

DELIVERABLE 1.2

DIGITAL INCLUSION ASSESSMENT

RESULTS AND ANALYSIS

Introduction

After the elaboration of the digital needs and assessment survey and the recruitment of the informal carers, the survey has been released in both countries (Hungary and Greece) in June and July

As the first step, Prompt-H with the support of OKA for Hungary and EPIONI for Greece shared the survey online, sharing the link of the Google Survey by email.

In particular, Prompt-H involved 34 volunteer informal caregivers; EPIONI shared the survey to 22 volunteer informal caregivers. Each participant responded to the online questionnaire

Caregivers had no difficulties in filling in the questionnaire and submitting their responds

Demographics

● PILOT IN GREECE

22 out of 22 informal family caregivers in the overall sample are from Greece. 22.7% are males and 17 of them are females (77.3%).

45.5% of them are 46-60 years old. All of them live in the city/suburb.

The majority of the participants (54.5%) reported that they care for their parents on a regular basis. 59.1% of the Greek carers are fully employed during the caring process.

63.6% of the participants graduated with a higher education degree. While 31.8% of the participants have taken part in care training before or are qualified at any level of caring, 68.2% of them never had such an experience.

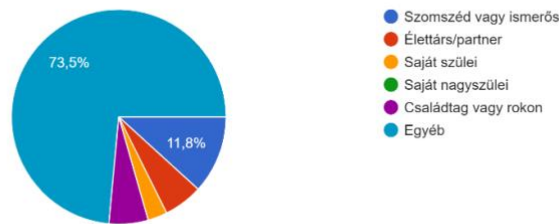
● PILOT IN HUNGARY

At the questionnaire have participated:

- 28 women;
- 26 above 61 yo;
- 2 between 18-30 yo.

73.5% of the caregivers declared that they provided caring jobs for strangers. It is not surprising as one of our associated partners was an organization of voluntary caregivers.

4. Milyen kapcsolatban áll a rendszeresen gondozott személlyel?
34 válasz



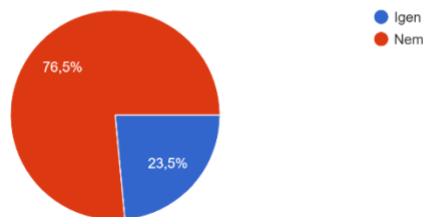
More than 10 % were doing their caring job for a neighbor or acquaintance.

The same proportion of the respondents (73.5%) claimed they were retired and only 11.8% of them were fully employed.

Almost all the caregivers live in a city (94,1%) in different parts of Hungary and 88.2 % of the respondents have a higher education degree.

Although the majority of them are educated people, 73,5 % have never been trained for caregiving at any level.

8. Részt vett-e gondozási képzésen, vagy rendelkezik-e bármilyen szintű képesítéssel az idősgondozásban?
34 válasz



Most of the informal caregivers interviewed are able to use a computer, laptop or tablet at "Good" level. Despite the lack of training they use digital devices every day and 28 of the FIC interviewed keep contact with the recipient in person.

Only 3 of them use a communication app to keep contact with the recipient.

Digital skills

Regarding the digital skills: levels of digital competence, devices used, frequency of using technology, what they use technology for e.g., communication, content creation etc. awareness of digital safety, problem solving.

● **PILOT IN GREECE**

The results obtained showed that 40.9% of the participants rated their digital skills as advanced, while 4.6% said they have no skills.

Desktop, laptop, and smartphone were reported as the first three tools that the participants have a higher level of knowledge.

Smartphones were reported as the most used technology in the daily life of participants (by more than 15 participants) compared to other technologies. Even though it was the third device picked talking about their level of knowledge.

