



Department of Psychology
The University of Hong Kong

香港大學心理學系

Apr
13
2026

Departmental Seminar

Social Exclusion in the Digital Age: Older Adults, Institutional Design, and Trust in AI-Generated Information

Mr Zisong Li

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Department of Psychology
The University of Hong Kong

2:00p.m. – 3:00p.m.

Room 715, 7/F
The Jockey Club Tower
Centennial Campus
The University of Hong Kong

Abstract

As societies age and public services become increasingly digital, social exclusion is taking on new forms. This seminar introduces socio-digital institutional exclusion (SDIE), a new form of social exclusion that arises when older adults remain formally eligible for essential services yet are practically shut out by digital procedures embedded in healthcare, banking, and government systems. Drawing on a proposed questionnaire and an experimental research program in Hong Kong and the Greater Bay Area, the talk explores how these repeated institutional barriers may generate feelings of procedural unfairness, increase the perceived objectivity of AI, and shift trust toward AI-generated information, even when that information is inaccurate or misleading. By reframing digital barriers as a problem of social exclusion rather than individual deficit, the seminar connects aging, institutional design, and misinformation within a single framework. It asks a timely question: when exclusion is built into digital systems, how does that reshape whom older adults trust, and at what cost?

About the Speaker

Zisong Li is currently a postgraduate student in Social Psychology supervised by Prof. Zhansheng Chen at the University of Hong Kong. He earned his BA in Psychology from the University of British Columbia in 2024. His research interests primarily focus on social exclusion, cognitive functioning, child-robot interaction, and human-AI interaction. Prior to joining the current program, Zisong taught and inspired over 20,000 students across diverse disciplines, known for his clear and engaging communication of complex ideas.

Zoom Meeting (For participants who couldn't attend the Seminar in person)

<https://hku.zoom.us/j/92224352163?pwd=srgWC9B5IPrPOFAMjojs5HJ3MVEuyp.1>

Meeting ID: 922 2435 2163 | Password: 030383

~ All are Welcome ~

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