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

UPI – LJUDSKA UNIVERZA ŽALEC

Co-funded by the European Union

DIGI TALIAT <> RS

Table of Contents

Contents

WAY OF CONDUCT 3
IT TOOLS KNOWLEDGE 5
COMMUNICATION AREA 7
INFORMATION SEARCH AREA 10
SECURITY AREA 13
CONCLUSIONS OF THE INTERVIEWER/S 15

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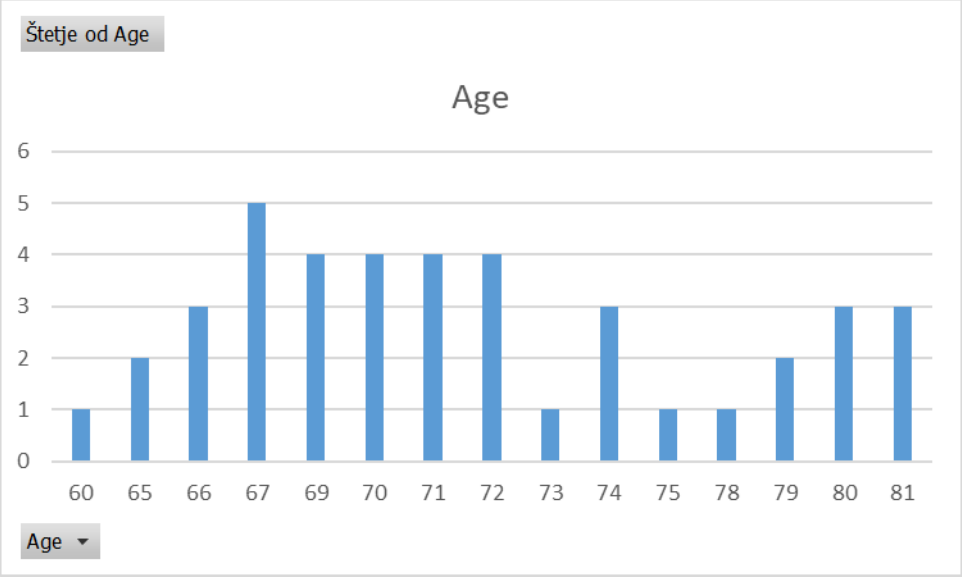
WAY OF CONDUCT

The survey was conducted among 41 older people in person. We did not collect data over the phone, as we had the opportunity to join a meeting of pensioners organized by the participating organization, the Intergenerational Centre Mozaik Generations Polzela. Darja Lužnik and Mihaela Anclin presented the project itself, what the expected results of the project are and what the purpose of the research is.

AGE AND LOCATION

The survey was carried out at Ločica near Polzela. Participants came from the surrounding area. The youngest participant was 60 years old, the oldest 81.



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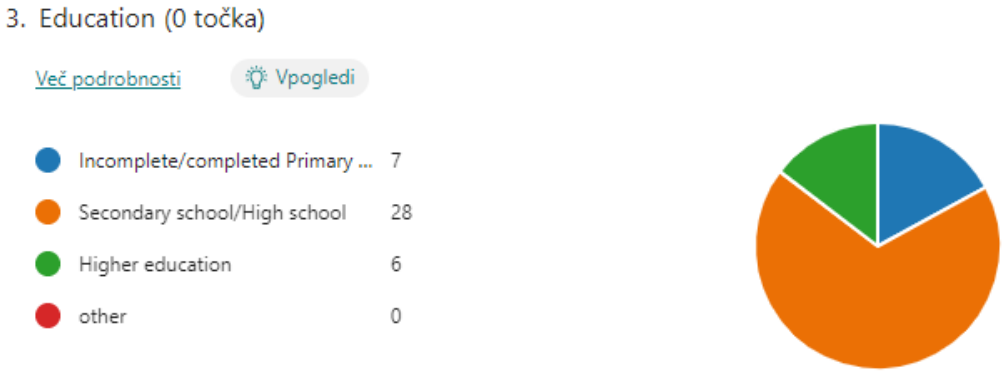
GENDER

As shown in the graph below the respondent sample is divided into 4 men and 37 women.

