

National Survey in Spain by Plataforma del Voluntariado de España



Encuesta:



¡Gracias por tu
colaboración!



Poster used to access and fill in the questionnaires by QR.

Link to questionnaire:

https://docs.google.com/forms/d/1YdTbkhtzj_x4TkYMtjmSbre15qxbLa2yeGUqrUCzXyY/edit?pli=1

Link to the excel:

https://docs.google.com/spreadsheets/d/1TBQC6eXN_bFZ3eSmQxevm10tjqKFhQOYJvU9YkAyEtY/edit?resourcekey#gid=1324162662

The aim of the questionnaire is to find out the training needs of older people in terms of digital skills. The results obtained are anonymous and their publication in the form of data will help us to develop a methodology for volunteers to pass on knowledge about digital tools.

It takes approximately 20 minutes to complete.

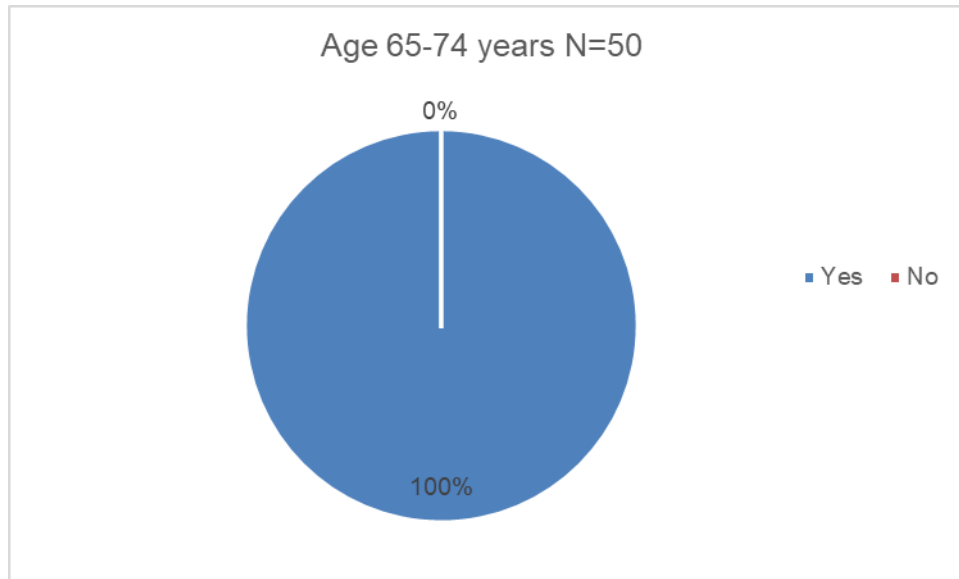
We obtained 68 responses, but only 50 of them were from elderly people between 65 and 74 years old, our target group. The dissemination of the questionnaire has been through the presentation day of the project, we have also visited 7 Adult Centres and Senior Centres of the Community of Madrid and finally, dissemination among our contacts in order to reach the number of respondents needed. It has been a difficult process as the questionnaire is long, some options are difficult for older people and it requires personalised time with each respondent.



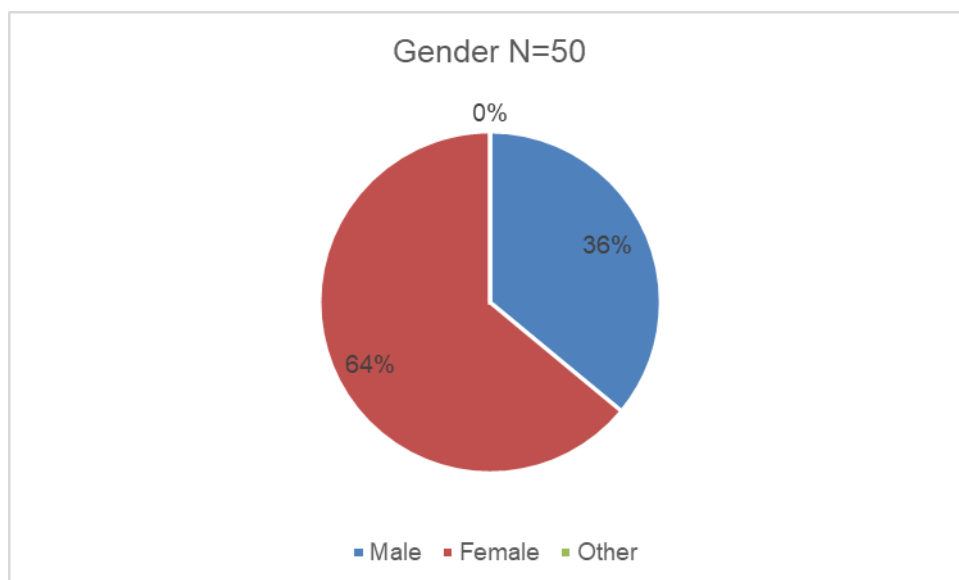
RESULTS OF THE QUESTIONNAIRE

General Information

Do you have 65 to 74 years old?
50 responses



Identify your gender:
50 responses



We obtained 50 responses from older people aged 65-74, with a majority response from women, 64% out of 36% of men.

