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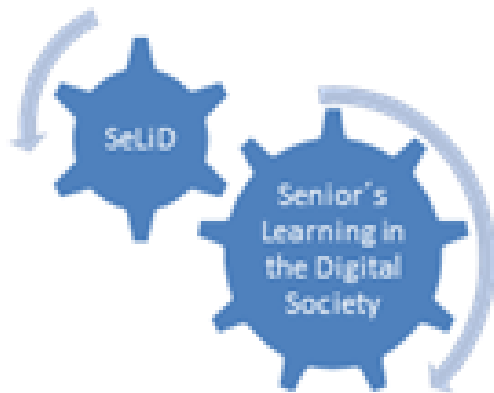
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With the support of the
Erasmus+ Programme
of the European Union

Senior's Learning in the Digital Society /SeLiD/

Erasmus+

2019-1-SK01-KA204-060649

Survey on the use of Digital Technologies

U3A in UWr, Wroclaw ,Polen, 2021 , dr n. przyr., dr. univ med Anna Gozdowski

A Respondent profil

1.Gender

All respondents
   153
Male: 22,9% =35person
Female: 77,1%=118 person

Gender

22,9%

77,1%

Male

Female
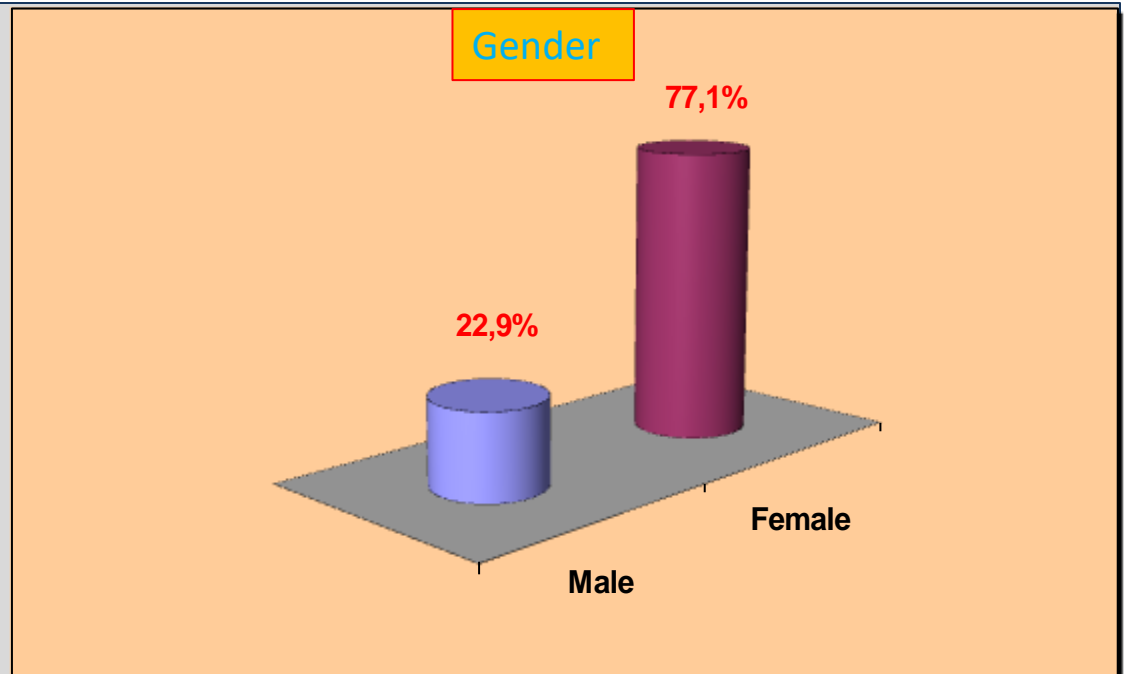
Fig.1
In this survey 77,1% were wommen.

2. Age

15,7%= 24

37,3%= 57

46,4%=71

0,6%= 1

Age

more then 80 — 15,7%

71 - 80 — 37,3%

60 - 70 — 46,4%
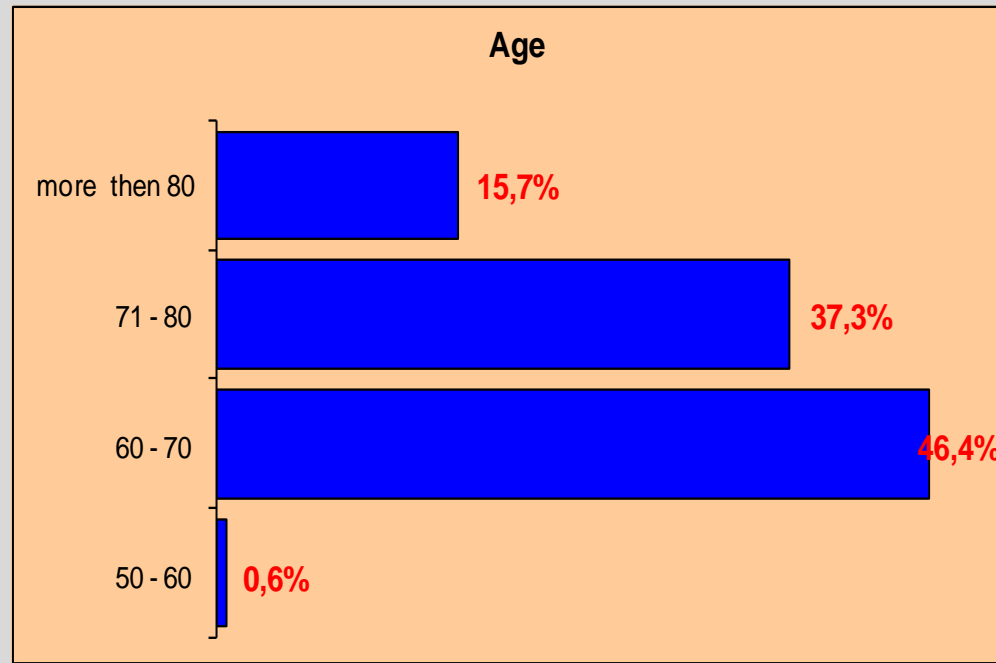
50 - 60 — 0,6%

Fig. 2
Most of the seniors were 61 to 70 years old /46,4%/

A Respondent profile

3. **Country of Residence**:

All people taking part in the survey were

Poles

/ 100%/ 153 person

4. Education level

➢ In Poland Primary and Secondary School take 8 years, **it is i obligatory** and is called Basic School.

➢ Most seniors / 57,5%/ graduated University

2,0 % 3 persons
6,5% 10 person**s**
33,3% 51 persons

57,5% 88 persons
0,7% 1 person

Together 153 person**s**

Fig.3

Education level

57,5%

33,3%

6,5%

2,0%

0,7%

Primary and secondary school | Vocational schol | College/ Graduate Higher school | University Graduate | Other
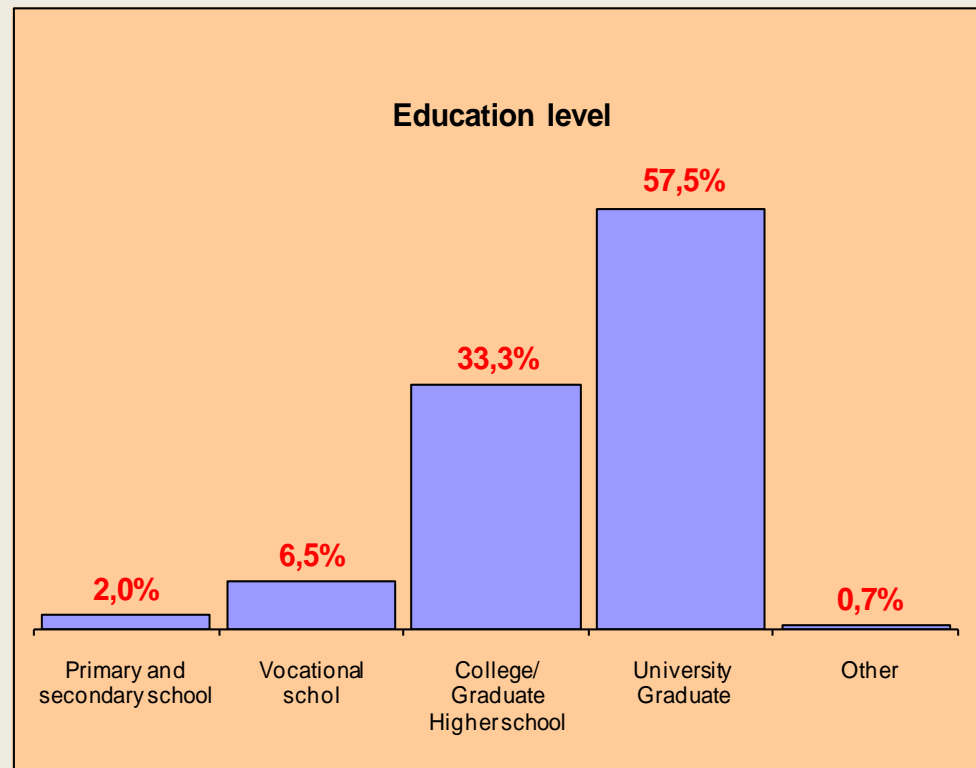
5. Labour sector than and now

Fig.4

22,9 % = 35

5,9% = 9

19,6% = 30

7,8% = 12

15,7% = 24

9,8% = 15

0,0 % = 0

18,3% = 28

Together 153 persons

Sector do you currently work or did you previously work in if you are not working now

