INPLASY

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'Warm Experts' and Their Influence on Technology Use in Older Adults: A Comprehensive Scoping Review

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ADMINISTRATIVE INFORMATION

INTRODUCTION

*R*eview question / Objective This study aims to explore and synthesize the existing literature on the role of "warm experts" in the acceptance and appropriation of technology by older people (≥ 60 years). Through a scoping review, it aims to identify the ways in which these experts, generally family members, friends, professionals from the environment or close people, influence the technological adoption process, as well as the factors that facilitate or hinder their effectiveness as technological mediators in this age group.

Background In this context, Maria Bakardjieva's (2005) concept of "warm experts" has gained relevance. Warm experts are individuals—such as family members, friends, or peers—who provide informal guidance to older adults when adopting new technologies. Unlike formal technical support, warm experts are accessible and relatable, making them crucial intermediaries for digital inclusion

(Olsson & Viscovi, 2018). Existing literature suggests that older adults often prefer learning from these informal networks rather than formalized programs (Park, 2017).

Rationale Despite the growing recognition of warm experts' influence, empirical research on their role within the UTAUT framework remains limited. This scoping review aims to fill this gap by systematically examining the role of warm experts in the technological adoption and usage processes of older adults.

METHODS

Strategy of data synthesis Older people; TAM; UTAUT; Warm experts. Databases: Web of Science (Core Collection); Scopus; PubMedMedline; IEEE Xplore; ACM Digital Library; ERIC (Education Resources Information Center).

Eligibility criteria I.C.1: Studies that included older people as participants, defined as those

aged 60 years or older, according to the classification established by the United Nations (World Health Organization, 2015); I.C.2. That examined the process of acceptance and/or technological appropriation by older people, in which some form of support was included; I.C.3. That assessed or measured the impact of technology acceptance, the improvement of digital skills and/or social support in the use of technology; I.C.4. Original, primary and empirical research (quantitative, qualitative or mixed-methods paradigm). The following were Exclusion Criteria (E.C.): (E.C.1) Focused exclusively on people aged 60 or younger, or without age-disaggregated data; (E.C.2) Studies that did not report on technological acceptance and/or appropriation processes or that did not assess or measure their impact; (E.C.3) Secondary research; (E.C.4) Other types of documents other than articles (reviews, conference papers, letters, notes, books, book chapters, editorials, among others).

Source of evidence screening and selection
The selection of articles included in this review was carried out independently by two authors. Each one made an initial selection based on the title and abstract of the studies retrieved from the databases. Subsequently, both authors reviewed in detail the records selected by the other, in order to ensure that all ineligible studies were appropriately excluded. In case of reasonable doubts or discrepancies about the relevance of any study, these were resolved through the intervention of a third author, who made the final decision on its inclusion.

Data management Not yet started / designed.

Reporting results / Analysis of the evidence Not yet started / designed.

Presentation of the results Not yet started / designed.

Language restriction No language filters will be imposed.

Country(ies) involved Spain.

Keywords Warm experts; technology adoption; older adults; informal support networks; digital inclusion; TAM; UTAUT.

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