The majority of participants asserted that they have a high skill level in:

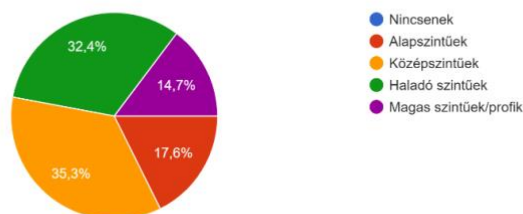
- digital tools and online services
- computers and internet as well as computing and internet
- sharing info on websites or blog and copyright rules and applying them
- protecting their personal data, protecting themselves and others
- developing digital skills

The device that people use less is the tablet. They have low skills in the use of special security software.

● **PILOT IN HUNGARY**

According to the self-assessment of the respondents, their digital skills are more balanced: the majority almost equally claim that their digital skills are Average or Advanced (35,3% and 32,4%).

Digitális készségek
34 válasz



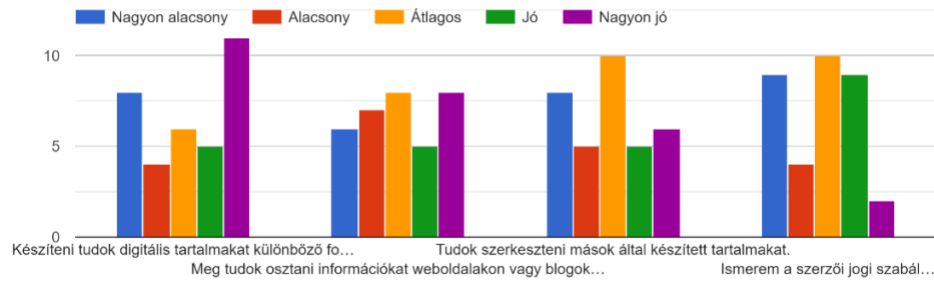
The respondents use mostly their PCs, laptops and tablets at Good level, while they estimate their use of smartphones as Appropriate. 6 or seven of them claim their user level of one of the devices as Very Good.

The majority of them use a kind of digital device frequently: 18 of them say they use their computers, 22 use their laptops, 28 use their smartphones on a daily basis.

6 of the caregivers claim they use digital tools for online communication as Low or even Very Low level, and 8 put this value as Very high. The bigger proportion of the respondents are in the middle range like Average or High.

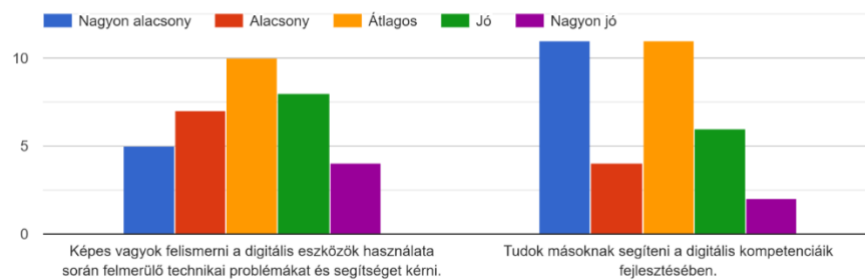
11 respondents estimated their skills to create, modify and share digital content as Very good, while 8 put it as Very low. 11 people state they are about the Average/Good.

Milyen szinten jártas a következő tevékenységekben?



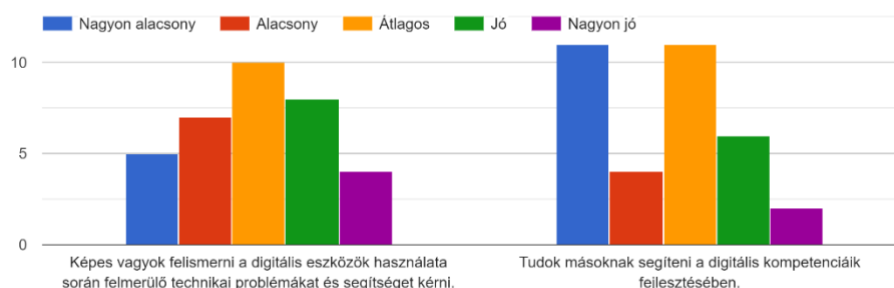
However, the proportion of those, who claim they are at Very low (5-11) or Low (5-8) level experience in using technical solutions to protect their device or system shows poor understanding of technology, but internet related safety and handling physical or mental issues seem to be at higher level.

