

12TH INTERNATIONAL CONFERENCE ON EDUCATION AND NEW LEARNING TECHNOLOGIES



CONFERENCE PROCEEDINGS



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Big Data & Smart Technologies Digital Transformation 21st Century Skills Programming & Coding

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Distance Education in COVID-19 Times Challenges & Practices during COVID-19 Blended & Mobile Learning e-Learning MOOCs & OERs LMS & VLEs

ACTIVE & STUDENT-CENTERED LEARNING

Gamification & Game-based Learning Experiential Learning Problem & Project-based Learning Pedagogical Innovations Soft Skills Development

STUDENT ASSESSMENT & MENTORING

Assessment & Evaluation e-Assessment Feedback on Learning Mentoring & Tutoring

MULTICULTURALITY & INCLUSION

Multicultural Education Diversity Issues Special Educational Needs Student Support & Bullying

EDUCATIONAL STAGES & LIFELONG LEARNING

From Pre-school to Secondary Education University & Post-graduate Education Life-long Learning

LEADERSHIP & TEACHERS DEVELOPMENT

ICT & Digital Skills Professional Development of Teachers Educational Management

QUALITY & IMPACT OF EDUCATION

Quality in Education Challenges in Curriculum Design Sustainability & Social Impact of Education University-Industry Collaboration Educational Policies & Internationalization

DISCIPLINE-ORIENTED SESSIONS

Architecture & Design Engineering Education Computer Science Business Education Health Sciences Education

LANGUAGE LEARNING AND TEACHING

Foreign Languages Language Learning Technology for Language Learning

STEM EDUCATION

Maths & Statistics STEM Experiences

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IMMERSIVE LEARNING: HEURISTIC DEVICE FOR TRANSMITTING SOCIAL IMAGINARIES

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ELDERLY PEOPLE, COVID-19 AND TECHNOLOGIES: A QUALITATIVE RESEARCH

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Abstract

From a psycho-pedagogical point of view, entering the category of elderly people means having an age from 65 years onwards. The medical development, the increase in the level of education and the progressive postponement of leaving the world of work have contributed to improve the quality of life of elderly people and, increase the survival rate. At this historic moment, the health emergency caused by the uncontrolled spread of the Covid-19 virus has significantly reduced the quality of life of the whole population, from children to the elderly. Technologies, as never before, expand the possibilities of communication, sociality, information and access to services.

This paper aims to illustrate the qualitative research carried out with older people during the quarantine period for the Covid-19 emergency. This research stems from a question: How do older people manage to get out of the aloneness created by the Covid-19 emergency?

The researchers chose to carry out a qualitative research to answer this question. Participants will be 30 elderly people aged 65 or more, present in Italy. The research methodology has provided the realization of a semi-structured interview. The interview questions were also divided into three topics: daily life before and after Covid-19, ways of interacting with people during the emergency from Covid-19 and the use of technologies. This qualitative research is still in progress due to the prolongation of the Covid19 emergency and represents a starting point.

The data of this research can be useful for the design of trainings for educators, social workers, family members who relate daily to older people, but at the same time they are used to be able to implement concrete actions with and for older people in order to help them improve the quality of life both in emergency and in "normal" contexts.

Keywords: Elderly people; the Covid-19 emergency; ICT skill; Lifelong learning

1 INTRODUCTION

The WHO defined the health as "a state of complete physical, mental and social well-being and not simply the absence of disease or infirmity". [1] Analysing with a critical thought the health emergency that we are experiencing today in Italy and in the rest of the world, the question arises spontaneously: "How should these characteristics be maintained in this period of emergency COVID-19?" World Health Organization director Tedros Adhanom Ghebreyesus said in a press conference in Geneva that "WHO has assessed that Covid-19 can be considered as a pandemic." This Covid-19 emergency does not allow simultaneously physical, mental and social well-being, characteristics of the definition of health.

