



Deliverable D3.2: Data Collection Efforts Report

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Deliverable 3.2: A report on data collection efforts and intervention design with a focus on challenges associated with retaining older adults in research and with the design and delivery of interventions (ESRs 11-15)

1 Introduction

In this work package of the data collection process, ESRs (11-15) will present gathering quantitative, qualitative or mix-methods information on specific variables with the aim of evaluating outcomes or gleaning actionable insights. Good data collection requires a clear process to ensure the data you collect is clean, consistent, and reliable. In the following section, we will present the details of each ESR followed by the relevant data collection reports.

2 ESR Data Collection

2.1 Hanna Köttl, ESR 11

ESR Name, Project Number and Institution
Hanna Köttl, ESR 11, Bar-Ilan University

Please state where you received ethical approval from	
Bar-Ilan University	
Title: A report on data collection	
Addressing ageism through empowerment and awareness	
Research Questions / Aims and Objectives	
This research aims at challenging disempowering environmental aspects and features that perpetrate ageism and negative self-perceptions of ageing with regard to older people's everyday digital technology use. Moreover, it investigates the extent to which ageism and negative self-perceptions of ageing may be considered as potential barriers for engagement in everyday digital technology on the individual level.	
Purpose of data collection	
The first study of this project assesses the potential relationship between engagement in everyday digital technology use and negative self-perceptions of ageing. Furthermore, a quasi-experimental and longitudinal qualitative design will be applied to test investigate the impact of a digital literacy program on self-perceptions of ageing and actual technology engagement. A last project uses qualitative secondary interview data and explores the internalization of age stereotypes in the context of everyday digital technology. Particularly, it sheds light on how various aspects of the social environment, embedded in ageist social assumptions about "the older technology user" may hamper digital technology engagement.	
Description of data collection process	e.g. settings, availability, accessibility, procedures (when, who, where and how)
Primary data: Qualitative interviews: This research involves 8-10 English- or Hebrew-speaking community-dwelling older adults who signed up for one of the countrywide digital literacy courses organised by an Israeli NGO. In addition, 4-6 course-instructors and 2-4 course operators will be recruited via this NGO to address the impact of the	

social environment in the context of ageism and technology use. A purposive sampling strategy is followed in order to understand everyday digital technology use and ageism in a population that is participating in, instructing in or organizing a digital literacy course in Israel. Participants who started the digital literacy course between June 2019 and January 2021 will be included. Non-community-dwelling older adults are excluded as the focus of this study is on everyday technology use in the community and at home. In order to be eligible for participation in our study, moderate to good Hebrew or English skills are required.

Primary data: Quantitative data collection:

In order to assess the effect of the intervention on self-perceptions on ageing, a quasi-experimental design will be applied. 80-150 English- or Hebrew-speaking community-dwelling older adults who signed up for one of the countrywide digital literacy courses organised by the NGO will be recruited. Participants who start the digital literacy course between June 2019 and January 2021 and participated in at least 50% of the classes will be included. Again, the focus is on community-dwelling older adults; hence, older adults living in institutions or elsewhere other than their homes are excluded. Also, non-Hebrew or -English - speakers will be excluded. Ideally, a control group of 60 to 80 community-dwelling older adults who are generally willing to learn about new technologies will be established. All community-dwelling older adults that signed up for one of the digital literacy courses, but eventually did not start with the course or those who are on a waiting list will be included. If these two recruitment-strategies fail it seems reasonable to purposively recruit community-dwelling older adults with similar characteristics as intervention group participants. For both, the qualitative and the quantitative evaluation Eshel members and course operators will provide contact detail (phone number and name of participants and instructors) and support in contacting potential participants via telephone.

Secondary data: German Ageing Survey:

This study is based on data of the German Ageing Survey, which is an on-going nationwide, representative, register-based and cohort-sequential survey of the German community-dwelling population aged 39–97. The DEAS started in 1996. This project includes data from wave 2014 (n=7952) and 2017 (n= 6.626). The participants were assessed through computer-assisted face-to-face interviews at participants' homes. These interviews contained standardized questionnaires regarding various life domains. Further, participants filled out self-administered questionnaires covering information on more subjective constructs (such as values, perceptions or emotions).