Milyen szinten jártas a következő tevékenységekben?



More than half of the respondents say they are able to identify technical failures and ask for professional help in Average or Good level. Only 6 of them declare they can help others in improving their competences at Good level, and only 2 of the 34 people can do it at Very Good level, especially in protecting their devices and personal data on the internet.

Milyen szinten jártas a következő tevékenységekben?



Use of technology for caring

For the use of technology for caring, we consider the use of the national e-health system, communication with the person they care for, digital technologies used for daily care, what they keep the most difficult in their caring job.

● PILOT IN GREECE

The results obtained showed that 36.4% of participants reported that they use the Greek national e-Health system to get or activate a recipe. Followed by 27.3% who are able to make an appointment for medical visits.

In addition, 36,4% of the participants in the overall sample reported that they live in the same place with the person they care for. And 22.7% keep in touch by phone, and the same percentage of participants make personal visits. Only 2.3 % use social media to communicate.

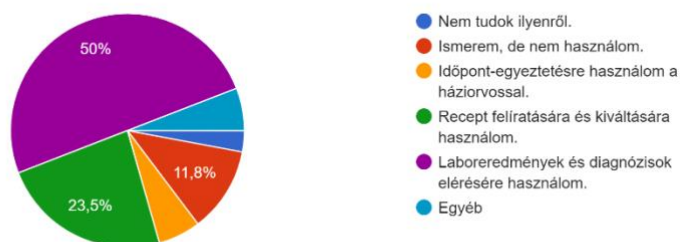
23.1% of the participants asserted that they don't use any digital technologies in their care work. The two most used technologies were reported as social media (17.9%) and blood pressure monitoring (17.9%).

50% of participants reported that "balancing" was found to be the most difficult situation in their informal care work

● PILOT IN HUNGARY

Half of the respondents use the National E-health System for receiving laboratory results and diagnoses. 23.5% use it for getting and triggering a prescription. 2 respondents use it to make appointment with their GPs , 4 claim that they have heard of it but never used it and only one says that he/she has not heard about it at all.

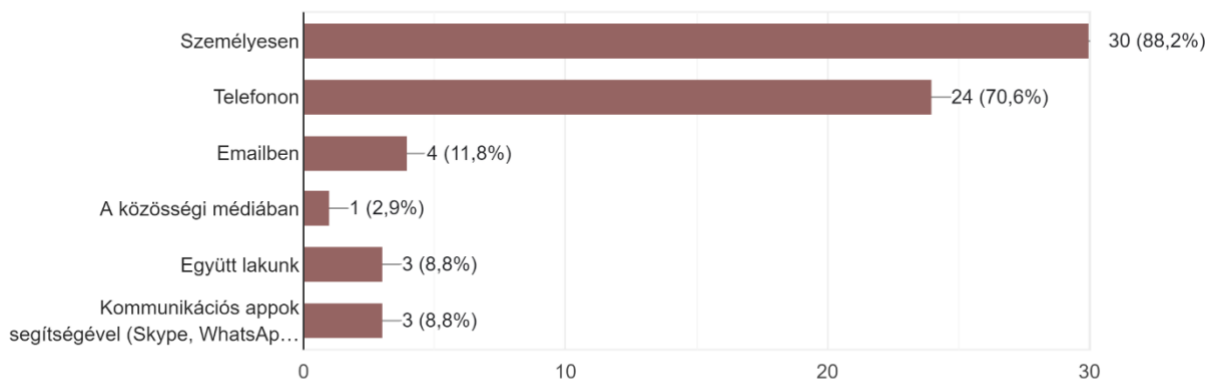
E-egészségügyi rendszer
34 válasz



30 keep contact with the recipients in person and 24 say they use their phones to keep contact. 3 caregivers use communication apps and 4 exchange emails with the person they care for. Only 1 caregiver keeps contact with the recipients on social media. 3 responses are not relevant as the respondents live together with their recipients.