From the Italian Ministry of Health website, we can read all the containment measures adopted in Italy: "The Council of Ministers passed a law decree on February 23, 2020 with measures for the prohibition of access and removal in the municipalities where there are outbreaks and the suspension of demonstrations and events. Subsequently, the following implementing decrees were issued: the Dpcm 25 February 2020, the Dpcm 1 March 2020, the Dpcm 4 March 2020, the Dpcm 8 March 2020, the Dpcm 9 March 2020 #lorestoacasa, the Dpcm 11 March 2020 which imposes the closure of nonessential commercial activities. Among the measures also adopted the ordinance of 22 March 2020, jointly signed by the Minister of Health and the Minister of the Interior, which prohibits all the people from relocating or moving with public or private transport to a different municipality than that one in which they are located, except for proven work needs, of absolute urgency or for health reasons. The Government then issued with the Presidential Decree of 22 March 2020 new additional measures regarding the containment and management of the epidemiological emergency from COVID-19, applicable throughout the national territory. The provision provides for the closure of non-essential or strategic production activities. Food shops, pharmacies, basic necessities shops and essential services remain open. The same provisions apply, cumulatively to the Prime Ministerial Decree of 11 March 2020 as well as to those provided for by the ordinance of the Minister of Health of 20 March 2020, whose

terms of effectiveness, already set for 25 March 2020, are both extended to 3 April 2020. With DPCM April 1, 2020, all measures to combat the spread of coronavirus infection have been extended until April 13, 2020. The decree which came into force on April 4 also suspends the training sessions of athletes, professionals and non-professionals, at interior of sports facilities of all kinds. Subsequently, with the Prime Ministerial Decree of April 10, 2020, all measures were extended until May 3. The Dpcm allows the reopening from April 14 of the baby stores, bookstores and stationery stores. Finally, with the Prime Ministerial Decree of April 26, 2020, they specified the measures for the containment of the Covid-19 emergency of the so-called "phase two". The provisions of the decree apply from May 4, 2020 to replace those of the Prime Minister's Decree of April 10, 2020 and they are effective until 17 May 2020, with the exception of what is foreseen for business activities, which apply cumulatively from 27 April 2020."[2]

Reading these containment measures implemented in Italy, the uncontrolled spread of Covid-19 has significantly reduced the quality of life of the whole population, from children to the elderly. Separation from loved ones, loss of personal freedom, uncertainty about their health or illness can have negative effects on individuals' psyche. As the Greek philosopher Aristotle wrote in the fourth century BC, man is a social animal because he tends to aggregate with other individuals and to constitute himself in society. Aristotle himself wondered if such sociality was a primary instinct or the result of other needs. In this historical moment, the absence of social relationships is strongly felt by the entire population. Private and public people are promoting initiatives to safeguard the quality of life of the population in economic, health, education, relationship terms,...

The methods of interaction, information and entertainment are favouring the mediation of the technological tool. There are numerous examples that we can observe within our daily lives: people who were used to buying the paper newspaper are preferring television as a medium of information or the websites of the publishers themselves; schools, from kindergartens to university, have changed the training methods, preferring distance learning and webinars; companies have enabled their workers to perform smart working; sports centres started to perform gymnastics lessons online; people are discovering numerous platforms that allow them to keep in touch with family, friends, relatives who are not inside their housing unit; public and private people have started direct cooking, concerts, ... First of all, these initiatives allow us to continue participating and interacting with people. Secondly, they allow us to carry out the "normal" daily activities as we would have done thanks to participation and face-toface interaction with other people. In this Covid-19 pandemic, technological tools are making this possible. Technologies in the role of mediators favour the quality of life because they make our daily routine continue, even if transformed by the restrictions of some of its domains. In this emergency situation the new technologies represent the most used tool by the whole population to face the isolation to which we are forced to impose. These technologies were already used before the start of this pandemic. To date, the number of people who use them has grown exponentially. The whole population started using them. When we talk about population and technologies, a naive theory makes us eliminate the range of older people within this dichotomy.

According to the psycho-pedagogical disciplines, the age group of people aged 65 and over fall into the category of the elderly. Within this category there are subcategories of older people who are divided as follows: young seniors ranging from 65 to 74 years old, seniors from 75 to 84 years old, big seniors from 85 to 99 years old and centenarians from 100 years old upward. According to naive theories, elderly people would not be very competent in the use of technologies. The ISTAT data of the 2019 annual report, however, tell us that in the last decade, in Italy, young elderly people have significantly increased the share of regular internet use from 6% to 34%. If we consider all the subcategories of the elderly, people aged 65 and over, the data tells us that 21.7% regularly use the internet. Analysing this data, we can observe that people born before 1934 use the internet in a limited way for men and not for women. The data of people born after 1934 are slightly different from the previous ones, since the use of the internet would be 8% for men and 0.7% for women. The young elderly category would represent the highest utilization figure among all the elderly categories: men for 44.7% and women for 34.9%. The most used device is the smartphone, used for instant messaging services (70.7% of the elderly), for email (64.7%), for reading newspapers, information and online magazines (57, 6%) and for health information (47.7%). [3] The percentages are lower for video and music sharing services, mostly used by older men, and for the use of social networks, mostly used by older women. Technologies are chosen by older people, as they represent an opportunity to maintain interpersonal contacts, to exchange information and to be updated on the outside world by reducing the feeling of social and relational isolation.