Secondary data: Qualitative Interviews For this research project secondary data was derived from a larger ongoing research project by the ACCESS research group at Vienna University. From May to October 2019 fifteen semi-structured qualitative interviews were conducted across Austria with community-dwelling adults over 60. Interviews were structured using a semi-structured interview guide consisting of two major parts: A) experiences, meaning, attitudes and preferences in regard to everyday digital technology engagement over the life course and B) actual exposure to everyday technology.	
Description of collected data	e.g. primary or secondary, scale, qualitative or quantitative ...
Primary data: Longitudinal qualitative interviews, Israel Quantitative data (pre/post design), Israel Secondary data: Qualitative interviews, Austria Secondary data: German Ageing Survey data, Germany	
Storage of data collection	e.g. how data is safely stored and when it will be destroyed
Qualitative data is stored safely at the University's computers. Qualitative interviews are stored in a password secured computer at Bar-Ilan University. Data will be destroyed after 10 years. Data derived from the German Ageing Survey are accessible through their website. Data is protected accordingly.	
Data quality assessment	
The supervisor and other researcher are involved in the different research projects. They provide valuable feedback. Courses and trainings opportunities ensure high quality in data collection procedures.	

Any permissions needed	e.g. open access, purchased and financing ...
Permissions are not needed.	
Challenges and solutions	e.g. language barriers, cultures ...
Major challenges in data collection were experienced so far. Data was expected to be collected with an Israeli NGO. This NGO, however, is dependentt on governmental support. Due to the current political situation in Israel, very few digital literacy courses were financed and offered in the past months. Only in July 2020 new digital literacy courses for older individuals are expected to commence. So far, I only managed to collect two qualitative interviews but did not succeed in collecting any quantitative data. Also, perceived cultural differences in communication slow down the process of data collection with the NGO. The language barrier is a major problem in the qualitative data collection, as the great majority of older course participants only speaks Hebrew. The researcher would perform interviews in French, English and German, yet, only one of the participants were capable of speaking one of these languages. To still be able to address the micro-level of internalized ageism, a cooperation with the Sociology Department at Vienna University was established. The researcher had the possibility to go on a short research stage (3 weeks) and analyse secondary qualitative data related to the field.	
Other relevant issues	
None.	
Conclusive remark	
Data collection turned out to be very challenging due to various aspects related to living in a different culture. Despite these major challenges it is perceived as a good learning experience.	

2.2 Stefan Hopf, ESR 12

ESR Name, Project Number and Institution
Stefan Hopf, ESR 12, AGE Platform Europe

Ethical Approval Obtainment
Obtained on 25 March, 2019
Title
Doing Ageism - The social construction of age discrimination experiences in two European countries with different legal protection frameworks
Research Questions / Aims and Objectives
Aim: The aim of this research is to investigate how older people in Austria and Ireland experience age discrimination in the access to services and goods, e.g. health or financial services. The comparative analysis shall demonstrate the impact of specific equality legislation, by exploring how the different legal contexts are influencing the individual experience of age discrimination Objectives: 1. The exploration of the “spectrum of experiences”, that is the descriptive analysis of the range of different age discrimination experiences and the differences in reasons for and results from these experiences. 2. To investigate how affected persons within each country embed the experience of age discrimination in their experience of ageing and how this experience is implicitly influenced by the specific legal context and associated with an overarching idea of justice, human dignity or equality. 3. The third objective is to compare the differences between the countries. In order to perform such a comparison a tertium comparationis is needed. The function of the tertium comparationis, which could for example be an equality concept derived from the jurisprudential literature, is to provide a recognised benchmark to which the respective country results can be contrasted to.
Purpose of data collection

1. *Expert Interviews*: The aim of expert interviews is to (i) provide a first orientation in the field and to increase the understanding of the scientific problem (“context knowledge”) and to (ii) explore different patterns of interpretation of “what constitutes age discrimination” from a “top down perspective”.

