ELDERLY PEOPLE AND IT -SOME REMARKS ABOUT FINNISH DATA

summary

1. Introduction

The amount of research undertaken on the subject of how elderly people can manage in the development of IT technology. The purpose of this Be Smart Seniors (BESS) -project is to seek seniors' attitudes towards computers and computer preferences that we could develop easy to use video instructions how to use basic internet skills. Four European counties, Hungary, Liechtenstein, Finland and Slovenia were participating. Project started 2018 ja it will last until 2020.The project is being funded from Erasmus+ Strategic Partnerships program.

There has been lot of investigations the threats and possibilities of developing It to elderly people. This study tries to focus on differences between four participating countries. To find out what kind of differences and similarities in usage of computer, laptops and smart phones exits among the elderly people and what are the most favorable mean of learning new skills and –practically how they have learnt their skills so far.

The questionnaire was proceeding in the same form in all four countries. There were 230 answers all together and from Finland there were 50. This paper deals with the Finnish part of the questionnaire.

previous studies….

2. Concepts and research methods

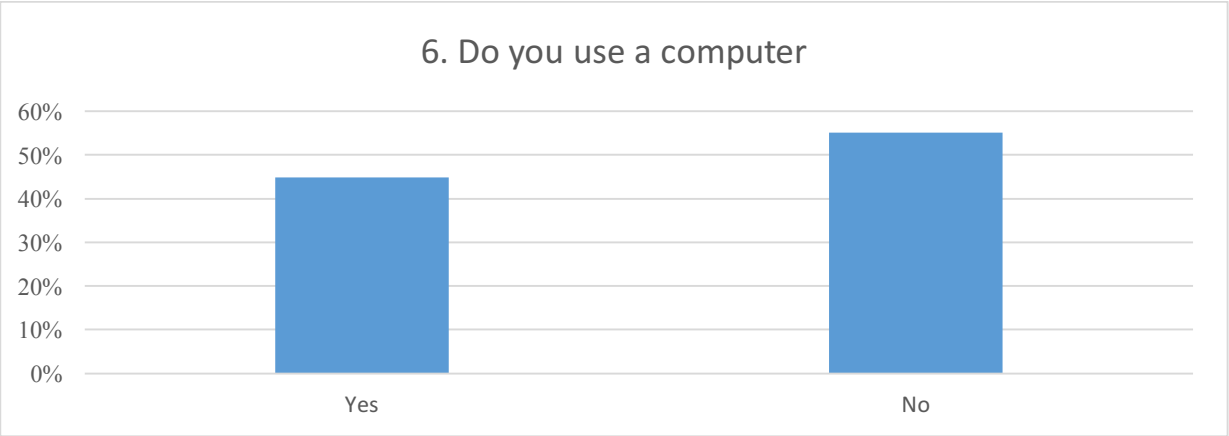
In the interest areas and learning attitudes questionnaire there were 100 questions with different types: yes /no types and, rankings and relative scale measurements…

3. Analyses and results of questionnaire

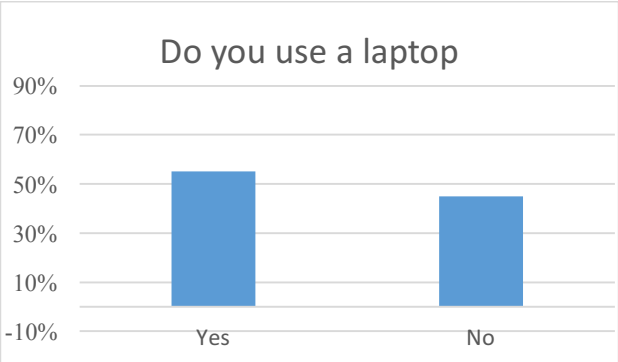
3.1 Basic on background questions

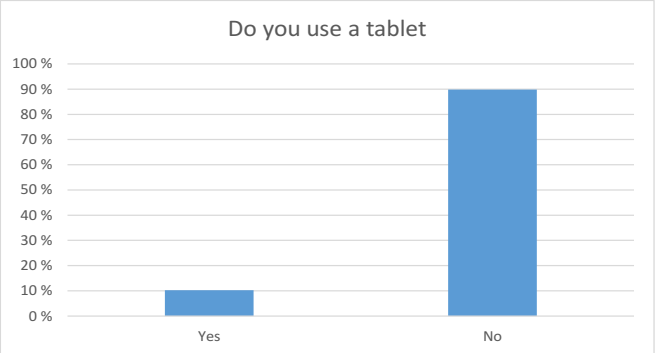
- 60 % man
- 40 % woman
- 90 % retired
- 10 % at work
- almost all (90 %) live at Turku (big city): interviews were made at Turku
- 90 % has primary or lower education, 10 % secondary or more (how it is in general in Finland)

- 80 % falls in the age category 66-75 years, no-one was over 80 years



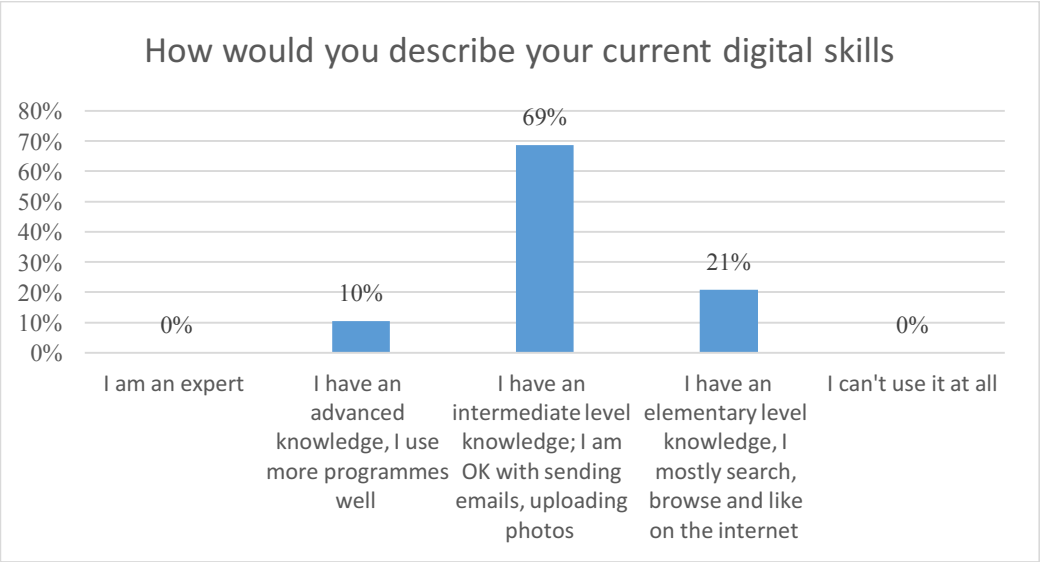
The use of computer was lightly numerous compared to no-users: the same figure with laptop, but the usage of tablet was only 10 %. Many elderly use both. (My observation was the men use table computer more often than women).