14. Hogyan tartja a kapcsolatot a gondozottjaival? (több opció is választható)

34 válasz

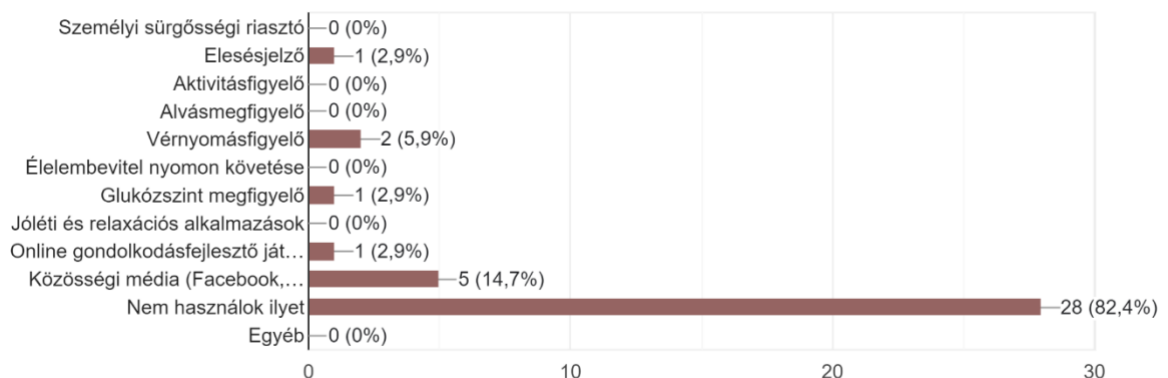


82,4 % of the informal caregivers say that they do not apply any digital technologies for their caring job. Among those who have used such, 1 applies a fall detector, 2 use blood pressure monitors, 1 uses a glucose level monitor, 1 uses brain training online games. 5 respondents state they use social media, mainly Facebook.

15. Kérjük, az alábbiakban jelölje meg azokat a digitális technológiákat

(eszközöket/alkalmazásokat), amelyeket a gondozá...n használnál! (Jelöljön meg mindent, amit használnál)

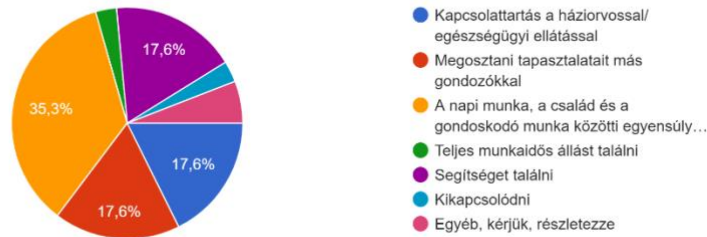
34 válasz



35,3 % of the caregivers claim that the most difficult thing for them is to find the balance between their job, family and the informal caring job. 35,2 % find sharing their experiences and asking for help the most difficult. 17,6 % see contacting the GP and the health system as the most difficult for them.

16. Mit tart a legnehezebbnek az informális gondozói munkában?

34 válasz



Conclusions

● PILOT IN GREECE

In Greece, the majority of the caregivers are females. Most of the participants have never taken part in any kind of training in this area.

The majority of the participants have a good knowledge on digital skills and have used several devices.

The most used technological device by caregivers is the phone but it's interesting that most caregivers don't use technology to keep in touch with the person they care for, instead, they prefer personal visits and the majority of the caregivers live with them.

