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

IDEC

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Table of Contents

Contents

WAY OF CONDUCT....3

AGE AND LOCATION....3

GENDER....4

Education....5

IT TOOLS KNOWLEDGE....5

INFORMATION SEARCH AREA....9

SECURITY AREA....11

CONCLUSIONS OF THE INTERVIEWER/S....12

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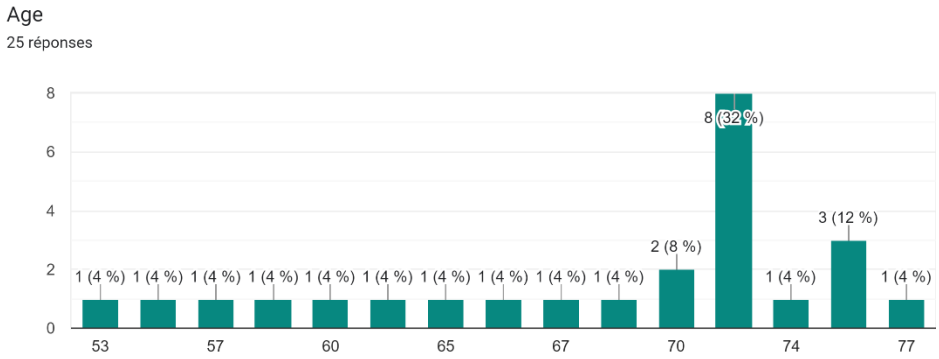
WAY OF CONDUCT

In this telephone survey, 25 seniors who have no, or extremely poor digital skills were contacted to respond to various questions about their point of view on digitalization and eServices. IDEC called a number of seniors and also conducted interviews personally thanks to some close personal relationships. Through these questions, IDEC has gained a clearer view about problems seniors face, where they need help, which eServices they find most important and which they would need extra help with.

AGE AND LOCATION

The average age of the participants in this study is 68,4 years old.



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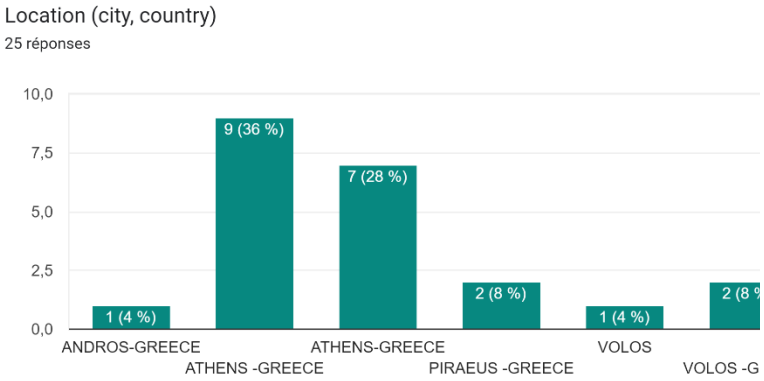
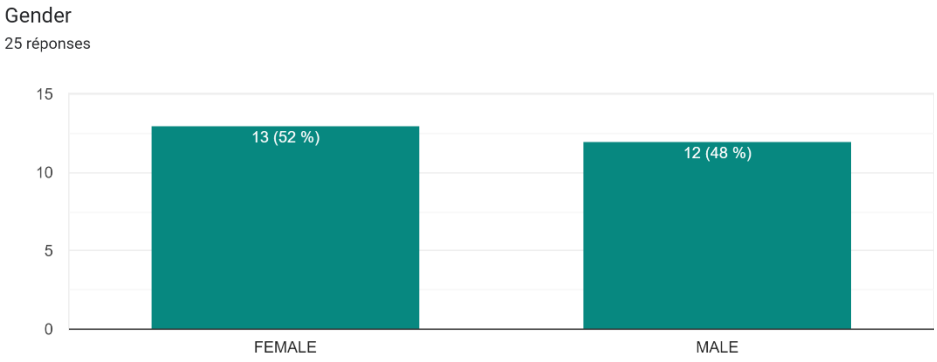


All the participants come from Greece. Most of them come from Athens and Volos, some from Piraeus and some from Andros.

