DIGITALISATION AND OLD AGE

UKRAINIAN CONTEXT

Internet users 65+

- In 2020 - 14%
- In 2021 – 29%

Why so few?

- **Purely technological problems**

- **Difficulties related to financial status**

- **Limited technology skills**

- **Low learning ability**

- **Age-related psycho-emotional state**

What are the problems?

- **Don't want to learn**
- **Don't understand how the Internet works**
- **Don't trust the on-line payment system**
- **Some of them see no sense in it: one third of Ukrainian seniors (almost 3,5 million) have no bank accounts at all.**

Why do older people find it difficult to study?

- Their younger teachers are often inpatient, use strange terminology
- Many older people don't know English language
- They find it difficult to dial the WEB addresses
- They simply forget everything they learned at the previous lesson

Theory vs experience

- There is a point of view that over the years a person partially loses the ability to communicate and the circle of his communication narrows. Old age brings with it a change in habitual living standards, illness, and difficult emotional experiences

- Experience indicates that one 3-hour lesson in a computer class is enough to master the "skype" application. So, gradually, the elderly can master online banking and internet surfing.

Every cloud has its silver lining

- **The COVID-19 pandemic has become a catalyst for attracting large numbers of older people to the Ukrainian segment of Internet**

- **The main goals of being online for the elderly are to communicate and meet their information needs - watching news, videos, there is a tendency to increase the use of online shopping services for the elderly.**

- **Many elderly mastered online payments (rather than standing in line for hours while paying for utilities)**

Smartphonisation rather then digitalisation.

- Smartphone is cheaper than PC
- The combination of a telephone, PC and camera
- Very compact
- 3G, 4G. No need to have expensive access to WIFI
- Comparatively simple
- 22% of Internet users access the Internet using smartphones

On the other hand …

- The screen is small whereas old people have problems with eyesight
- Many older people suffer from arthritis or rheumatism or some other diseases. These conditions make it difficult to use the smartphone easily.
- Another frequently met problem – fingerprint on the smartphone for authorization. The skin of old people is often very dry and the system doesn't "see" the fingerprint. The telephone asks to wait for half a minute. Sometimes even more.
- Dangerous method – to leak a finger.

The dangers that may be faced

Fishing, vishing, smishing and farming and so on.

Older people may become the victims of cybercrime due to some simple reasons:

excessive credulity, carelessness, inability to navigate quickly in difficult life situations, insufficient knowledge in the field of digital technologies.

In 2020 about 22% of Ukrainians became the victims of cybercriminals.

In 2021 – 41%.

What about those who have no gadgets? They have problems!

The Ukrainian government promotes the idea of "State in smartphone" - an experimental project in the sphere of providing electronic administrative services.

And there was developed "Dija" – the Ukrainian digital document mobile application and a public service portal.

No gadgets, no skills…

- **The state is obliged to provide equal opportunities to all participants in the information space, and first of all to the most vulnerable citizens – to the elderly. There should be guaranteed digital education financed from the budget.**

- **It is also necessary to ensure the technological possibility of access to mobile communications and the Internet for all categories of the population, especially in rural areas. After all, the implementation of e-democracy doesn't make sense without proper infrastructure.**