



Digital Gatekeepers and Caring Communities

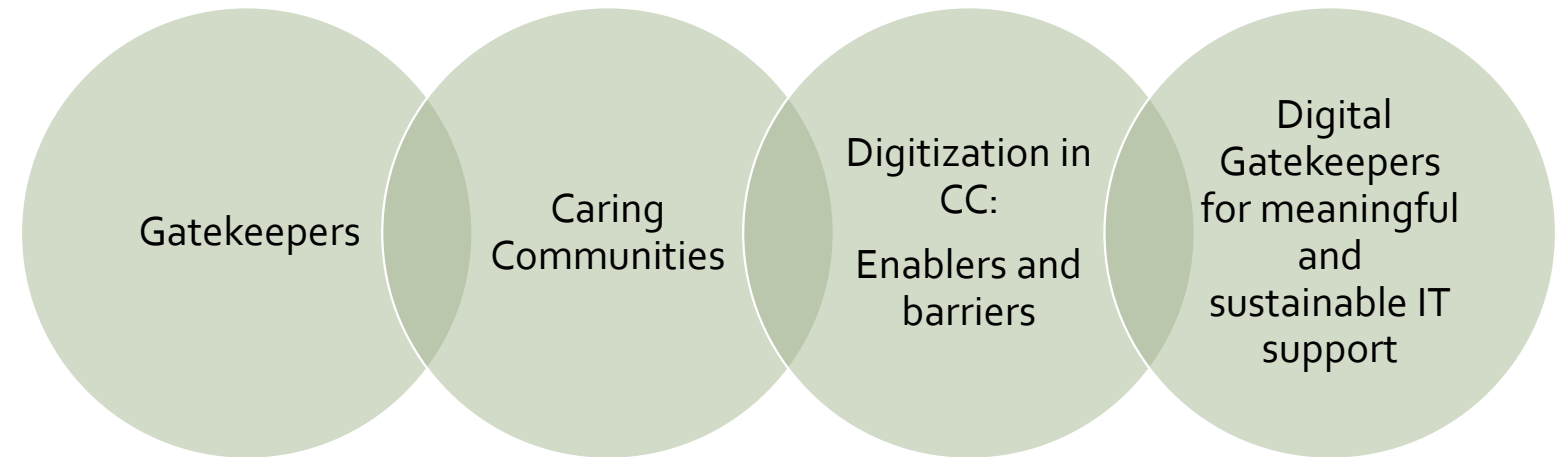
How to enhance Caring Communities by digital technologies and what technologies are needed to support local participation and inclusion?

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Agenda



(Digital) Gatekeepers

Gatekeeper

**The agent enabling or blocking
communication from one group to another**

Caring Communities



Caring Communities

Care package: the French postal workers helping lonely older people

New service allows customers to pay for postal workers to check on their elderly relatives



Postal worker Nicolas Dezeure checking up on Janine. Photograph: Elisabeth Blanchet/The Guardian

Nicolas Dezeure drove his yellow post van up the winding single-track road, past fields and olive groves, to an isolated stone house at the top of a hill. Outside the front door, an elderly woman raking fallen leaves welcomed him like a long-lost friend.

“It’s lovely to see the postman as I don’t usually see anyone else all week,” said Janine, 81, as Dezeure handed her a tax bill and an envelope addressed to her husband who died several years ago. She ushered him into her kitchen for a chat.

Caring Communities definitions

- Future-oriented concept ("Fürsorgendes Gemeinwesen") (Klie 2015)
 - Collectives based on co-responsibility and co-production.
- Novel "local alliances of responsibility" (Naegele 2018).
 - Mix of professional and informal support networks
- Living together within a defined geographical unit (district, neighborhood, village)
- Potential to initiate social change
 - acceptance of interdependence
 - Utopia?

(BMFSFJ). (2016). Siebter Altenbericht: Sorge und Mitverantwortung in der Kommune. Bundestagsdrucksache, 18.

Klie, T. (2015). On the way to a Caring Community?: The German debate. In *Compassionate Communities* (S. 198–209). Routledge.