2 METHODOLOGY

The research team, made up of the two authors, has as its main theme "the interaction between people and technologies". Based on the scientific literature and driven by the historical emergency that is involving us all, the authors asked themselves as a research question: How do older people manage to get out of the aloneness created by the Covid-19 emergency?

For this research the authors have chosen older people as the reference sample. Incline with the choice to carry out a qualitative research. 30 is the maximum number of elderly people intended to reach. According to the psycho-pedagogical area, entering the category of elderly people means having an age ranging from 65 years upwards. Psycho-pedagogical scholars have divided this macro-category of the elderly into 4 micro-categories: young elderly people from 65 to 74 years old, elderly people from 75 to 84 years old, elderly adults from 85 to 99 years old and centenarians from 100 years upwards. People were selected on the basis of three criteria: chronological age, living at home and people residing in the Marche region of Italy. The choice of the first criterion for selecting people arises from the state of the art mentioned above and from the research question. The second selection criterion is strongly connected with the domain of self-determination of the quality of life. The studies in this regard tell us that the possibility of choice is one of the domains that allows people to be autonomous both in daily life and in the choice of the tools that support us. [4] The third criterion is connected to the home of our membership, the University of Macerata, which is located in the Marche region too. The Marche region is an Italian region of central Italy, with the province of Ancona. Geographically: to the east it overlooks the Adriatic Sea; to the west, the Umbria-Marche Apennines mark the border with Tuscany and Umbria; to the north the region borders with Emilia-Romagna and the Republic of San Marino, to the south with Abruzzo and Lazio. Much of the territory is hilly. Most of the inhabited centers are placed on the top of the hills. The inhabited centers have an urban dimension and vocation. The economic-entrepreneurial model, called the "Marche model", is characterized by the thriving and diversified high-specialization small-medium industry distributed equally throughout its territory, but mainly concentrated on the coast and in the valleys.

The methodological tool chosen by the research team is that of the semi-structured interview. The interview was created on the basis of three topics: daily life before and after Covid-19, ways of interacting with people during the Covid-19 pandemic and the use of technologies. The structure of the research tool is characterized by 3 parts: the introductory part on the research and methodology chosen; 9 open, fixed and ordered questions; and the part on the interviewee's demographic data: gender, chronological age, residence, profession prior to retirement. The date, time and name of the researchers who carried out the interview were also noted. The questions are divided on the basis of the preset topics:

- on daily life before and after Covid-19 there are 2 questions: "How was your daily life before the epidemic?", "How did you organize your daily life at this time at home?";

- the ways of interacting with people during this pandemic, there are 2 questions: "Who is he in contact with now?", "How is he in contact?"

- on the use of technologies there are 5 questions: "What technological devices are present in your home?", "What type of use do you make of these devices?", "As a result of the situation of Covid-19, you started using of technological devices / instruments? "," Did you use these technological devices before? "," How did you come to use them? ".

The research team conducted the interviews via a call to the selected sample and each interview was recorded in order to be able to better analyze the data that will emerge. The data of the interviewees will be treated with respect for anonymity. The interview was transcribed immediately after its conclusion and prior to the execution of the next. Each interview was transcribed respecting the person's narrative order and trying to use the words and phrases used by the interviewer.

The analysis of the interviews took place inductively, from the particular to the general. The research team carried out two analysis steps: longitudinal and transversal. The first analysis took place longitudinally. Each individual interview was analyzed individually: initially by connecting the answers given to the questions asked and subsequently to the topics. The second analysis took place transversely: initially all the answers of each interviewee connected to the topics were transcribed in a single file; subsequently the answers were compared to have conceptual labels which were in turn collected into broader thematic categories. This second analysis was carried out in two sub-steps: the first sub-step provided for the cross-sectional analysis of all the interviews for each micro-category of elderly people: young elderly, elderly, elderly adults and centenarians; the second sub-step involved cross-cutting analysis of all the interviews carried out. The type of analysis chosen is halfway between

the illustrative and restitutive type. The research team wants to bring out the content and theme of the interviews on the one hand and on the other hand wants to bring out the knowledge of the interviewees.