● PILOT IN HUNGARY

In Hungary, the majority of informal caregivers are mostly women above their 60s, having higher education and being retired from work. They almost all provide care for strangers with whom they keep contact in most cases in person or by phone. The great majority of them haven't been trained for caring at all. Those, who are still active, find it difficult to be balanced between work, family and caring.

They claim their digital skills mostly as Average or Advanced, although their proficiency level related to self or data protection, content creation, content evaluation, collaboration and sharing is very diverse. In most cases, they use computers, laptops and smartphones on a daily basis, though seemingly not for performing care.

Almost all of them are aware of the existence and benefits of the National E-health System, and use it for their job. The application of e-health devices and tools is very rare: only some of the respondents apply either of those and only such basic ones like fall detectors, blood pressure or glucose monitoring devices.

The majority of the caregivers find sharing their professional experiences and finding help the most difficult.

The consequence of this survey proves us that informal caregivers have the basic knowledge of managing digital techniques and use some parts of it, e.g. social media, but not necessarily for providing homecare. They know about the existence of the National E-health System and use some definite parts of it. They use digital devices and tools for their caring job very poorly and would like to be connected to other caregivers to share information. Since they generally use digital devices like PCs, laptops and smartphones on a daily basis, they may welcome to be introduced to web-based tools and applications that could make their job easier and they could collaborate with others, so that they could be more balanced and effective in performing their multiple tasks.



Survey report

Introduction

Having the questionnaire finalised by the partnership, Prompt translated the questions to Hungarian language and created a Word document for the offline use and a Google Form for the online submissions. We contacted our associated partners, ÖKA that represents informal caregivers from all over the country and the Association of Retired People in Pécs, and asked for their collaboration in order to find the way to the target group. They shared the questionnaire among their membership while we searched for social community groups of informal caregivers in social media and shared the online questionnaire there as well. We set the deadline for receiving the answers for 14 days and closed the Google Form and collected the offline responses by emails at the end.

Country: Hungary

Number of respondents:34

Time of the survey:26 June-10 July 2022

Delivered by: PROMPT

Methodology: We sent the questionnaire in Word as attachment to emails and created a Google Forms questionnaire for online use to which we provided a link.

Remarks: Only a few submissions arrived offline, most of the respondents submitted their responses online, however 2 of them needed assistance to fill it in.

Personal data of the respondents

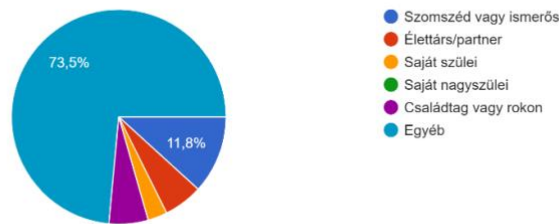
(age, gender, relation with the person they care for, education, employment, place of living, training)

Participants' data:

- 28 respondents are women
- 26 are above 61
- 2 are between 18-30

73.5% of the caregivers declared that they provided caring jobs for strangers. It is not surprising as one of our associated partners was an organisation of voluntary caregivers.

4. Milyen kapcsolatban áll a rendszeresen gondozott személlyel?
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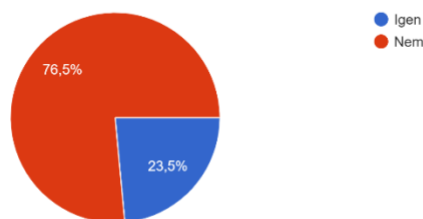
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Although the majority of them are educated people, 73,5 % have never been trained for caregiving at any level.