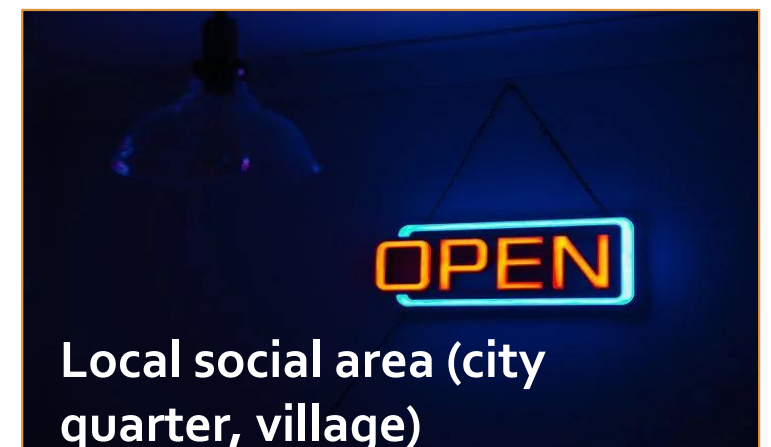
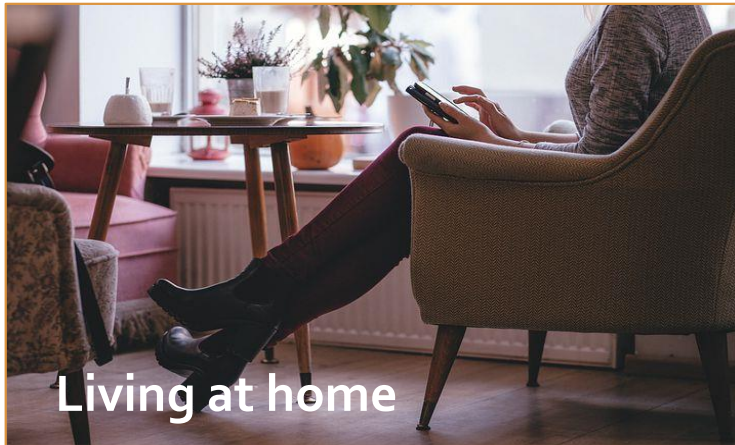
Naegele, G. (2018, März 14). Lokale Seniorenpolitik und neue Verantwortungsallianzen. *Älterwerden in Gemeinschaft – Herausforderungen an eine zukunftsorientierte Seniorenpolitik im Kreis Recklinghausen*.

Digitization and Caring Communities enablers and barriers

Various challenges....

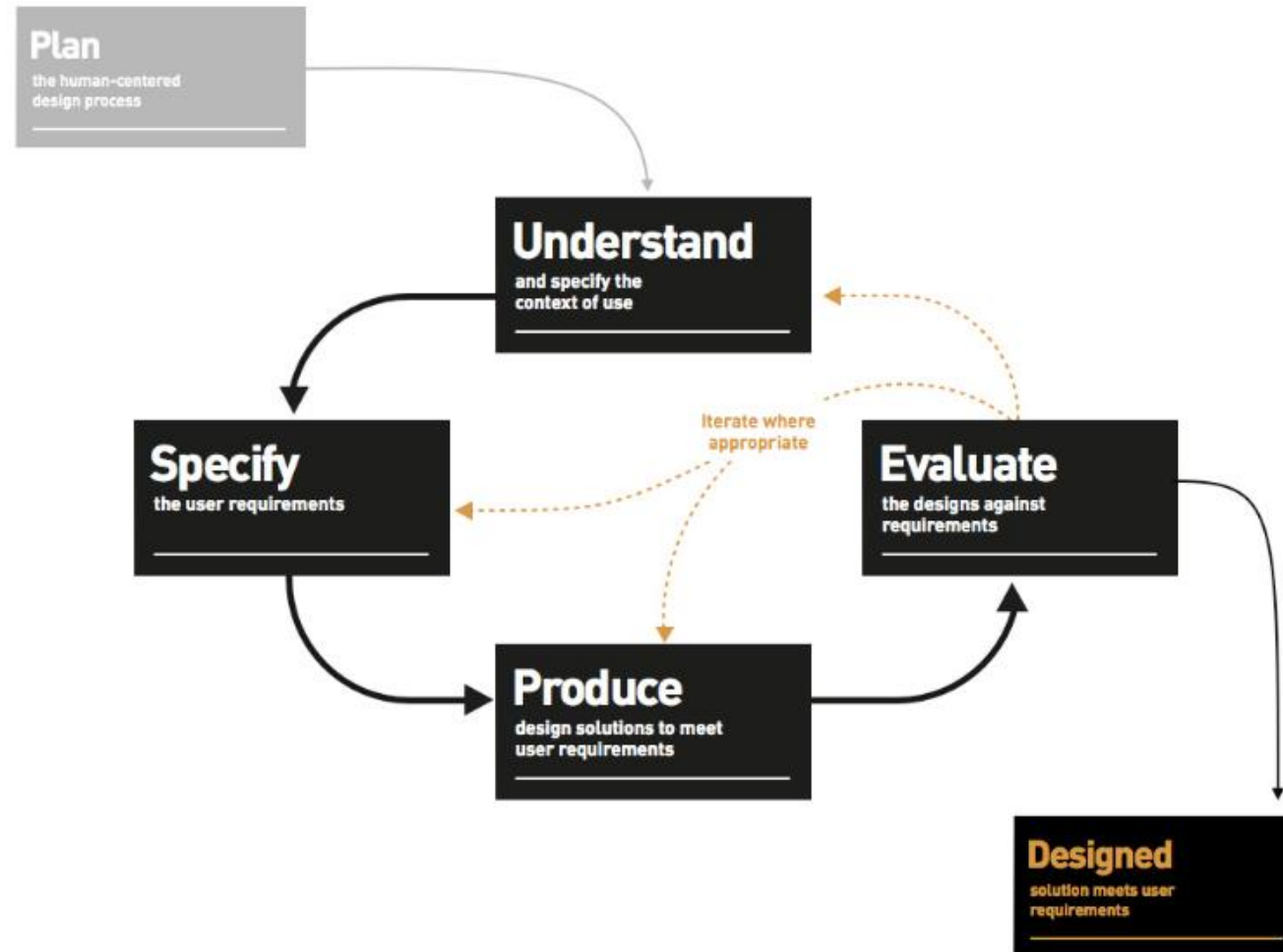
- Heterogeneity of forms of Caring Communities
 - Individual aspects, e.g. housing situation, health status, cultural origin, income, etc.; different compositions of stakeholder groups
- “Silent engagement” (Klie 2013)
- Professional caregivers often not considered as part of the CC
- Multilocality & “distance care” (Bischofberger et al. 2017).