The largest number of seniors patriciping in the survey /22,9%/ had been employed in the Industry, Transport and Communication, 19,6% worked in Offices and Professional Services
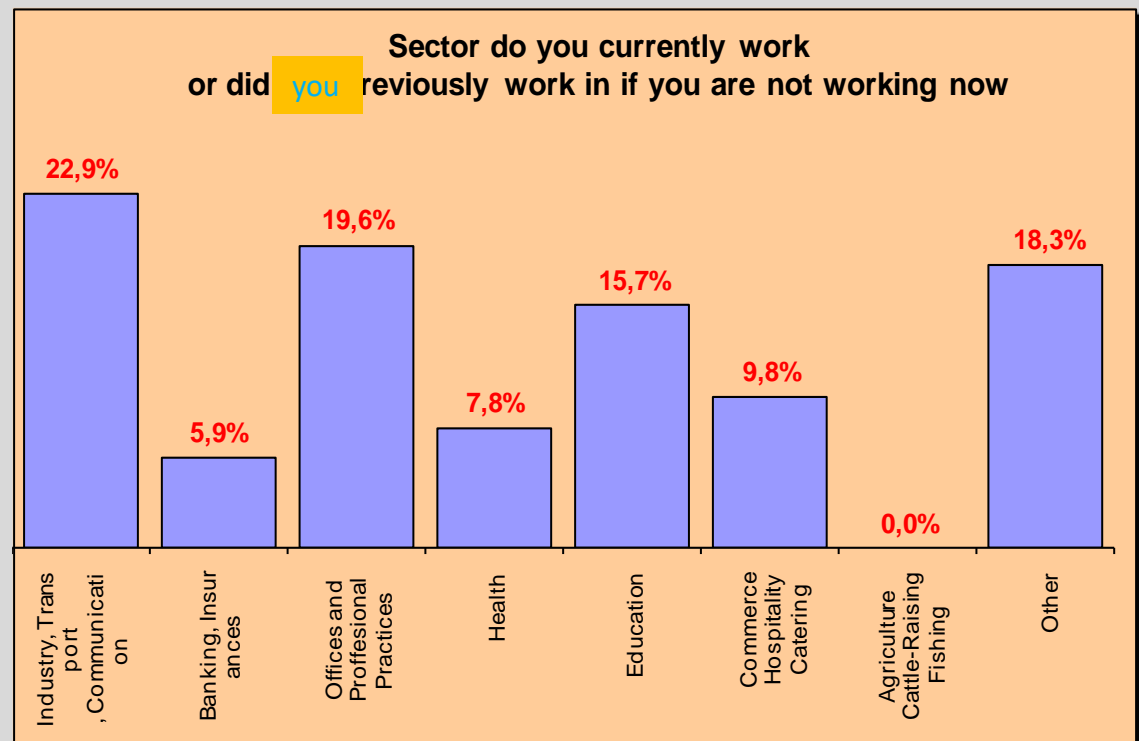
6. Marital/ Life Status

Fig.5

31,4% = 48

51,6% = 79

0,6% =   1

4,6%=   7

11,7%= 18

Together 153 persons

51,6% seniors live as a couple and 31,4 are single.

Family/Life Status

- **51,6%** — as a couple
- **31,4%** — single
- **11,7%** — With residece partners
- **4,6%** — With relatives (children, parents, siblings)
- **0,6%** — With friends
- **0,0%** — Other
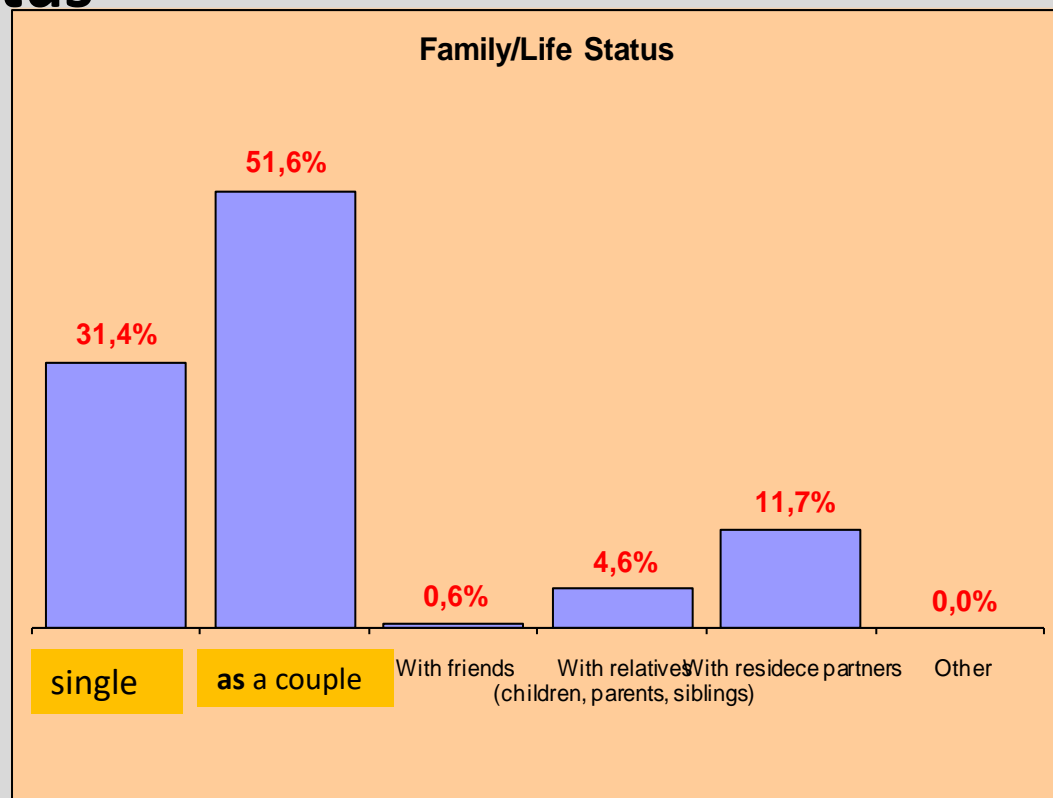
1. Your computer literacy

Fig.6

Assessment of computer skills

5,2%= 8

24,8%= 38

41,9%= 64

20,3%= 31

7,8%= 12

very good	5,2%
good	24,8%
acceptable	41,9%
low	20,3%
very low	7,8%
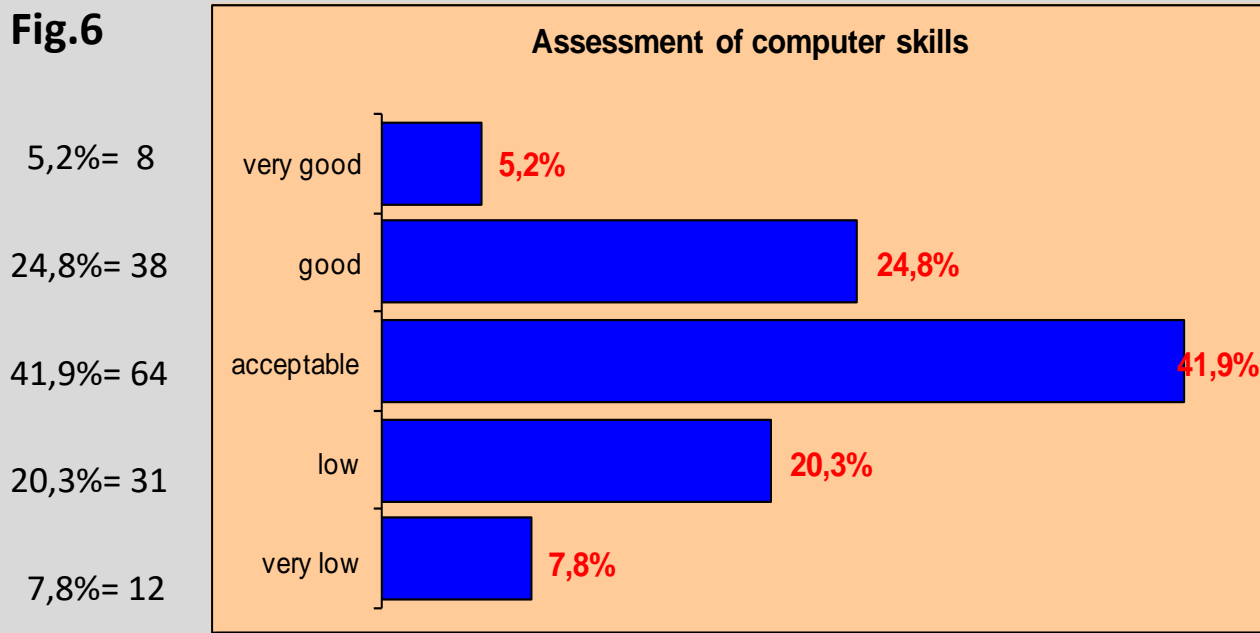
Together 153 respondents

Figure 5 show that only 5,2% seniors assess their computer skills as very good,

the most of respondents 41,9% assess their skills as average.

