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

E-ACADEMY

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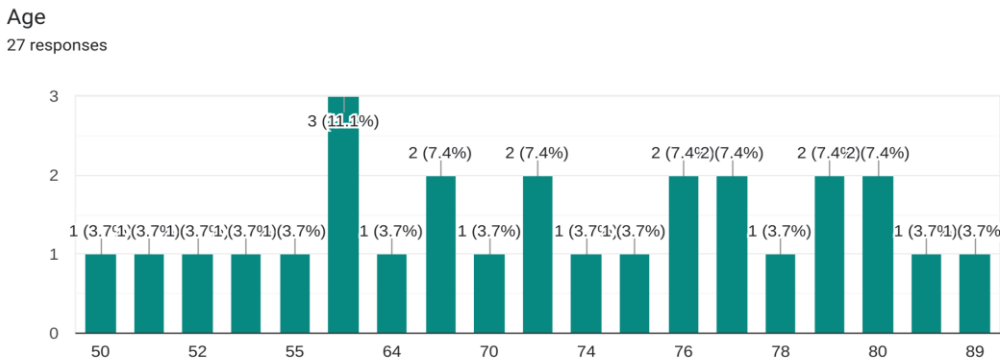
WAY OF CONDUCT

In our survey, we included a total of 27 seniors who were required to respond to various inquiries regarding e-services, their utilization, and their perspective on the matter of digitalization. E-academy established communication with a group of individuals through both telephone and face-to-face interviews. This study was facilitated E-academy in effectively engaging manner with the older generation, comprehending their specific requirements, identifying their areas of interest for learning, and determining the essential support they truly need to maximize their potential and benefit them significantly.

AGE AND LOCATION

The average age of the participants in this study is 69 years.



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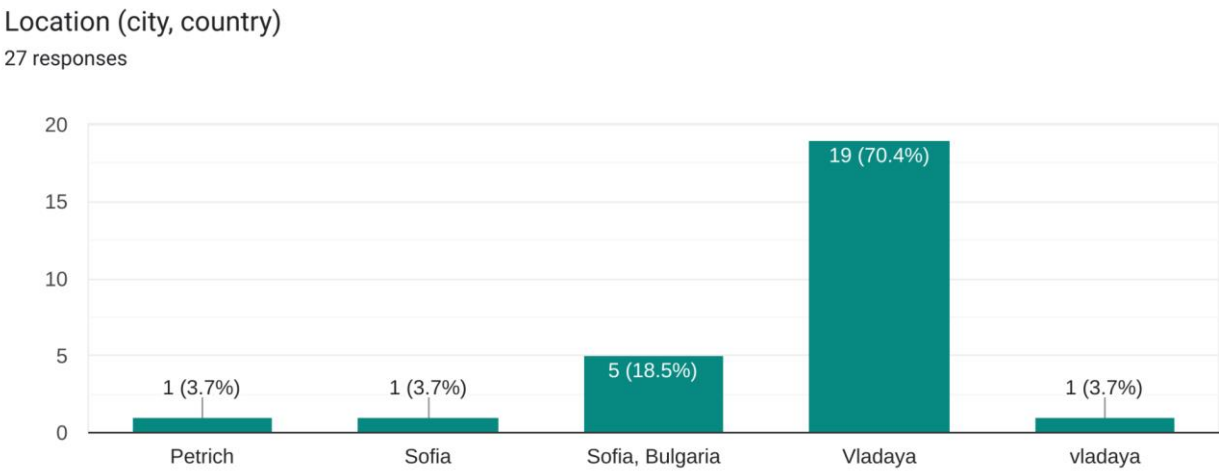
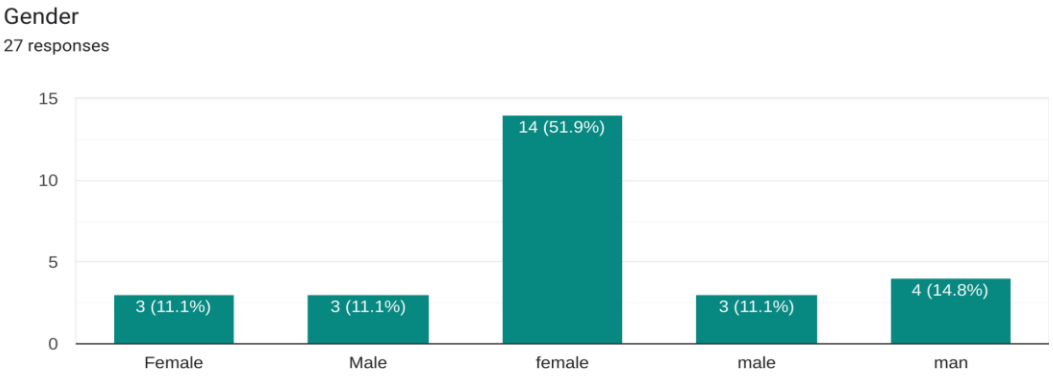