This qualitative research began from the end of February 2020 and is still ongoing, since on the one hand the researchers are trying to expand the sample to other sections of the population and on the other hand they want to have a diachronic view of the research results given the prolong the pandemic from Covid-19.

3 RESULTS

In this paper, the researchers will illustrate the results of the longitudinal and transversal analysis carried out on the interviews with young elderly people. As already explained, young seniors are that microcategory of seniors who are aged between 65 and 74. The young elders selected and interviewed are 11: 3 women and 8 males. The average age of women is 67.3 years. The average age of men is 68.8 years. The average age of the people interviewed is 68.4 years (Table 1).

	F	M	TOTAL
The Young Elder	3	8	11
average age	67,3	68,8	68,4

Table 1. Shows the respondents' gender and average age.

All the interviewees live in their home, are resident in the Marche region and are all retired except the interviewee F. (Man, 65 years old).

3.1 Results of the longitudinal analysis

First of all, from the longitudinal analysis of the individual interviews it emerges that the respondents answered all the questions asked.

As for the structure of the interview, some have anticipated the answers of the subsequent questions. For example, after explaining the introductory part to the research and methodology, the interviewee L. answered all the questions that the interviewer should have asked him later. The interviewee S. and F. (Female, 65 years old) anticipated the second question of the topic on how to interact with people during Covid-19, naming the methods of interaction. During the interview of the interviewee G. (72 years old), the answers to the first two questions were indirectly suggested by a background voice, subsequently the interviewee gave direct and first-person answers. The background voice was no longer heard and Mr. G. also added unsolicited anecdotes, but still related to the Covid-19 emergency.

As for the topic on daily life before and after the Covid-19 emergency: before the interviewer asked him the questions and during the interview, the interviewee G. (65 years old), U., G. (73 years old), F (F, 65 years old) have repeated several times that their daily lives are not so different between before and during, since they were all already retired or as F. housewife. Unlike the three previous interviewees, the interviewee F. (71 years old) and T., want to emphasize that their daily lives have changed a lot, since before the emergency they didn't spend much time at home, they were always with friends or engaged with the numerous associations to which they belong. The interviewee F. (F, 65 years old) believes that her daily life has changed in the frequency of the activities / commitments she had and has now. Before she went shopping every two days and now only once a week or once a week, she had training lessons at a dog center. Always F. (F, 65 years old), T. and S. add that they can no longer cultivate the same hobbies that they previously had: walks in the open air, attending cultural centers, ... The interviewees T., S., F. (71 years old), G. (73 years old), G. (65 years old) say that the frequency and quality of relationships with friends and relatives has changed compared to vis a vis. Respondents who have a garden or a piece of land say they are spending more time on it than before. The interviewees L. and T. point out that they paid a person other than the family to guard the garden or the piece of land. In some respondents, the pandemic has led to the rediscovery or discovery of new passions / activities. The interviewee F. (M, 65 years old) has started painting again. The S. and G. interviewees (72 years old) started to prepare the food with their hands, rediscovering the authenticity and flavors of the past. Other people, however, had to put rewarding passions / activities on standby. The interviewee U. cannot go to mushrooms or pick wild herbs. The interviewee G. (72 years old) cannot help the parish priest of the city. Some others have reorganized how they can use their businesses. Interviewee G. (72 years old) attended a face-to-face dance course and now performs it online thanks to the dance lessons that the club sends him.

As for the second topic on the methods of interaction, almost everyone remained in contact with friends and / or family members and in different ways. Some people interviewed prefer to make simple calls and / or exchange messages with friends and use video calls, the exchange of photos and videos with family members, such as respondents S., G. (73 years old) and G. (65 years old). Other people use all the technological tools they have to stay in touch with both friends and family, such as the interviewees G. (73 years old), F. (F, 65 years old) and F. (M, 71 years old). The interviewee F. (M, 65 years old) prefers to use the smartphone and interacts with friends with social networks, while with WhatsApp he interacts with family members. Interviewee T. uses her husband's smartphone to contact friends and family, as she has an older generation phone. Interviewee P. has only been in contact with family members via calls, since despite having a smartphone she does not use it for relations.