B technologigal resources available

2. Use of technical devices

Together

71,2%=109, 9,2%=14, 19,6%= 30 (153)
20,3%= 31, 12,4%=19, 67,3%=103 (153)
66,7%=102, 11,1%=17, 22,2%= 34 (153)
18,9%= 29, 15,7%=24, 65,4%= 100 (153)

49,0%= 75, 26,8%=41, 24,2%=37 (153)
96,0%=147,   3,3%= 5,   0,7%= 1 (153)
81,7%=125, 11,8%=18,   6,5%=10 (153)
57,5%= 88, 22,9%=35, 19,6%=30 (153)

79,7% use smartphons / 122 person with 153 respondent/ Smartphones are the most common used technical device. Personal computer is second in popularity because 65,4%.
71,2% respondents do not use the traditional phone
Almost none of seniors (96,0%) do not use games console .
33,3% of seniors use Tablets.

Fig. 7

Technical devices and frequency of use

Traditional phone / Convetional mobile — 71,2%, 9,2%, 19,6%
Smartphone — 20,3%, 12,4%, 67,3%
Tablet / E-Reader — 66,7%, 11,1%, 22,2%
Personal Compuer / Notebook — 18,9%, 15,7%, 65,4%

Printer / Scaner — 49,0%, 26,8%, 24,2%
Game console / Portable game console — 96,0%, 3,3%, 0,7%
Camera Camcorder — 81,7%, 11,8%, 6,5%
Other devices (Webcam GPS etc..) — 57,5%, 22,9%, 19,6%

Never · Rarely · Frequently
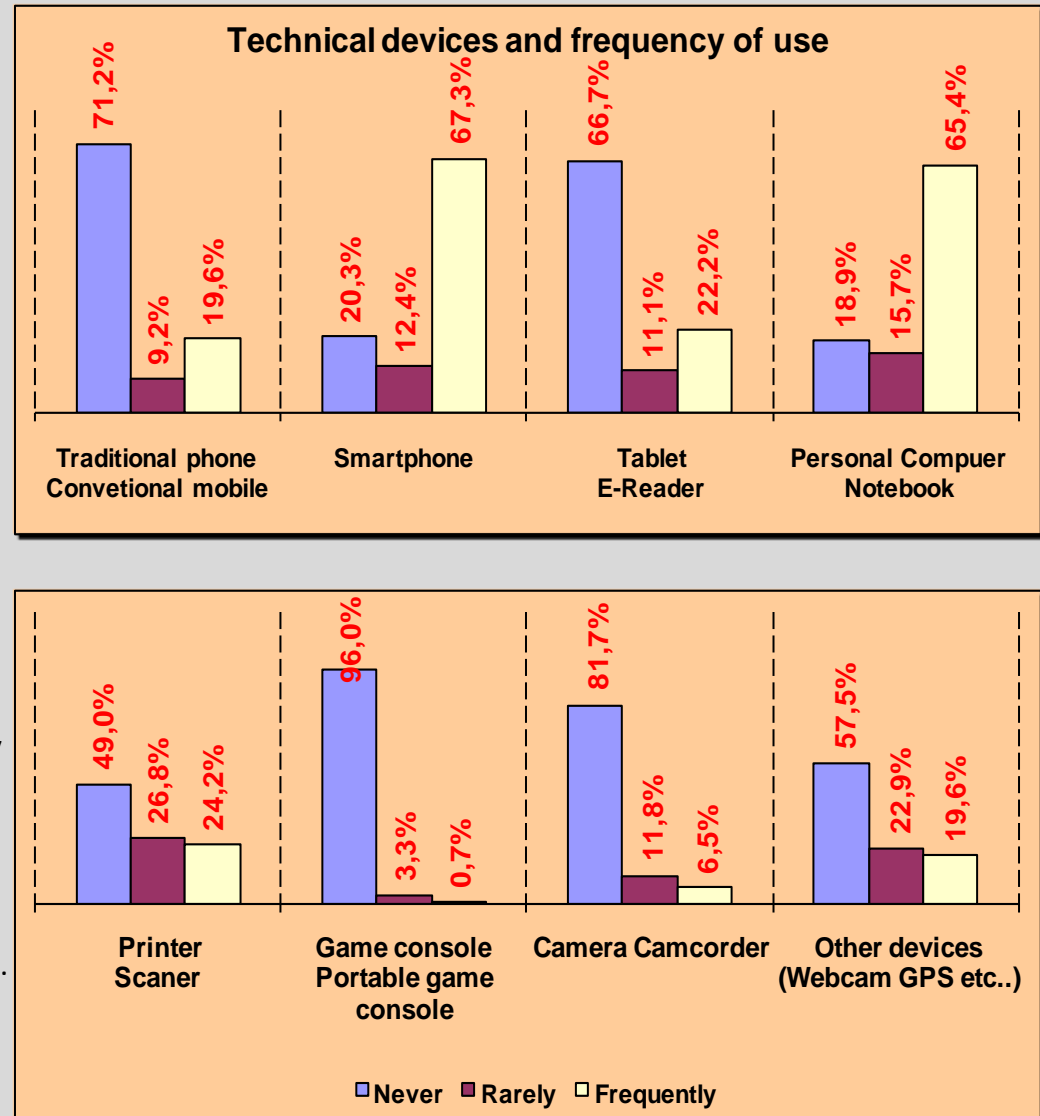
3.The place of internet use

91,5%= 140

18,9%= 29

7,2%= 11

5,2%=   8

1,9%=   3

11,1%= 17

5,2%=17

Fig. 8

The place of internet use

| at home | an U3A (Senior academy) | in the office at work | in library | in residential Home Clubs | at home of friends and relatives | other |

91,5% 18,9% 7,2% 5,2% 1,9% 11,1% 5,2%
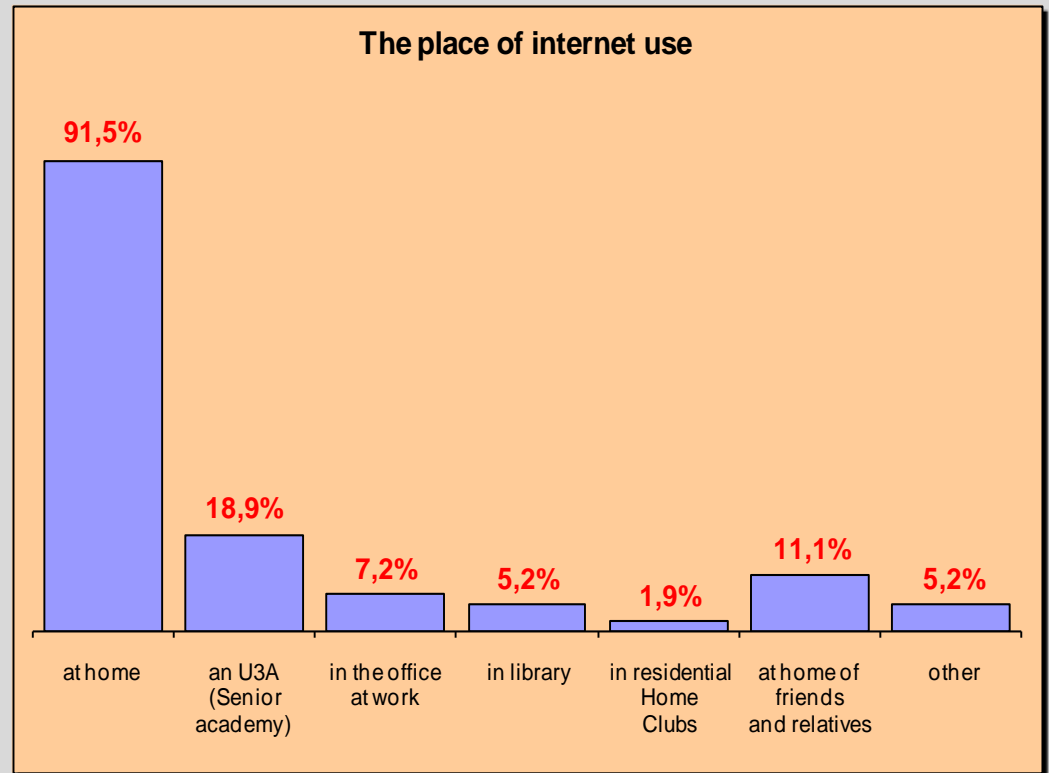
The survay seniors primarily use the Internet at home/ 91,5%/ only 19,9% also at U3A .

1.Kind of learning

28,1%=43
22,2%=34
17,6%=27

20,9%=32
13,0%= 2
3,9%= 6

49,6%=76
31,4%=48
1,3%=2
5,2%=8
1,3%= 2

The method of learning basic operating techniques: Internet, computer, IT

- Lectures and Presentations — **28,1%**
- Workshops — **22,2%**
- Computer regular's table — **17,6%**
- Taster course — **20,9%**
- Distance learning — **13,0%**
- Lesson in the classroom or seminar room/courses — **3,9%**
- Self-assessment (looping for information and help via the internet) — **49,6%**
- Support provided by relatives or friend — **31,4%**
- Support provided by electronic shops — **1,3%**
- Support provided by telecommunication companies — **5,2%**
- Other — **1,3%**

The most popular techniques for learning to work with a computer are: Self-assessment 49,6%,

Support provided by relatives or friends 31,4%

and Lectures and presentation 28,1%

Fig. 9

Participation in classes

Participation in activities proposed by U3A
/ Senior Clubs / Clubs for adults

71,9%   12,4%15,7%

☐ Yes ☐ No ☐ without answer
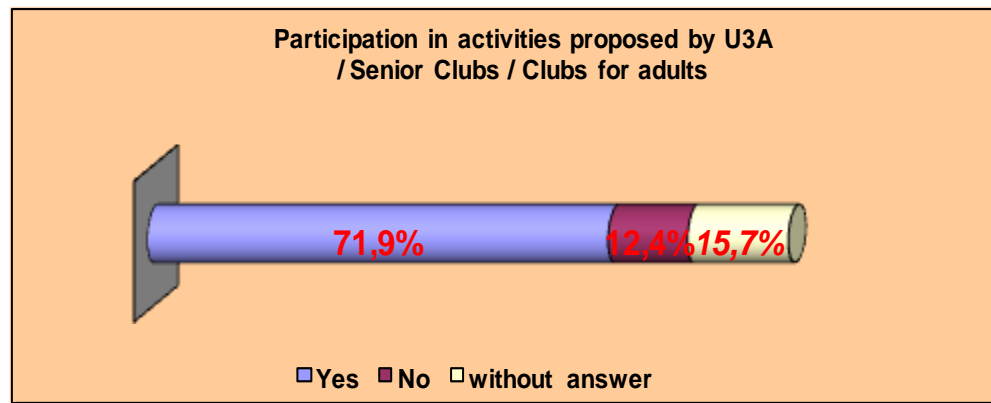
71,9% =110,   12,4%=19,   15,7%=24

71,9% respondents are U3A students and they willigly take part in U3A classes.

