



## ICT4Elders - Promoting ICT knowledge for the elderly people

### IO 1: Behavioural analysis on the negative effects of Information Technology illiteracy on elderly people

#### Task 1.2: Conducting of qualitative and quantitative researcher on the effects of Information Technology illiteracy on Elderly People/On-line survey results - Germany/Land Brandenburg

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## 2 INTRODUCTION

ICT4Elders is the answer towards transforming elderly peoples' lives by improving their well-being as they will be able to use the Internet and access services ultimately aimed for their well-being. Our project proposal fosters innovation by ensuring that elders could have the appropriate information needed.

### 2.1 Purpose of the report

The main objective of this survey was to identify the IT-related background and skillset of older adults, and especially those above 70 years old, as well their training needs regarding the use of the internet and ICT applications. The collected information will be used to guide the development of an innovative training and capacity building programme which will aim to supplement existing skills and competences of older adults according to their actual needs.

The main purpose of this report is to identify skills mismatches and common trends in the use of ICT skills by elderly people in a well-defined environment, i.e., the Federal Land of Brandenburg/Germany and especially the administrative independent cities of Cottbus and Frankfurt/Oder using the Training Needs Analysis (TNA) methodology.

A thorough full field research for the identification of common skills and competences for nurses providing care to cancer patients is going to be prepared and handed over to the assigned participating partners, that will implement the survey at country level.

### 2.2 The country specific state of care for the elderly in Germany

There are different forms of care that can be individually determined depending on the extent of the need for care and can also be combined with one another. Many elderly people are cared for by their relatives. However, if care cannot be provided within the family, there are four options:

- A nursing home,  
Assisted living,
- Home care or
- The mobile care service, whereby care at home can also be combined with a mobile care service.

#### 1. Care for the elderly in a retirement home

Attitudes towards a retirement home vary from personality to personality. Many older people are open to a retirement home. A move to an old people's home is usually an option if the elderly person has a great need not only for care, but also for medical control.

A nursing home can be the best solution for all parties.

In addition, energetic retirees who like to socialize can benefit from life in a nursing home. Exchanges with other people in the same phase of life can bring joy to many older people. Interests are shared.

#### 2. Care of the elderly through day care

Those who do not want to completely give up life in their own four walls, but still want a varied everyday life and still want to participate in social life, can take advantage of day care. With this form of care for the elderly, the person in need of care spends the day in a care facility and returns to their own home in the evening.

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A day care can help to not get lonely.

In the care facilities, geriatric nurses look after the well-being of the elderly. Joint activities bring older people together. Various leisure activities also enrich the everyday life of seniors. Most older people enjoy a social life and new contacts that they find difficult to find far away from day care.

### **3. Assisted living, the special kind of care for the elderly**

If necessary, make use of the care of a qualified nurse and at the same time enjoy the advantages of the home environment - that is the decisive advantage of assisted living. Assisted living is an immensely popular form of elderly care and care.

Older people are cared here according to their needs and still retain their independence within their own four walls. In assisted living facilities, they can rely on the caregivers around the clock and receive important assistance in everyday life.

There are different forms of assisted living. Seniors who want company are in good hands in residential groups. Those who prefer to be alone can rent their own apartment in a corresponding facility, take care of themselves and, if necessary, call in a supervisor.

### **4. Care for the elderly by an outpatient care service**

An outpatient care service is usually used to support family carers. In these cases, he takes on basic care tasks.

### **5. Care for the elderly at home**

#### *5.1. The hourly care*

Care for the elderly at home is particularly interesting for elderly people who want to live in their own four walls, but who now have problems coping with all their tasks or at least need support for certain challenges for several hours a week.

In this case, care for the elderly without actual care is often of interest. Everyday companions primarily have the task of helping the elderly as domestic help.

The everyday assistant slips into her role as a psychologist for lonely seniors who want to have conversations.

One area that people like to take advantage of is shopping or government assistance.

Another service is the accompaniment of seniors on excursions or leisure activities. This keeps older people active and always has a companion by their side who entertains and supports them.

#### *5.2 24-hour care for the elderly*

With the 24-hour care, an experienced nurse lives in the same household as the senior citizen in need. This means that the person in need of care can continue to live where they feel most comfortable: in their own home.