As for the third topic on the use of technologies, all respondents have some technological devices in their home and they were already using before the pandemic. All the interviewees have at least one smartphone, except the interviewee T. uses her husband's devices, since until a few months ago she had an old generation phone. In this pandemic, her husband gave her an old generation smartphone, but they failed to connect it to the internet. Instead, the interviewee G. (65 years old) independently uses the mobile phone with WhatsApp to receive and send messages and relies on his teacher wife to be able to make group video calls thanks to the platforms that she uses for work. The method of use, the apps downloaded and used vary from person to person. Some interviewees, such as F. (M, 65 years old), mostly use Facebook and WhatsApp. The interviewee F. (M, 65 years old) points out that the pandemic and the technological tool of the smartphone with WhatsApp has allowed him to reconnect with his cousins and cousins from the Lombardy region that he has not heard for a long time. F. (M, 65 years old) adds that he manages to find out about the same news from several points of view thanks to Facebook and searches on the websites used via smartphone. The interviewee P., on the other hand, mostly uses an older generation mobile phone despite having a smartphone available. The use of the smartphone is strictly connected to the search for news: P. says that the night before he reads all the news which will then be published in the paper newspaper. Even the interviewee G. (65 years old) uses the phone to stay up to date on the news, since he does not buy the paper newspaper as little as possible. The interviewee S. downloads telegram, which is a cloud-based instant messaging and broadcasting service within which municipal administrations send information about the Covid-19 emergency right now. From the interview of Mr. P., it emerges that he rarely used the smartphone to search for health information, since he prefers to seek medical attention given the lack of competence in discerning the actual symptoms of the alleged disease and his own symptoms. Mr. F. (M, 71 years old) claims not to be a technological person, despite having understood how to use WhatsApp. This interviewee states that he calls the people who called him and that thanks to his grandchildren he managed to make group video calls with family members. Interviewee S. downloaded game apps to her smartphone to pass the time and improve her cognitive skills. She adds that in some games there is the possibility to chat with one's opponent and this service gratifies her a lot since she interacts with people all over Italy and abroad. Mr. G. (73 years old) wanted to download games on the advice of his Belgian cousin, but was unable to download. Interesting answers were given by three interviewees, Mr. U. and Mr. L., Mr. F. (M, 71 years old) and Mrs. S. have inserted in the technological devices used some tools related to their previous profession. Mr. U., previously a nurse, says he continues to use the pulse oximeter and sphygmomanometer at home. Ms. S., previously sales manager, continues to use the computer to shop online and to manage the fiscal aspect of the family. Regarding the use of the computer, the interviewees G. (73 years old), F. (M, 71 years old), F. (M, 65 years old), G. (72 years old), G. (73 years old) and L. say that they prefer the smartphone as it is within reach, has everything inside and is easier to use. For example: the interviewee F. (M, 71 years old) and L. rarely use it and to check emails; the interviewee F. (M, 65 years old) to print the files; interviewee G. (71 years old) says that its use bores him; interviewee G. (73 years old) used it to buy and sell vintage motorcycles in past years. Instead, the interviewee F. (F, 65 years old) and U. use it more than the previous interviewees. F. (F, 65 years old) and U. use the computer to view Facebook, to search for news, make individual or group calls with Skype. In addition to this, F. (F, 65 years old) thanks to the computer sees the fiction or television series of the previous days, instead, U. views the medical reports through the sanitary platform. The results that emerge from the answers to the last question of this topic of the interviewees G. (73 years old), F. (F, 65 years old), F. (M, 71 years old), S. and T. say that initially they were routed and supported by a familiar figure towards the use and choice of technological tools. Other respondents, such as G. (65 years old) and U., have started using these tools for work and after mandatory training in the company. Instead, the interviewee L. learned to use them as a self-taught. The interviewees U., F. (F, 65 years old), G. (72 years old), P. ask for support from family members in case of blocking of the device or in case of problems that they cannot independently resolve. Three interviewees F. (M, 65 years old), F. (F, 65 years old) and S. are keen to point out in their responses that in this pandemic they have increased the frequency of use. Even the interviewee G. (72 years old) says that despite having them, he did not use them at all because his day was dedicated to other activities.

