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Human-Computer Interaction on Ageism: Essential, Incipient and Challenging

This chapter examines an important body of human-computer interaction (HCI) research into ageism. This chapter draws on a non-systematic literature review. It also draws on the author's research on everyday technology use by older adults. This research was conducted over a decade in several European cities (Barcelona and Madrid, Spain; Dundee, Scotland, UK). This chapter argues that HCI research on ageism is essential, incipient and challenging. It is essential because ageism affects almost everything that HCI is concerned with, and HCI research can contribute to reducing or minimizing stereotypes, prejudices, and discrimination toward people based on their age. HCI research on ageism is incipient because most studies have been published in the last 5 years. Also, most of them have been carried out with, or considered, older adults in the West. Doing HCI research on ageism is challenging because ageism is hardwired. This chapter argues that ageism fits in with the human-centred turn in HCI, and calls for further research on ageism in this field. This chapter also outlines future interdisciplinary research opportunities.