

Improving personal ability on communication technology for elderly people in the neighborhood of National Science Museum

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As Thailand is gradually leaning towards an aging society while the entire world is advancing towards technology, the strong foundation of information technology proficiency is an essential factor to increase the overall quality of life for elderly people. However, since these vital skills can never be taught in a short period of time, life-long learning process is one of the viable procedures that could be the solution. In order to nurture environment that supports such learning process, Information Technology Museum has introduced the "Online Social Media and Smartphone workshop" that would coach elderly people to use telecommunication channels and internet to search for knowledge at their own pace. The workshop also includes the subjects on basic netiquettes, personal security, some fun activities, and the evaluations. For over 3 years, the workshop has been conducted outside the museum in several communities around National science Museum; serving the total number of 433 participants.

Even though some participants could not catch up with the entire lesson due to the small screen size of their smartphones, the result of the project has shown that, in general, most participants are highly interested in using smartphone and internet, and were very satisfied with the workshop. Some other issues were encountered during the early sessions, and had been solved in the later sessions or in the following years. For example, the length of workshop had been adjusted to meet the communities' requirement. Besides that, researchers also discovered that many local communities can be the potential target audience for science/technology workshop and other outreach programs, which might be the future mission for NSM. This knowledge gained from this study might also address the potential opportunity for other museums to engage with their local audience as well.