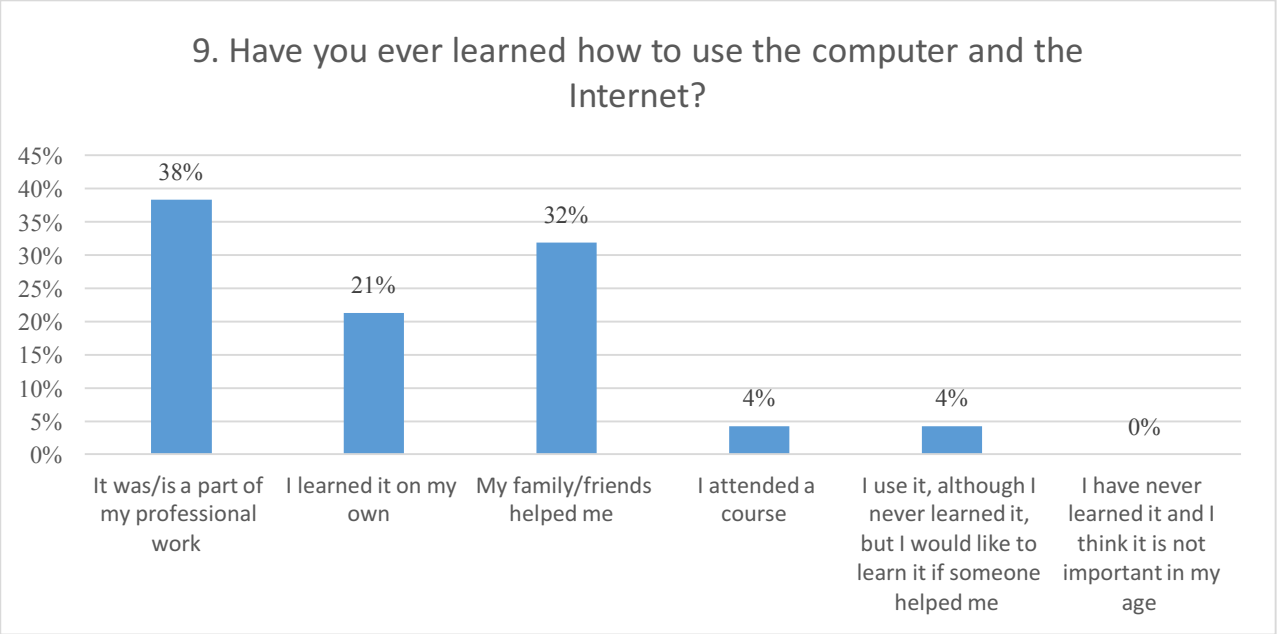


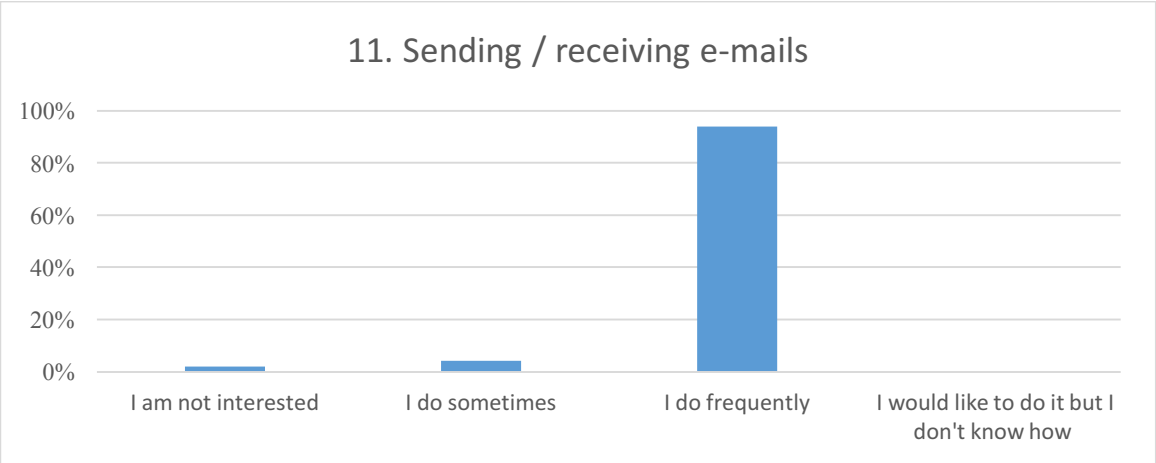
Quite surprisingly almost 90 % elderly have smartphone (Some of them did not look like smart phone, anyway). Even more surprisingly everyone has access to internet from home. (Maybe a bit different story if interviews were done in different way; noe the interviews were made at Elderly People Home Care (Lehmusvalkama & Ruusukortteli and people were living there).

