POSTER PRESENTATION 4: INFORMATION AND COMMUNICATION

A study on factors affecting the outcomes of information use by the elderly - focusing on the digital support
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Purpose The focus of digital divide research has been turning from the gap between access to information (1st level digital divide) and the usage of information (2nd level digital divide) to the outcomes of the information use (3rd level digital divide) (Wei et al., 2011). In line with this paradigm shift, this study aims to examine the factors affecting outcomes of information use among elderlies. Especially, the article aims to focus on whether there is a difference in information use depending on the usage patterns of digital support (Ko and Park, 2021). **Method** The data of 1,088 Internet users over 60 years of age in the <2019 Digital Divide Survey> by NIA was used. Influencing factors include demographic factors, digital skills, psychological factor such as motivation of using digital equipment, and social factor such as digital support meaning the social support that can be used to solve problems while using digital devices. As a result of K-means cluster analysis of usage pattern of digital support, it was divided into four clusters: family-dependent low-usage pattern, professional manpower-centered low-usage pattern, medium-usage pattern, and high-usage pattern. Hierarchical regression analysis was performed with these variables. **Results and Discussion** It was found that age, digital skills, motivation, and digital support had a significant effect. Among the patterns of digital support, the limit of family dependence, the most natural and common pattern, was confirmed. These results suggest that we need i) to devise measures for older people, ii) to implement differentiated ICT education for each group of the elderly in consideration of demographic factors and digital skills, and iii) to provide a variety of digital support other than families.
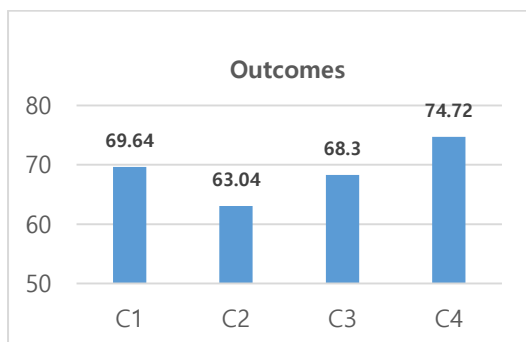
References
Wei, K. K., Teo, H. H., Chan, H. C., & Tan, B. C. (2011). Conceptualizing and testing a social cognitive model of the digital divide. *Information Systems Research, 22*(1), 170-187.
Ko, J. H., & Park, S. J. (2021). A comparison of the patterns and characteristics of the use of digital supporters for the promotion of information use among the elderly. *Korean Association for Regional Information Society,* 24(2), 1-30.

C1: medium-usage pattern,

C2: family-dependent low-usage pattern

C3: professional manpower-centered low-usage pattern,

C4: high-usage pattern

Figure 1. K-means cluster analysis of usage patterns of digital support

Table 1. Hierarchical regression analysis of factors affecting the information use results

Variables	Block 1	Blocks 1 and 2
	β	β
Gender	-.005	-.010
Age	-.089**	-.089**
Education	-.012	-.006
Income	.025	.023
Types of household (Ref. child/grandchild together household)		
living alone	.004	.000
living with spouse	.030	.023
Digital Skills	.087**	.082**
Motivation	.532***	.507***
Usage patterns of digital support (Ref. family-dependent low-usage)		
medium-usage		.013
professionals-centered low-usage		.103***
high-usage		.107**
Model explanation	adj R^2=.346 F=73.011 d.f.=8/209	adj R^2=.358 F=56.046 d.f.=3/1076

*p < 0.05; **p < 0.01; ***p < 0.001.