EDUCATION

As shown by the graphic below, 28 of the respondents has finished the secondary school, 7 has a basic level of education (incomplete/complete primary school) while 6 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

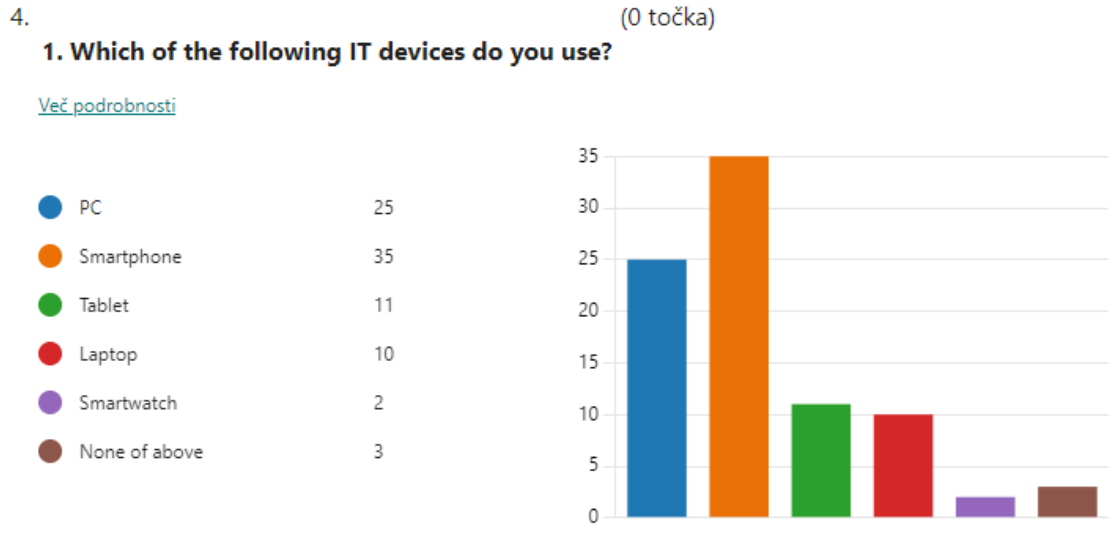
e) Smartwatch

f) none of them

e) Other:

ANSWERS

As we can see from the graph below, the majority of the respondents (40%) regularly use a SMARTPHONE, while the 29% has experience also with PC. The 12% of the sample can use a Tablet and Laptop, a very small percentage of the respondents use Smartwatch and the 3% 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

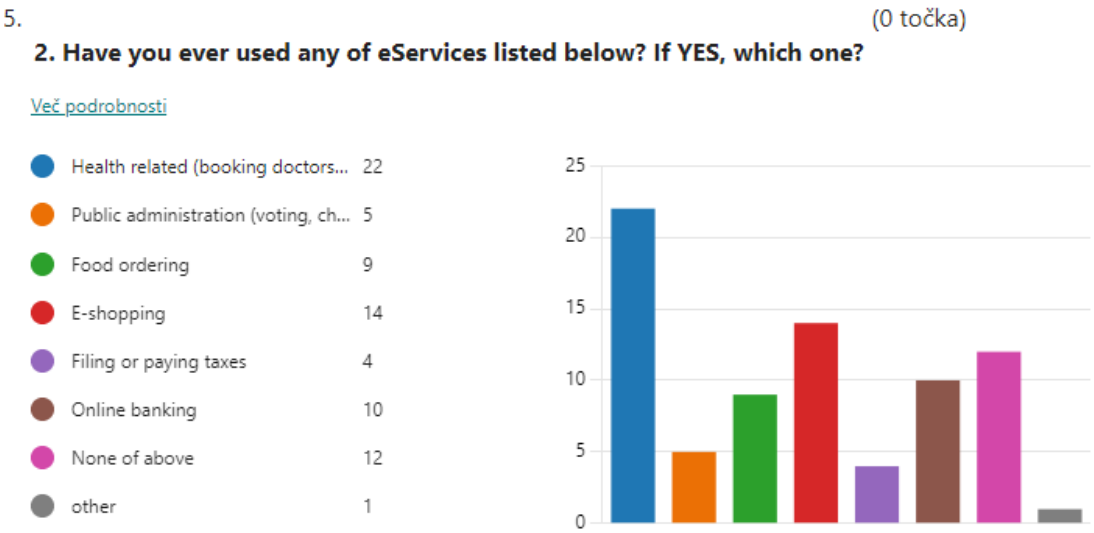
f) Online banking

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 (22 answers) and the E-Shopping (14 answers). The Online Banking is used by the 10 of the respondents while the Public Administration services are used by the 40% of them. 12 participants do not use the E-services listed above at all.



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

ANSWER:

Most participants gave reasons for not using eServices, mainly not knowing how to use a computer, fear of technology, too much control over personal data, abuse of personal data.

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

ANSWER:

In order to use eServices more often, most of them answered that they need help to use them, or help from children, colleagues and acquaintances. They are also willing to attend various short training sessions to learn the basics.

COMMUNICATION AREA

1. Do you have an email address?

a) yes

b) no

ANSWER:

The majority of the sample (82,9%) has an email address.

8. **Do you have an email address?** (0 točka)

Več podrobnosti

Yes	34
No	7

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

a) yes

b) no

ANSWER:

9. **Can you send and receive an email without assistance?** (0 točka)

Več podrobnosti Vpogledi

Yes	30
No	11

The 73,2% of the respondents knows how to use email services properly.