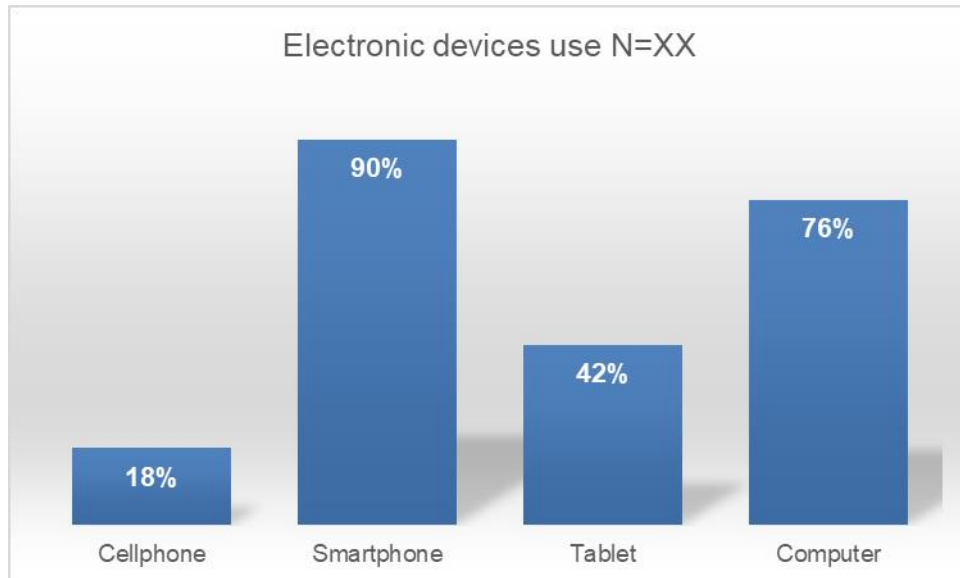




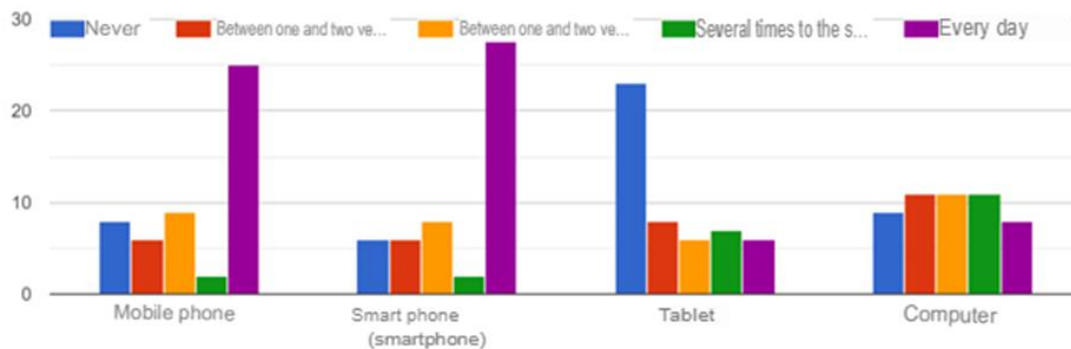
Section I. Use of electronic devices

1.1. Which of these following devices do you own?*

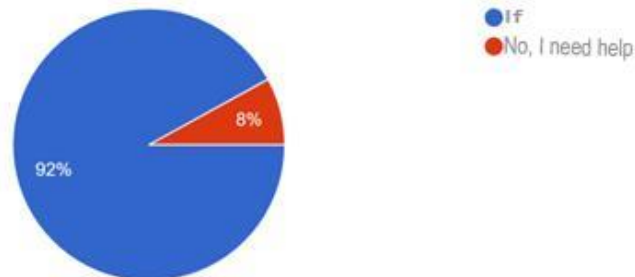
* multiple selection



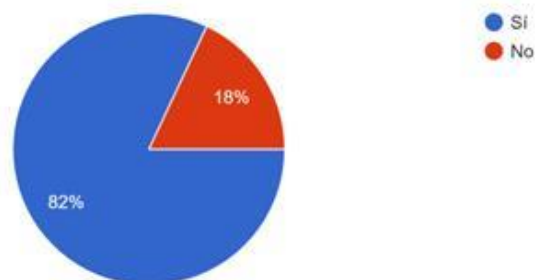
1.2 How often do you use the following devices?



1.3. Can you use their devices autonomously?
50 responses



1.4. Do you think your device is suitable for the elderly?
50 responses



If no, explain why:

Non-intuitive and difficult access

Many things have to be taught and not all adults are able to assimilate them.

