## TRACK: COMMUNICATION-MANAGEMENT-GOVERNANCE Presentation: From representation to acceptance

E. Née, J. Neves da Fonseca, G. Piaton. NICT and the elderly: From representations to acceptance. Gerontechnology 2012;11(2):191; doi:10.4017/gt.2012.11.02.371.00 Purpose The needs for gerontechnology are growing ,especially in France. In this context we propose a crossdisciplinary social analysis of adaptive technology (French) products for senior citizens, especially New Information and Communication Technology (NICT). This study aims at: a) characterizing the usage of NICT by senior citizens, b) highlighting and uncovering social barriers and levers for the use of NICT adapted to senior citizens. Method We conducted qualitative sociolinguistics research. Semi-structured open-ended interviews (20 to 60 minutes) were first conducted in partnership with the French telecommunication operator SFR, with nine persons aged 55 to 80 (8 pensioners and 1 in active employment) who for five months tested tactile mobile devices (smartphones and tablets) offering adapted services (such as communication, leisure, health services, assistance) targeted at seniors. The interviews focused on: (individual & collective) acceptability<sup>1-5</sup> of the technology; (individual & collective) perceptions of the technology in terms of the degree of knowledge of new technologies and familiarity with it; perceptions of the target population. We then applied a discourse analysis<sup>6</sup> and textual statistic methods<sup>7</sup> to these corpora. Results & Discussion The analysis will present three series of results from this pilot experimentation. A first series of results will evaluate individual and experiential relationships that senior citizens have with NICT and the technology tested: identification versus distance; uptake versus non-uptake. It seems that those who are very familiar with NICT consider the technology and service inappropriate for them, but recommend it to people older than they are. Conversely, the persons who are not familiar with NICT express a desire to use it but consider the service is insufficiently adapted to their needs. In this case, the technology is perceived by them as a device for a younger generation with whom they may or may not want to connect, and as an object that reflects modern life they may or may not want to be part of. As a consequence, a second series of results will propose a new categorization of users adapted to the target population. Lastly, a third series of results will focus on how users themselves internalize and/or question the idea of "digital divide" (3). Social representations of senior citizens seem to strongly influence the acceptability of NICT. At each step of this presentation, we will shed light on the underlying mechanisms of acceptability and acceptance of the tested technology.

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