DIGITALIATORS - Digital upskilling for senior citizens, focused on their everyday necessary online transactions, especially after the pandemic

Project no. № 2022-1-BG01-KA220-ADU-000085900

PHONE RESEARCH REPORT

EUROPEAN DIGITAL LEARNING NETWORK ETS

Co-funded by the European Union

DIGI TALIAT <> RS

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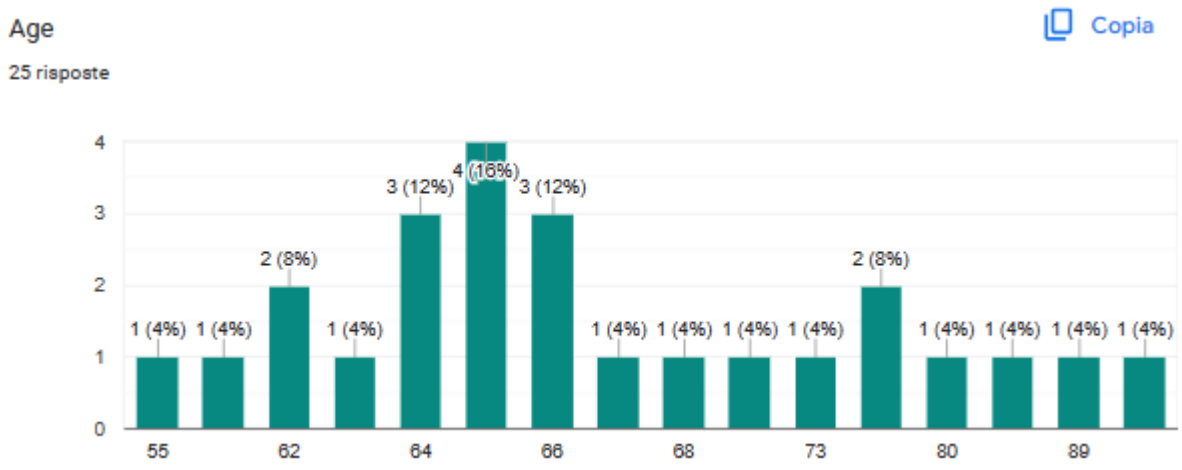
WAY OF CONDUCT

The survey carried out by the European Digital Learning Network ETS was conducted in two different ways: some of the 25 respondents to the questionnaire were contacted by telephone, through a network of common acquaintances within our organization, while the other share of respondents were heard live, through face-to-face micro-interviews. The respondents are part of the organization's members' acquaintances and reside in the areas surrounding Milan, DLEARN's headquarters.

AGE AND LOCATION

Questionnaire respondents ranged from a minimum age of 55 to a maximum age of 90.
99% of the respondents reside in Lombardy while only one respondent is from Friuli Venezia Giulia.