Fig. 10

D. Cases of more frequent use of digital technology

Devices used digital technology

1

73,2%=112, 45,1%=69, 13,1%=20
36,6%=56, 41,2%=69, 3,9%=6

18,3%=28, 2,6%=4, 7,29%=11
11,8%=18, 2,6%=4, 4,6%=7

52,3%=80, 29,4%=45, 14,4%=22
18,9%=29, 3,9%6, 3,2%=5

23,5%=36, 8,5%=813, 3,2%=5
57,5%=88, 7,2%=11, 5,2%=8

27,4%=42, 8,5%=13, 3,9%=6
37,9%=58, 25,5%=39, 13,0%=20

44,4%=68, 32,0%=49, 5.9%=59
26,8%=41, 18,9%=29, 8,5%=13

7,2%=11, 9,8%=15, 3,9%=6
18,3%=28, 7,8%=12, 3,9%=6
24,2%=37, 35,3%=54, 4,6%=7

Fig. 11

Device use	PC/Laptop	Smartphone	Tablet
Information search	73.2%	45.1%	13.1%
Communication (mails, conversatios, messenger)	36.6%	41.2%	3.9%
Work with photographs	18.3%	2.6%	7.2%
Work with videos	11.8%	2.6%	4.6%
Reading publication	52.3%	29.4%	14.4%
Office automation	18.9%	3.9%	3.2%
E-Commers	23.5%	8.5%	3.2%
Banking procederes	57.5%	7.2%	5.2%
Patient cards, medical procedures or a monitoring system	27.4%	8.5%	3.9%
Multimedia playback	37.9%	25.5%	13.0%
Geographical Information System (online maps)	44.4%	32.0%	5.9%
Social Network	26.8%	18.9%	8.5%
Emergencies	7.2%	9.8%	3.9%
Videoconferencing	18.3%	7.8%	3.9%
Calender and aapointments	24.2%	35.3%	4.7%

D Casses of more frequent use of digital technologies

Description of Fig.11

➢ The most popular digital devices for seniors are **PC/Laptops**. PC/Laptop is primarily used to search information/73,2%/, contact the bank/ e-banking 57,5%/ reading publications/ 52,3%/, geographical information system/ online maps 44,4%/.

➢ **Smartphones** ,on the oder hand, are primarily used to search information /45,1%/ and communication / 41,2%, e-mail, conversations , messenger/ and 35,3% als calender .

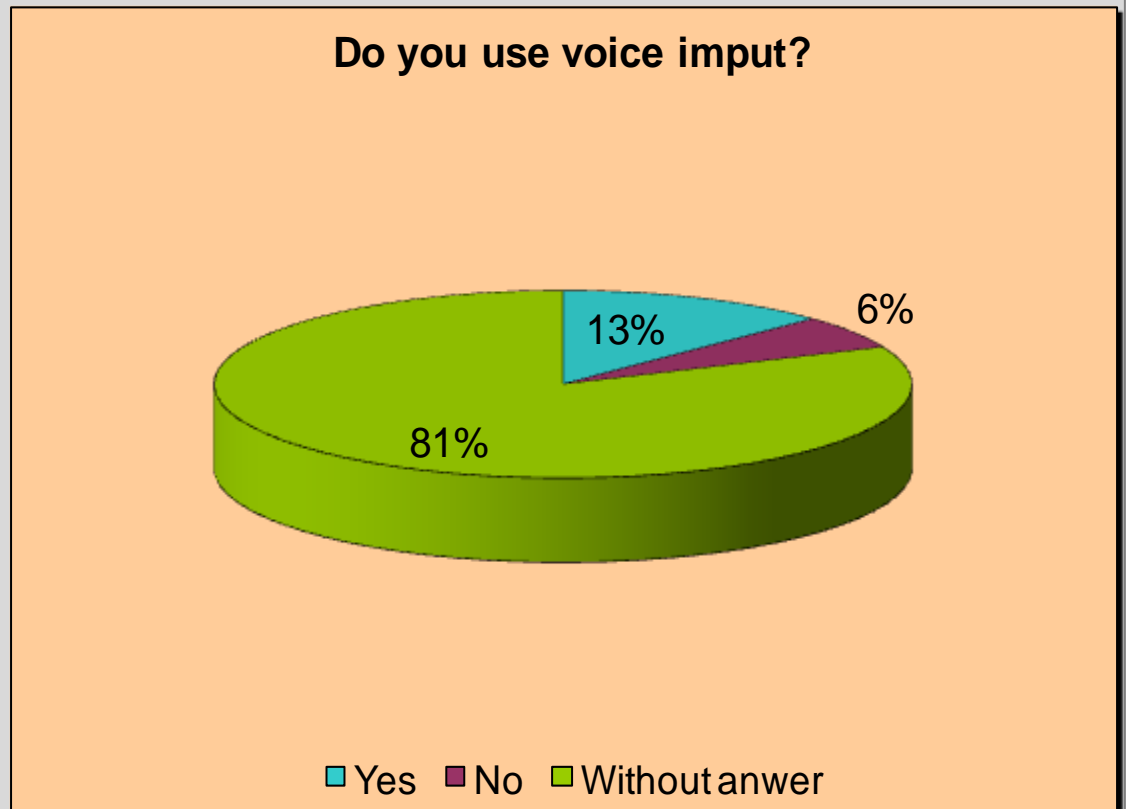# Do you use voice input

Yes : 13%= 20 person
No :   6% = 9
Unanswered: 81%=124 person

Since only 19% seniors answered
this guestion, probably 81%
 respondent do not need such functionality.

Do you use voice imput?

13%

6%

81%

☐ Yes ☐ No ☐ Without anwer

Fig. 12

E Smartphone

1. Reason for not uesing the smartphone

31 person**s** don't use the Smartphone (20,3%)

153- 31=**122** person use Smartphone

It is 79,7%

17,3%=18

40,2%=42

26,9%=28

26,9%=28

26,9%=28

18,3%=19

15,4%=16

14,3%=15

4,8% = 5

15,4%=16

12,5%=13

24,0%=25

3,7%= 4

44,1%=46

Fig. 13

The reasons for the lack of a smartphone

Reason	%
No knowledge of smartphone (including the operating system)	17,3%
The first installation is too complicated	40,2%
Reading is too difficult with the device (the screen is too small)	26,9%
Typing and deleting are too difficult with the device (the control panel is too small)	26,9%
It's too expensive to buy a Smartphone	26,9%
The running coasts are too figh (for example the monathly coasts)	18,3%
Concerns regarding privacy police	15,4%
Concerns regarding malicious software (for ex. Virus, malware)	14,3%
Concerns regarding health problems caused by radiations	4,8%
Concerns regarding unwanted	15,4%
Annoying queries (for ex. Cookies,) advertisment and so on	12,5%
No connection to internet at home (no WLAN)	24,0%
No reception or bad reception of mobile data at the domicile	3,7%
No interest, no use	44,1%

E   Smartphone

Use of the smartphone

	Several times per week	Daily	Rare	Never
to make calls	9,8%	69,9%		0.0%
to SMS and E-Mail	41.8%	29.4%	8.5%	
to send voice message	5.9%	7.2%	22.2%	33.4%
to photograph	28.1%	26.8%	15.7%	9.1%
to send picture and videos	17.0%	24.2%	10.5%	28.1%
to use WhatsApp	36.6%	10.5%	11.1%	21.5%
for video telephony/Skype	7.8%	7.8%	6.5%	57.5%
for other social networks	14.4%	7.8%	7.8%	49.7%
to listen music or audiobooks	11.8%	11.8%	13.0%	43.1%
to install/downloads apps	11.1%	6.5%	9.1%	52.9%
To navigate (in the car, on foot)	13.7%	9.1%	21.00%	35.90%
for online banking	4.6%	3.2%	7.8%	64.0%
for on line shoping	3.3%	2.6%	3.9%	69.9%
for use emergency call	0.6%		13.1%	66.0%
other	1.0%	1.0%		75.2%