All the participants come from Bulgaria. Most of them come from Sofia and Vladaya and some from Petrich.

GENDER



The majority of participants identified as **females** (63%) in our study.

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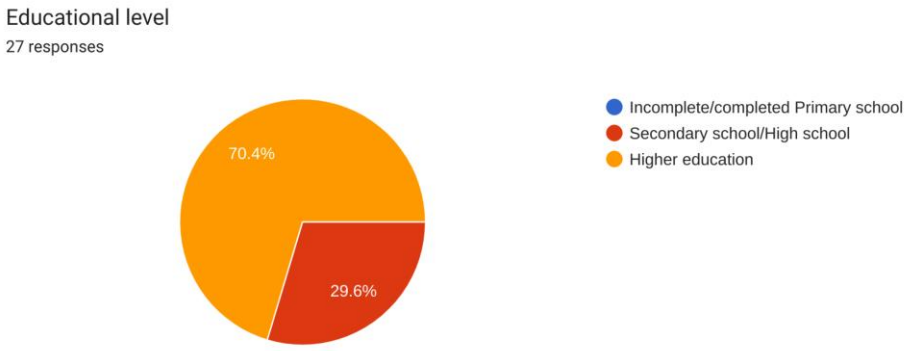
EDUCATION



Most participants have a higher education. 29.6% finished their education after graduating from high school and none of them have a lower education that secondary.

IT TOOLS KNOWLEDGE

First, the participants were asked which IT devices they are using (Personal computer, Smartphone, Tablet, Laptop, Smartwatch, etc). We can see that the majority, with a number of 89%, uses the Smartphone, 48% uses the Laptop and 37% the PC. Only 7.4% use a tablet and 3% uses a Smartwatch, a only one is using a home-based phone (not considered digital device) and a kindle.