You have to be taught a lot of things and sometimes it gets complicated

Because I don't manage the applications

If it is suitable

A lot of data not understood

They are not intuitive, small print, lots of cookies, etc...

Lack of knowledge of all the options

Difficulty to progress on many websites



Sometimes I don't get what I want

Conclusion section I

90% of older people use a smartphone, followed by a computer, a tablet and the minority percentage, a phone with only call access. They use their mobile phone on a daily basis, compared to the other devices, which they use more occasionally. 92% say that they can use their devices independently, and 82% say that they consider their device to be suitable for older people. The reasons why 18% do not consider it suitable are mainly due to unintuitive and difficult access.



Section II. Use of internet services

2.1. How often do you use the following?

-General internet use

-Google search

-YouTube

-Google maps

-Email and attachments

Instant messaging services (telegram) -WhatsApp

-WhatsApp

-SMS

eGovernment services (social services, national health services, tax authorities) -
Electronic Transactions (payments, purchases)

e-Transactions (payments, shopping)

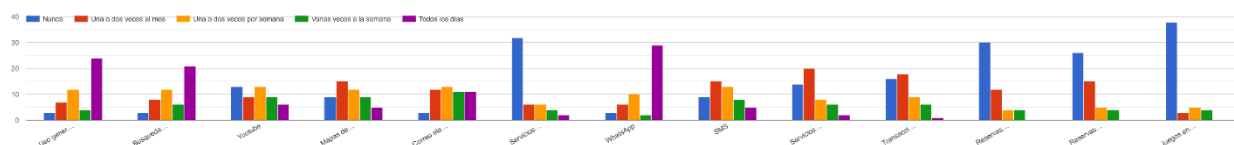
-Travel and hotel reservations

Cultural event bookings (theatre, cinema, concerts...)

-Online games (e.g. online games)

-Online gaming

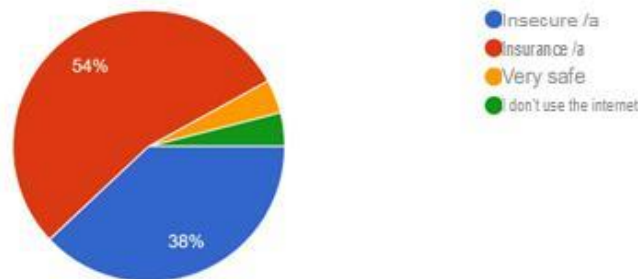
2.1. ¿Con qué frecuencia utilizas lo siguiente?



*(image in low quality, description in the conclusions)

2.2. How safe do you feel when you use the Internet?

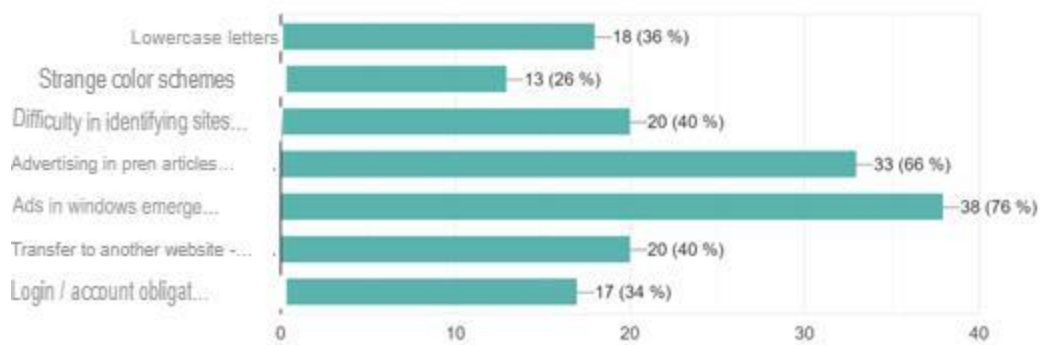
50 responses



2.3. Which of the following things make you more tired when using the Internet? * Mark with an "x" all the options that apply in your case

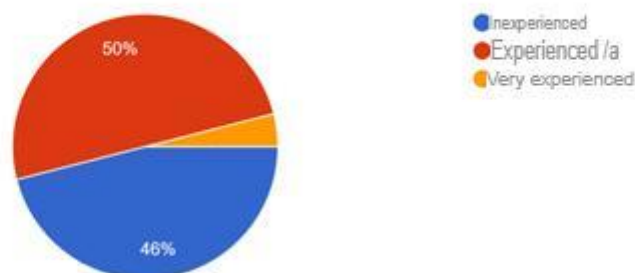
all the options that apply in your case

50 responses



2.4. How experienced do you consider yourself, as an Internet user?

50 responses



Conclusions section II



In the first graph, 2.1, how often do you use the following? Although it is not clear, the results obtained are as follows: the WhatsApp application is used by 29 people daily, compared to other services provided by the mobile phone such as internet use, Google search, Youtube... It should be noted that the services least used by older people are instant messaging services (Telegram) and online games.