Fig 14

Several times per week ■ Daily ■ Rare ■ Never

2. Use of the Smartphone

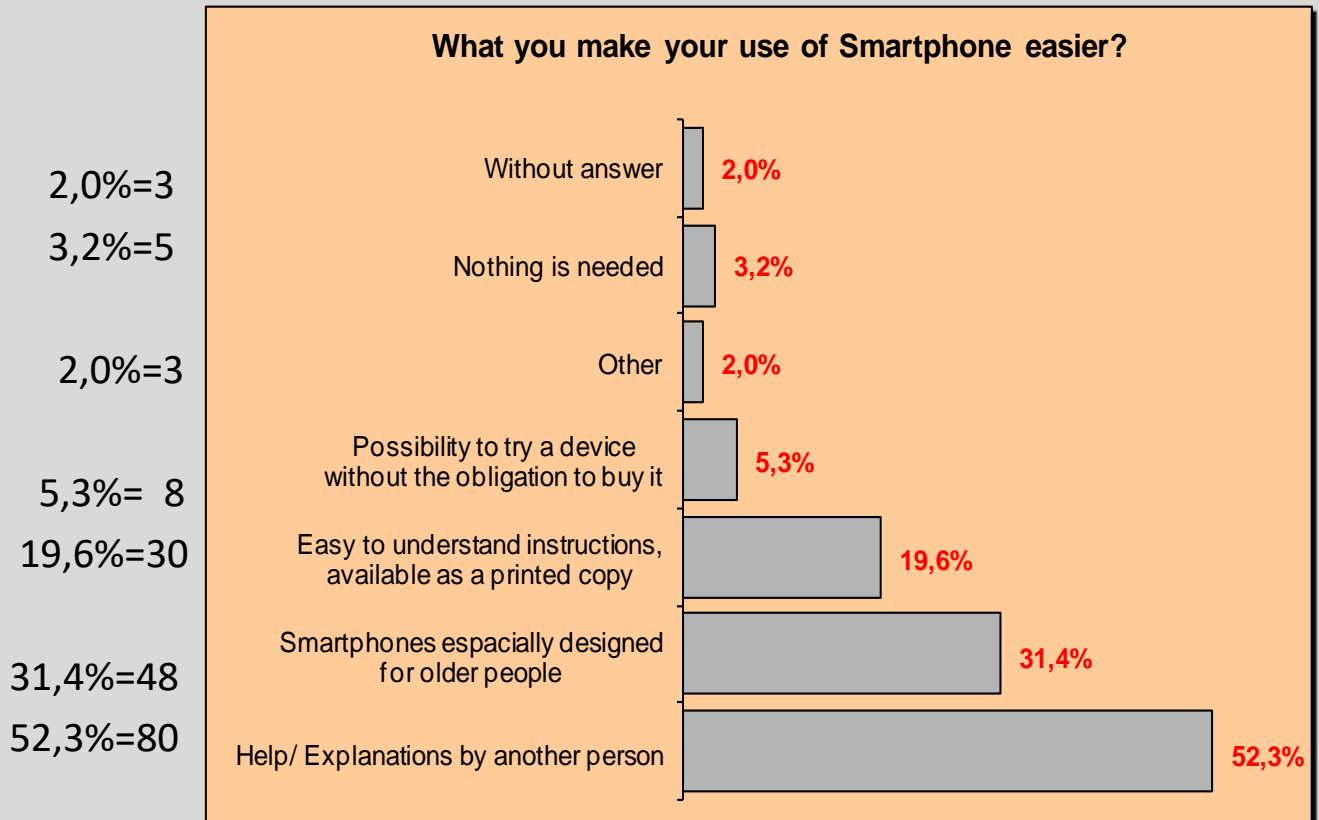|	daily	several time per week	rary	never	
	69,9%=107,	9,8%=15,	0,0%,	0,0%	(**122**)
	41,8%=64 ,	29,4%=45,	8,5%=13,	0,0%	(**122**)
	5,9%=9,	7,2%=11,	22,2%=34,	44,4%=68	(**122**)
	28,1%=43,	26,8%=41,	15,7%=24,	9,1%=14	(**122**)
	17,0%=26,	24,2%=37,	10,5%=16,	28,1=43	(**122**)
	36,6%=56,	10,5%=16,	11,1%=17,	21,5%=33	(**122**)
	7,8%=12,	7,8%=12,	6,5%=10,	57,5%=88	(**122**)
	14,4%=22,	7,8%=12,	7,8%-12,	49,7%=76	(**122**)
	11,8%=18,	11,8%=18,	13,0%=20,	43,1%=66	(**122**)
	11,1%=17,	6,5%=10,	9,1%=14,	52,9%=81	(**122**)
	13,7%=21,	9,1%=14,	21,0%=32,	35,9%=55	(**122**)
	4,6%=7,	3,2%=5,	7,8%=12,	64,0%=98	(**122**)
	3,3%=,5	2,6%=4,	3,9%=6,	69.9%=107	(**122**)
	0,0%=0,	0,6%=1,	13,1%=20	66,0%=101	(**122**)
	1,9%=3,	0,0%=0,	1,9%=3,	75,2%= 116	(**122**)

Fig 14

Description of Figure 14

- 100 % owner use the Smartphone to call / 69,9 every day, 9,8% several times per week /

- 100% alsois used to SMS, e mail / 41,8% every day, 29,4% several time per week, 8,5% rary/

- 70,6% is usde to photogtaph /26,8% every day,26,8 several time per week, 15,7 rary/

- 51,7 % is used to send pictures and videos /17,0% daily, 24,2% several time per week, 10,4% rary/

- Whats App is used in 58,2% /36,6% daily, 10,5% several time oer week, 11,1%
 rary/

- Large number of seniors dony use the Smartphones to:
  - emergancy call / 66,6%/,
  - to online shopping/ 69,9%
  - and also to e-banking /64,0%/

3.The posibility of easier use of the smartphone

Fig.15

What you make your use of Smartphone easier?

2,0%=3 — Without answer — **2,0%**

3,2%=5 — Nothing is needed — **3,2%**

2,0%=3 — Other — **2,0%**

5,3%= 8 — Possibility to try a device without the obligation to buy it — **5,3%**

19,6%=30 — Easy to understand instructions, available as a printed copy — **19,6%**

31,4%=48 — Smartphones espacially designed for older people — **31,4%**

52,3%=80 — Help/ Explanations by another person — **52,3%**

52,3% respondents believe that help/ explanation from other peope will simplify the use of smartphone and 31,4% believe that especially designed smartphone for older people would help.

In this section we show the interest in applying digital technology for everyday use.

Fig. 16 i 17

A arge number of respoddents over 55% to prefer classic dvices with a traditional operating system /buttons, whelles switches/

1. Use electronic device

2,0%=3, 27,4%=42, 65,4%=100 (n.a. 8 person)
2,6%=4, 24,2%=37, 67,3%=103 (n.a.9 person)
3,2%=5, 48,3%=74, 43,8%=67 (n.a. 7 person)

1,3%=2, 31,4%=48, 55,5%=85 (n.a. 18person)
1,3%=2, 32,7%=50, 60,8%=93 (n.a. 8 person)
2,6%=4, 32,7%=50, 59,5%=91 (n.a. 8 person)

2,6%=4, 24,2%=37, 69,3%=106 (n.a. 6 person)
1,9%=3, 10,5%=16, 77,1%=118 (n.a 16 person)
0,6%=1, 15,7%=2 78,4%=120 (n.a .8 person)

1,3%=2, 17,6%=27, 75,1%=115 (n.a. 9 person)
1,3%=2, 9,1%=14, 64,0%=98 (n.a. 39 person)
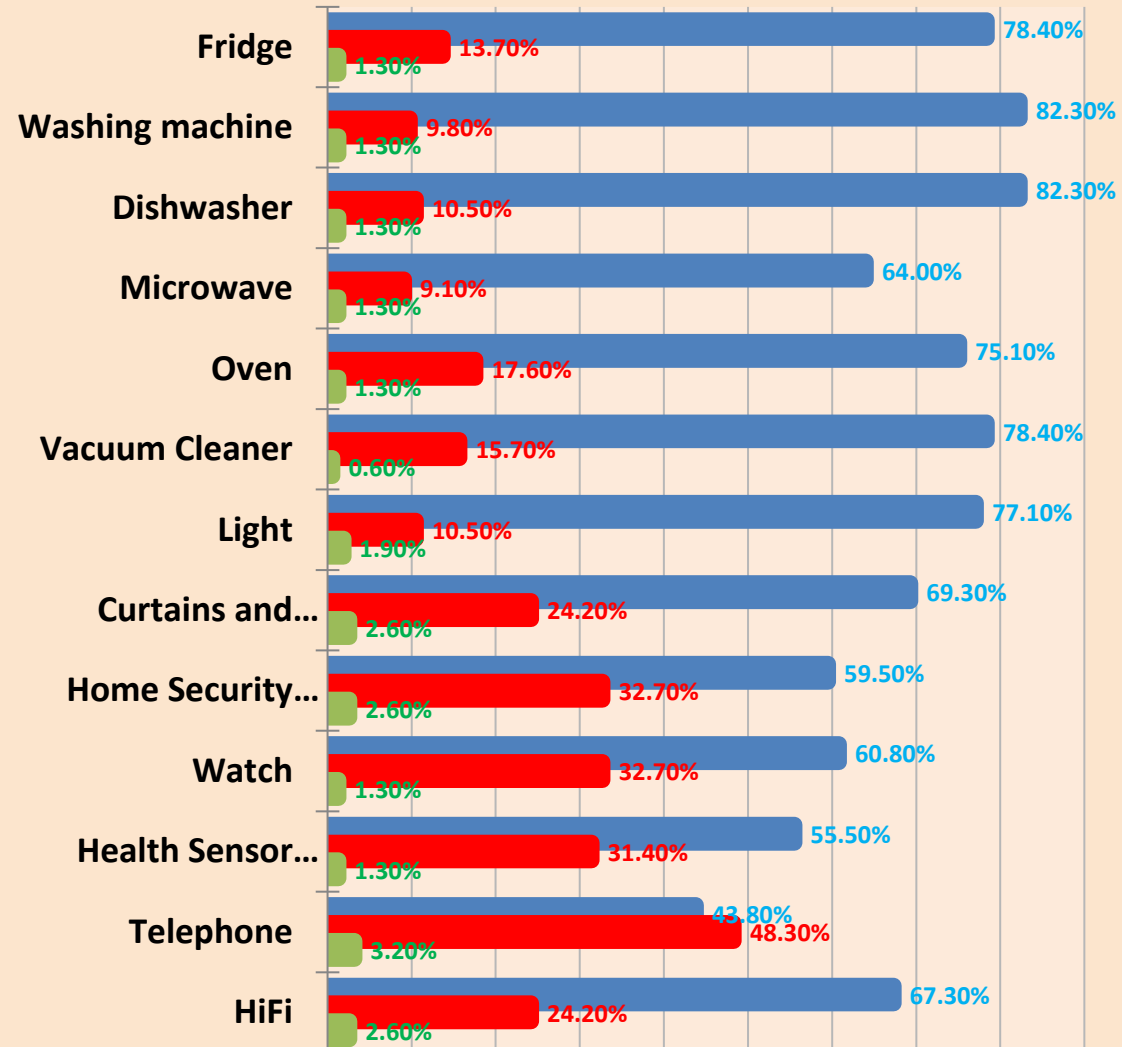0,6%=1, 10,5%=16, 82,3%=126 (n.a. 10person)