2. *Stakeholder Focus Groups*: Aim of the focus groups is to investigate the way in which the issue of age discrimination is addressed at the level of stakeholders and interest groups, that is what is understood as age discrimination and which implicit and explicit structural characteristics determine when a situation falls under the specific interpretation pattern “age discrimination”. The examination of this perspective is essential in that stakeholders are located at the interface between the "macro level" (legal-political decision-making level) and the "micro level" (older people themselves), where they take a "mediating" position.

3. *Problem Centred Interviews with older people*: At this stage the research will focus on the “habitualised knowledge” of older persons that orientates how they experience age discrimination in access to services and goods. The question here is which characteristics mark and structure the narrative about experienced age discrimination.

4. *Overall aim*: The elaboration of these patterns of interpretation creates the possibility to examine to what extent the interpretations of the different “levels of perspective” (in our case experts, stakeholders and affected older persons) are in congruence, contrast or overlap. This, in turn, allows an analysis of the question of the extent law and national policy which offer, officialise and legitimize certain patterns of interpretation (argumentation and justifications of lawful/ unlawful) have an inclusive and/or exclusive effect on certain experiences.

Description of data collection process (e.g. settings, availability, accessibility, procedures (when, who, where and how) and collected data (e.g. primary or secondary, scale, qualitative or quantitative)

1. *Expert Interviews*: Expert interviews were collected between June and November 2019. 12 Semi-structured interviews (of on average one hour, 7 in AT, 5 in IE) with experts in the field of human rights, anti-discrimination and equality law, national policy for older persons were conducted.

2. Focus Groups: 2 focus groups were conducted (AT: Nov.2019, IE: Dec.2019; approximately 2 hours each), each with 6 representatives of important stakeholders/older peoples interest groups. 3. Problem-Centred Interview (PCI): Up to 40 PCIs with older people (20 in each country). To be completed by October 2020.
Storage of data collection (e.g. how data is safely stored and when it will be destroyed)
Original data (Audio and “raw” transcripts) is stored on password protected hard drive. Anonymised data is stored on personal laptop. Audio data will be destroyed upon finalisation of transcripts. According to University Guidelines and GDPR rules transcripts will be stored for at least 7 years after the finalisation of the project.
Data quality assessment
The primary data collected so far are in line with the project intentions and expectations.
Any permissions needed (e.g. open access, purchased and financing)
As the primary data is self-collected, no access permissions are required besides the consent of the respondents.
Challenges and solutions (e.g. language barriers, cultures)
So far, no remarkable challenges/problems have been encountered.
Other relevant issues
None.
Conclusive remark

With regard to the data collection process, the project is on schedule. Should the collection of the individual interviews with older people proceed with similar efficiency, the data collection is expected to be completed by October 2020 at the latest.

2.3 Ghulam Mujtaba Nasir, ESR 13

ESR Name, Project Number and Institution
Ghulam Mujtaba Nasir, ESR 13, The Robert Gordon University, United Kingdom
Ethical Approval Obtainment
The approval of the study will be taken from the Robert Gordon University's Ethical Committee followed by the General Data Protection Regulation (GDPR), UK.
Title
A Study on Self-Management Strategies Used by Older Migrants with Multi-morbidity.
Research Questions / Aims and Objectives

Research Questions:

1. How do older migrants self-manage their multi-morbidity?
2. What resources do older migrants access and utilise for the management of their multi-morbidity?
3. Which factors affect the ability of older migrants with regards to the self-management of their multi-morbidity?

Aim:

The aim of this research is to explore the experiences of older migrants regarding the self-management of their multi-morbidity.

Objectives:

To explore the experiences of older migrants on how they manage their multi-morbidity based on disease symptoms control, changes into the daily life routine, taking care of mental and physical health with help of different resources like family members, friends and healthcare professionals, including qualified or unqualified professionals.