54% of users feel safe when using the internet, compared to 38% who feel unsafe, so although more than half feel safe, there is still a significant percentage of people who feel at risk.

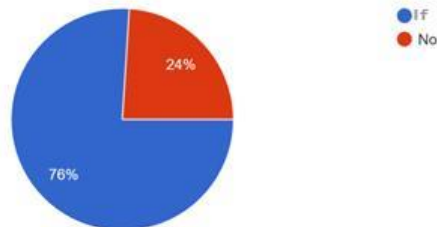
What makes it most difficult and tiring for users are advertisements and there is a split between users who feel experienced and inexperienced, with 50% feeling experienced.



Section III. Information and entertainment

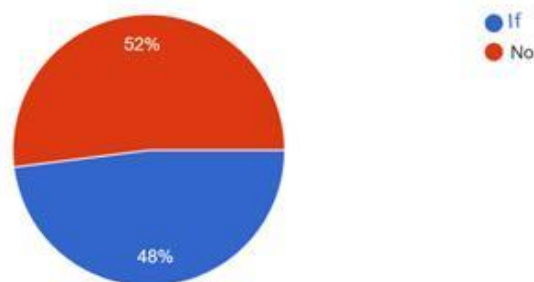
3.1. Do you usually read news on online websites such as newspapers or magazines?

50 responses



3.2. Facebook Instagram do you use social networks (Facebook, Instagram, etc)?

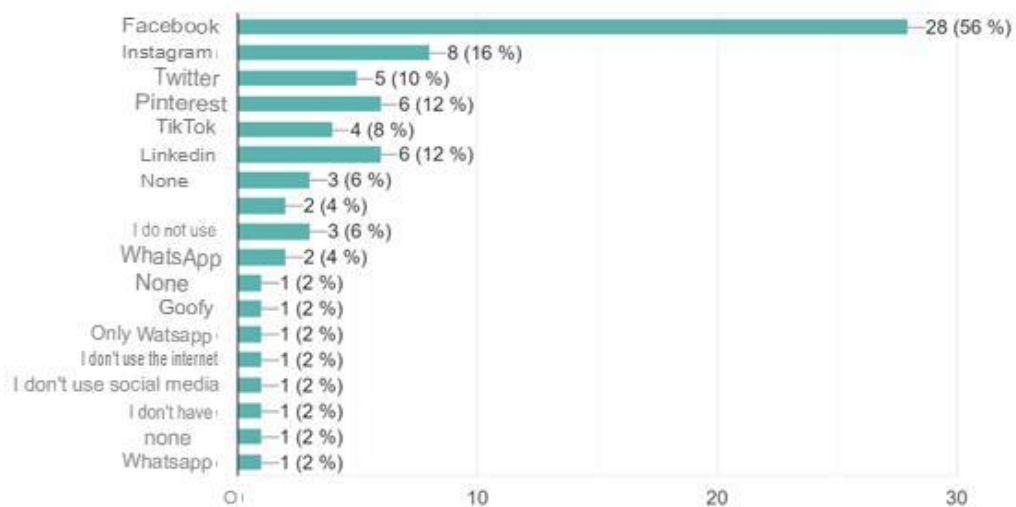
50 responses



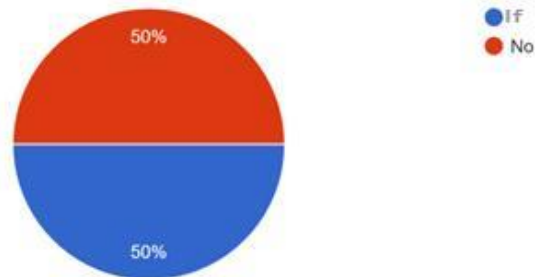
3.3. If yes, which of the following social networks do you use? * mark with an "x" all

the options that apply in your case

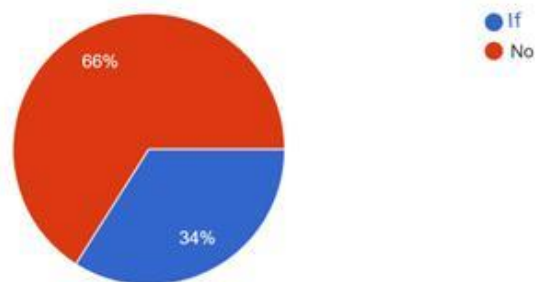
50 responses



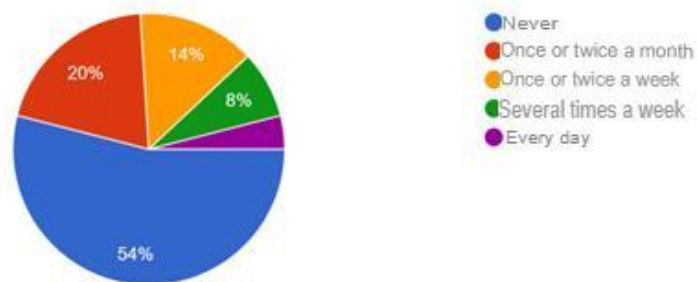
3.4. Are you familiar with sharing photos and videos on social networks?
50 responses