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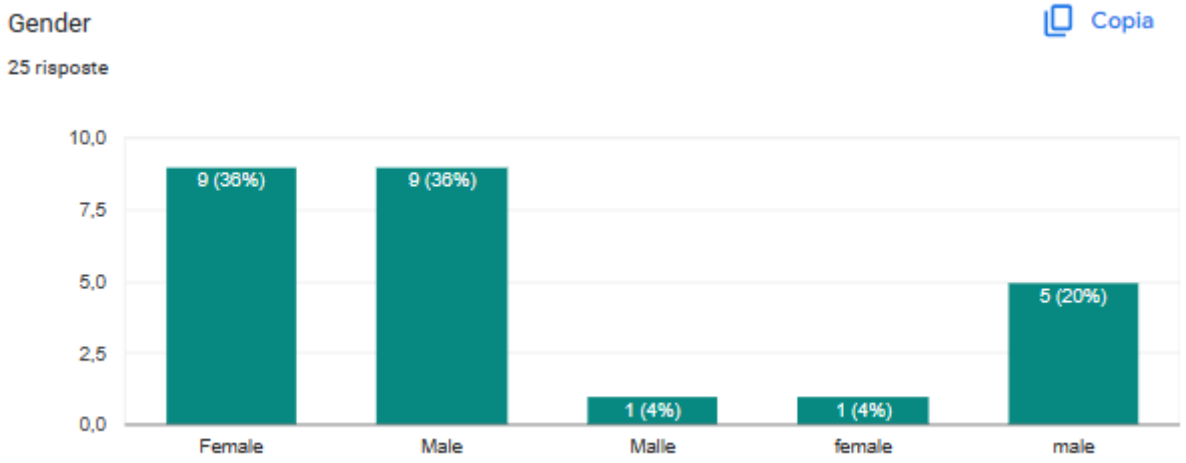
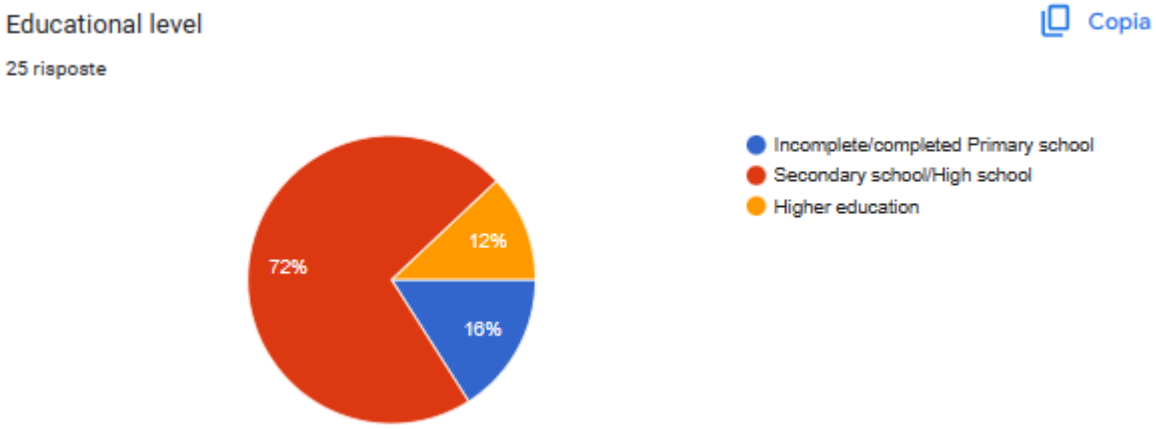
GENDER

As shown in the graph below (net of typing errors) the respondent sample is divided into 15 men and 10 women.



EDUCATION

As shown by the graphic below, the 72% of the respondents has finished the secondary school, the 16% has a basic level of education (incomplete/complete primary school) while jus the 12% of the sample has a Higher Education level.