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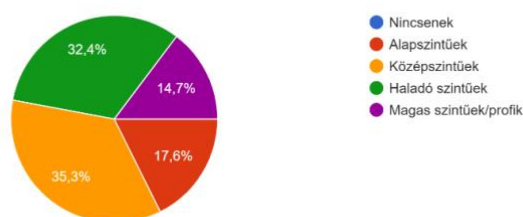


Digital skills

((levels of digital competence, devices used, frequency of using technology, what they use technology for e.g., communication, content creation etc. awareness of digital safety, problem solving)

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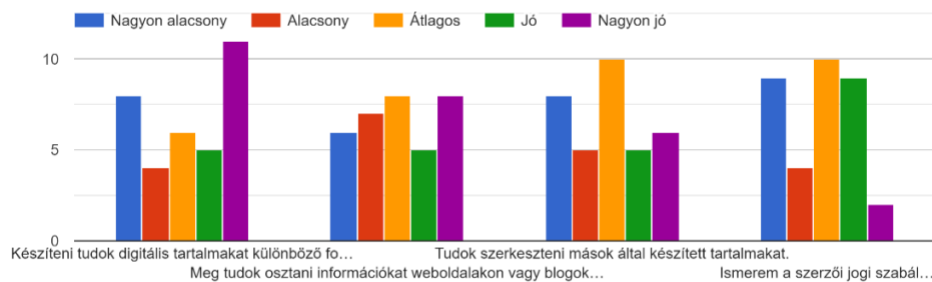
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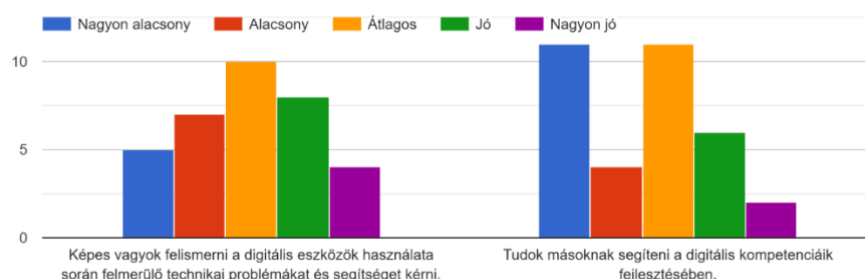
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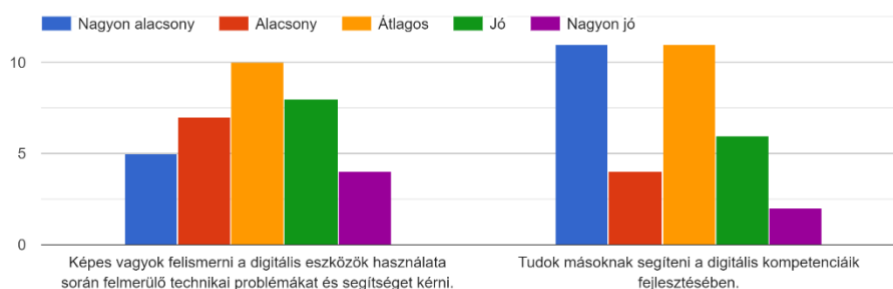
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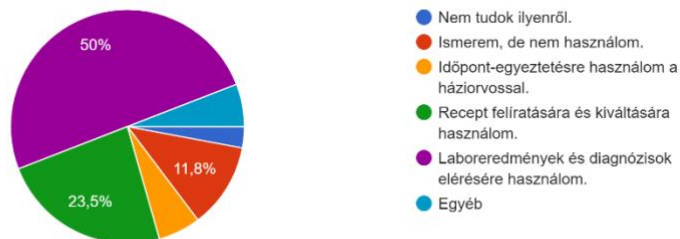
Use of technology for caring

(use of the national e-health system, communication with the person they care for, digital technologies used for daily care, what they keep the most difficult in their caring job)

