

Enhancing Convenience Within Housing Spaces for Older Adults in Hong Kong: A Qualitative Investigation of Users' Viewpoints on the Adoption and Implementation of Technology

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Abstract

Housing in Hong Kong has been linked to anxiety and other mental health concerns. As one of the most densely populated cities in the world, Hong Kong faces severe pressure on its housing stock, which, in turn, affects residents' convenience, satisfaction, and well-being. Housing satisfaction, residential well-being, and comfort have long been central topics in housing research, with widely examined factors including dwelling size, age and health of occupants, age and quality of buildings, gender, interior design, and housing type. Despite this body of work, few studies have investigated how technology and digitalization affect convenience within housing spaces. Yet rapid advances in technology, especially artificial intelligence (AI), are transforming the real estate sector and offering new tools to enhance daily living. It is therefore timely to examine the implications of technology-driven solutions for improving housing convenience. This research extends existing housing literature by empirically examining the benefits of adopting technology to support older adults living in Hong Kong Elderly Housing Schemes. Its objectives are: (1) to identify the common housing-related challenges that limit convenience for older adults in these schemes; (2) to explore how these challenges can be mitigated through digital and technology-based interventions in Hong Kong; and (3) to examine how older adults themselves perceive digital means of improving convenience in their housing environments. The study can benefit both industry and academia by informing better housing provision strategies that enhance residential well-being. It has the potential to promote inclusivity, livability, sustainability, and good health in Hong Kong's ageing society, thereby advancing Sustainable Development Goals 11 (Sustainable Cities and Communities) and 3 (Good Health and Well-being). The findings will guide policymakers and housing stakeholders with evidence-based insights to improve convenience for older adults in Hong Kong Elderly Housing Schemes.

Keywords

Digitalization, Housing, Housing Convenience, Older Adults, Technology