The 24-hour support takes on the following tasks:

- basic care,
- domestic services,
- everyday nursing aids and
- activating and social support (for example walks, board games, biography work)

#### *2.3 The country specific survey methodology used*

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To conduct an in-depth analysis to identify skills mismatches and common trends in the use of ICT skills and equipment in the environment of elderly care in a well-defined environment, i.e., the Federal Land of Brandenburg/Germany and especially in the administrative independent cities of Cottbus and Frankfurt/Oder the report adopted a two-phase approach:

- **Online stakeholder questionnaire:** To broaden data collection stakeholders not covered at face-to-face interviews were reached out to through an online questionnaire.
- **Stakeholder face-to-face interviews:** To explore the experiences and insights of the relevant stakeholders and identify skills mismatches and common trends in the development and use of ICT skills and ICT equipment by elderly persons and persons that take care of elderly, to provide a comprehensive analysis of the necessary skillset to meet demands and current trends.

Regarding the online questionnaire those were divided in eight separate parts:

- I. Average use of the internet and digital technologies
- II. Main Reasons and Applications Used
- III. Social interaction
- IV. Gained ICT knowledge, skills, and challenges
- V. Importance of digital technologies for the individual
- VI. Vulnerability to social exclusion
- VII. Economic reasons
- VIII. Ability to identify online harms and threats

The German online stakeholder survey was online from 10 March 2021 targeting existing and potential stakeholders by using Google survey tool. It was sent directly to them via email or communicated by phone.

#### *2.4 The country specific challenges and problems faced during the survey*

The one of the main challenges faced during the survey was the coronavirus (COVID-19) outbreak starting to affect Germany by different waves in 2020 and 2021. The German authorities have imposed drastic restrictions on everyday life and travels, in a move to slow down any further spread of the virus. This way, the access to elderly persons, nursing, and administrative staff, especially in retirement and nursing homes was and is strictly regulated/forbidden by legal ordinances.

Under these circumstances and due to the high sensitivity of stakeholders, especially in the retirement and nursing homes coordination of the stakeholders for face-to-face meetings was almost not feasible. Hence the BK Consult GbR focused intensively on the online questionnaire method and reached out their stakeholders via email and telephone.

### **3 EVALUATION OF THE GENERATED SURVEY DATA**

#### ***2.10 General Statistical Input – Quantitative survey indicators***

During the overall survey process 15 stakeholders, i.e., elderly persons and persons that take care of elderly were addressed and have filled-in the respective on-line Google questionnaire, German version.

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### 2.11 Average use of the internet and digital technologies

*Do the elderly persons in your environment own a personal computer/ laptop/ smartphone/ tablet?*

Yes: 15

No: 0

*If YES, how often do You use their personal computer/ laptop/ smart phone/ tablet?*

Daily: 13

Weekly: 1

Monthly: 1

*If YES, how much time do you spend on the Internet on average in a month in hours?*

2; 3; 4; 10; 15; 25; 30; 60; 90; 100; 120; 130; 140

### 2.12 Main Reasons and Applications Used

*For which reason do You use the internet mostly?*

Search engines: 4

News: 2

Social Media: 2

E-Mails: 2

Profession: 1

Only WhatsApp: 2

Communication with Friends: 1

Others (5 answers)

- Social contacts via WhatsApp,
- films about nature and family (YouTube channel)
- Video calls to all family members with the above functions and other communication services
- E-banking, online shopping
- WhatsApp Chat and video telephone

### 2.13 Social interaction

*Please tell us about your experience (if you have any) how you use the internet to interact socially with other people. (13 replies)*

- Organization, scheduling, maintaining social relationships
- I find it increasingly difficult (technically overwhelmed)
- I almost always need help with the operation regularly active on social media Facebook, telegram, WhatsApp
- Only WhatsApp communication with family and friend's social interaction complex
- Read messages, mails

- WhatsApp exchanges, services, and purchases email, skype, WhatsApp
- "interact" is a foreign word for me! no time
- Telephoning via Magenta active box
- NEWS; VIDEO TELEPHONE