Purpose of data collection

Semi-structured interviews: The overall purpose of using semi-structured interviews for data collection is to gather information from key informants who have personal experiences, attitudes, perceptions and beliefs related to the topic of interest. Researchers can use semi-structured interviews to collect new, exploratory data related to a research topic or validate findings through member checking (respondent feedback about research results). Semi-structured interviews are an effective method for data collection when the researcher wants: (1) to collect qualitative, open-ended data; (2) to explore participant thoughts, feelings and beliefs about a particular topic; and (3) to delve deeply into personal and sometimes sensitive issues.

This qualitative research is aimed at gaining a deep understanding of older migrants' experiences, rather than a surface description of a large sample of a population. It aims to provide an explicit rendering of the structure, order, and broad patterns found among the study participants. The main purpose of data collection is to emphasise developing a theory based on the analysis of data that helps understand older migrants' experiences of self-management of their multi-morbidity or an issue within its contextual details as people construct their own meanings based on their interactions with the world.

Description of data collection process (e.g. settings, availability, accessibility, procedures (when, who, where and how) and collected data (e.g. primary or secondary, scale, qualitative or quantitative)

Setting:

This qualitative study will take place in two of the main faith centres located in the city centre of Aberdeen, Scotland. Two different study settings will be selected in order to increase the generalisability of the study findings. These chosen faith centres are two of the biggest providers of religious services for the population of Aberdeen. Both faith centres provide not only a place of worship and sanctuary but also act as a welcoming hub for the community. As a researcher, I am personally familiar with both of these faith centres, meaning that the research should not face access issues and is aware of the culture of both settings. Furthermore, I am also aware of the potential difficulties in gaining access to these faith centres for research purposes.

The semi-structured interviews can be a productive way to collect open-ended data from participants. In this research, South-Asian migrants' will be interviews regarding their self-management experiences and coping strategies about their multi-morbidity.

Due to the close relationships faith centres have with their communities, it is a unique setting in which migrants' population will be recruited for this research study and for the data collection, semi-structured interviews are an attractive approach, even if working in a setting with limited research resources. When seeking to balance both the relational focus of interviewing and the necessary rigour of research, it is recommended: prioritising listening over talking; using clear language and avoiding jargon; and deeply engaging in the interview process by actively listening, expressing empathy, demonstrating openness to the participant's worldview and thanking the participant for helping you to understand their experience.

With qualitative primary data, a thematic analysis will be done to analyse data. The thematic analysis can be widely used across a range of epistemologies and research questions. It is a method for identifying, analyzing, organizing, describing, and reporting themes found within a data set.

Storage of data collection (e.g. how data is safely stored and when it will be destroyed)

It will be ensured that the data is kept in a highly secured and personalised R-drive provided by the Robert Gordon University. The data shall not be kept for longer than the period for which it is required and will be kept safe from unauthorised access, accidental destruction or loss. The primary data (Audio and "raw" transcripts) will be stored on a password-protected hard drive. Anonymised data is stored on a personal laptop.

After completing transcription from primary data, audio files will be entirely erased. Transcripts will be stored for 10 years after finalisation of the project as recommended by the Robert Gordon University's guidelines and the GDPR Rules.
Data quality assessment
Data quality assessment concerns for this research will be a central role throughout all steps of the research process, from the inception of the research questions and data collection, to the analysis and interpretation of research findings. A number of conditions will be placed on observable phenomena which will be selected for the data quality assessment to assign the status of data which will be observed and will be relevant to answering the research questions. For example, in order to assure that the interviewee understands the questions in the way intended, this study adopted a strategy to conduct at least one pilot interview before carrying out a full-length interviews schedule. To ensure data quality, accountability of research practices will be presented through an explicit description of the research steps, which will allow an audience to judge the plausibility of this research study and its findings.
Any permissions needed (e.g. open access, purchased and financing)
Even though the primary data is self-collected, I needed access permission from "gate-keepers" of the faith centres. I had an excellent opportunity for my research project because I had worked/volunteered for some faith centres previously. Formal permission will be requested from these faith centres besides the consent of the respondents.
Challenges and solutions (e.g. language barriers, cultures)
As a researcher of South-Asian origin, I had no remarkable challenges/problems so far due to the understanding of cultural sensitivities.
Other relevant issues
None.
Conclusive remark

With regard to the data collection process, the data collection plan and procedures are ready and the collection of individual interviews with older migrants will proceed in March 2020. The data collection is expected to be completed by May 2020.