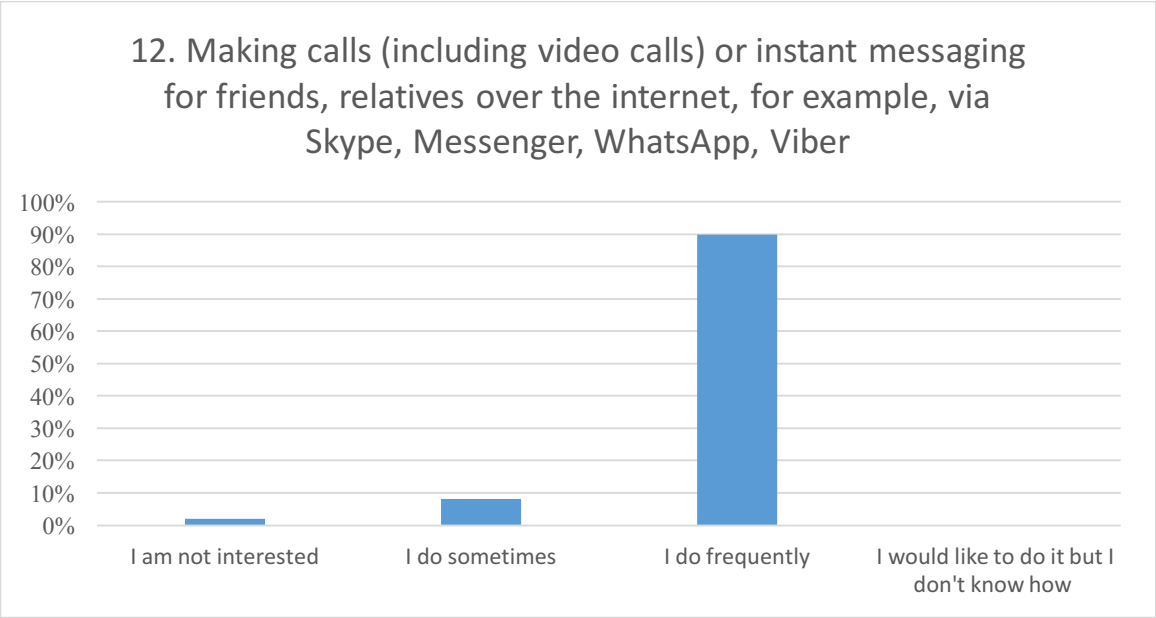
3.1 Digital skills



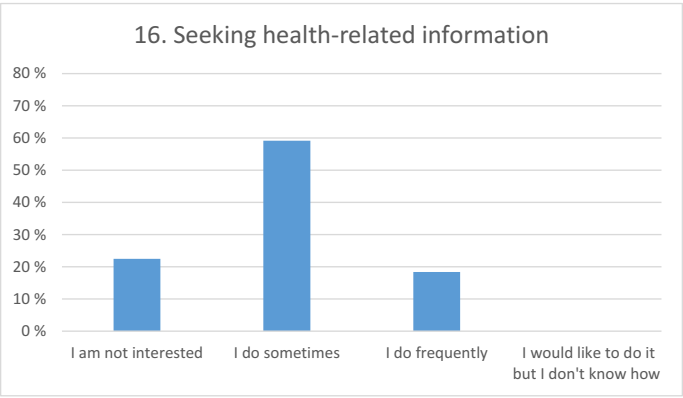
70 % of elderly have intermediate skills and almost 40 % have learnt their skill at work and a bit more than 30 % have learnt with the help family or friends and 20 % learned the skills on their own. Practically no-one used computer or more that 2 hours.

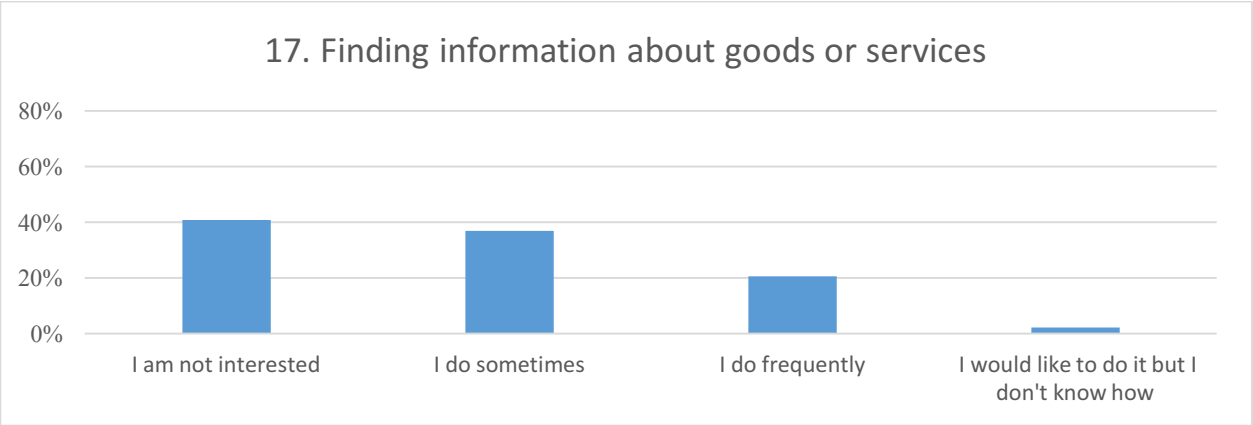




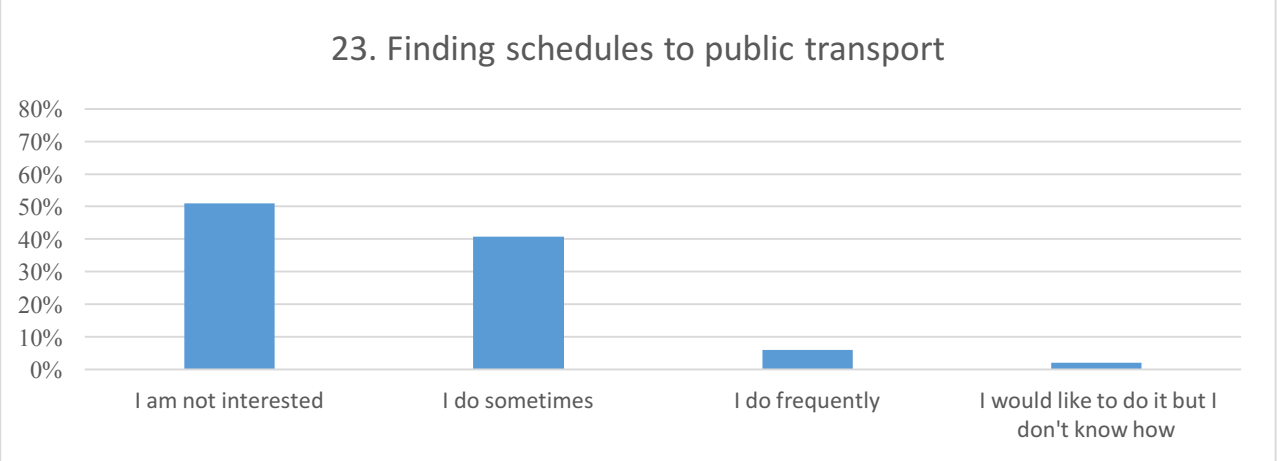


Practically everyone can make calls or EMS or send emails but the the use social media was more spited; 50 % are using social media non frequently and 30 % frequently. Same figures with sending or receiving pics: 50 % are using non frequently and 40 % frequently. Around 70 % are reading newspaper from internet (mainly yellow papers).