Older adults' life spheres and digitization



Socio- informatics Research

User-centred design model



Socio- informatics Research

Living Lab/ PRAXLABs approach

- 1.) Understanding of practices in their natural environments
 - Multiple stakeholder participation
 - Methods: ethnography, action research & participatory design
- 2.) “ongoing fieldwork”: introduction, & appropriation of IT artefacts
- 3.) Long-term local cooperations with stakeholder groups
 - Understand every-day and work practices before and during IT usage, understanding changes of practices
 - Sustainability of the solutions and learnings after the project end

Ogonowski, C., Jakobi, T., Müller, C., & Hess, J. (2018). PRAXLABS: A sustainable framework for user-centered ICT development: Cultivating research experiences from Living Labs in the home, *Socio-Informatics - A Practice-based Perspective on the Design and Use of IT Artefacts*, Volker Wulf, Volkmar Pipek, David Randall, Markus Rohde, Kjeld Schmidt, Gunnar Stevens (Hrsg.), S. 319-360, Oxford University Press

Wulf, V., Müller, C., Pipek, V., Randall, D., Rohde, M., & Stevens, G. (2015). Practice-Based Computing: Empirically Grounded Conceptualizations Derived from Design Case Studies, in Wulf et al.: *Designing Socially Embedded Technologies in the Real-World*, S. 111-150, London, United Kingdom: Springer

Meurer, J., Müller, C., Simone, C., Wagner, I., & Wulf, V. (2018). Designing for sustainability: key issues of ICT projects for ageing at home. *Computer Supported Cooperative Work (CSCW)*, 27(3), 495-537.

PRAXLABS

specific attention to
the co-design with
non-technology affine
groups

- Set-up of a joint learning and imagination space for all participants
- „Enabling for co-design“
 - Low-threshold trainings, so that they can become our co-designers
- „Learnability“ of the tools with additional appropriation support measures
 - Accomodate for learning processes of older adults (Geragogics)
 - Images of ageing („older adults are not willing and able to engage with digital tech“) become also resemble in self-images.
 - Spaces for tinkering, experimentation in a welcoming environment

Müller, C., Hornung, D., Hamm, T., & Wulf, V. (2015). Measures and Tools for Supporting ICT Appropriation by Elderly and Non Tech-Savvy Persons in a Long-Term Perspective, ECSCW 2015: Proceedings of the 14th European Conference on Computer Supported Cooperative Work, 19-23 September 2015, Oslo, Norway, S. 263-281

Struzek, D., Dickel, M., Randall, D., & Müller, C. (2020). How live streaming church services promotes social participation in rural areas, Interactions 27(1), S. 64-69, [doi:10.1145/3373263](https://doi.org/10.1145/3373263) Wulf et al. socio-informatics book



Socio- informatics Research

PRAXLABs as open spaces for
the development of Caring
Communities and Digital
Gatekeepers

4 major directions in Participatory Research

(Bergold & Thomas 2017)

- **Epistemological level:** criticism of the current positivist model of science
- **Lifeworld perspective:** self-structured everyday life and practice
- **Humanistic perspective:** Individual growth and self-realisation potential
- **Political level:** the search for fair living conditions, social participation and democratic influence

Thank you for
your attention!

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