GENDER



There was an almost exact number of men and women taking these interviews.

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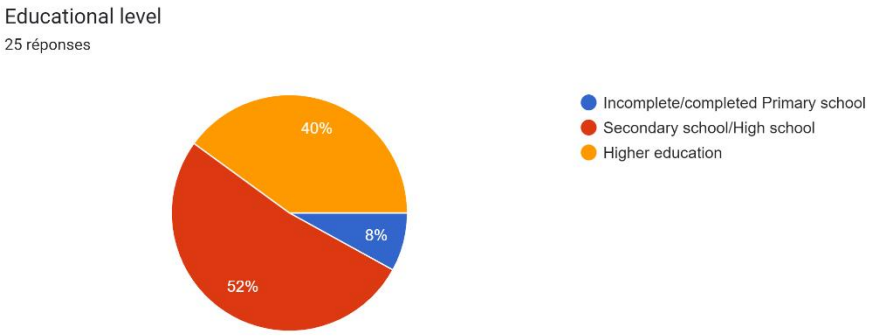
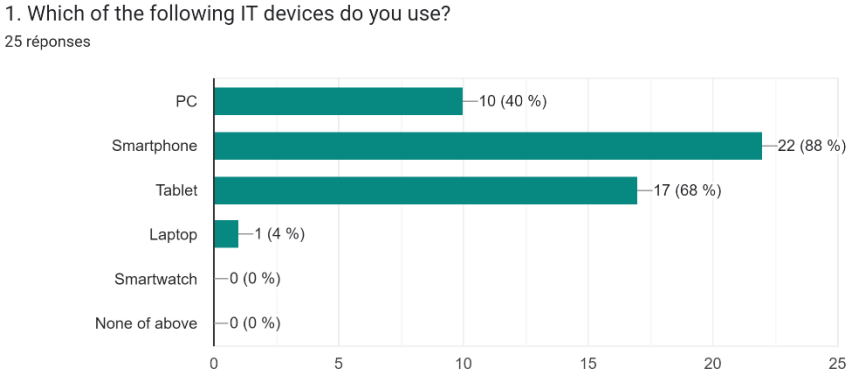


Most participants finished their education at the end of high school. 40% have a higher education and 8% have completed primary school.

IT TOOLS KNOWLEDGE

First, the participants were asked which IT devices they are using (Personal computer, Smartphone, Tablet, Laptop, Smartwatch). We can see that the majority, with a number of 88%, uses the Smartphone, 68% use the Tablet and 40% the PC. Only 4% use a laptop and none of the responders uses a Smartwatch.



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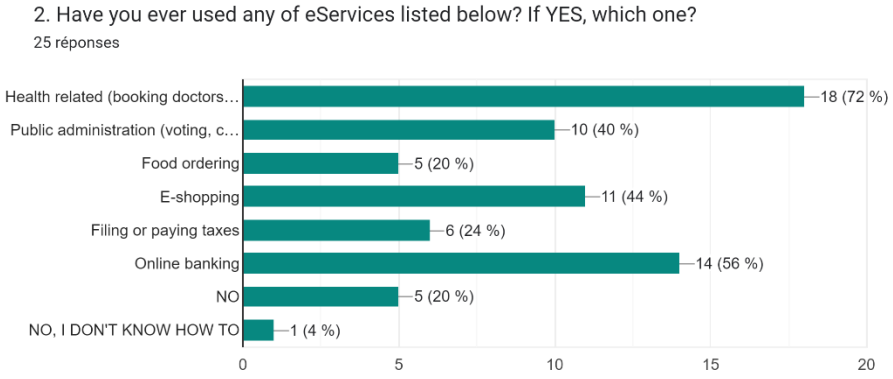
The participants were then asked if they ever used any eServices and if yes which one. The majority have used eServices related to health, to online banking, to E-shopping and to public administration. A smaller amount of responders have used eServices related to filing or paying taxes or food ordering. Nonetheless, 24% have never used any eService's of which 4% admits not knowing how to.