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:

Most of the social media users use Facebook. A small proportion also use Instagram and Twitter. Those who circled the Other, also mentioned you tube. However, a large proportion of respondents do not use any social network.

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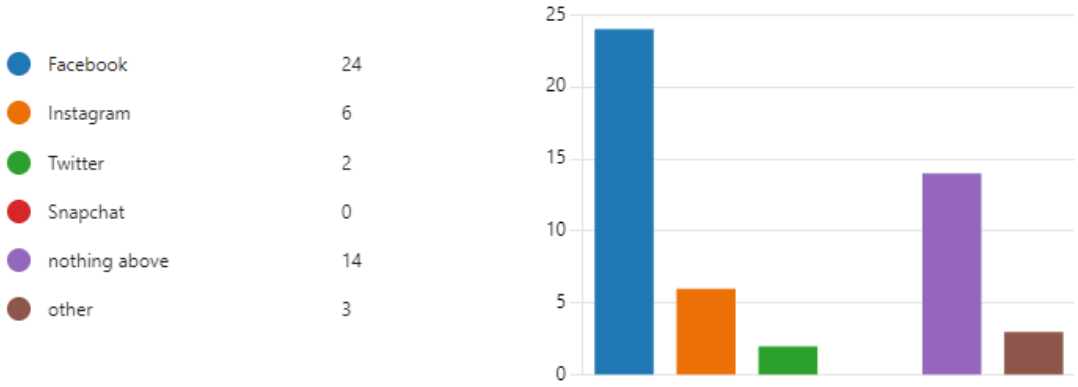
10. (0 točka)

Which social networks do you use?

Več podrobnosti



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

a) yes

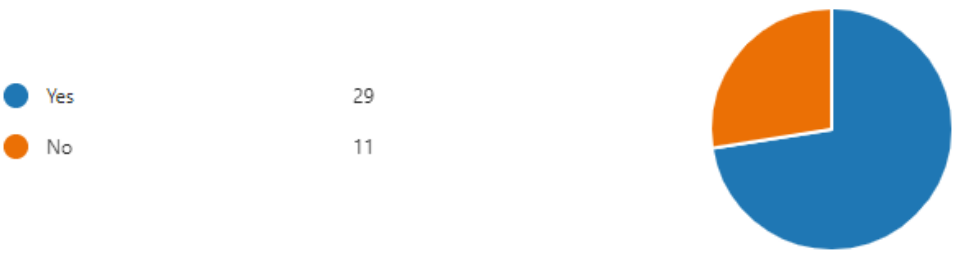
b) no

ANSWER:

As shown by the graphic, the majority of the respondents (70%) knows how to upload and download the files.

11. **Do you know how to download/upload or share a file? (a photo, a document, etc)** (0 točka)

Več podrobnosti Vpogledi



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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 62% 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?

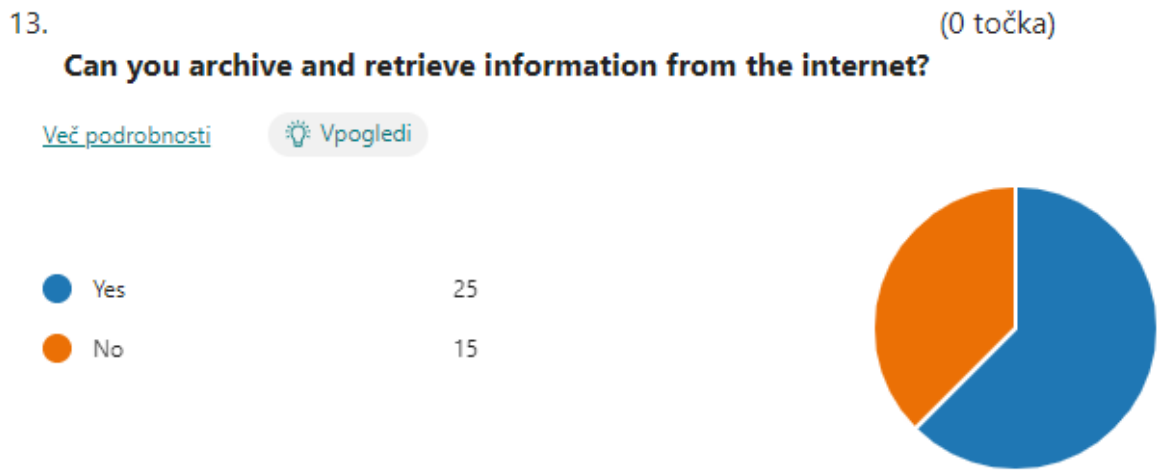
a) yes

b) no

If yes, how do you do it?

ANSWER:

According to the answers received, the 62% 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?