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IT TOOLS KNOWLEDGE

1. Which of the following IT devices do you use?

a) Personal computer

b) Smartphone

c) Tablet

d) Laptop

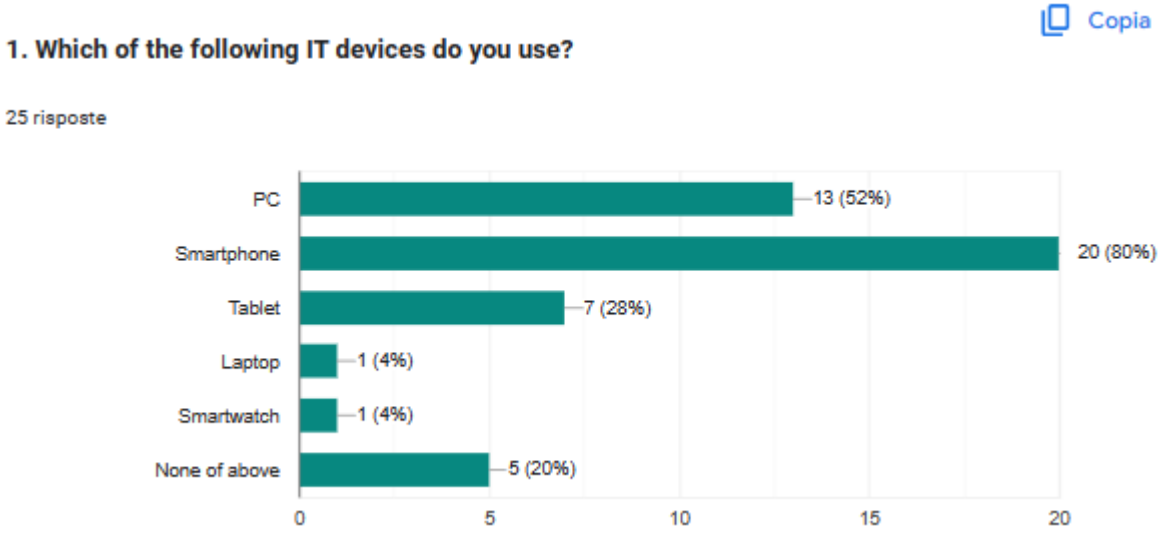
e) Smartwatch

f) none of them

e) Other:

ANSWERS

As we can see from the graph below, the majority of the respondents (80%) regularly use a SMARTPHONE, while the 52% has experience also with PC. The 28% of the sample can use a Tablet, a very small percentage of the respondents use Laptop or Smartwatch and the 20% of them can't use any of the devices listed above.



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2. Have you ever used any of eServices listed below? If YES, which one?

a) Health related (booking doctors appointment, checking lab results, etc)

b) Public administration (voting, changing adress…)

c) Food ordering

d) E-shopping

e) Filing or paying taxes

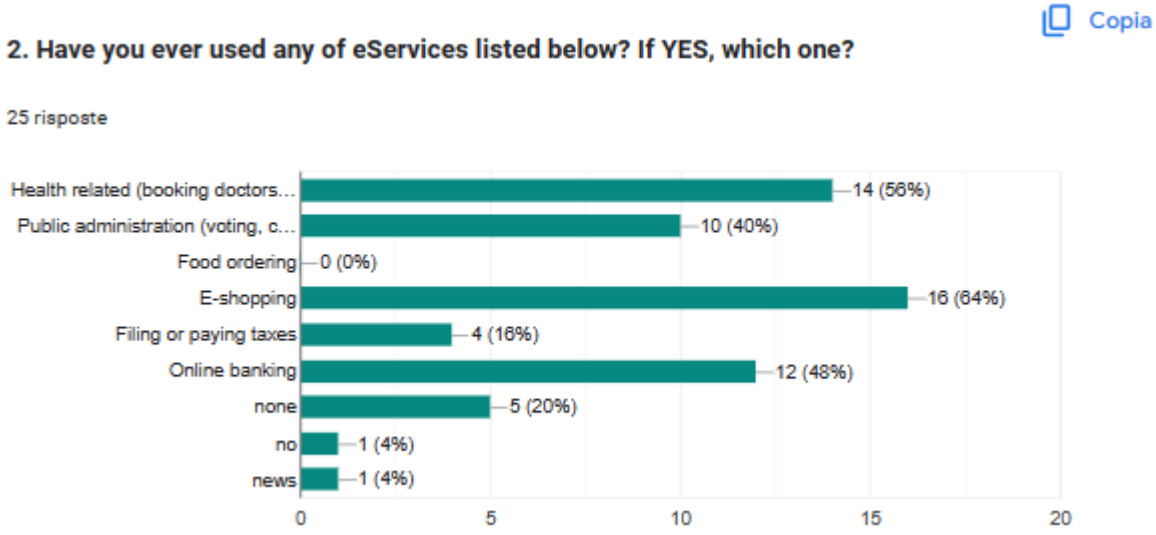
f) Online banking

g) none of them

h) Other:

ANSWERS:

As shown in the graph, the most common field in which the seniors use the e-services are related to the Health Sector (56%) and the E-Shopping (64%). The Online Banking is used by the 48% of the respondents while the Public Administration services are used by the 40% of them. None of the respondents us the e-services for ordering food.