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

- Sometimes I worry about my details and if there is any fraud against me, because we often hear about such frauds.
- I know they exist, but it is not easy for me to use them – mostly to know how to make a medical appointment, see the tax office and bank issues
- I do not how to use them, and I am scared that my identity or money will be stolen.
- I don't know how to use them, and I am afraid about frauds.
- I do not feel like learning about how to use them, I prefer to leave the house and do my things.
- I am afraid of fraud, being stolen, identity and data stolen.
- I do not know how to use them, I am afraid I will do mistakes, and lock myself out, I do not want my name to be online.
- I do not know how to use them, and I am afraid to use them.
- I only used gov.gr during covid.

We can see in these answers that the fear of frauds, and the stealing of identity or data are the main reasons why seniors do not use eServices. Not knowing how to use them is another reason

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that some participants underlined. Furthermore some do not seem interested in learning as they prefer to pursue their obligations in real life rather than online.

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

- You must feel safe that there will be no fraud, know the operation of computers, have knowledge of the services.
- You need to feel safe that there will be no fraud, know how the computers work, have knowledge of the services and someone will show you specifically what will need to be done.
- No special knowledge or skills are particularly needed if someone is under 100 years old
- I use them regularly, but I know that many people struggle.
- I think, knowing English, and computers.
- I know only the basic, 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.
- I know quite well, I do not have much of a problem
- I do not have a good command of English, and I am worried I will make a mistake, I am not familiar with it.
- Knowing that they exist and be sure that it is safe.
- You need to feel safe that no fraud will happen, know how computers work, know the services.
- I do not have a good knowledge and I do not know if I ever will be able to
- English, computer, know the service provided.
- You need to feel safe that there will be no fraud, know the operation of computers, have knowledge of the services.
- You need to feel safe that there will be no fraud, know the operation of computers, have knowledge of services, knowledge of English helps, deal with it every day
- None if the provider's instructions are read
- I think you do not need special knowledge, more to show you someone so that the experience does not become chaotic
- Familiarity with software and applications
- Familiarity with the application environment
- Be familiar with the internet and online environments
- you must be younger, and learn these things since you are young, know English and computers
- You need to be familiar with internet, and online services, know how to use a computer
- Know computers, and understand all these things, for me it is extremely hard
- Know how they work, know what to do, understand the internet and not being afraid

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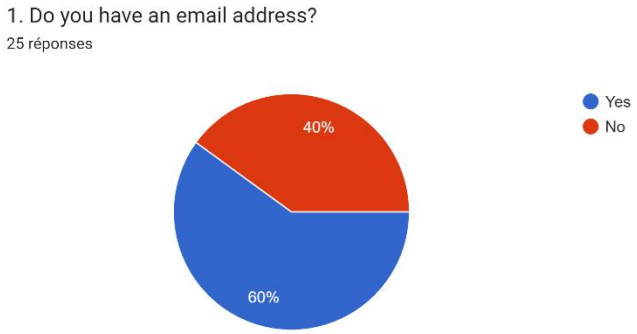
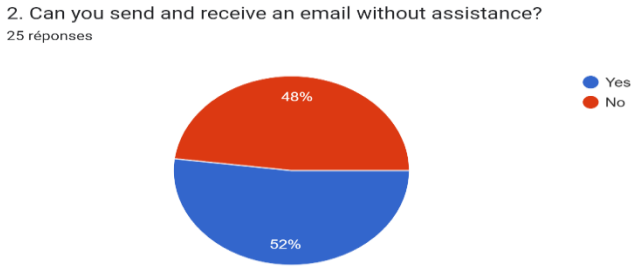
- Know how they work, know what to do, and understand that there is danger sometimes, but if you follow the guidelines, things will be ok
- Know how computers work, know the applications. and someone to help you in the beginning.

