DIGITALISE ME

Digitalise me

Competence Mapping – Interviews' Comparative Report

The conclusions based on the answers to questions in the different sections are summarized below:

1) Background information

Except for one person, all older people responded by having access to digital devices and tools, the most common being computers/notebooks and smartphones. Their use is mainly through e-mail, Facebook and YouTube, with some using learning platforms such as Duolingo or Moodle, as well as WhatsApp and online bank accounts.

The reasons for their use differ between revenue surveys, films/series, reading newspapers, watching videos and communicating with family and friends (intensifying the use with the VIDEO-19 pandemic, especially as a means of communication).

The relationship between this population and the use of the technologies is generally positive.

2) Information and Data Literacy

Everyone who uses digital devices and the Internet does so daily and to keep themselves informed and for entertainment. They use it mainly to search for information, communicate with family and friends, make phone and video calls and use social networks (Facebook or YouTube).

Older people rarely use telephones and computers with Internet for work, online shopping or learning.

Although most interviewees reveal that they know how to do research online, they often encounter problems in evaluating and filtering information and assessing what is real and false.

When it comes to necessary actions, the group is divided into two - seniors who do not know how to print/scan documents or how to pay bills online and those who know how to perform these actions. About the use of online payments, there are still those who say they don't do it out of fear, knowing the associated dangers.

3) Communication and Collaboration

As far as communication is concerned, more than half of those interviewed stated that they use various tools and applications to keep in touch with others. The most mentioned were Messenger and WhatsApp. They communicate daily with their children, grandchildren, friends or colleagues from the University of the third age. Some of those who do not use any application prefer to use phone calls or SMS for these purposes. Less than half of seniors use Facebook.

None of the elderly has ever felt excluded from their social circles, friends or family due to the non-use of message/media applications.

Most respondents agreed that they sometimes have difficulties with the language used online and to understand everything on the Internet.

4) Digital Content Creation

The summary of this section answers questions such as the ability to download files, create them, use the Word and send emails; know how to edit digital content, and where the photos were taken with the mobile phone stay.

Knowledge about creating digital content among interviewees is quite incomplete and disparate.

Few admitted that they did not know how to create digital content and/or carry out some of the actions in question; another group said that they could do it at the basic level, these actions being necessary for their home and work (like sending emails or printing documents). Some respondents guaranteed to perform most of the activities, such as uploading/downloading files, creating folders and scanning documents, creating leaflets and presentations using the Word, Excel or PowerPoint. Few respondents go a step further, being able to create a logo and use Moviemaker.

These answers prove the need to continue to invest in training.

All participants can take pictures/videos using a phone or tablet.

5) Safety

As far as security is concerned, all interviewees state that they are aware of the security problems linked to the Internet, but it is not easy for them to feel secure. Even if everyone knows, for example, how to create a strong password, they do not feel completely safe. Among those who shop online, only a few know how to do so safely.

When it comes to sharing photos or personal information on the Internet, most are reserved. In general, they are aware of the need to protect their personal data, but most of them do not know how to do it.

Most identify potentially harmful messages, or at least know about their existence, and know to be careful when opening emails from unknown senders. While some know and can identify the reliability of senders and links, there is still a knowledge gap in this area - how to deal with spam.

Participants stressed the importance of online safety and indicated that it would be useful to develop a 'safety guide' with important tips and information on what to do and what not to do about online safety.

6) Problem Solving

All the seniors mentioned how to work with their devices, especially how to connect and disconnect them and how to connect them to WiFi. About half of the respondents know how to download applications. The second half doesn't know how to do it because they've never tried.

Half of the people interviewed agreed that they are not able to solve any technological issues and do not know how to choose the most appropriate techniques to solve a digital problem. They prefer to ask for the help of more experienced people also because they are afraid of doing something wrong. The other half of the group tries to solve the fundamental technical problems themselves, before contacting a specialist.

The minority of older people do online research to find solutions to everyday problems (e.g. answers to health problems, car problems, etc.)

7) Media literacy

In terms of media literacy, respondents mentioned the enormous importance of having more knowledge in this area, as some of them put a lot of effort into evaluating the information available online and knowing which websites are reliable. They also agree on the importance of being able to detect false news, as most use digital media daily to keep themselves informed and read the news.

However, few respondents say that it is not difficult to identify the accuracy of information online, and they feel safe because they are using various sources of information to verify it.

Hardly any of the respondents know what exactly cookies are or how their Internet activity information is collected, but they are aware that it is used for advertisements.

8) Additional questions and summary

Finally, questions were asked, on which all the people interviewed identified the main weaknesses in their basic knowledge of digital tools and new technologies, their shortcomings in digital literacy skills, as well as those that need to be developed/updated.

Although seniors mentioned that workshops on ICT and its content, in general, are essential, they say and point out some topics as those where they are more interested in having information and knowledge. In short, the primary and digital skills that respondents would like to improve are related to:

1. Online safety: How to stay safe online, how to create strong passwords, how to protect your identity, how to shop safely online, how to use the Internet in a safer way, how to identify harmful spam e-mails.

2. Online content assessment and reliable news sources: How to detect fake news and fake websites, how to assess information, media and other online content.

3. Content creation: How to create documents/brochures/presentations, how to create digital content such as a video, how to download and edit files, images, etc.