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3. If NO, what are the reasons for not using the eService?

ANSWER:

The majority of those that do not use the e-services says that is not interested in use those services or devices.

4. What specific knowledge or skills do you need to use eServices more easily?

ANSWER:

The majority of the sample are interested in learning more about how to operate safely online, avoiding scamming and phishing and are also interested in learn more about the several options that the e-services offer related to public administration, health and online banking.

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COMMUNICATION AREA

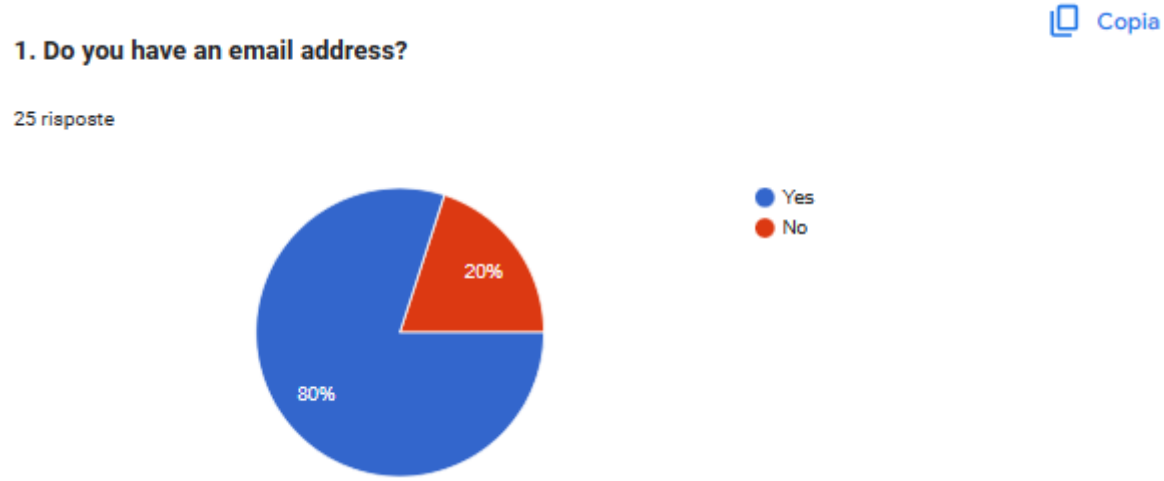
1. Do you have an email address?

a) yes

b) no

ANSWER:

The majority of the sample (80%) has an email address.



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2. Can you send and receive an email without assistance?

a) yes

b) no

ANSWER:

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2. Can you send and receive an email without assistance?

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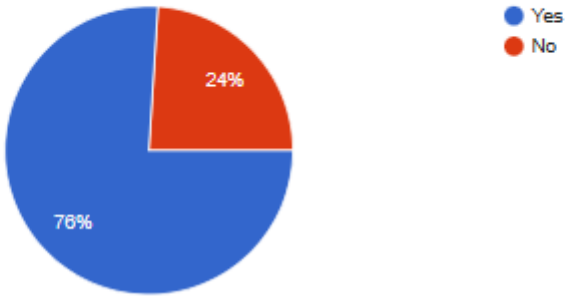

The 76% of the respondents knows how to use email services properly.

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3. Which social networks do you use?