We can see here that once again not being afraid of frauds is a key element according to Greek participants, to be able to use eServices. They underlined the importance of knowing English and to learn some basic online tools. Others, r

When asked if the participants have an email address, 60% reveal having one against 40% who do not have one.



When asked if they could send and receive an email without assistance, 52% of the responders declare being able to send and receive an email on their own, whereas an important amount of 48% needs help to do so.



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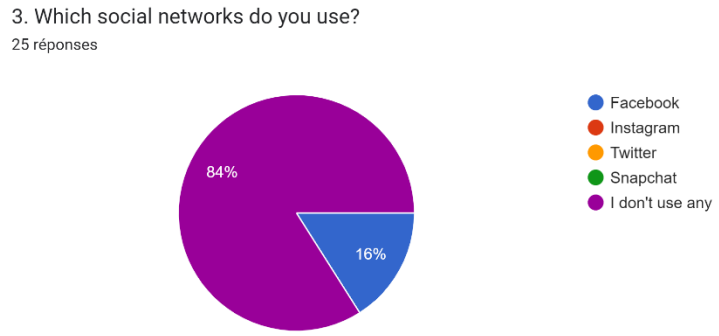
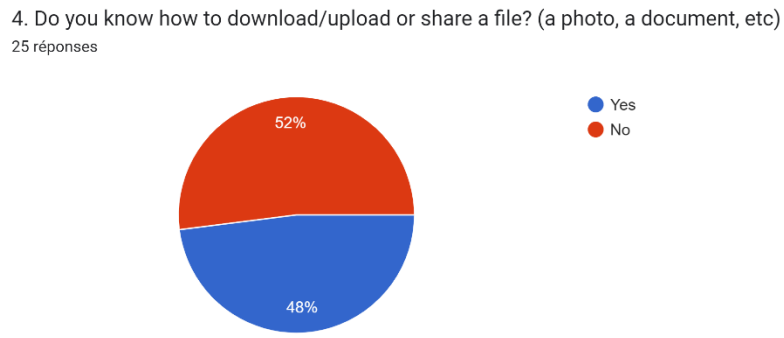
Concerning which social networks the participants use, the only one they use is Facebook with 16% of members. The vast majority (84%) do not use any social media.



Regarding how to download, upload or share a file, most of the participants know how to do so but almost 48% do not and need assistance.



INFORMATION SEARCH AREA

When asked if they could easily find what they are looking for on the Internet, 56% of the participants need to ask for help to find information against 44% of the responders which can find it easily.

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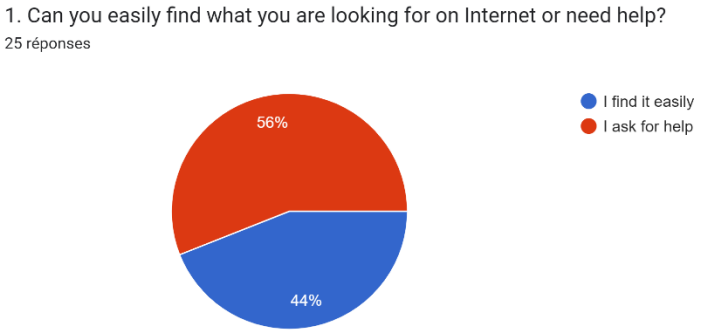
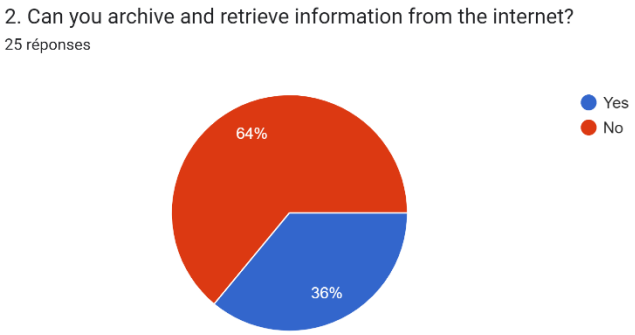


When asked if they can archive and retrieve information from the internet, the majority responded that they could not and only 36% seemed to be able to.