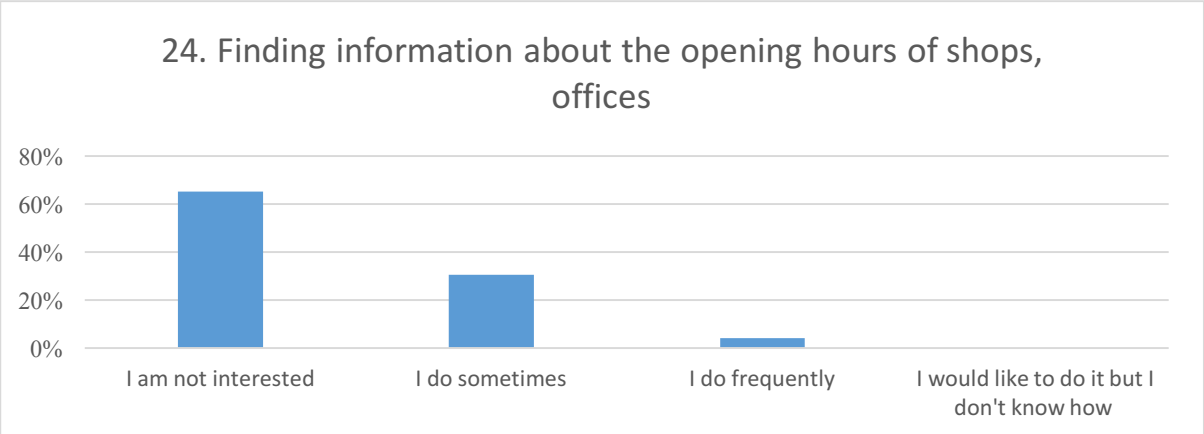


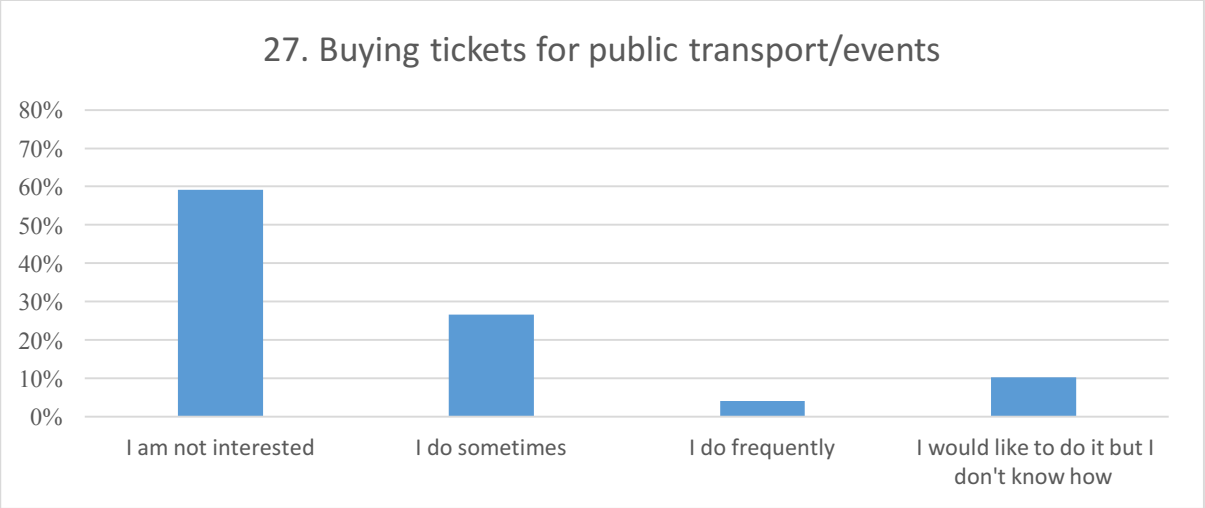


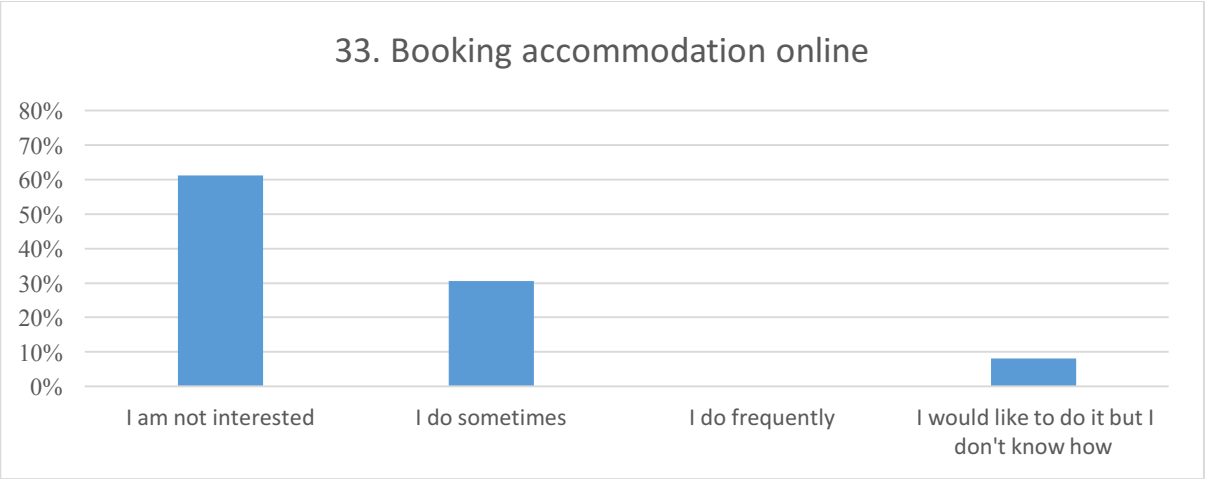
Answers revealed that health information are searched more often than info from goods or services. Almost ¾ of the answers show that to listen music from internet is not popular but 18 % do it sometimes and 18 % like to do it but have no ability to do that. Same with films: 75 % were not interested in and around 10 % would like to watch but don't know how. Slightly more; 20 % like to read books online but don't know how.



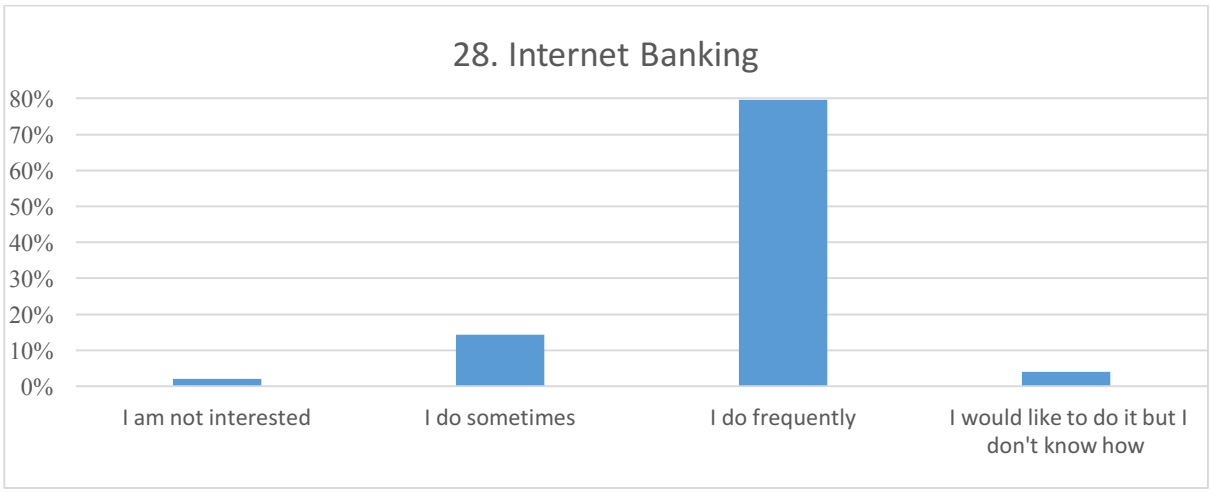
Respectively, 55 % do not use video tutorials to learn like baking, car repairing etc, but 40 % do sometimes. 60 % of elderly do not buy household things from internet but 25 % do it sometimes.