a) Facebook

b) Instagram

c) Twitter

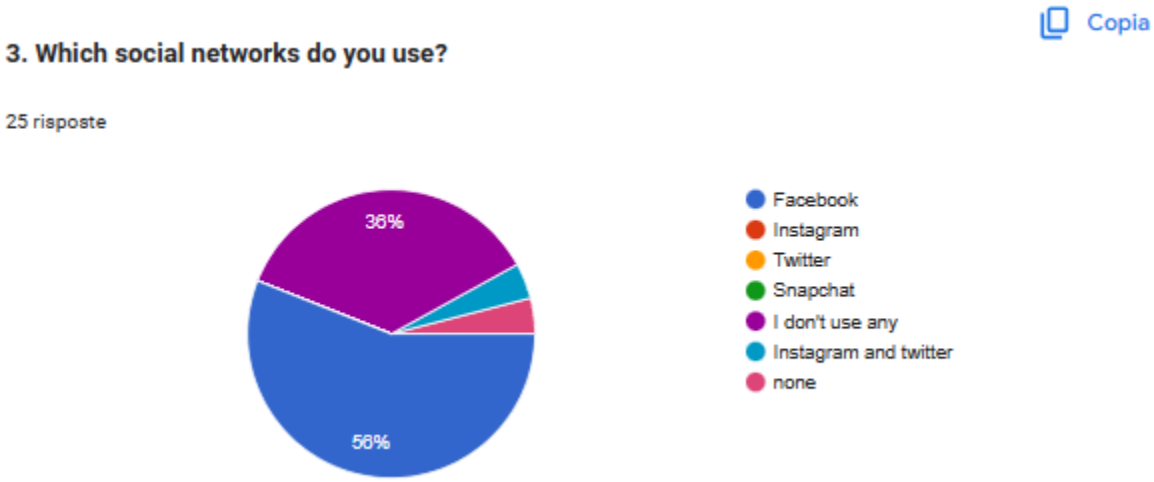
d) Snapchat

f) I don't use any

e) Other (specify _____)

ANSWER:

The majority of the respondents use Facebook as social network, while just few of them know how to operate on Instagram. The other social network are not taken in consideration by the sample.



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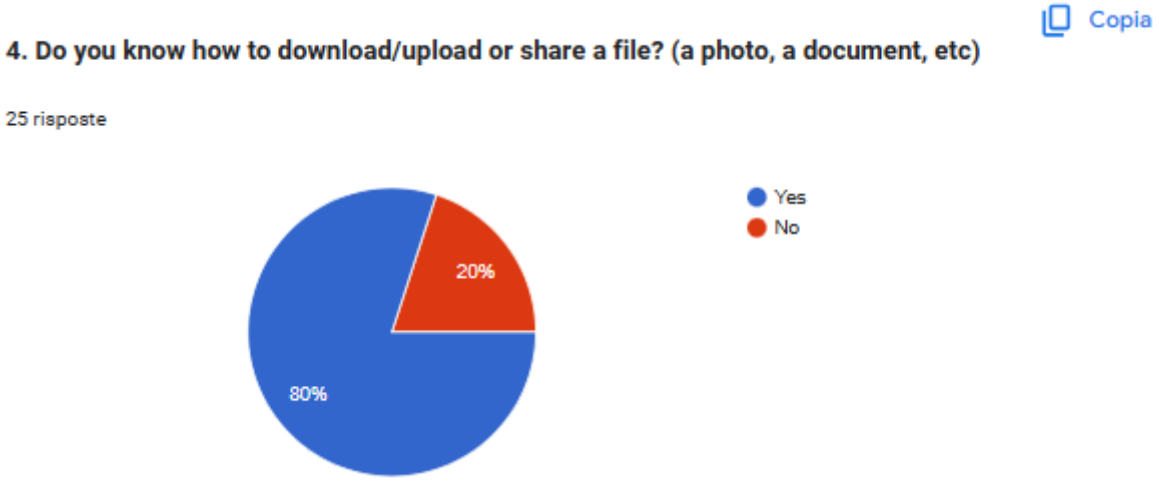
4. Do you know how to download/upload or share a file? (a photo, a document, etc)

a) yes

b) no

ANSWER:

As shown by the graphic, the majority of the respondents (80%) knows how to upload and download the files.