*What is your experience with online social interaction? (14 replies)*

- Reasonable: 8
- Associated with difficulties: 3
- Insufficient: 3

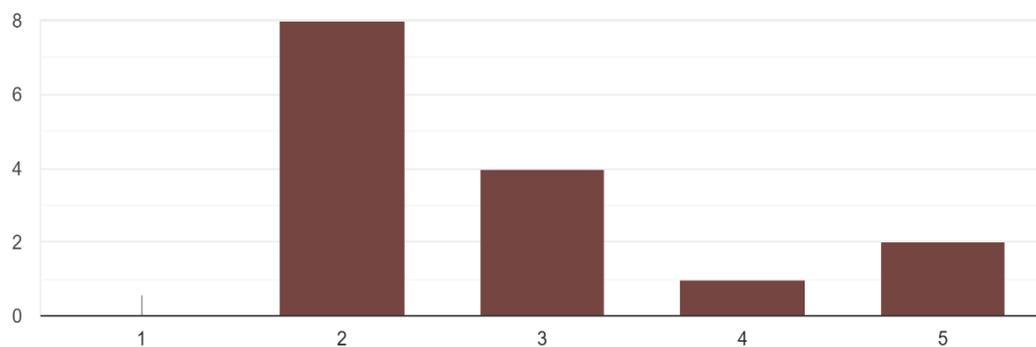
#### **2.14 Gained ICT knowledge, skills, and challenges**

*How would you rate your level of knowledge / experience with the use of the Internet / PCs / laptops / tablets / smartphones?*

*1 = non important, 5 = extremely important*

Wie würden Sie Ihren Kenntnisstand / Ihre Erfahrung in Bezug auf die Nutzung des Internets / PCs / Laptops / Tablets / Smartphones bewerten?

15 Antworten



*Have you attended an ICT-related training course?*

Yes: 13

No: 2

*Have / are you experiencing difficulties / problems using the internet / digital technologies / applications?*

Yes: 5

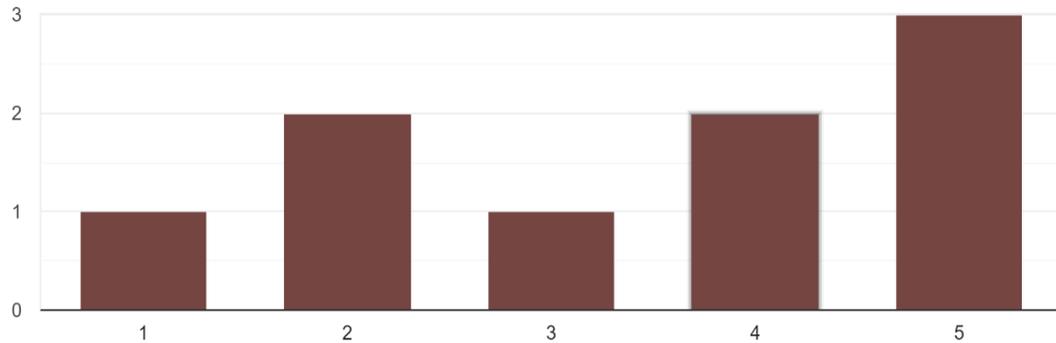
No: 9

*If YES, how easily can you solve them yourself? (9 answers)*

*1 = not at all, 5 = exceptionally good*

Wenn JA, wie einfach können Sie diese selbst lösen?

9 Antworten



*Are you looking for help from other people?*

Yes: 11

No: 3

*Do you think you need more help or guidance on technical issues?*

Yes: 1

No: 13

*What kind of information or training do you think you would find useful? (11 answers)*

- Legal issues on the internet personal demonstration - nothing more is possible
- No longer interested in expanding my activities
- No need
- More precise, understandable, shorter instructions for program use / refreshment in the event of changes / further developments
- Internet info sources
- General handling / use of apps in detail
- Simplified audio versions
- Protective measures
- MOVIES OF SIMPLE DEMONSTRATIONS ON IMPORTANT APPS
- Outlook, apps, photo editing

### **2.15 Importance of digital technologies for the individual**

*Did IT skills / internet / communication technologies play an important role in your life and / or in your career?*

Yes: 10

No: 4

*If YES, please give us specific examples or reasons. (11 Answers)*

- Part-time trade

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- Social communication and information gathering
  - Communication prev. by email on the job
  - Networking, applied programming, app and program development,
  - Malware detection, office management, guidance of third parties' job
  - Homework, access to company server
  - User software, e-mail traffic, online banking
  - Research on customers
  - Leisure time, get social contacts
  - Exchange of messages, organization, concept creation, online teaching, research
  - Social communication, exchange, information search, online training
  - Video conferencing