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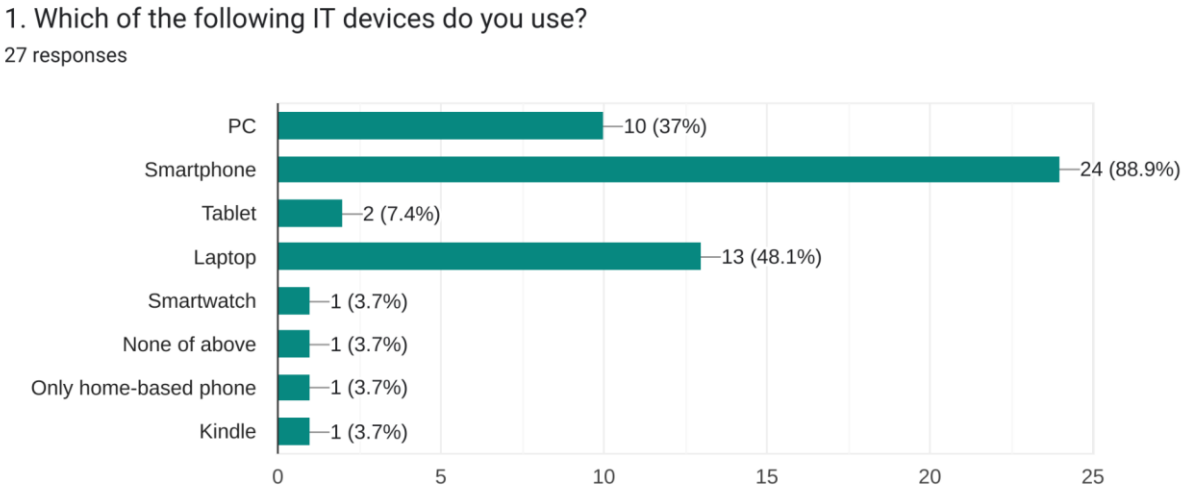
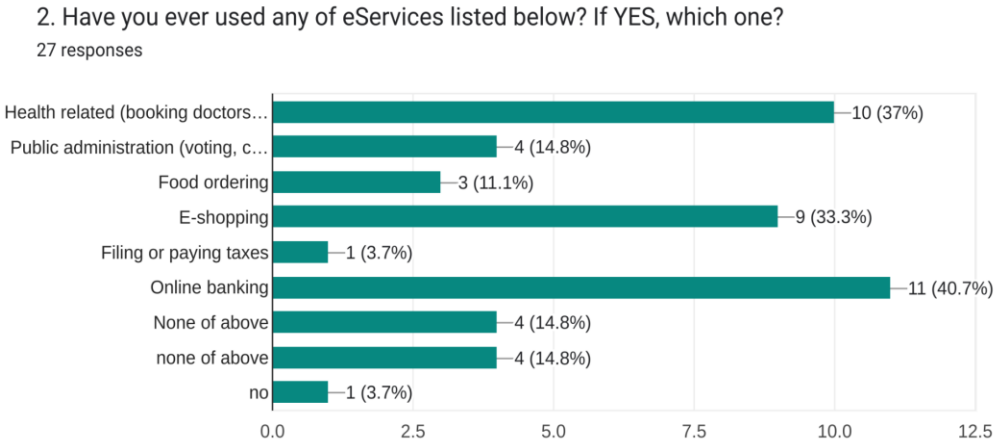


The participants were then asked if they have ever used any eServices and if yes which one. The majority have used eServices related to online banking, to health and to E-shopping.

A limited number of respondents indicated their utilization of e-services pertaining to tax filing, payment, and administrative purposes, while a noteworthy subset of five participants reported no prior engagement with any such services.



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If the participants responded no to the previous question, what are their reasons for not using the eServices, these are the responses given:

- He thinks that he is too old to learn new things about the internet and how to use it. He also is afraid of doing the wrong thing.
- She know they exist, but it is not easy for her to use them – mostly to know how to make a medical appointment, see the tax office and bank issues
- *She* always asks for assistance from her kids because she doesn't know how to do it.
- She is using them only in relation to her work.
- She doesn't feel like learning about how to use them, she prefers to leave the house and do her things.
- He doesn't know the benefits of using the internet.
- She needs help while using them and she is afraid she will make a mistake
- She is afraid of learning new things and using the internet. When she needs something she asks for help.
- He thinks that he is too old to use the e-services and avoid them intentionally

Based on the responses obtained, it is apparent that the primary concern of these individuals revolves around the apprehension of making a mistake. They hold the belief that e-services are exceedingly intricate and beyond their comprehension. Furthermore, a subset of participants deliberately abstain from utilizing such services due to the perception that doing so may lead to detrimental consequences.