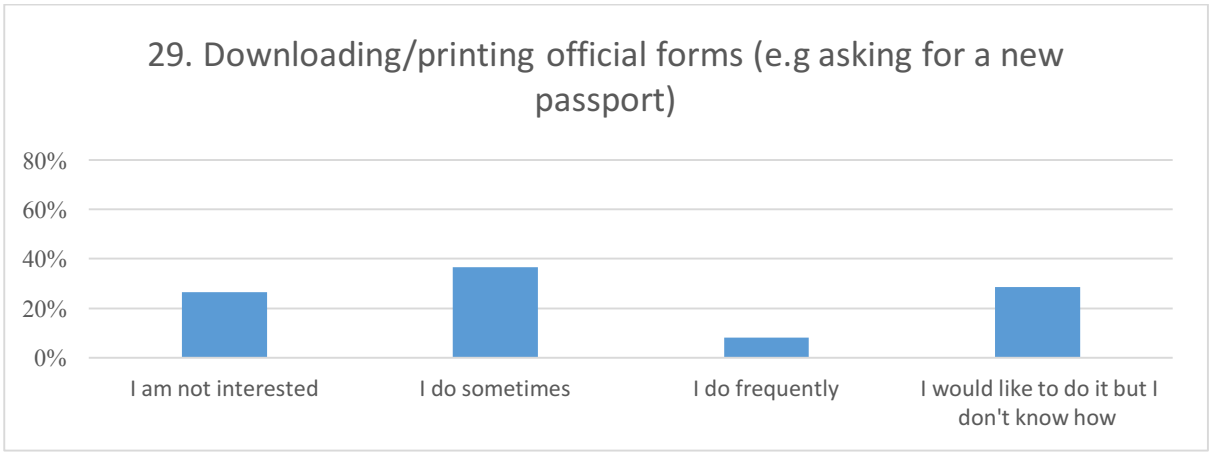




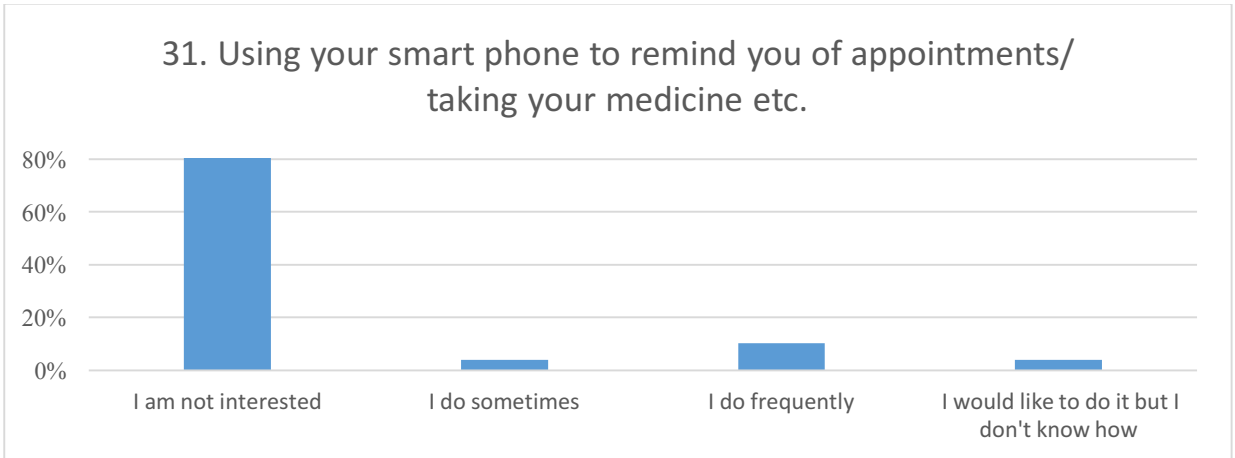
More than half of elderly (61 %) and around half (50 %) are not interested in finding information of opening times or finding public transport schedules. There are only a few who do it frequently. The same with buying tickets; 60 % is not interested in at all and 27 % do it sometimes and very few buy tickets online. But internet banking is very familiar to Finnish elderly: 80 % use it frequently. Booking hotel online: around 60 % not interested in and 1/3 do sometimes; very similar with buying tickets.



Slightly different result was with official forms; 38 % do it sometimes but almost 30 % would like to do it but they have no knowledge



Quite surprisingly 80 % of the answers showed that elderly people are not interested on using alarm or warning tools of their smart phone and there was no willingness to do it either.

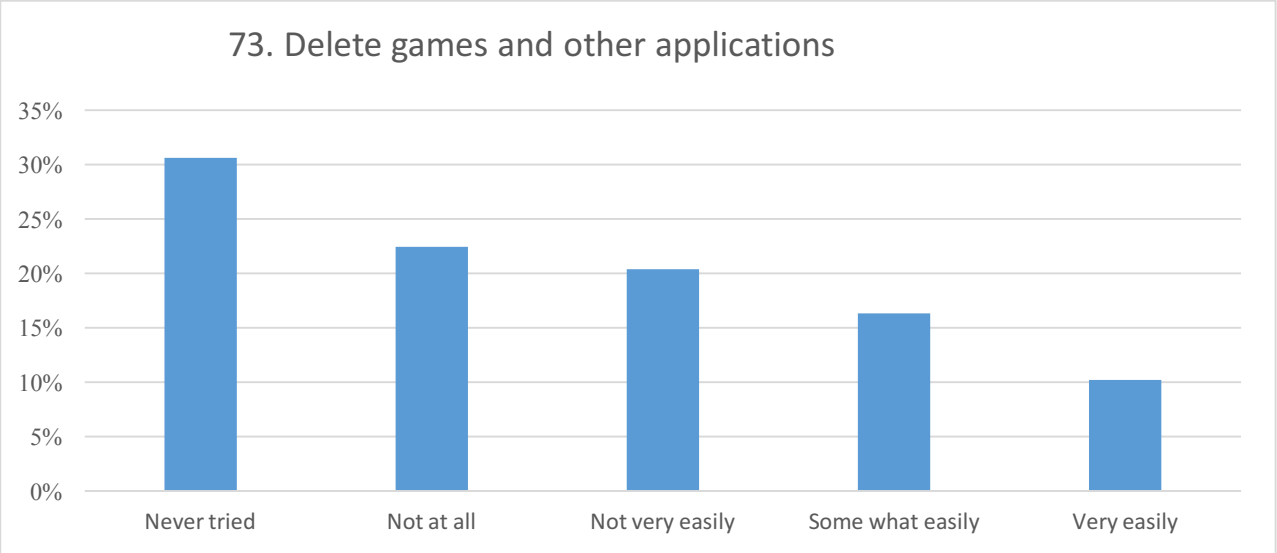


GPS tool are used frequently or sometimes around 50 % in answers and 50 % was no interested on at all.