3.2 Results of the cross-sectional analysis

Subsequently, the research team carried out the cross-sectional analysis of the interviews of the microcategory of the young elderly already analyzed individually. 4 thematic categories emerge from this analysis: "change", "the need to stay in touch"; "the choice of technological tools and the purpose of use" and "the support of previous generations". From the comparison of all the answers, from the subsequent cataloging and comparison of the conceptual labels, "change" was chosen as the thematic category. In Table 2 the results of some significant text units that allowed us to choose this thematic category were transcribed:

Table 2. significant text units for the thematic category "change".

SIGNIFICANT TEXT UNITS

"Before I didn't do many things, but every morning I went to the bar, I went for walks, I read the newspaper, I talked with friends." "Now I don't go out anymore, I dedicate myself to chores at home, I do gardening." (G. 73 years old)

"My daily life was made up of work, free time, commitments to my family and an invalid brother". "Now for my safety and that of my colleagues I have a day off, I go shopping a lot less than before and I go to visit my brother only once a week." (F. M, 65 years old)

"Being part of many associations, I was very busy in their activities, then in the morning I worked the garden, in the afternoon I went to the bar with friends and after 16 I went home and from spring to summer I went back to my garden." "Now my day is structured as follows: countryside, countryside, and countryside." (F. M, 71 years old)

"Having food intolerances, I had started to prepare everything at home, but I had stopped." "Now I have started again and rediscovered the flavors and pleasure of homemade things." "Before I went to the P.P.P. study center, I played "burraco", I went to the opera, I met friends, I went to the cinema, ..." "Now I am at home, I go around the house, I interact with friends through calls, ... " (S.)

"I devoted myself to doing housework, I went to gym, I took care of my grandchildren, I was busy with volleyball." "Now I'm at home with my husband, I always do household chores and take care of the garden." (T.)

"After retiring, I continued to follow the companies I worked for free of charge." "Now I can't do it, but fortunately being in the countryside I started to take care of the olive trees, avoiding to call a person who would do it instead of me." (L.)

"My daily life as a pensioner was so structured: I did some chores around the house, I went to the bar and bought the newspaper, I played cards, I collected the mushrooms and the herbs of the field." "Now I'm more restricted in the activities I can do, I can't move from home." (U.)

"Before the pandemic I went around, I played cards at the bar, I did a dance class, I helped the parish priest, I volunteered when I left the schools." "Now I play cards with my son, I do the dance course through videos, I can't help the parish priest, ..." (G. 72 years old)

Another thematic category that emerges from the cross-sectional analysis is "the need to stay in touch". In Table 3, the authors transcribed some answers:

Table 3. significant text units for the thematic category "the need to stay in touch". SIGNIFICANT TEXT UNITS

"I am in contact with friends and family even far from me" (F. F, 65 years old)

"I am in contact with friends and family via the smartphone [...] and we spend a lot of hours on the phone." (G. M, 72 years old)

"I am in contact with friends and family via the smartphone and we often hear each other." (F. M, 71 years old)

"I am in contact with my family in the presence, I feel with my superiors and we change posts and messages with friends on social networks. [...]"It is now a necessity for quality of life." (F. M, 65 years old)

"I am in contact with family members [...] and friends with whom we interact to exchange tips on gardening that we used to do together before." (G. 73 years old)

"I am in contact with my family and friends and we make long calls and we exchange many messages to comment on the day and the television programs." (S.)

"I am in direct contact with family members who live with me and by telephone with those far away." (P.)

The third thematic category that emerged from the cross-sectional analysis is "the choice of technological tools and the purpose of use". Table 4 shows the significant text units that deal with this category:

Table 4. significant text units for the thematic category "the choice of technological tools and the purpose of use".

SIGNIFICANT TEXT UNITS

"I have an old generation phone with which I receive / send calls and messages. I have a smartphone, granted to me by a family member, with whom I search for news on the web." "Sometimes I use the smartphone to search for health news, but they generate more anguish than anything else. I do it only to have the technical knowledge of some pathologies." (P.)

"With my smartphone and computer, I send and receive messages, photos, videos, I go to Facebook to read news, recipes, to communicate with my friends. I use TV to watch numerous TV series, documentaries, entertainment programs, fiction and the newscasts since I turn it on early in the morning."(F., F, 65 years old)

"Apart from those useful in the health sector such as the pulse oximeter, the pressure device, I use the computer to go to Facebook, to search the internet for news, I make single and group calls." (U.)