Next, the responders were asked **what specific knowledge or skills they need to use eServices more easily.** These were the responses given:

- He desires to know how to use Youtube and also send messages with confidence.
- She wants to know how to pay her taxes with her phone, order food, and send messages to multiple recipients. She would like to learn about useful apps and how to sell online.
- She wants to know how to use Bluetooth, take photos and send messages to more than one person.
- She wants to know how to send and receive photos on her phone.
- Due to lack of competence she is afraid to try new things outside her work scope

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- I know only the basics, and what I need for my daily routine,
  but there are many things that I do not know especially regarding the taxes, and services as such.
- She would like to know how to send a picture and to have a video call with her kids.
- She wants to know how to send and receive photos and files, how to use her phone and use video calls.
- She would like to know how to take pictures and send more than one fail or document to someone. She is also open to learning new things about her phone.
- He wants to know how to take photos and create new contacts on his phone.
- I do not have a good knowledge and I do not know if I ever will be able to
- I can't evaluate, I don`t know what kind of services exist
- She loves learning new things and enjoys gaining e-skills
- He wishes to know how to download fails on his laptop and find them easily .
- He will be happy to learn how to use a smartphone.
- Not a priority for her.
- She wants to know how to pay her taxes by her phone.

We can see here that the majority wants to learn how to use e-services encompassing activities such as phone-based and online payment transactions, online banking, placing orders, and managing their smartphone settings. Many people also want to know how to save their files so that they can be found later. There are those who cannot determine what they want to learn because they don't know what electronic services are available to them.

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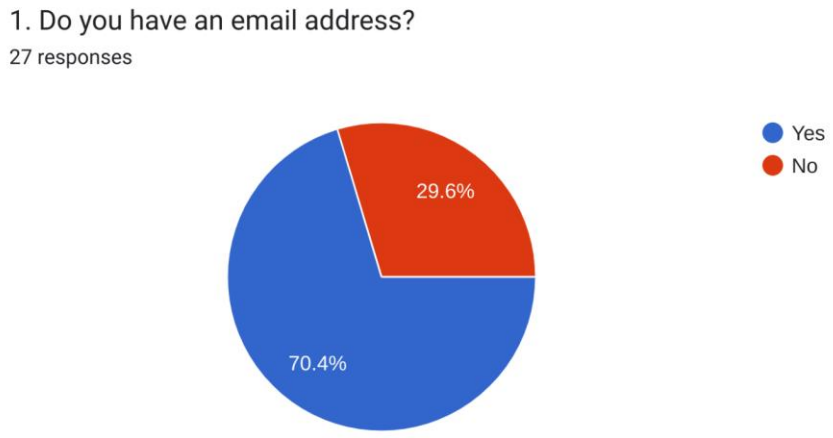
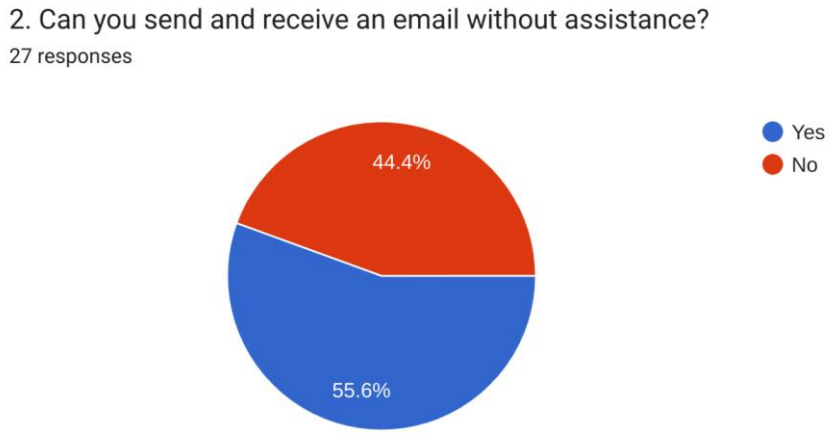
When asked if the participants have an email address, 70% reveal having one against 30% who do not have one.



When asked if they could send and receive an email without assistance, the majority of 55% of respondents indicated their ability to independently send and receive emails, while 44% expressed their reliance on assistance to perform this task.