2.4 Ittay Mannheim, ESR14

ESR Name, Project Number and Institution (logos inclusive)

Ittay Mannheim, ESR14, Fontys University of Applied Science

Please state where you received ethical approval from:

Fontys Ethics Research Committee (FCEO)

Date of approval: 22.02.2019

Title: Ageism in the Use and Design of Digital Technology

Research Questions / Aims and Objectives:

The main general aim of this doctoral project is to understand how ageism in relation to Digital Technology (DT) influences (or is a barrier to) the use and adoption of DT. More specifically this project will focus on the design process of DT, to better understand how ageist attitudes influence how DT is designed and perhaps consequently how it is used (see figure 1). More so, a focus will be put on the different stakeholders involved in the design process and implementation of DT, namely the older adults, DT designers and healthcare professionals.

- What are the manifestations of ageism in the use and design of DT?
 - How do stakeholders (DT designers, healthcare professionals using technology with older adults) perceive older adults' abilities to use technology and be part of the design process? What are their attitudes? Is it considered ageism?

- How does this affect older adults?
- How do older adults perceive their ability to use digital technology? Is there self-ageism involved?
- What are the possible consequences?
- What is the correlation between negative attitudes towards aging and older adults ('ageism'), and attitudes towards older adults' abilities to use digital technology and participate in the design process?
 - Is there a positive correlation between ageism and negative technology related attitudes?
 - What other variables effect this correlation (Age, gender, prior experience working with older adults, etc.)?
- How are older adults involved in the design process of digital technology?
 - What can be learned from existing co-designing? When are older adults involved? To what extent are they involved in the process? What does their involvement include? What is the value designers place on the feedback?
 - How are ageist views, behaviors or attitudes expressed by technology developers (omission or commission)?
 - Does ageism effect the process, the older adults or the outcome?
- What are the policy implications.

Purpose of data collection	
This study is innovative in that it attempts to explore new pathways to explain the use and adoption of digital technology, namely the influence of ageism through design and different stakeholders (see figure 1). Because of the novelty of this discourse, a mixed method approach is adopted. This is done by using various means of data collection (literature, quantitative, qualitative and observational case studies) and with different populations (older adults, healthcare professionals and DT designers). Using this approach, I will attempt to triangulate findings, and build future studies based on findings from initial steps of this research project.	

This project consists of three blocks that include five studies (see table 1). Studies 1 & 2 aim to provide a theoretical background by emphasizing the importance of including older adults in design and research of DT (study 1) and to find evidence of current manifestations of ageism and age representations in design of DT (study 2). Studies 3 & 4 are designed to identify what are the attitudes of different stakeholders regarding older adults' abilities to use DT and participate in the design process. Study 3 will try to assess healthcare professionals' and DT designers' attitudes in a quantitative design. Study 4 will try to assess the older adults' and DT designers' attitudes in a qualitative design. Finally, in study 5, I will try to observe live cases of co-designing with older adults, using quantitative observational methods and qualitative interviews.

Description of collected data	e.g. primary or secondary, scale, qualitative or quantitative ...
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Study 1: Ethic review - Inclusion of Older Adults in Research and Design of DT – Was a literature study focusing on ethical considerations in research and design of DT. This study has already been published (<https://doi.org/10.3390/ijerph16193718>).