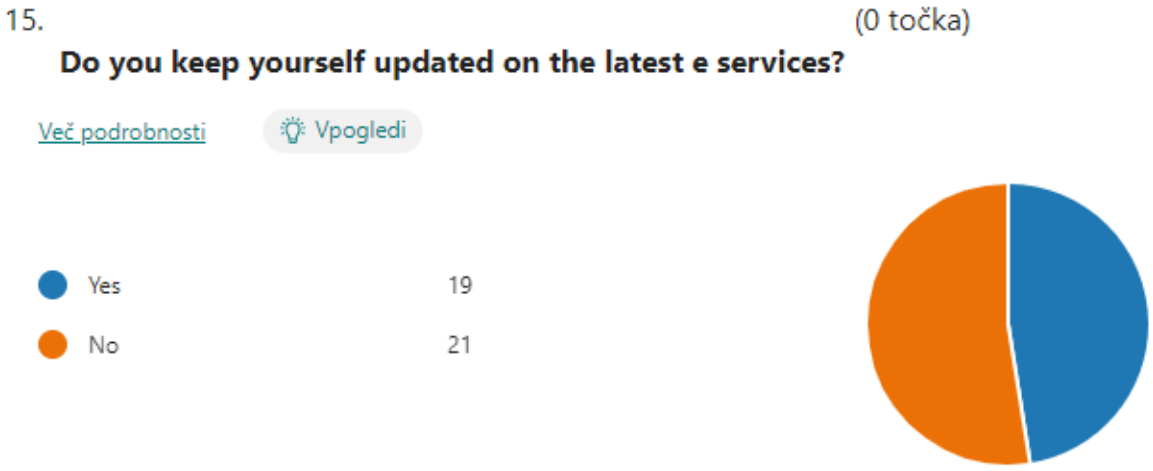
a) yes

b) no

If yes, how do you do it?

ANSWER:

According to the graphic, just the 47% 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 59% of the sample never changed the password and they didn't know that was a possible option.

Just the 5% change the password every 3 months, 7% once a year, and the 28% have changed it once.

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17. **How often do you change the passwords you use?** (0 točka)

Več podrobnosti

every 3 months	2
once a year	3
I've changed them only once	11
Never	23

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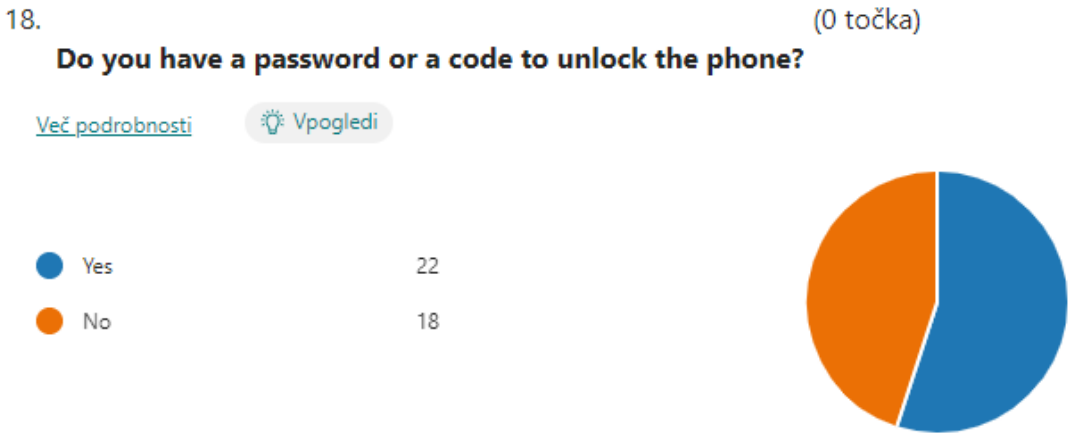
2. Do you have a password or a code to unlock the phone?

a) yes

b) no

ANSWER:

55 respondents have a password or code to lock their screen.



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CONCLUSIONS OF THE INTERVIEWER/S

UPI- ljudska univerza Žalec conducted the survey among 41 seniors, as we had the opportunity to sample a larger number of people to obtain more accurate results. The seniors note that digitisation will become a necessity for a normal life. The Covid19 era has taken everyone out of their comfort zone, where they now need at least basic digital skills for every doctor's appointment and so on. Through the interviews we found that they were helped by relatives with online transactions, but that they were rarely independent themselves. The reasons for not using e-services are mainly fear of the unknown, fear of misuse of data and, above all, lack of computer skills. Health-related services are the most used, as ordering via health referral has now become fully digital. Despite their low digital skills, many respondents have a Facebook profile.

Through the interview, we found that respondents have a desire to improve their digital skills, but that this will require a lot of help, patience and they are willing to get involved in some training places.

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