*In your opinion, are there any advantages and / or disadvantages of the internet / digital technologies?*

Yes: 4

No: 10

*If YES, please give us specific examples or reasons: (11 Answer)*

- Danger of addiction and reduction in presence contacts direct contacts are reduced,
- loneliness despite many contacts
- Disadvantages: very anonymous, criminal opportunities / exceptionally good in pandemic times
- Advantage: fast, follow-up possible, flexible in terms of time / disadvantage: chances of fraud
- Time and cost savings
- Working from home replaces time-consuming commutes, system crashes extend working hours
- Time factor, speed, topicality
- Advantages: research easily possible / disadvantages: transparent person
- Advantage in the case of disabilities, disadvantage facilitates crime
- Plus: fast, flexible, unlimited data usage, not time-dependent, Minus: bullying, risk of addiction, crime remarkably high
- USE ALWAYS POSSIBLE; RISKS CANNOT BE ESTIMATED

## **2.16 Vulnerability to social exclusion**

*Would you like to make better use of the possibilities of the Internet / digital technologies?*

Yes: 4

No: 10

*If YES, please give us specific examples or reasons for them. 4 Answers*

- Reason: stay mentally fit for a long time and notice what is going on in the world
- Need higher bandwidth / faster internet at home

- 
- Video conferencing
  - Further development of technologies requires knowledge adjustment, e.g., payment services

*Is your current use of internet / communication technologies limiting your life in any way?*

Yes: 0

No: 15

### **2.17 Economic reasons**

*For example, do you think that access to the Internet and technological devices requires more financial resources?*

Yes: 7

No: 8

*Do you think it is safe to use the internet for online shopping, e-banking, etc.?*

Yes: 8

No: 5

*What do you think are the benefits and potential dangers of doing this? (14 Answers)*

- 100% protection is not possible
- Suspect it, but can no longer recognize dangers itself
- Fraud, you hear all the time
- Faster, more flexible (large selection)
- Dangers: attempted fraud and more opportunities for fraud
- Plus: timesaving, fast, flexible, time-independent
- Danger: if you follow the basic rules, there is little danger
- Plus: Time saving
- Danger: Fraud and data tapping
- Scams, phishing
- Plus - from home; Danger- transparent person
- I do not use the internet for that

### **2.18 Ability to identify online harms and threats**

*Which sources / applications do you use when surfing online? (15 answers)*

- Google chrome, Google Maps, Google search engine, Google home
- Firefox, Heise (information), Firefox search engine
- Outlook, banking, shops google chrome
- Fixed links (grandchild is waiting for the PC and setting it up)
- No surfing
- Read large newspapers online every day, par example Süddeutsche Zeitung and MOZ online
- WhatsApp

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- Online shops Amazon, eBay
  - Edge as a browser
  - t-online and web.de as a domain
  - Youtube, Treema

*Do you check their credibility?*

Yes: 9  
No: 6

*Are you aware of false news / inaccurate information that is often posted online (i.e., fake news)?*

Yes: 6  
No: 9

*Are you taking any action or precaution when using the Internet / Online Applications?*

Password protection: 8  
Firewalls: 4  
No own activity: 1  
Virus program, reviews all: 1  
Avoid unknown sources: 1  
Do not open dubious emails: 1

*Please describe Your activities in more detail. (6 Answers)*

- Password change more often, different Passwords, ratings, negative reports see above
- Virus detection, updates, information from third-party sources, BSI, etc.
- Selection in the SPAM folder,
- Use of different passwords, change of passwords annually
- Use of different passwords, regular password changes
- Use of several and always up-to-date protection programs (AVIRA, ESET)

*Are you aware of the potential threats related to identity theft, fraud, and online phishing?*

Yes: 7  
No: 8

*If you ticked YES, please give a more detailed description. (7 answers)*

- Current news about Heise, read about current attacks, protective mechanisms,
- Lecture from the State Criminal Police Office
- Loss of identity, legal incapacity, financial loss
- Loss of money you know from hearsay! Choice of words for decoys, it's difficult!
- Account abuse
- Account loss, data theft, damage to your own data, monetary claims
- Financial damage, information, and data theft