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INFORMATION SEARCH AREA

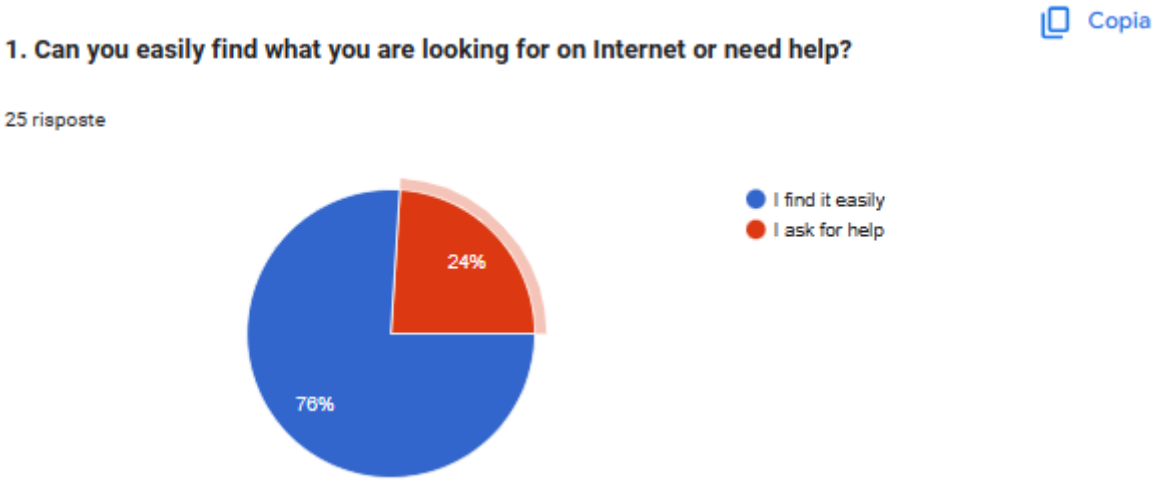
1. Can you easily find what you are looking for on Internet or need help?

a) I find it easily

b) I ask for help

ANSWER:

As shown by the graphic below, the 76% of the sample are able to find the information online, using the most common browsers (such as Google, MSN…)



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2. Can you archive and retrieve information from the internet?

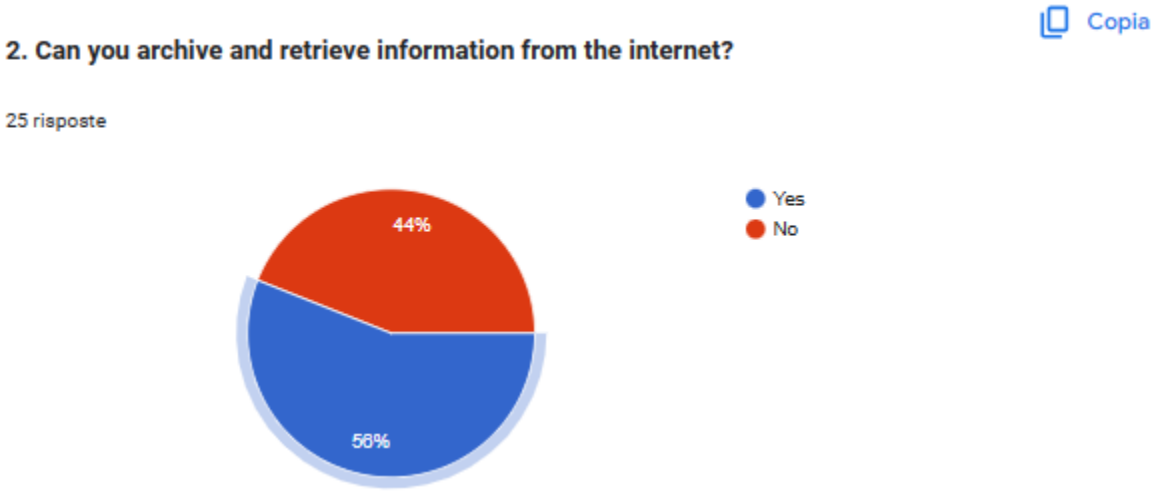
a) yes

b) no

If yes, how do you do it?