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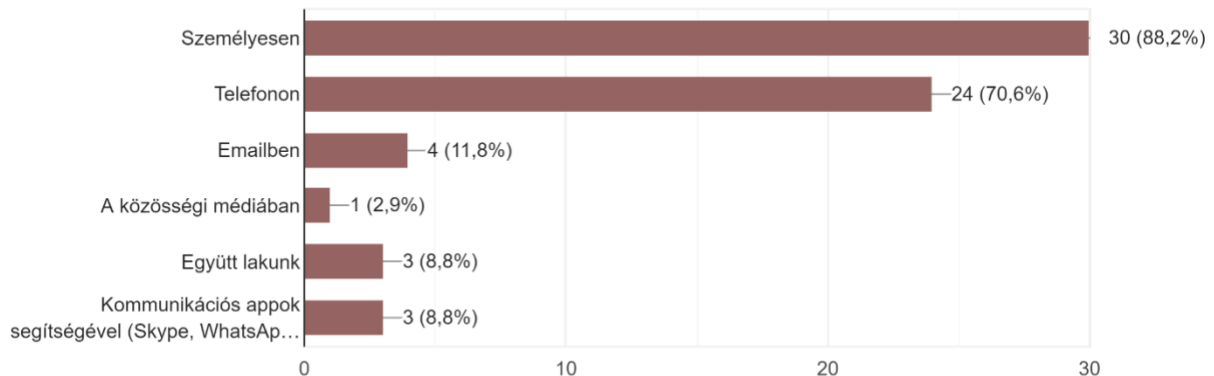
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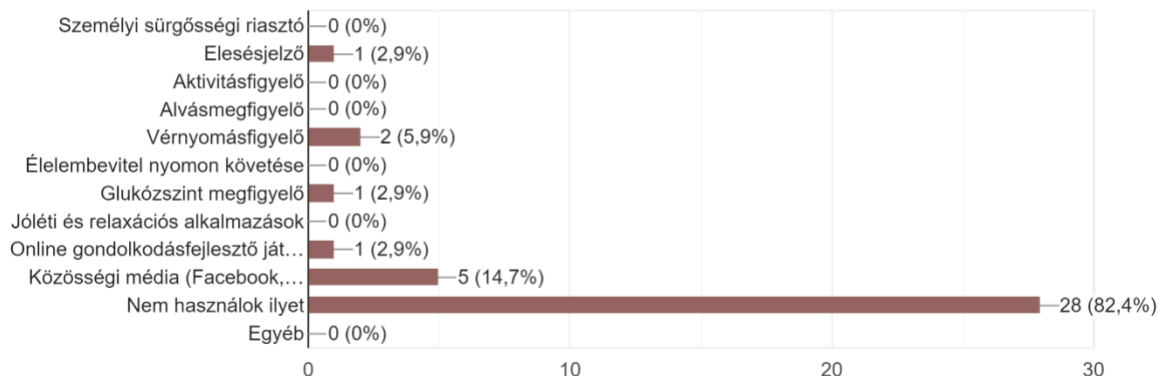


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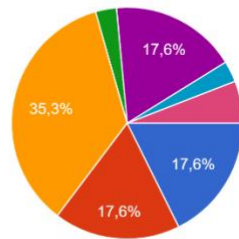
34 válasz



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16. Mit tart a legnehezebbnek az informális gondozói munkában?

34 válasz



- Kapcsolattartás a háziorvossal/ egészségügyi ellátással
- Megosztani tapasztalatait más gondozókkal
- A napi munka, a család és a gondoskodó munka közötti egyensúly...
- Teljes munkaidős állást találni
- Segítséget találni
- Kikapcsolódni
- Egyéb, kérjük, részletezze

Conclusions

(Summary of the results by categories and final conclusion)