3.2 Smart phone abilities and use

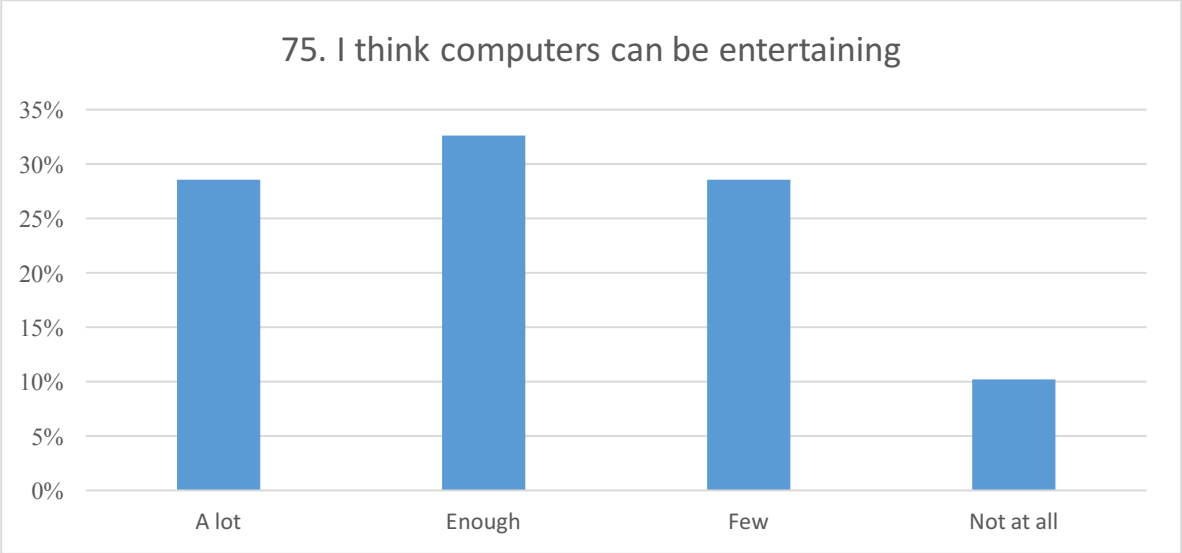
Figures from answers from 58 to 73. Most popular answer is shown:

58. Navigate onscreen menus using the touchscreen : **54 % VERY EASILY**
59. Use the onscreen keyboard to type: **61 % VERY EASILY**
60. Send emails: **90 % VERY EASILY**
61. Send pictures by email: **78 % VERY EASILY**
62. Transfer information (files such as music, pictures, documents) on my mobile device to my computer: **40 % SOMEWHAT EASILY**
63. Transfer information (files such as music, pictures, documents) on my computer to my mobile device: **33% SOMEWHAT EASILY, 26 % NOT SO EASILY**
64. Find information about my hobbies and interests on the Internet: **35 % VERY EASILY & SOMEWHAT EASILY BOTH**
65. Find health information on the Internet**: 37 % SOMEWHAT EASILY, 28 % VERY EASILY**
66. Check events and appointments into a calendar: **65 % NEVER TRIED**
67. Check the date and time of upcoming and prior appointments: **61 % NEVER TRIED**
68. Use the device's online "store" to find games and other forms of entertainment: **45 % NEVER TRIED**
69. Listen to music: **55 % NEVER TRIED**
70. Setup a password to lock/unlock the device: **58 % VERY EASILY**
72. Update games and other applications: **41 % NEVER TRIED**
73. Delete games and other applications**: 30 % NEVER TRIED**



3.3 Attitudes and learning

Elderly feel themselves quite relaxed while using computers; 42 % feel no nervous and same figure (42 %) feel nervous a bit while computing. Only 4 % feel a lot nervous. Fig 75 shows that around 60 % keep computing entering at least “enough and a lot”.



Over 50 % (Fig 76) keeps thinks the idea of use of computers a lot and their not boring (Fig 77) but around 47 % of answers say that are boring a bit.

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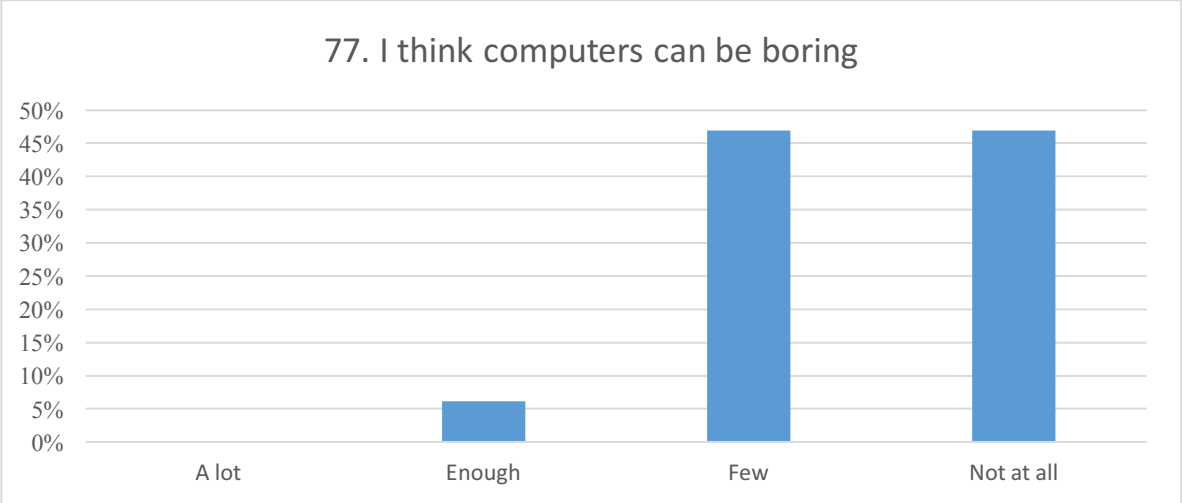
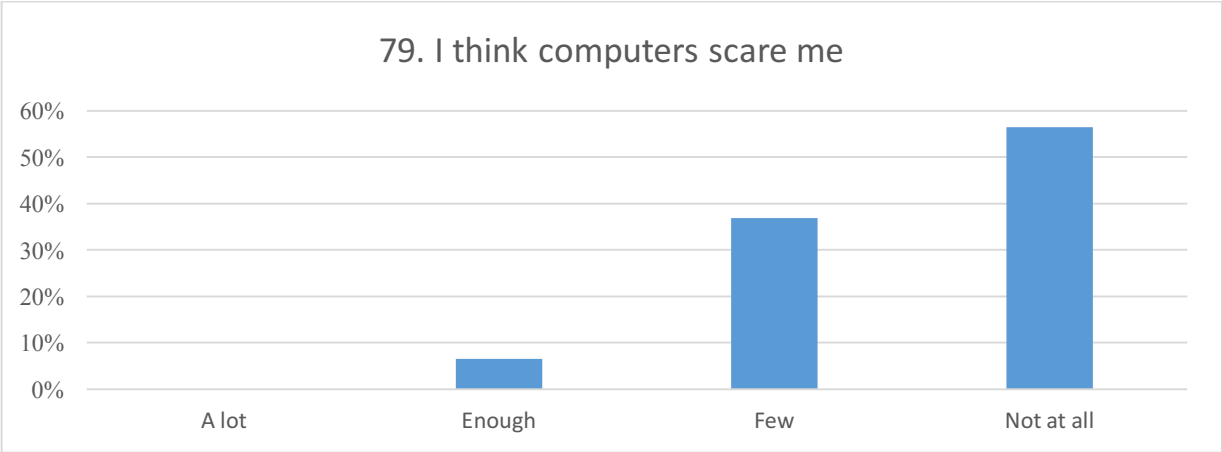
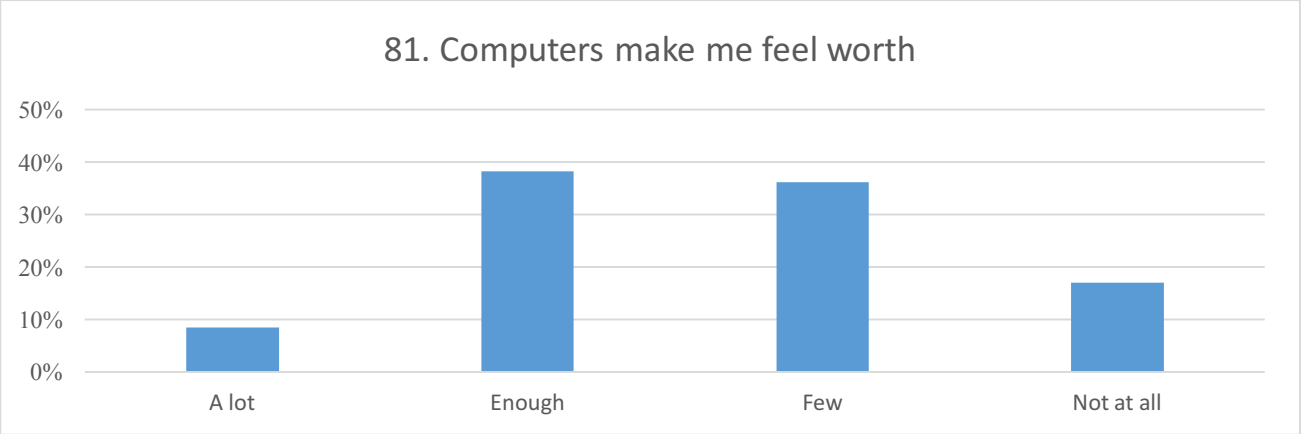