ANSWER:

According to the answers received, the 56% of the respondents are able to achieve and retrieve the information from the internet.



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3. Do you keep yourself updated on the latest e services?

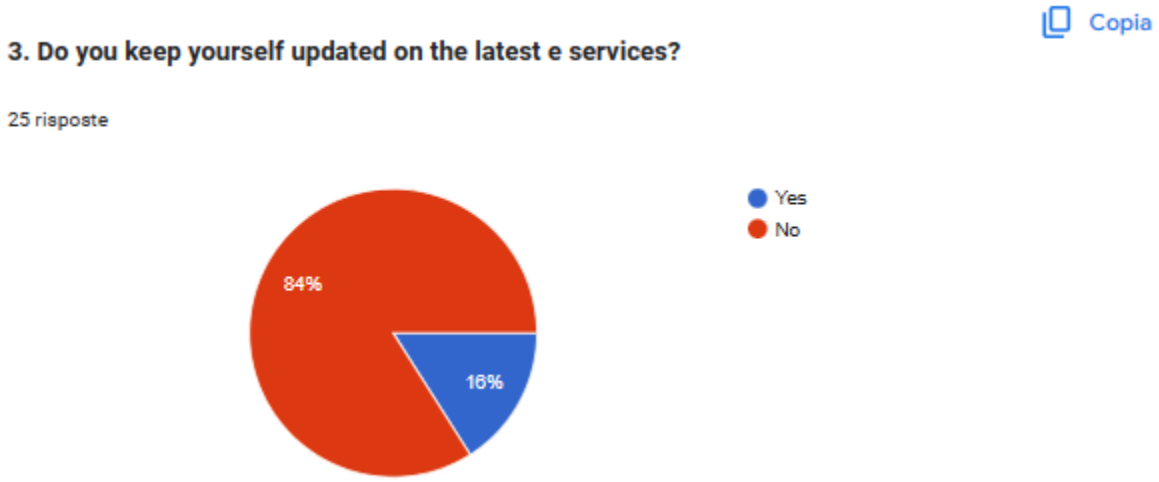
a) yes

b) no

If yes, how do you do it?

ANSWER:

According to the graphic, just the 16% of the repondents is interested in being updated in raltions to the lates e-service and the majority of them does it surfing the web or going to dedicated shop.



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SECURITY AREA

1. How often do you change the passwords you use?

a) every 3 months

b) once a year

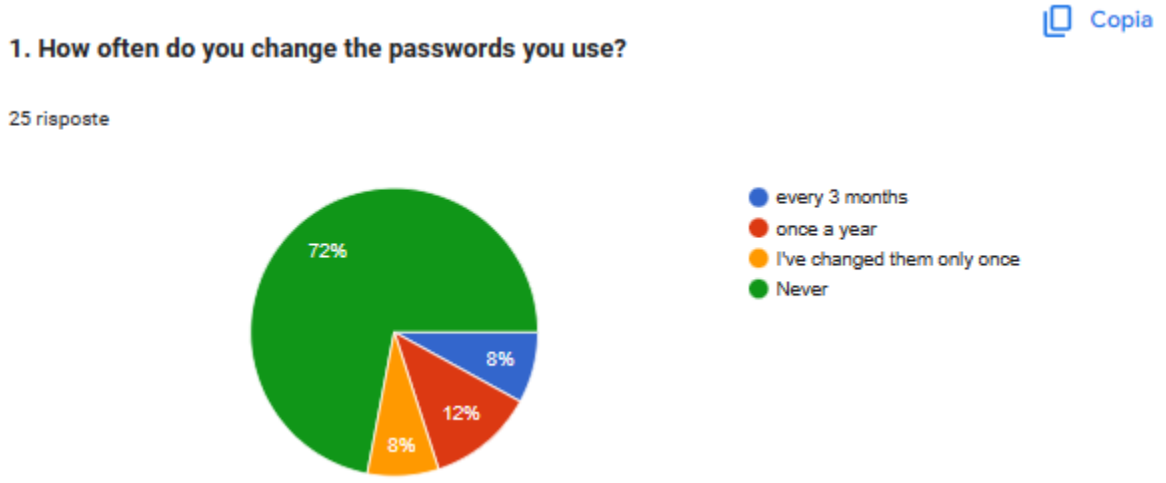
c) I've changed them only once

d) never

ANSWER:

According to the graphic, the 72% of the sample never changed the password and they didn't know that was a possible option.

