

# The blind spots of digital support and informal learning in older adults' digital daily lives: from under-helping to over-helping

Research at the Centre of Excellence in Research on Ageing and Care



**DigiIN** Palvelukulttuuria uudistamalla  
kaikki mukaan digitaaliseen yhteiskuntaan  
Towards socially inclusive digital society

# Our research group addresses **research on** **(but not limited to):**

Opportunities and constraints of older people to make choices and exercise self-determination throughout the life course which are linked to changing social structures and policies

The agency in decision-making in various aspects of daily life such as care and housing arrangements and social participation

The applicability of the framework of Independent Living created by disability movement in care of older people

Digitalization in older people's daily lives

# Main findings on my research

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## Empathic support

Many appreciated having someone to hold her or his hand while navigating the digital service system. This was often the case even though they probably could have managed it alone as well.

# Theoretical framework

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Quality and effectiveness of this kind of help can have a critical role in older adults' decision to use digital devices.

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## Warm experts

The theoretical framework for this research rests on the concept of warm experts.

In this paper, we examine the quality (rather than quantity or availability) of digital support from the perspective of older adults' individual and subjective experiences.

# What's next?

## My second paper

Peer tutors' perspectives on non-formal digital support and digital inclusion

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## Research questions

What is peer support and peer learning from the peer tutors' point of view?

What are the special features of peer tutoring in relation to formal and informal learning?

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## Preliminary results

From the peer tutors' point of view, being a peer does not only entail sharing an age group or a similar life situation.

Every encounter as a peer tutor is different, but some special characteristics distinguish non-formal peer support clearly from formal and informal learning.

# Thank you!