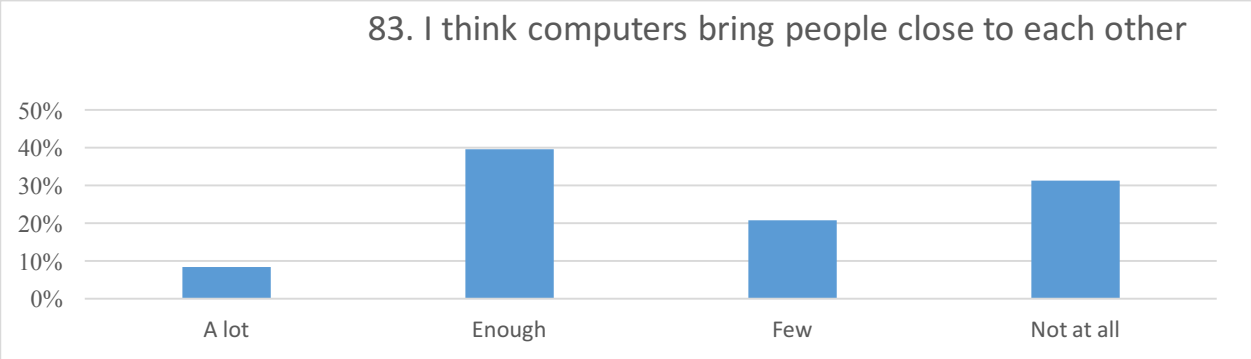
Around half of the answers say that computers make them feel clumsy but only a few mention that they are scaring computers (not at all: 58 % and enough 5 %).

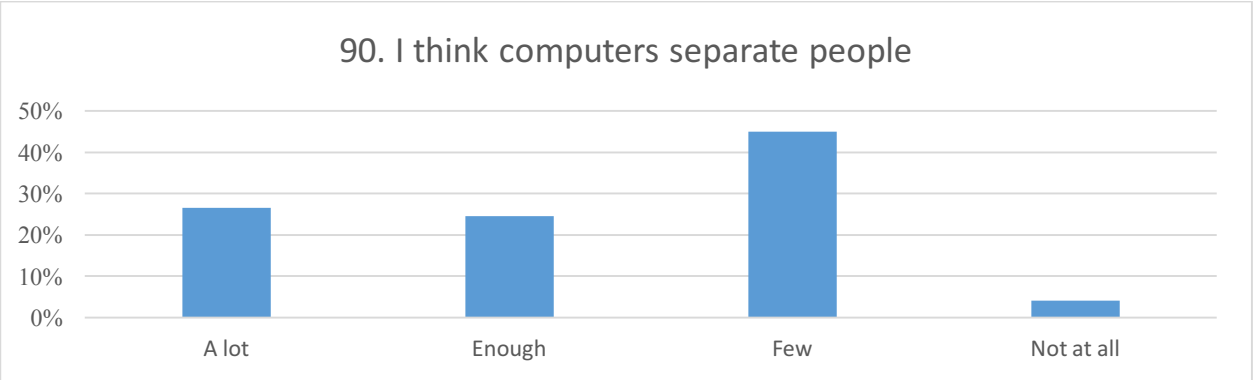


Around 35 % of elderly feel worth while using computers (enough 37 % and few 36 %). It is in line with the answer computers scare me (not at all 57 %).



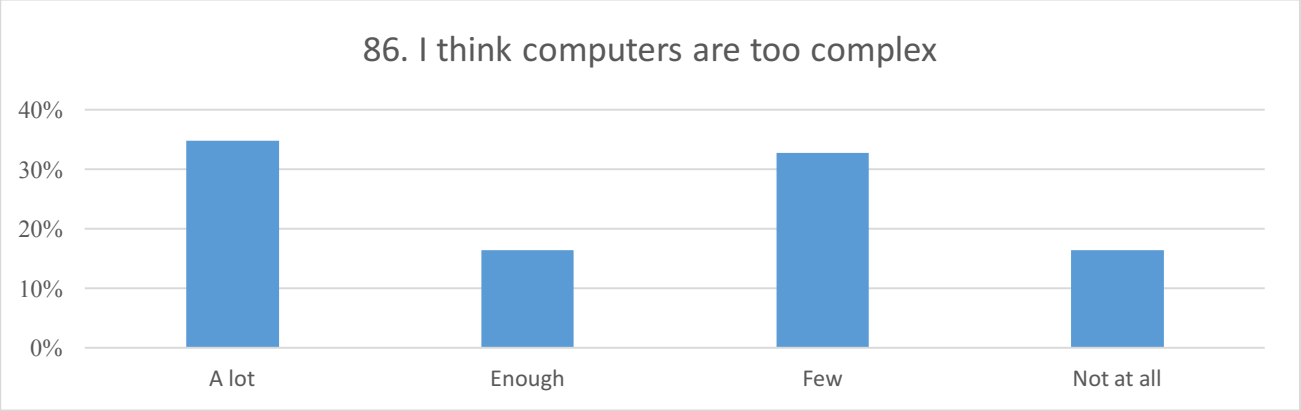
Elderly people are aware that the use of computers is important; 80 % agree that it is important to know how to use computers (question 82).