1,3%=2, 9,8 %=15, 82,3%=126 (n.a. 10 person)
1,3%=2, 13,7%=21, 78,4%=120 (n.a. 10 person)

n.a. = no answer

Fig. 16

Use electronic device

Device	Control buttons, whelles, switches etc.	Digital interface with Internet and Mobile Connection	Voice recognition/electronic assistant Alexa, Siri etc.
Fridge	78.40%	13.70%	1.30%
Washing machine	82.30%	9.80%	1.30%
Dishwasher	82.30%	10.50%	1.30%
Microwave	64.00%	9.10%	1.30%
Oven	75.10%	17.60%	1.30%
Vacuum Cleaner	78.40%	15.70%	0.60%
Light	77.10%	10.50%	1.90%
Curtains and...	69.30%	24.20%	2.60%
Home Security...	59.50%	32.70%	2.60%
Watch	60.80%	32.70%	1.30%
Health Sensor...	55.50%	31.40%	1.30%
Telephone	43.80%	48.30%	3.20%
HiFi	67.30%	24.20%	2.60%

🟦 Control buttons, whelles, switches etc.

🟥 Digital interface with Internet and Mobile Connection

🟩 Voice recognition/electronic assistant Alexa, Siri etc.

F The Internet of the things

Description of Figure 16.

➢ When it comes to mobile phones 48,3% see them being able to be used with digital interface with internet and mobile connection

➢ Also in the cars seniors prefers / 27,4%/ new technologies devices/ digital interface (radio, air- conditioning, navigation)

➢ 32,7% seniors would like home facilitation in a modern Home Security system ,and in the watches ,

➢ 31,4% prefer modern Helth sensor / cardiac rythm , suger measung, pedometer and others/

2. Preference for buying a new device

Preferences when buying new equipment

Fig 17

53,6% — traditional device (no digital or internet interface)

23,4% — digital device without internet connection

14,5% — device with mobile and internet monitoring

8,5% — without answer
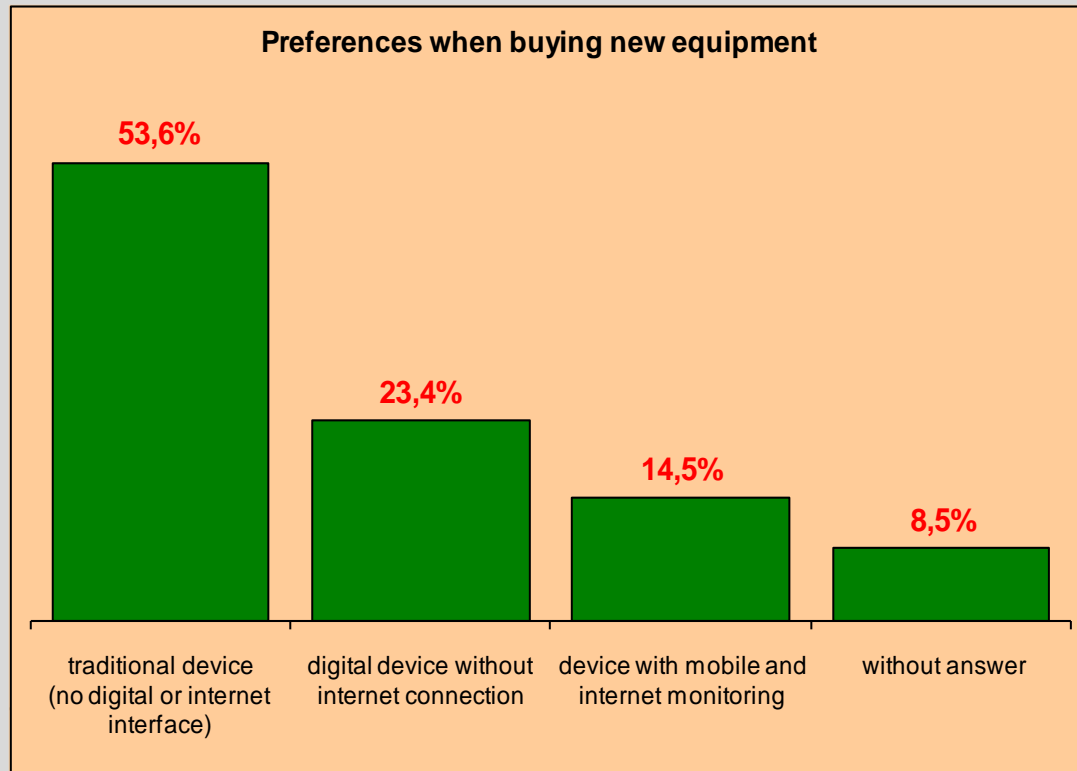
When it comes to purchasing modern devices or apparatus, 53,6% prefer traditional devices/ no digital or internet interface /and 23,4% would buy digital device but without Internet connection.

G Main difficulties in the use of digital technologies
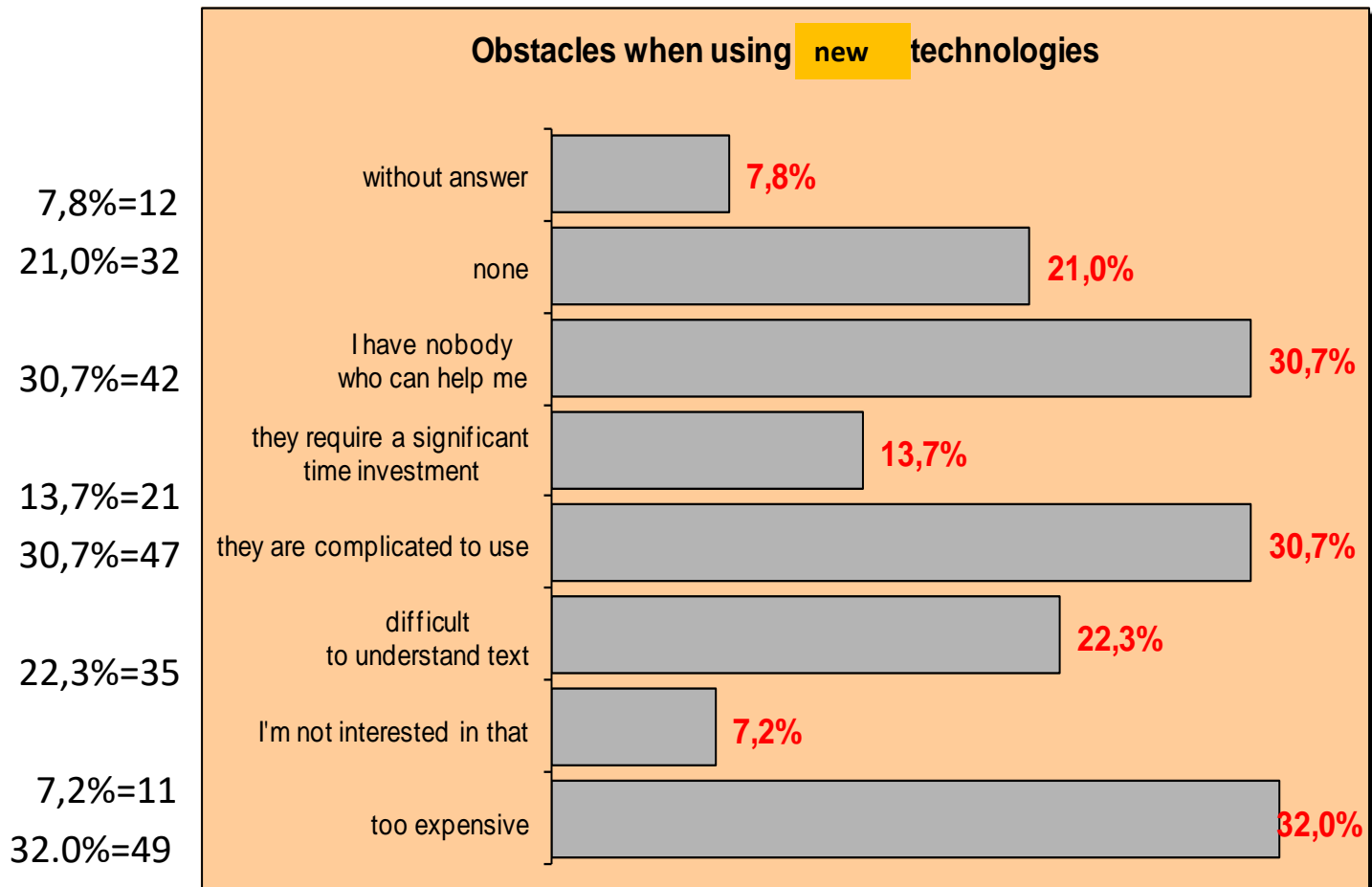
1.Obstacles to the use of digital technologies