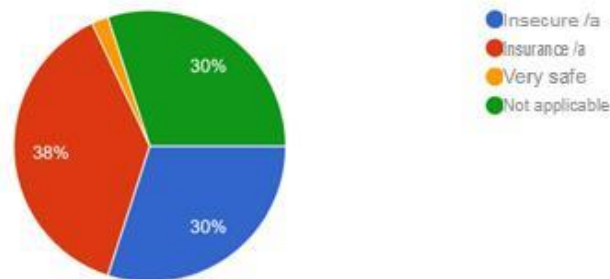
3.5. Do you know how to make social media posts?
50 responses



3.6. How often do you comment and/or like posts on social media?
50 responses



3.7. How confident do you feel when you use social media?
50 responses



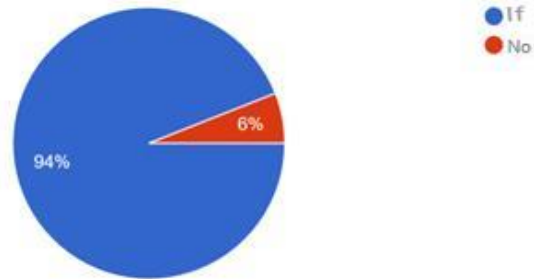
Conclusions section III

76% tend to read newspapers or magazines on a frequent basis. 52% of users do not use social networks, but 48% do, so it would be even. Facebook is the most used social networking site (56%). Half of the users are familiar with sharing photos and videos on their social networks, but the other half are not and therefore do not know how to make posts (66%), more than half do not interact with posts and 38% feel safe using their social networks.

Section IV. Communication Skills

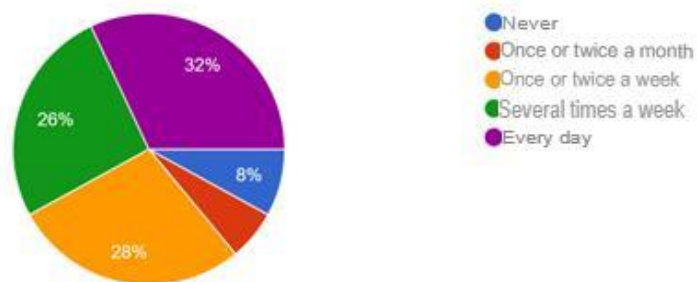
4.1. Do you use email?

50 responses



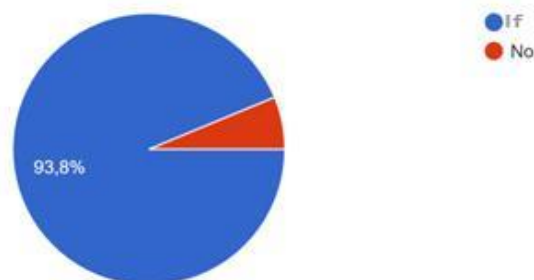
4.2. If yes, how often do you check the inbox?

50 responses

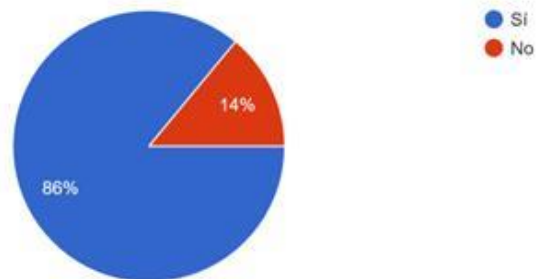


4.3. Do you know how to write an email?

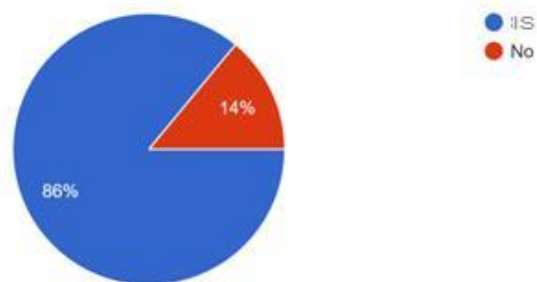
48 replies



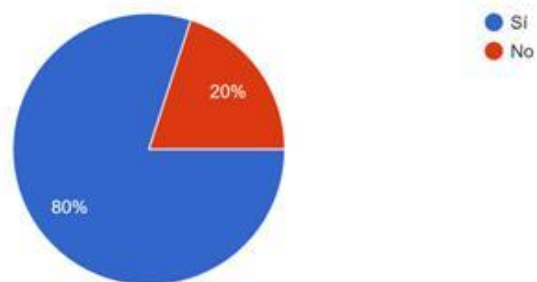
4.4. Do you know how to fill in all the fields of an email (subject, cc, BCC)?
50 responses