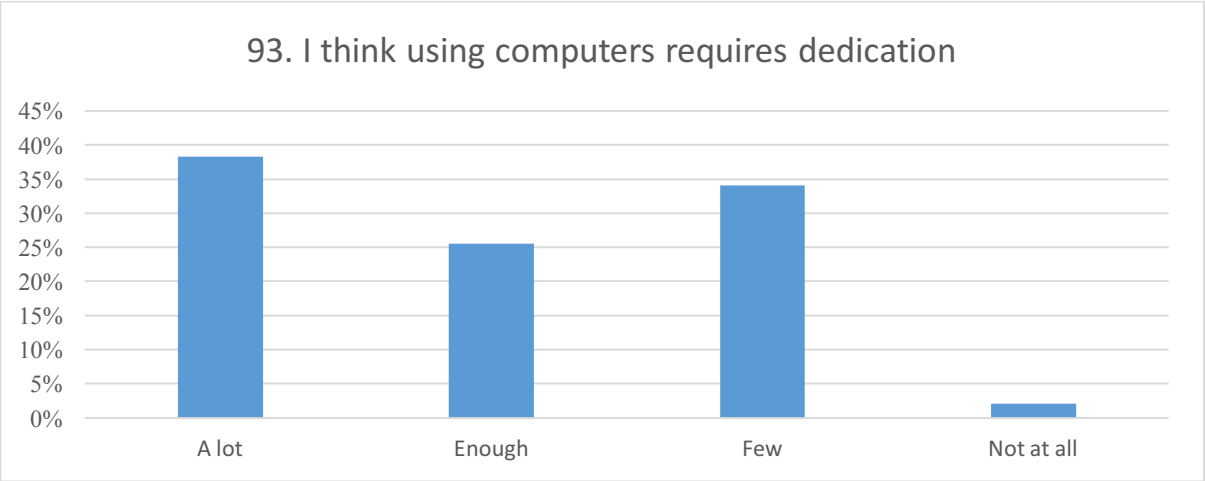
Questions 83 and 90 were focusing the same problem; do computers bring people close to each others or vice versa.

Question 84.” I think using computers is very difficult”: around 50 % answers were few and 1/5 think that using computers is very difficult. Vast majority also think that computers are controlling the world; 25 % thinks a lot and only 4 % thinks that not at all. Although the answers were showing that the skills to use of computers is intermediate and computers can be entertaining 35 % of answers were presenting that computers are too complex (a lot 35 %, enough 16 %).



Question 86 revealed that computing makes life more comfortable (enough and a lot 75 % altogether).

Majority feels that computers make life a somewhat complicate (enough 52 %) and around same percentage thinks that they able to use computer quite well (enough 50 %).



Answers to question 93 suggest that computing needs dedication and attention: almost 40 % answers fall into category a lot (37 %) and category few (34 %).

Answers revealed a lot that elderly do not think that computers will help paper work very much but, on the other hand elderly think that computers can help to learn new things (a lot 31 % and enough 44 %).

3.4 Learning preferences

On the following page questions 34-41 shown. they will try to find out How important are the following qualities/features in learning new skills. Numbers 1 to 7 reveal preferences of answers to the statement in question. Numbers 1 to 7 are in ranking order in which the number 1 is the most favorable and 7 the least one.

After quick check it looks like that **to learn by myself** is quite favorable (way to learn: lot of ranking positions **1 to 3**, but there are variations in ranking figures. **Group learning** (q 36) is ranked mostly by figures **3 or 4**. To have general understanding of program or device in question is not favorable: raking 6 or 7. To **practice my myself** gets lot ranking **1 to 3** but some lower rankings too. **Learning through demonstrations** get **equally** dispersed rankings varying **from 3 to 5**. **Step-by-step demonstrations** gets most of the top rankings with variations from **1 to 3**. Few outside these ranking positions.

35. To learn by myself(1-7)	36. To learn in a group(1-7)	37. To see demonstration how to solve a specific task (1-7)	38. To have a general understanding of the features of the programme/device(1-7)	39. To have opportunities to practice by myself(1-7)	40. To have a step-by-step explanation how to perform a task(1-7)	41. Not to take too much time(1-7)	42. I try to work it out by myself (trial and error) (1-8)	43. To use the help function of the device/programme (1-8)	44. To read the written instructions manual (1-8)	45. To enrol a course (1-8)	46. To talk to my younger relative/friend who I trust (1-8)	47. To talk to somebody my age group (1-8)	48. To search the internet (1-8)	49. To use video tutorials (1-8)
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The most popular way of learning is **trial and error** that get the highest rankings from **1 to 3** with only few exceptions. To use **help function of the device** or **program manual** are not ranked high: their ranking vary from 5 to 7 (8), with only a few exception. To **enroll a course** gets variable rankings from **2 to 7** with equal scattering. **To ask younger relative** is finitely gets the top ranking: mostly **1. To ask a friend of my age** gets ranking positions **from 3 to 4** being the second popular

alternative to learn computer skills. **Internet search** get ranking numbers from **3 to 5**.**Video tutorial** is clearly unpopular alternative, rankings are **5 or less**. There are also less nominations than previous statements have.

The last statements were focusing **how helpful** are the following methods to learn new IT related skills.

53.	To enrol a course
54.	To talk to my younger relative/friend who I trust
50	I try to work it out by myself (trial and error)

These learning methods get t the most top rankings (mostly 1 to 3) in answers. The other five (5) learning methods are quite equal; **talk to same age group member, help function of program**, **internet search**, **program manual and video tutorials** are at the same level

(calculate more precisely)

55	talk to age group member
56	Internet search
52	program manual
57	video tutorials
51	help function of device

50. I try to work it out by myself (trial and error) (1-8)	51. To use the help function of the device/programme (1-8)	52. To read the written instructions manual (1-8)	53. To enrol a course (1-8)	54. To talk to my younger relative/friend who I trust (1-8)	55. To talk to somebody my age group (1-8)	56. To search the internet (1-8)	57. To use video tutorials (1-8)
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