Obstacles when using **new** technologies

7,8%=12
21,0%=32

30,7%=42

13,7%=21
30,7%=47

22,3%=35

Fig.18 7,2%=11
32.0%=49

- without answer 7,8%
- none 21,0%
- I have nobody who can help me 30,7%
- they require a significant time investment 13,7%
- they are complicated to use 30,7%
- difficult to understand text 22,3%
- I'm not interested in that 7,2%
- too expensive 32,0%

Description of figure 18.

32,0% of respondents believe that using digital technologiy is too expensive.

30,7% believe that it is too complicated and use and they have no one to help them.

2.Annoying things about using digital Technologies

13,7%=20
12,4%=19

32,0%=49
3,2%= 5
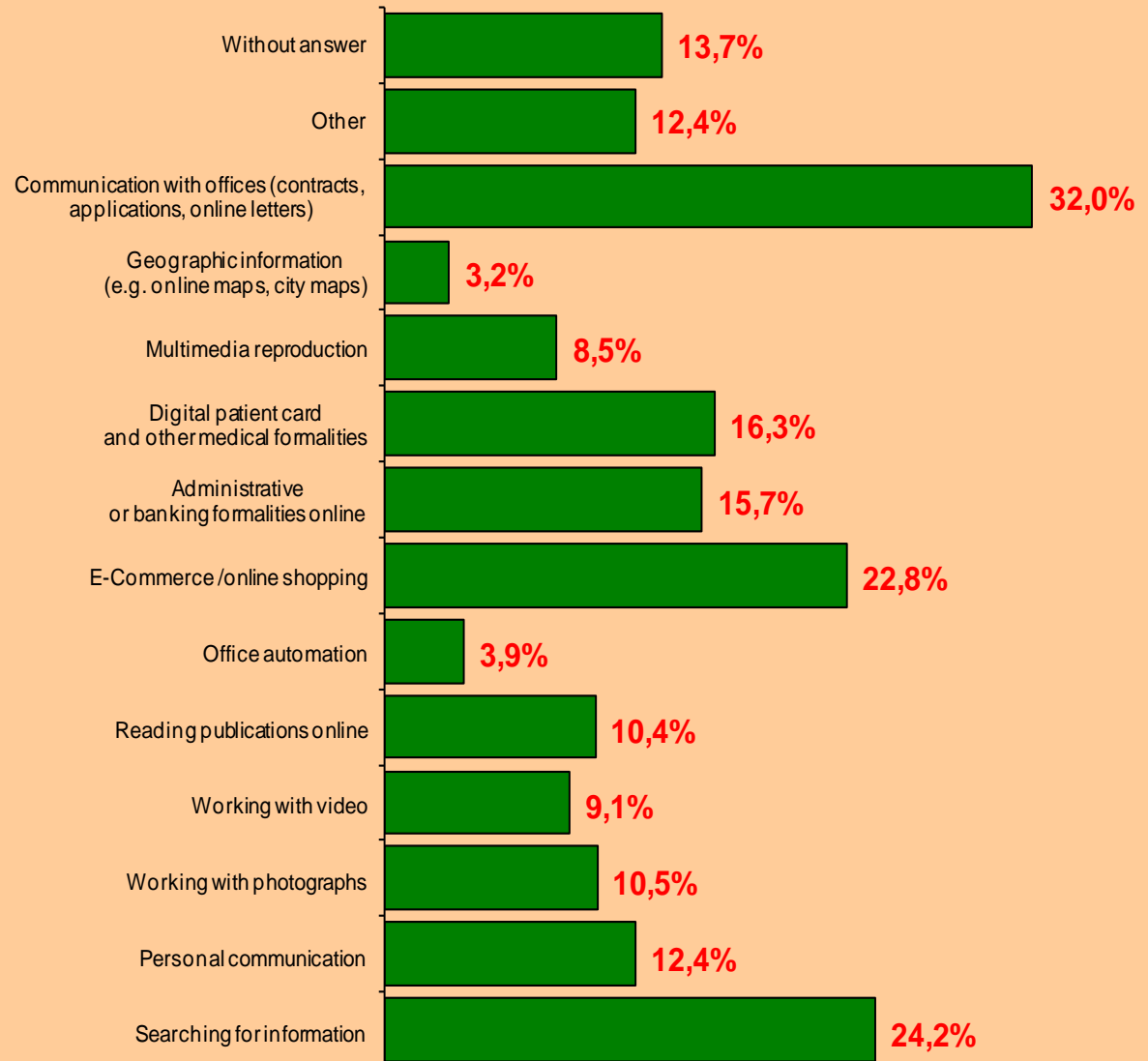8,5%=13

16,3%=25
15,7%=24

22,8%=35
3,9%=6
10,4%=16

9,1%-14

10,5%=16

12,4%=19

Fig.19   24,2%37

Digital techniques most often annoying, discouraging, or scary

Category	Percentage
Without answer	13,7%
Other	12,4%
Communication with offices (contracts, applications, online letters)	32,0%
Geographic information (e.g. online maps, city maps)	3,2%
Multimedia reproduction	8,5%
Digital patient card and other medical formalities	16,3%
Administrative or banking formalities online	15,7%
E-Commerce /online shopping	22,8%
Office automation	3,9%
Reading publications online	10,4%
Working with video	9,1%
Working with photographs	10,5%
Personal communication	12,4%
Searching for information	24,2%

Description of Figure 19.

The most discouraging and annoying thing about the use digital technology is:
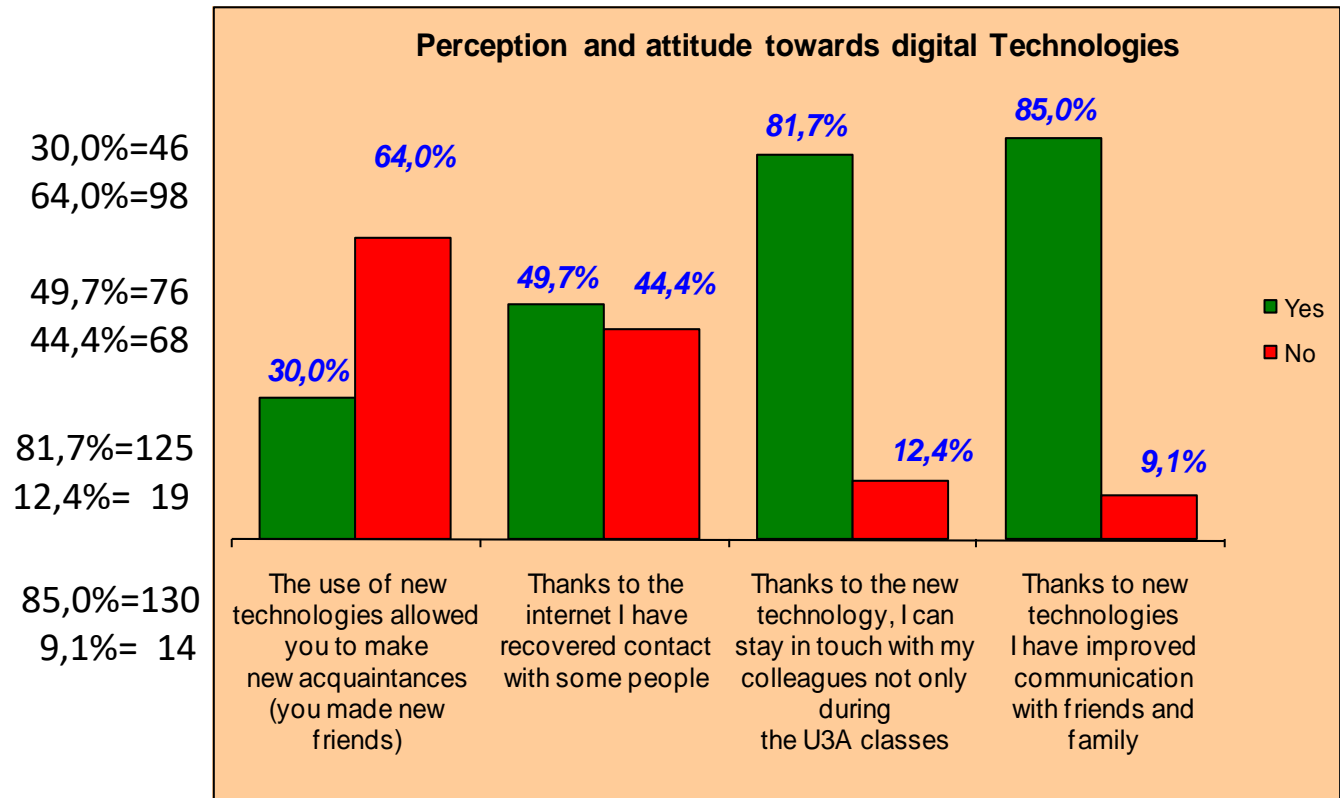
➢ correspondence with offices/ 32,0% respondences thinks so/