Just the 8% change the password every 3 months and the 12% have changed it once.



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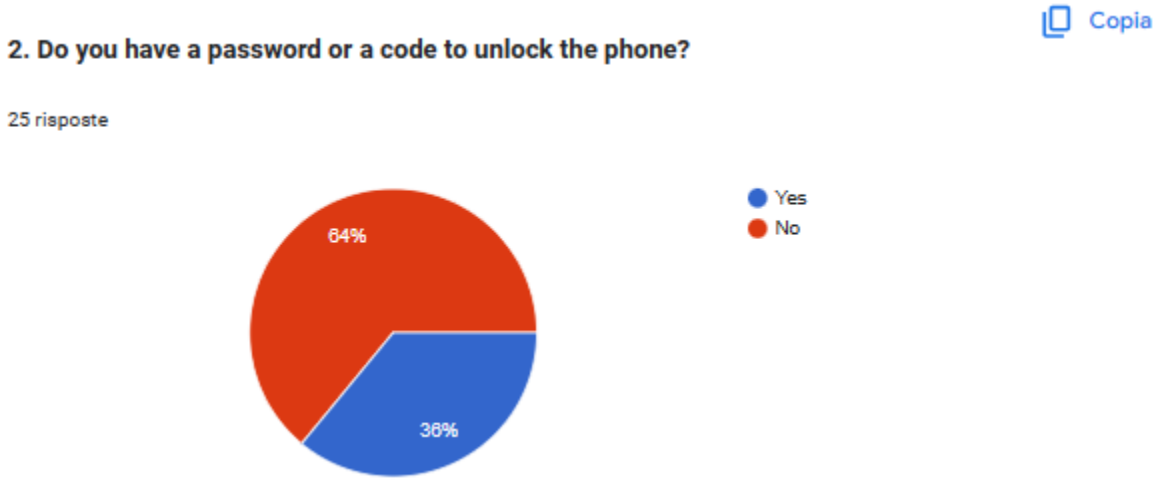
2. Do you have a password or a code to unlock the phone?

a) yes

b) no

ANSWER:



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CONCLUSIONS OF THE INTERVIEWER/S

The main aspect of the DIGITALIATORS project is the digital training, but fully focused on everyday transactions enabling people of age to be independent and gain competences, which will make their lives easier. In many European countries the digitalization of the state and bureaucratic procedures are today reality, and it is of course a great progress.

According to the project, the main objectives of the project are:

- Digital upskilling for seniors on basic everyday online bureaucratic transactions,
- Competences for seniors to avoid paying external service providers,
- Information on the risks of both conventional and online payment,
- Promoting a better and safer consumer attitude,
- Competencies for IT educators for teaching seniors,
- Improvement of seniors' well-being and mental health,
- Improvement of everyday life for senior citizens,
- Inclusion for seniors.

What we tried to get out of these telephone interviews was to fully understand the skill level of older people with respect to digital skills and to understand, consequently, what their greatest learning needs are in. this area.

The data we collected from a sample of 25 elderly people (+50 years old) is a snapshot of an elderly population that has, for the most part, minimal competence in what may be digital-related knowledge, especially for those who are under 70 years of age, while competence becomes minimal, if any, for those who are between 70 and 80 years old.

Those with low but still acceptable skills aim to be able to learn more skills to juggle digital services related to public administration, healthcare and online transactions related to bank accounts. In addition, these people are very afraid of the possibility of being scammed online, through the theft of private data, such as bank or health data, and the actual embezzlement of money through scams and phishing campaigns.

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