"With the smartphone I use Facebook and WhatsApp [...] During this pandemic, I had the pleasure of being part of a WhatsApp group with my cousins from Lombardy with whom we write, send photos. I was pleased because they I feel close." "I also have a desktop computer at home, I don't use it almost for nothing, just to print. I prefer to use the smartphone." (F., M, 65 years old)

"I phone via WhatsApp. I'm not very technological, but for video calls with family members, I use the platforms that my wife uses to teach." (G. 65 years old)

"I used and use the computer. I use messenger, WhatsApp, telegram to make up for the times and chat with some friends or family. I download and spend time with apps for games that allow me to improve my cognitive skills, to play online "burraco" that has chats that allow you to interact with people who play with the app both in Italy and abroad." (S.)

In this thematic category, as regards the choice of technology tools, the research team counted the number of devices used by respondents. Table 5 shows that the smartphone represents the tool most cited by the interviewees (10/11), the computer is in second place (5/11), the smart TV or normal TV is in third place (4/11), followed by the old generation phone (2/11) and finally by medical devices (1/11), nobody mentioned the tablet.

TECHNOLOGICAL TOOLS	N°
Smartphone	10
Computer	5
Smart tv e tv normale	4
Old generation phone	2
Medical equipment	1

Table 5. The choice of technological tools.

Based on these data, the research team found it useful for a better understanding to make a correlation between the technological tool chosen and the purpose of use. The five tools nominated by the interviewers was associated with the purposes of use in Table 6. As emerges from the table, the smartphone is the most used tool and the main purposes for which it is used are.

TECHNOLOGICAL TOOLS	PURPOSE OF USE
Smartphone	 WhatsApp: videocalls, calls, messages, exchange of photos and videos with distant family members (6/11); videocalls, calls, messages, exchange of photos and videos with friends (1/11).

Table 6. Correlation between technological tools and purpose of use.

	Normal calls:
	 long calls and many messages with friends (5/11).
	Telegram:
	- read the local information that is written by the municipal
	administration (2/11).
	Facebook:
	- write and share posts with friends (1/11);
	- write messages with messenger (4/11);
	- read current news (5/11);
	- look for funny videos and photos (1/11).
	Web sites:
	- search and read current news (2/11);
	- read the web newspapers (2/11);
	- rarely seek sanitaire news (1/11).
	Game apps:
	- download the game apps the respondents' used to play
	with people (1/11);
	- chat with the gamers (1/11).
Computer	- receive and send emails (2/11);
•	- print files (1/11);
	- buy and sell classic cars (1/11);
	- use Facebook page and make calls with Skype (2/11);
	- review TV series, fiction and television programs (1/11).
Smart tv and normal tv	- look the newscasts (4/11);
	- look the documentary (3/11);
	- look historical and geographic documentaries (2/11);
	- look TV series, fiction and television programs (2/11).
Old generation phone	- calls with distant family members (1/11);
	- calls and messages with friends (1/11).
Medical equipment	- pulse oximeter and sphygmomanometer to measure
	oxygen saturation and blood pressure (1/11).

The last thematic category that emerged from the cross-sectional analysis is "the support of previous generations" both in daily activities and in the choice and initial and sometimes subsequent use of technologies for people in this micro-category of elderly. In Table 7 the authors have transcribed some significant text units.

 Table 7. Significant text units for the thematic category "the support of previous generations".

 SIGNIFICANT TEXT UNITS

"I came to use them thanks to my son who is a computer engineer who introduced us and directed us towards the choice of the device, then independently thanks to my curiosity looking on the web I try to use it and download things on my own." (S.)

"My son do not want me to go out and they go shopping for me since I am old and according to them it is better if I stay at home." "My son advised me to buy them. My son, who is a computer engineer, helped me choose the technological tools and explained how to use them. If I do any "damage" I call them." (F. M, 71 years old)

"My grandchildren helped me use it, gave me some tips and then I left alone. If I have any problems, I call them." (G. 73 years old)

"Every now and then I ask my son and he helps me. Every now and then I can't remember or I don't take it, so I ask my son." (G. 72 years old)

"I would like to do more, but I am afraid of making mistakes. I would like to use internet banking, pay bills online, buy online, ... but I am afraid to buy one thing for another and therefore I ask my son." (U.)