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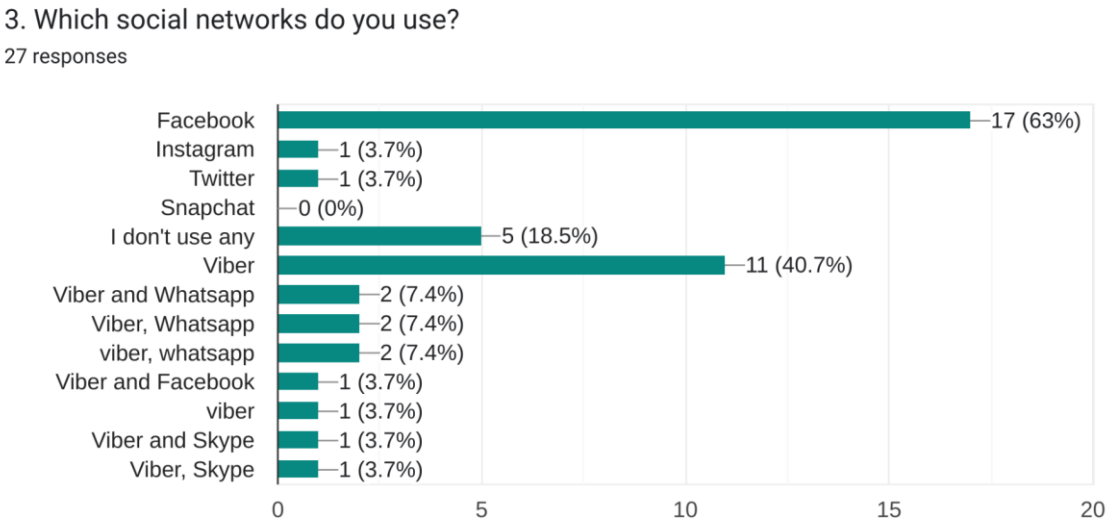
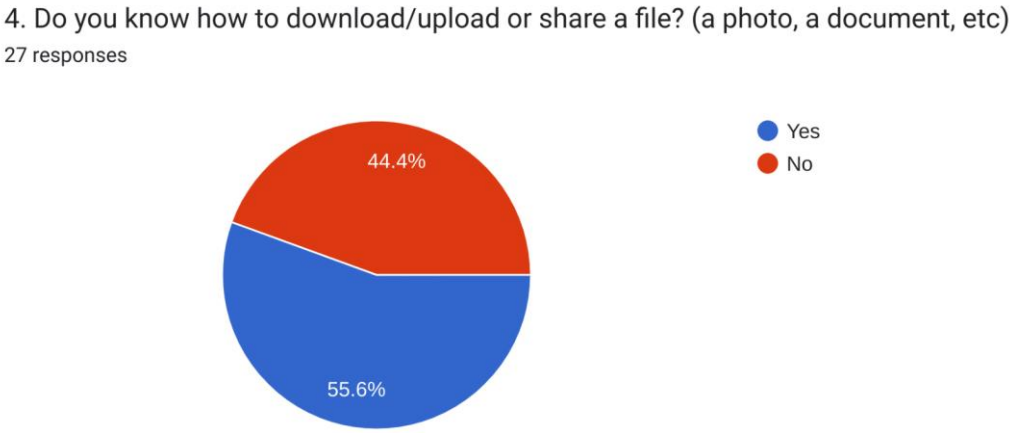
Concerning which social networks the participants use, almost everyone uses Facebook, Viber and Whatsapp. Very few people use apps like Instagram, Twitter and Skype and no one uses Snapchat.



Regarding how to download, upload or share a file, most of the participants know how to do so but almost 44% do not and need assistance.