➢ for 34,2% it is looking for informations

➢ 22,8% believes that it is shoping/ e-commerce line

The least annoying is

➢ looking to share information /3,2%/

➢ and office automation/3,9%/

1. It is about you

Perception and attitude towards digital Technologies

30,0%=46
64,0%=98

49,7%=76
44,4%=68

81,7%=125
12,4%= 19

85,0%=130
9,1%= 14

Legend:
- Yes
- No

Bar chart categories:
- The use of new technologies allowed you to make new acquaintances (you made new friends): 30,0% / 64,0%
- Thanks to the internet I have recovered contact with some people: 49,7% / 44,4%
- Thanks to the new technology, I can stay in touch with my colleagues not only during the U3A classes: 81,7% / 12,4%
- Thanks to new technologies I have improved communication with friends and family: 85,0% / 9,1%

Without answer   5,8%=9 person

Fig. 20

Description figure 20.

Haw digital technology affect our contacts with family and friends.

➢ 130 / 85,5%/ respondents improved their contacts with family and friends
➢ 125 /81,7%/ can stay in touch mit their colleagues not only during the U3A classes
➢ but only 76 /49,7%/ recovered contact with some people
➢ and for 46 /30,0%/ use to new technology allowed to meet new acquaintances

H Perception and attitude

Assessment of new technologies

15,7%=24	Without answer — 15,7%
0,0%= 0	Boring — 0,0%
1,3%= 2	Harmfull — 1,3%
45,1%=69	Important — 45,1%
52,3%=80	Practocal — 52,3%
45,7%=70	Educational — 45,7%
26,8%=44	Complicated — 26,8%
47,1%=72	Efficient — 47,1%
28,8%=44	Pleasant — 28,8%
0,6%= 1	Unnecessary — 0,6%
17,0%=26	Manageable — 17,0%
27,5%=42	Entertainnig — 27,5%
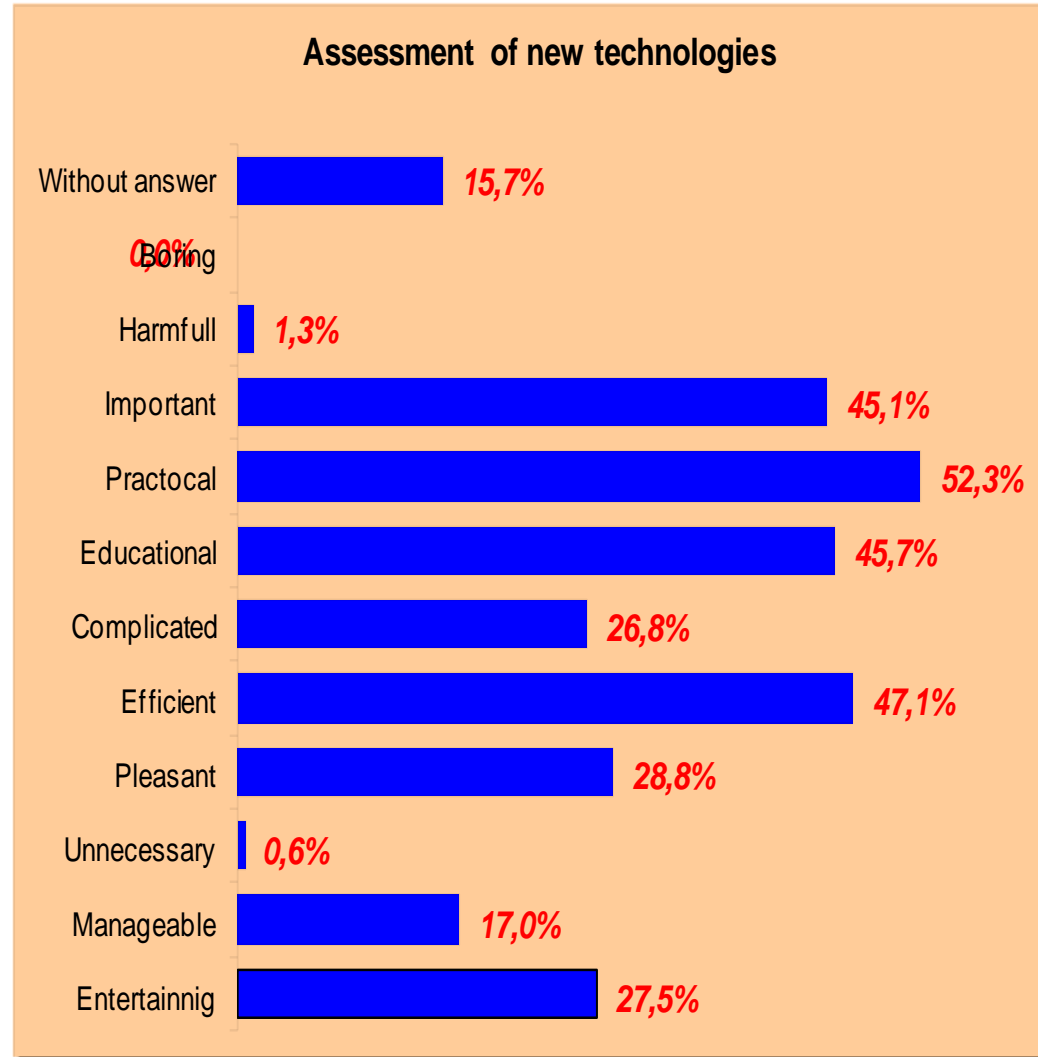
Fig.21

H Perception and attitude

Description Figure 21

Figure 21 shows how the respondents perceive the use of new technologies.

- ➢ 52,3% respondents believe that new digital technologies are practical
- ➢ 47,1% theat are efficient
- ➢ 45,1% important and practical
- ➢ And over 20% believe that although thyu are complicated, they are still pleasant and entertaining.

Summary and conclusion

➢ The survey was conducted from February 2020 to December 2020.

➢ 153 seniors, U3A in UWr, U3A in Nowa Ruda andnon-members participated in the survay in Poland. All seniors were ove 60 / except one person/

➢ 77,1% women and 27,9% men participated in the survay

➢ Most of the seniors were 61 to 70 years old /46,4%/

➢ Most seniors / 57,5%/ graduated University

➢ The largest number of seniors patricipating in the survey /22,9%/ had been employed in the Industry, Transport and Communication, 19,6% worked in Offices and Professional Services

➢ Only 5,2% seniors assess their computer skills as very good, the most of respondents 41,9% assess their skills as average

➢ A large group of senirs did not have contact with computers or a smartphones at wark and first afret retirement, family and social conditions, moving in a digital society forced many of them to becomen interested, learn and buy digital devices such asmartphone, laptop, tablet there is also the pandemic caused by SARS COV 2 virus, / social isolation , difficulties of shopping,/ this mobilized many seniors to adapt to new living conditions aquiring knowledge in the use of digital devices

➢ Seniors took part is special lectures and presentations / 28,1%/, but many responders chose self- eduvation /49,6%/ and or seeing hepl from relatives and frends / 31,4%/

Summary and conclusion

The survay result can be devided into 3 groups

1. What digital devices, communicators do they have and what they use.

2. What kind of equipment woild they like to see in a houshold.

3. Haw they describe operation and use of these.

Summary and conclusion

Ad 1:

What digital devices, communicators do they have and what they use.

➢ The most used digital devices are smartphones and the most used for:

      - information search

      - communication/ e-mails, conversation, messenger/

      - calender

      - geographical information system/ maps, GPS/

➢ Laptop and desktop computer are primarily for:

      - information search

      - e-banking

      - reading publications

      - online maps / GPS/

Summary and conclusion

Ad 2

What kind of equipment woild they like to see in a houshold.

In the household   seniors would most likely have classic devices with a /buttons, whelles, swithes./ not connectet for further control.

The exceptions are:

thelephones,

homes securite system,

wathes

health monitoring devices

Summary and conclusion

Ad 3

Haw they describe operation and use of these.

Modern digital apparatus is for most seniors
- complicated first of instalation
- often too expensive
- often seniors have no person to help them handle
- the operating manual is incomprehensible

Most often it is annoying:
- commenication with offices
- online shopping
- information search

The last two options require a lot of times, especially because there are many offers and comparing them is time-consuming.

Sometimes is it difficult to decide what to choose based on the description and apprearance on the computer. There are many offers , comparing is difficult , sometimes the hidden truth or understanding is bitter

Summary and conclusion

➢ Undoubtedly, however, smartphones, laptops, and tablets made it easier for seniors to communicate with family or firends, which is especialy important during apandemic, where the limitation of leaving home, shopping andmeetings influenced the psychology.

➢ A large group of seniors believe that new generations devices are:

    practical

    efficient

    educational

    important

and use them is sametimes complicate but also plesent and cann be entertaiment