"I came to use them with the help of my son, otherwise I don't understand much and still understand very little. When the computer or smartphone freezes or strange writing appears, I stop and call my son." (F. F, 65 years old)

4 CONCLUSIONS

In this paper, the researchers showed part of the results of the qualitative research that they have partially carried out and are carrying out. If we were to resume the research question that the authors asked at the beginning "How do older people manage to get out of the loneliness created by the Covid-19 emergency?" the answer is clear from the data emerging from the longitudinal and transversal analyses.

On the basis of the data shown, it can be said that the micro-category of young elderly people has tried to reorganize their lives in light of the considerable restrictions that the government has taken and continues to take. A second reorganization of your daily routine. Second reorganization, since the first major reorganization is due to the transition from the condition of worker to the condition of pensioner. Like every step in our life, being in a new condition that of being a pensioner involves losing a balance, a routine that for years was a source of habit and personal gratification. The transition from worker status to pensioner status provides for a moment of reasoning generated by the same bureaucratic practices. This period of reason allows the person to imagine his new status, to be able to choose the activities to do when retirement arrives, to be able to reorganize his daily routine. This step and this reorganization take time and the new condition is matured mentally. The Covid-19 emergency did not allow people to have time to reorganize their daily lives. He asked all the people to stay at home, where to stay at home, one intends not to leave the house. Analysis of the interviews shows that young elderly people have not felt this sudden and sudden change heavy. Many of the interviewees started their interviews saying "I didn't do many things, I was retired". When asked to deepen their daily routine, the activities they used to perform were considerably greater and more varied than those that are still being carried out. The pandemic has certainly generated the social distancing, since the measures chosen by governments around the world and also in Italy do not allow social interaction intended in the ways in which we are used to reasoning. A social interaction that brings people closer to each other. A social interaction that presupposes physical presence. This definition is already outdated, as the context we are experiencing makes us physically distant, but socially close. The results of this part of the research show how all the people interviewed found a way to stay in touch, a different contact that does not contemplate the possibility of touching, but of being close in the same way. The people interviewed by social animals as they are have started to use all those tools available to be close. The technological tools chosen are the means that allows all this. The results show that everyone who more or less uses the technological tools to be able to interact with family and friends. If you re-read the ISTAT data regarding the technologies used by the category of the elderly population with the results of the interviews carried out, you can see how the micro-category of the young elderly has become more competent and they have increased the purposes of using the devices. [3] Most of the interviewees add that although they already had the devices before the pandemic, they discovered new features and significantly increased their use in terms of daily frequency. The merit of this specialization derives from two causes: digital skills and intergenerational exchanges. To date, digital skills have become part of the set of cardinal objectives for the development of the child now and the adult subsequently. These skills have been taught and evaluated at the Italian school for less than 5 years.[5] The people interviewed were not lucky enough to be able to learn these skills in school age, but some acquired them through training courses, others by self-taught, others with the support of family members, ... The support of previous generations, more competent, has allowed the so-called intergenerational exchange.[6] Like any exchange, the intergeneration exchange allows the improvement of a given competence both for the bigger person and for the smaller person. From the interviews it emerged that grandchildren, sons and daughters were the main support in choosing the right tool for their loved one, but in the initial training and sometimes also in the resolution of small blocks of the technological tool and in the person.

This qualitative research represents a starting point, since other interviews have already been conducted with the micro-categories of older people. In addition, interviews with other categories of the population have been scheduled. Authors are starting to carry them out for people who are of working age always in the Marche region. A limitation of this research is the absence of direct and visual contact with the people interviewed, since through calls it is not possible to observe the whole set of non-verbal behaviours except the tone of the voice. The other limit could be in the choice of people residing in the Marche region. Later it could also include other people throughout Italy. The strengths of the research are numerous: the first is in the possibility given to the people interviewed to be able to make the social knowledge of the people involved say; the other point is in the results, the researchers think that the results that emerged are useful for trainers, educators, social workers. The results can allow these workers to plan activities, training, life projects that take into account people's needs, needs and potential. At the same time, efforts were made to destroy the naive theory that limits the planning of activities with technological tools for older people with the results of the interviews. Finally, the aim was

to give voice to the people who are experiencing this emergency, in order to give organizational cues for other people as well.

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