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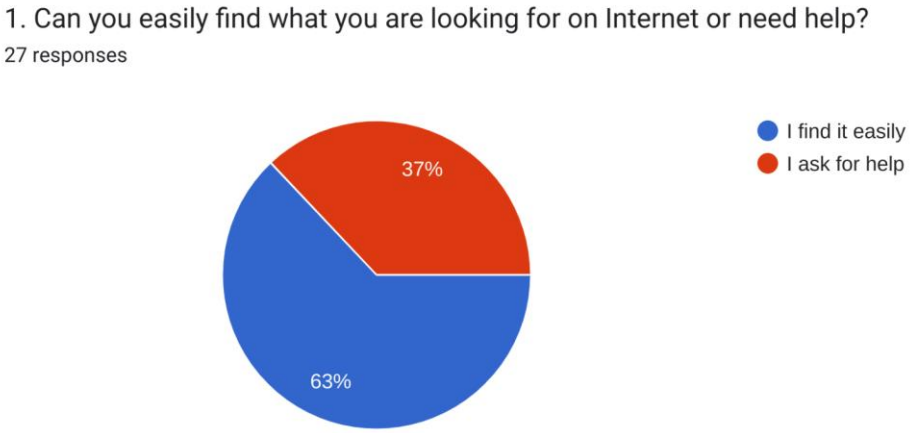
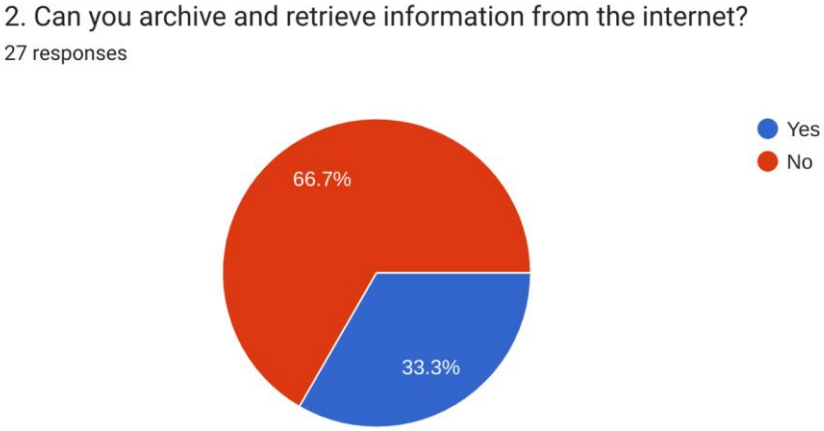
INFORMATION SEARCH AREA

When asked if they could easily find what they are looking for on the Internet, 37% cannot find what they need on the internet and need to ask for help while 63% can find it easily.



When asked if they can archive and retrieve information from the internet, the majority responded that they could not and only 33% seemed to be able to.



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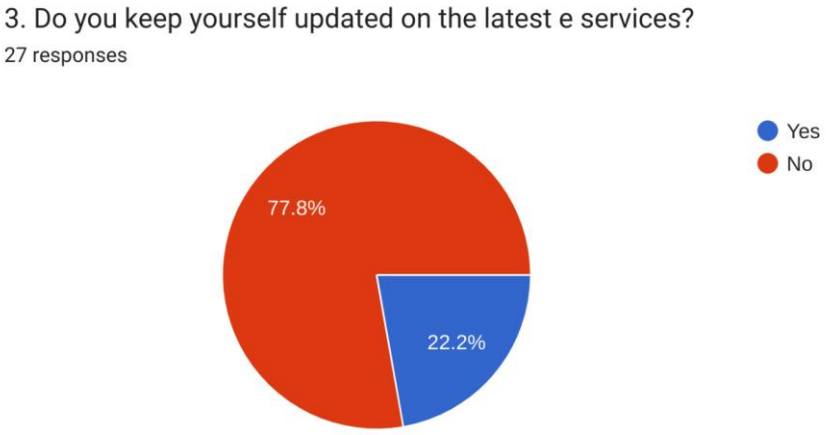
The participants that can archive and retrieve information gave these answers:

- He archives information from the internet by saving it on his PC or laptop.
- She is able to download and put it in a folder.
- specific software
- He forgets sometimes but usually do it by himself
- She does this by downloading things on her laptop or PC.

Individuals proficiency in retrieving information from the internet typically experience no difficulty in accomplishing this task independently. However, there exist individuals who engage in this activity less frequently and consequently facing challenges with the task.

When asked if they keep themselves updated on the latest eServices, the majority indicated that they did not, but 22% actually do.