Category	Summary of responds
General data	<p>Out of the total 34 respondents 28 are women, 82,4 % are above 61.</p> <p>73.5% provide caring for strangers and the same proportion of them are retired people.</p> <p>94,1% live in a city</p> <p>88,2% received higher education, 11,8% finished secondary education</p> <p>76,5% had no training related to their caring job, 23,5% had.</p>
<p>Digital skills</p> <ul style="list-style-type: none"> ● Browsing, searching and filtering data, information and digital content ● Evaluating data, information and digital content ● Managing data, information and digital content ● Interacting through digital technologies ● Sharing through digital technologies ● Collaborating through digital technologies ● Developing digital content ● Protecting your digital devices and content ● Protecting your personal data and privacy ● Protecting health and well-being 	<ul style="list-style-type: none"> ● Level of digital skills:35,3% Average 32,4% Advanced. ● They equally use computer, laptops and smartphones on a daily basis ● 8 can use communication tools at Very high level ● 12 can search and find digital content at Average level, 13 can do it at Very high level ● The majority can protect their devices and personal data and can avoid harassment at Average level ● 11 respondents estimated their skills to create, modify and share digital content as Very good, while 8 put it as Very low. 11 people state they are about the Average/Good ● More than half of the respondents can identify technical failures and ask for professional help as in Average or Good level

	<ul style="list-style-type: none"> • They are Very low or Average in helping others using digital technology
Use of technology for caring	<p>73.5% use the National E-health System, the rest know about but don't use, 1 has never heard of it.</p> <p>88,2% keep contact in person 82,4 % don't apply any technologies</p> <p>They find difficult:</p> <ul style="list-style-type: none"> - balancing between jobs (35,3%) - sharing experiences (17.6%⁹) - finding help (17,6%)

Conclusions

In Hungary, the majority of informal caregivers are mostly women above their 60s, having higher education and being retired from work. They almost all provide care for strangers with whom they keep contact in most cases in person or by phone. The great majority of them haven't been trained for caring at all. Those, who are still active, find it difficult to be balanced between work, family and caring.

They claim their digital skills mostly as Average or Advanced, although their proficiency level related to self or data protection, content creation, content evaluation, collaboration and sharing is very diverse. In most cases, they use computers, laptops and smartphones on a daily basis, though seemingly not for performing care.

Almost all of them are aware of the existence and benefits of the National E-health System, and use it for their job. The application of e-health devices and tools is very rare: only some of the respondents apply either of those and only such basic ones like fall detectors, blood pressure or glucose monitoring devices.

The majority of the caregivers find sharing their professional experiences and finding help the most difficult.

The consequence of this survey proves us that informal caregivers have the basic knowledge of managing digital techniques and use some parts of it, e.g. social media, but not necessarily for providing homecare. They know about the existence of the National E-health System and use some definite parts of it. They use digital devices and tools for their caring job very poorly and would like to be connected to other caregivers to share information. Since they generally use digital devices like PCs, laptops and smartphones on a daily basis, they may welcome to be introduced to web-based tools and applications that could make their job easier and they could collaborate with others, so that they could be more balanced and effective in performing their multiple tasks.

Survey report

Introduction

Country: Greece

Number of respondents: 22 participants

Time of the survey: 01/07/2022 - 27/07/2022

Methodology: Online questionnaire, sharing the link by email

Remarks:

Personal data of the respondents

22 out of 22 informal family caregivers in the overall sample are from Greece. 22.7% are males and 17 of them are females (77.3%).

45.5% of them are 46-60 years old. All of them live in the city/suburb.

The majority of the participants (54.5%) reported that they care for their parents on a regular basis. 59.1% of the Greek carers are fully employed during the caring process.

63.6% of the participants graduated with a higher education degree. While 31.8% of the participants have taken part in care training before or are qualified at any level of caring, 68.2% of them never had such an experience.

Digital skills

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- digital tools and online services
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- sharing info on websites or blog and copyright rules and applying them
- protecting their personal data, protecting themselves and others
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The device that people use less is the tablet. They have low skills in the use of special security softwares.

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Conclusions

The majority of the caregivers are females. Most of the participants have never taken part in any kind of training in this area.

The majority of the participants have a good knowledge on digital skills and have used several devices.

The most used technological device by caregivers is the phone but it's interesting that most caregivers don't use technology to keep in touch with the person they care for, instead, they prefer personal visits and the majority of the caregivers live with them.