Study 2: Systematic literature review of ageism in the design of DT – the data collection of this study is undergoing. Six databases and one journal were searched (Pubmed, CINAHL, ACM Digital library, Ageline, Web of Science, PsycINFO and Co-design journal). A total of 1,128 articles were identified. The screening process is being performed at the moment. Publication of this study is planned for the second half of 2020.

Study 3: Quantitative study of healthcare professionals' attitudes – this data is collected by an online questionnaire distributed among healthcare professionals in the Netherlands. The questionnaire was designed in English (including a newly developed measurement) and translated to Dutch. Validated scales were translated using a group translation process. This quantitative study comprises of 2 studies. A first study to validate the use of the questionnaire and for the first time assess the correlation between ageism and negative attitudes about older adults using technology, has been completed in June 2019. Data for the second study including a manipulation of age, is currently being collected. Analysis and publication of this data is planned for the 2nd and 3rd quarters of 2020.

Study 4: Qualitative study of older adults' & professionals' (health care and tech designers) attitudes – data has been collected in Israel, during March-May 2019. 6 interviews with tech designers and 3 focus groups with older adults who participated in co-designing of DT. This data has been transcribed and is currently analysed. Publication of this study is planned for the end of 2020.

Study 5: Case study of co-design and implementing DT with older adults – this final study is planned for 2021. Data collection in this study will be collected by video recording sessions of co-design and later on analysing them with a designated software for video analysis. Where possible, supplement data will be collected by interviews of participants and the designers.

Storage of data collection

e.g. how data is safely stored and when it will be destroyed

Data is stored on a designated secure drive (surf) at Fontys university and is kept according to the Fontys, and EuroAgeism data management agreements.

As this is a requirement of the project, all data will eventually be published in an open data depository. All open access data will of course be anonymised.

Video footage can only be published if participants will give direct consent for the reuse of this data.

Data quality assessment

Quality of the data is assessed in various means. In the literature studies, quality is obtained by using a systematic peer screening process.

In the questionnaire study quality of the translations were assessed using validated translation methods of the questionnaire and multiple QA iterations of the final online questionnaire before actually using them.

In the qualitative study, transcriptions were conducted by a third party. Therefore, the quality of these transcriptions were attained by listening to all the audio along the transcriptions in order to verify their accuracy.

Any permissions needed	e.g. open access, purchased and financing ...
Consent from participants to publish the data in an anonymized manner. Video footage – additional consent to reuse the data.	
Challenges and solutions	e.g. language barriers, cultures ...
The main challenge thus far was a language barrier in conducting a questionnaire in Dutch. This was overcome by using validated translation methods of the questionnaire and multiple QA iterations of the final online questionnaire before actually using it.	
Other relevant issues	
None.	
Conclusive remark	
Data collection is according to the plan of the PhD project.	

Figure 1: Conceptual framework of the role of ageism in determining use and adoption of Digital Technology.

