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MOBI-DIG: Mobile Apps and Digital Services for Seniors

2023-2-ES01-KA210-ADU-000181337

Digital Government

PROMOTER OF THE INITIATIVE: Dutch Government / The Netherlands / <https://www.digitaleoverheid.nl>

TARGET GROUPS: Government officers, policy makers, professionals, trainers, volunteers, elderly people

YEAR(S) OF IMPLEMENTATION: 2022

DESCRIPTION:

In the Updated Working Agenda of the Dutch government it is stated that:

‘Digitalization has major consequences for how we live and work. It changes society dramatically. The influence of digitalization is noticeable everywhere: the internet, smartphones, apps and online platforms have become an indispensable part of our daily lives. New technologies such as generative artificial intelligence (AI) will only increase that impact. If The Netherlands does not prepare properly for this fundamental change, there is a risk that opportunities will be missed, but also that society will be saddled with products and services that do not serve our interests and entail major risks. ‘

A lot is already being done for senior people who have difficulty with digitization. But the challenges of digitalization are very different. Many organizations are doing their best to let people participate in the digital society like for example SeniorWeb, KBO-PCOB, the Royal Library and Stichting Lezen & Schrijven. Unfortunately, they cannot reach everyone. To reach more people, it is necessary to know why someone does or does not participate in the digital society. This can be for all kinds of reasons that are related to someone's personal situation. The conclusion is that more research should be done in this field.

OUTCOMES:

In 2023, 83% of Dutch people aged between 16 and 75 had basic digital skills (CBS). In addition, in 2022, 98% of Dutch people aged 16 years and older had access to the internet and 92% had a smartphone, tablet, laptop or PC (CBS). With these figures, the Netherlands leads the way in Europe. On the other hand, digitalization in the Netherlands is relatively advanced. The consequences of not being able to participate digitally are therefore major.

From a research by the University of Twente it becomes clear that senior people, less educated people, people with a lower income, low literate people and to a lesser extent women benefit less from the opportunities of digitalization. So, without intervention, already vulnerable groups could fall further behind.

Moreover, technological developments are moving rapidly. All Dutch people must therefore (continue to) work on their digital skills. That is why the government monitors the state of digital skills in the Netherlands and registers where action is needed, including a research ([DIGCOM](#)) by the University of Amsterdam.

EFFECTIVE APPROACHES FOR IMPROVING DIGITAL COMPETENCES OF ELDERLY PEOPLE:

- Policy document

WEBSITE OR OTHER ONLINE CHANNELS:

<https://www.digitaleoverheid.nl/overzicht-van-alle-onderwerpen/digitale-inclusie/mensen-helpen-om-met-digitalisering-om-te-gaan/>

<https://open.overheid.nl/documenten/8fb16ed3-0946-49d5-bf1a-96724f1762d6/file>