their tech support preferences and perceptions.

All measures were self-reported using Likert-type scales in an online survey. Validated questionnaires were used when available.

Older adults reported higher confidence during continued mobile use than anxiety.

Proficiency and confidence predicted a positive preference for self-reliant tech support.

Proficiency and confidence positively predicted the perceived quality of self-reliant tech support.

Proficiency and confidence predicted a small, negative preference for social tech support.

None of the examined factors influenced how older adults perceive the quality of social tech support.