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

- I search online, if I must download something, I know mostly how to do it
- I find anything I need through searching or googling.
- I google.
- I do not know, sometimes I get confused.
- I search on google.

All those who can archive and retrieve information use Google to search how to do it.

When asked if they keep themselves updated on the latest eServices, the majority indicated that they did not but 44% actually do.

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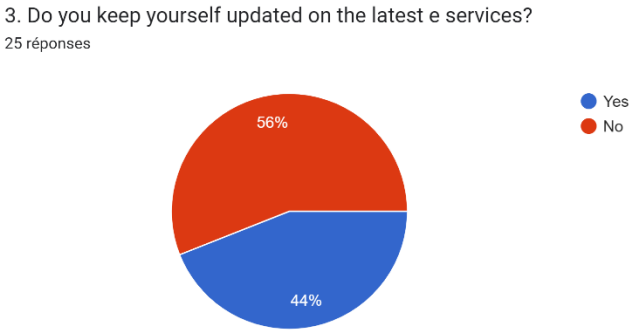

If the responders answered yes to the previous question, how do they keep themselves updated? These are the responses given :

- TV, online, through my children
- Through the tv news, or newspaper, or what my friends tell me.
- Through my children I find out, or I hear it on the news, but I cannot use everything.
- I find out about it online, or through my children.
- Online, the news, through reading
- TV, the news, my children, online
- I find out online, or through my children or the TV.
- I find out online and through my partners at work, or my children or the TV.
- Through the news and TV and from what I read
- I find it out accidentally, or I listen to the news, or my children tell me.
- Through the news, online, the tv

Through television, their families or online are the areas which allow the participants to keep themselves updated on the latest eService's.

SECURITY AREA

Regarding **how often the responders change the passwords they use**, the majority never changes it, 28% changed it once and 20% once a year. Very few changes it every three months.

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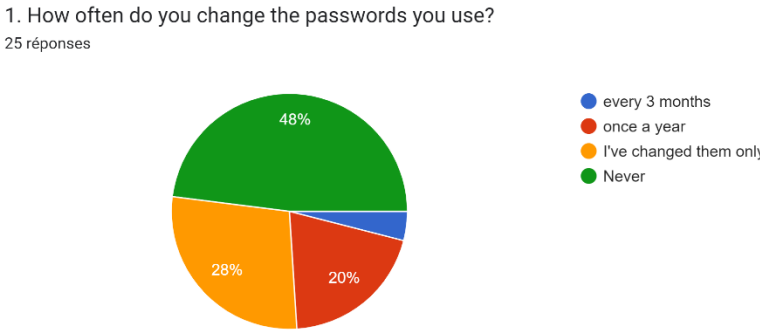
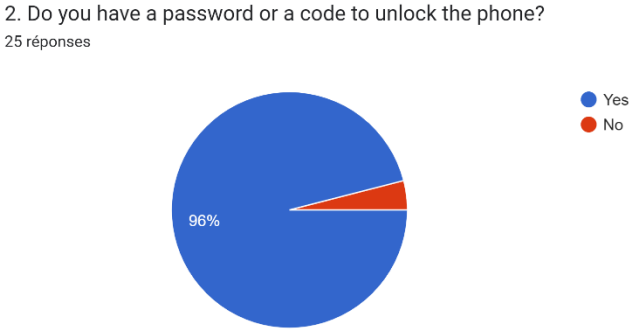


When asked if the participants have a password or a code to unlock their phone, the vast majority do have one.



CONCLUSIONS OF THE INTERVIEWER/S

To conclude, only few participants seem to have a real knowledge of digital skills and eServices. In the communication area, most participants have an email address but they need help to send and receive an email. In the information search area, most seniors need help to navigate the internet and retrieve useful information. Finally, as seen in the data collected, the main reasons of the seniors not utilizing eServices are the fear of frauds and the lack of knowledge about their use. To tackle this issue, the responders suggested that younger people could help them acquire the needed basic skills.

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