If the responders answered yes to the previous question, how do they keep themselves updated? These are the responses given :

- TV, online, through my children
- Through the tv news, or newspaper, or what my friends tell me.
- He keeps himself updated with the news and google updates

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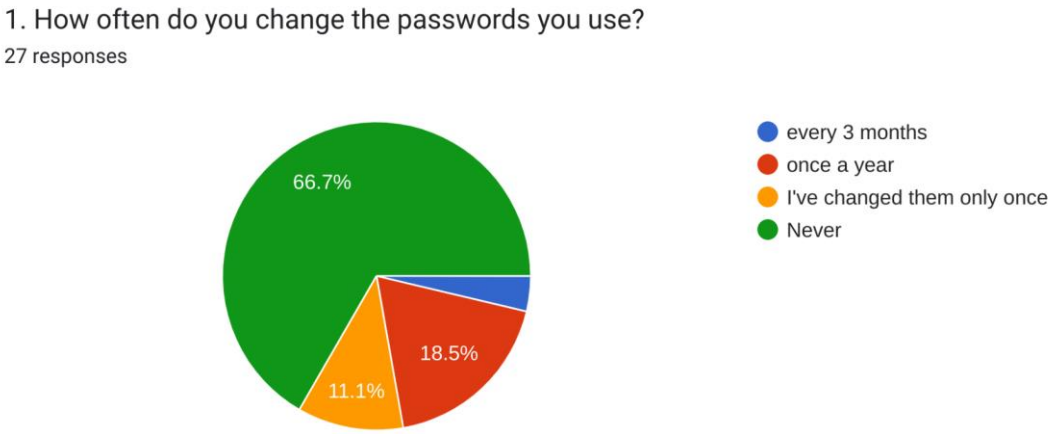
- I find out about it online, or through my children.
- She keeps herself updated on the last e-services from internet and her friends.
- TV, the news, my children, online
- I find out online, or through my children or the TV.
- News, internet, younger relatives

Based on the answers we received, the participants in our survey keep themselves updated on the latest eServices from the internet, their children and acquaintances, and the TV.

SECURITY AREA

Regarding **how often the responders change the passwords they use**, the majority never change it, 11% changed it once and 18% once a year. Very few change it every three months.



When asked if the participants have a password or a code to unlock their phone, the majority do not have one.

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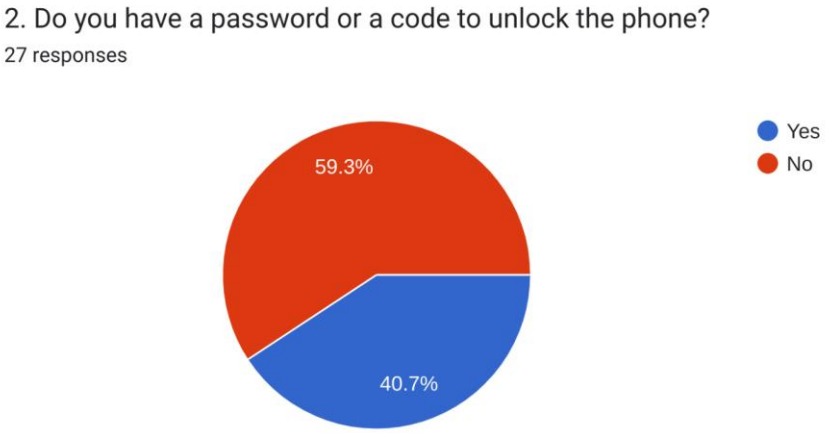

CONCLUSIONS OF THE INTERVIEWERS

To summarize this study, we could say that most of the participants could handle using e-services if someone showed them, but many of them also perceive them as something scary and bad for people. While intricate aspects may not be essential knowledge for most, fundamental competencies such as email communication, smartphone customization, and video calling loved ones are indispensable for every individual. Furthermore, some seniors expressed their curiosity and willingness to learn despite their limited understanding of the internet and its associated services. They expressed a desire for increased involvement from younger individuals who can dedicate their time to imparting knowledge about these services, as their children may not always be available to fulfill this role.

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