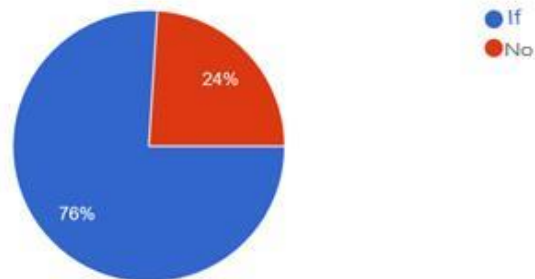
4.5. Do you know how to attach images, or other files, to an email?
50 responses



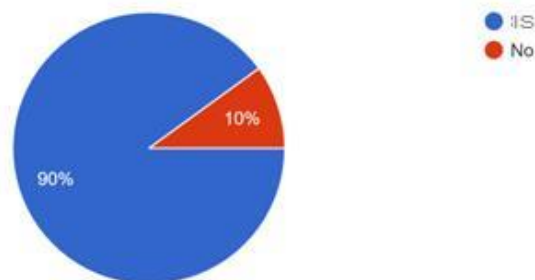
4.6. Do you know how to download images, or other files, attached to an email?
50 responses



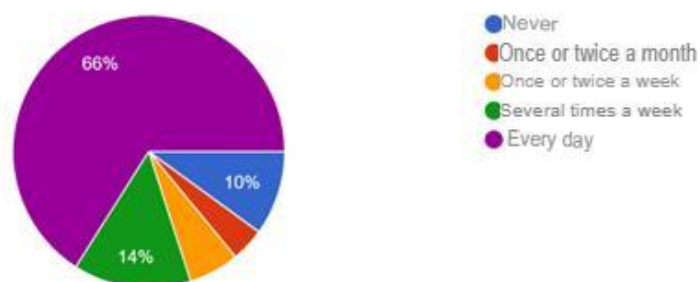
4.7. Do you know how to start a video conference call?
50 responses



4.8. Do you know how to write an instant message (Facebook, WhatsApp or other)?
50 responses



4.9. How often do you use instant messages to communicate (Facebook Messenger, WhatsApp and/or others)?
50 responses



Conclusion section IV

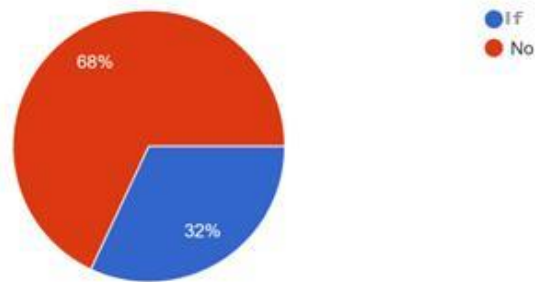


94% use e-mail and check their inboxes frequently (every day or several times a week), almost 94% know how to write an e-mail and almost 90% know how to attach images or other files. 76% know how to initiate a video conference and 90% know how to write an instant message. In addition, 66% use this type of communication on a frequent basis. So, in the communication skills section, we have a high and positive percentage in their ability to communicate online.

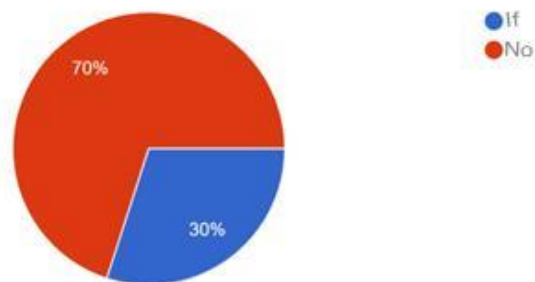


Section V. E-government

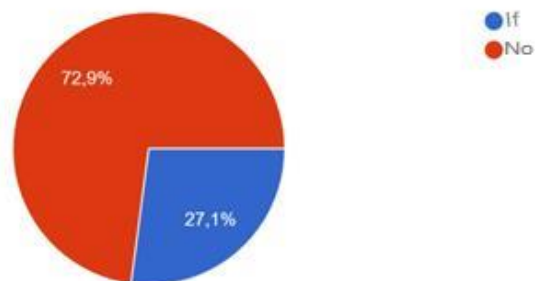
5.1. Do you use online public services? * e.g., authorizations
50 responses



5.2. Do you use digital public services for tax issues? *eg., statements by taxes, refunds.
50 responses



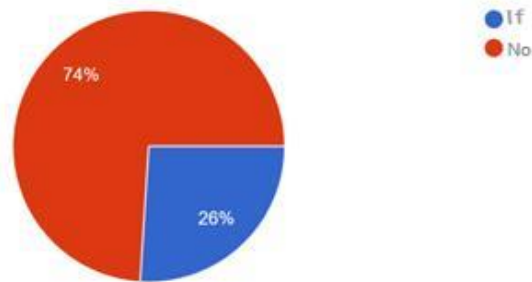
5.3. Do you pay taxes by electronic means? * e.g., real estate taxes and vehicles, other taxes and penalties
48 replies