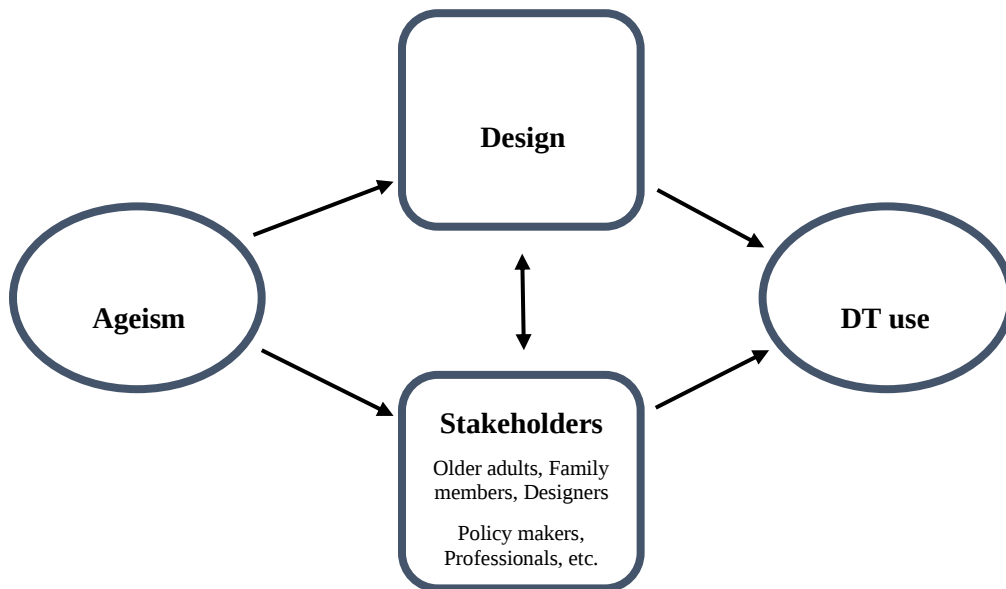


Table 1: Overview of proposed studies for the PhD project.

Block	Study
1. Theoretical background	S1: Ethic review - Inclusion of Older Adults in Research and Design of DT
	S2: Scoping review of ageism in the design of DT
2. Identifying attitudes about older adults' abilities to use DT and participate in the design process	S3: Quantitative study of professionals' (health care and DT designers) attitudes
	S4: Qualitative study of older adults' & professionals' (health care and tech designers) attitudes
3. Observing the role of Ageism in actual design	S5: Case study of co-design and implementing DT with older adults

2.5 Wanyu Xi (Betty), ESR 15

ESR Name, Project Number and Institution	
Wanyu Xi (Betty), ESR15, Bar-Ilan University	
Please state where you received ethical approval from	
Bar-Ilan University, Peking University	
Title: A report on data collection related to ageism as a barrier to increase accessibility to technology	
Activating Age Stereotypes: The Effect of Advertisement Cues on Technology Product Adoption Among Older Adults	
Research Questions / Aims and Objectives	
To understand what cues in technology product advertisements will activate older adults' age stereotypes and how the activation of age stereotypes influences older adults' technology product adoption intentions.	
Purpose of data collection	
The data collection will be conducted through both lab and online experiments, to explore the proposed relationship between cues in technology product advertisement and older adults' technology adoption intention, as well as to explore the underlying mechanism.	
Description of data collection process	e.g. settings, availability, accessibility, procedures (when, who, where and how)
Pre-tests 1:	
When: Pre-test 1 was conducted in Jan. 2020.	
Participants: 30 older adults aged over 60 were recruited from a hobby club	

Place: Beijing, China How: The participants received paper questionnaires in the hobby club and filled the questionnaires with our experimenter's guidance Pre-test 2: When: Pre-test 2 was conducted in Feb. 2020. Participants: 30 older adults aged over 60 were recruited Place: online social network platform-WeChat How: The participants were recruited online through snowballing method, each received online survey links and filled the surveys online	
Description of collected data	e.g. primary or secondary, scale, qualitative or quantitative ...
The data is primary quantitative data.	
Storage of data collection	e.g. how data is safely stored and when it will be destroyed
The data was collected both offline and online, the data is recorded in excel and stored both on ESR 15's computer and online survey platform www.sojump.com . The data later will be open to the public and will also be store in an open access on https://zenodo.org .	
Data quality assessment	
The participants were guided to complete the survey individually and privately, therefore the quality of the data is secured.	
Any permissions needed	e.g. open access, purchased and financing ...
The purchase of Chinese online survey platform service is already permitted.	
Challenges and solutions	e.g. language barriers, cultures ...

1) Difficulty in comprehend the questions among older participants

Solution: we assign experimenter to explain the questions once the participants are confused.

2) Difficulty in reading the words

Solution: we printed the questionnaires with large size fonts.

Other relevant issues	
Due to the spreading of coronavirus in China, the data collection has been postponed, and some parts of the experiments are now re-scheduled and will be conducted online.	
Conclusive remark	
The data collection process is going well, but the duration will be prolonged due to the coronavirus event in China.	