Section VI. On-line health

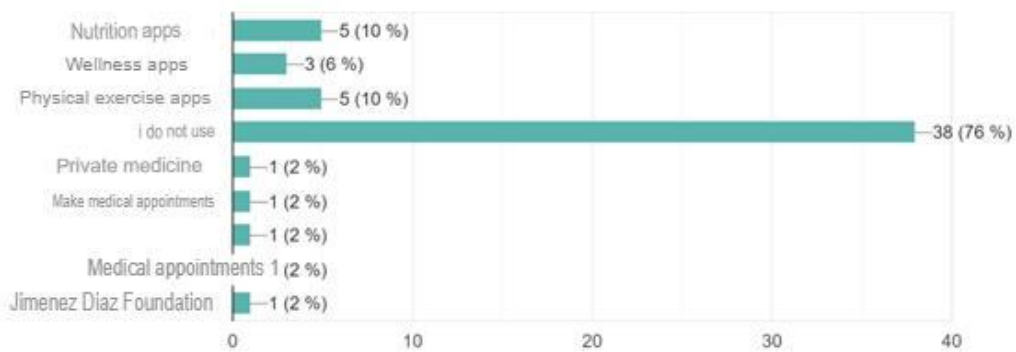
6.1 Do you use health apps?

50 responses



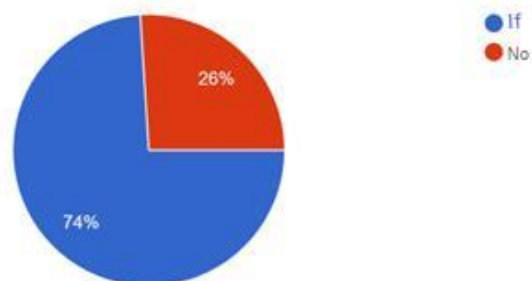
6.2 If yes, of what kind? * mark with an "x" all the options that you apply in your case

50 responses

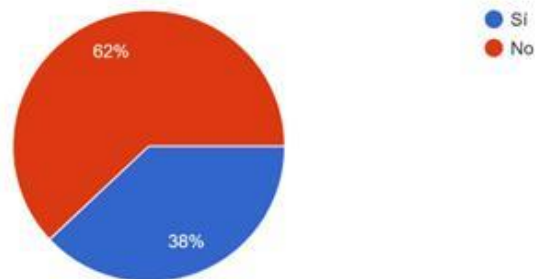


6.3 Do you know how to book a medical appointment online?

50 responses



6.4 Do you know how to order medical prescriptions, and check your medical examinations, online?
50 responses



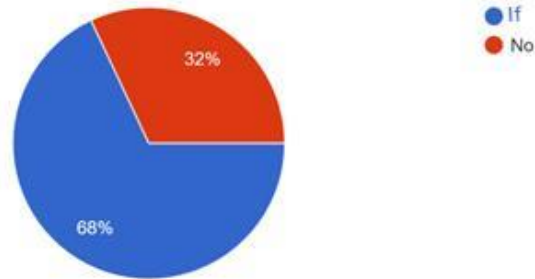
Conclusions section VI

74% do not use health apps, and only a negligible number of people have any kind of app related to nutrition, wellbeing or physical exercise. 74% do know how to make an online medical appointment, but 62% do not know how to order prescriptions or consult their medical check-ups online.

Section VII. Electronic banking

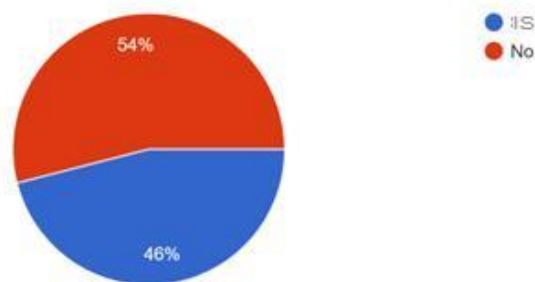
7.1 Have you ever used online banking services?

50 responses



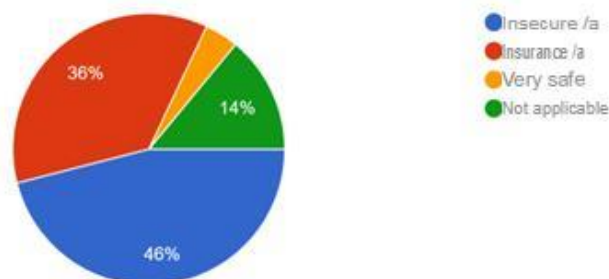
7.2 Do you use the online banking services for your daily transactions and purchases?

50 responses



7.3 To what extent do you feel safe using eBanking services (online banking)?

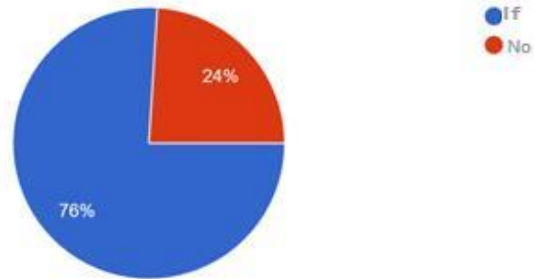
50 responses



Section VIII. Tasks

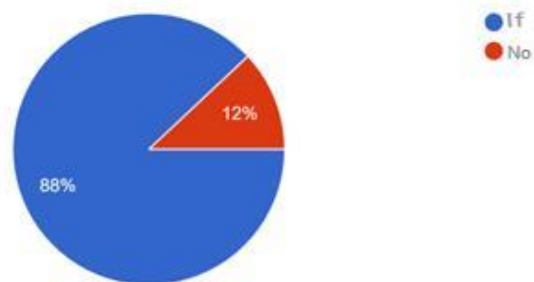
8.1 Create a new folder on a computer

50 responses



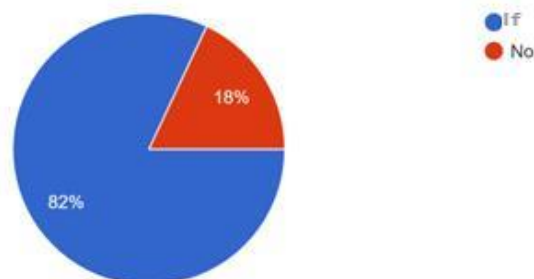
8.2 "Copy-paste"

50 responses



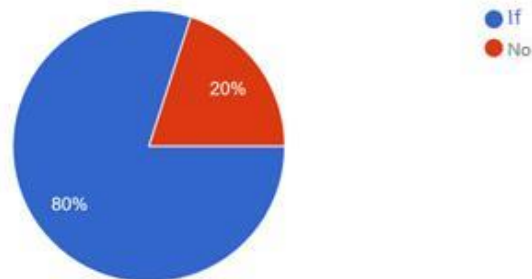
8.3 Search for a document or an image that you have downloaded

50 responses



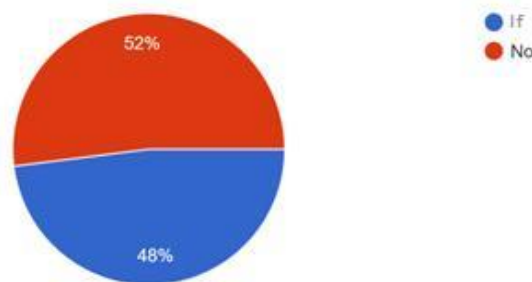
8.4 Creating a text document

50 responses



8.5 Using an Excel file

50 responses

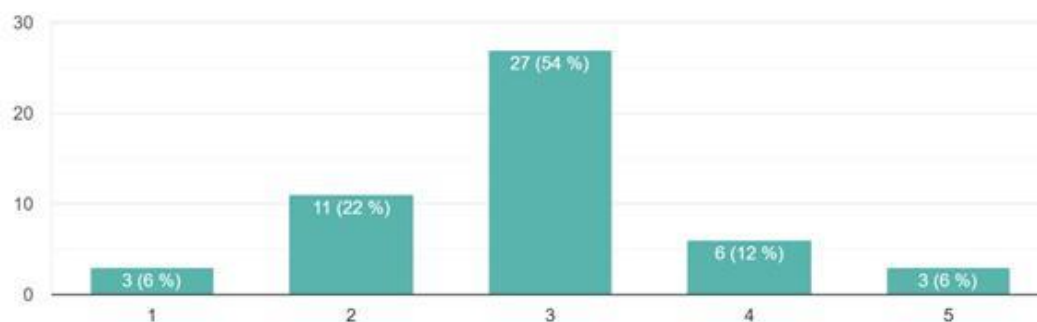


Conclusions section VII

Regarding the different functions that can be carried out on a computer, such as creating a folder, copy-paste, searching for a document that you have previously downloaded or creating a text document, they have quite mastered it, as around 80% know how to do it, except for some more specific function such as creating an Excel document, which 52% do not know how to do it.

Section IX. Digital literacy self-assessment

Please mark the point on the scale that best indicates your current digital literacy
50 responses



Conclusions section IX

On a scale of 1-5 where 1 is the minimum and 5 is the maximum, 54% self-assess themselves on a scale of "3" to effectively use technological tools in everyday life, including understanding the responsibilities, advantages, and disadvantages of these new technological tools, how best to use them, as well as their consequences and their constantly evolving dynamics. So our participants do not feel very confident with their current mobile phone use, but being mostly in the middle of the scale, they say they have come a long way and want to continue to do so. In the questionnaires that we were able to do physically, we could see the desire, attitude, and predisposition to learn, to update and not to be left behind. Hopefully we can achieve this and do our bit with this project.