

## POSTER PRESENTATION 4: INFORMATION AND COMMUNICATION

### Study on the middle aged's use of and attitudes toward Kiosk

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**Purpose** As gerontechnology develops and non-face-to-face services increase due to COVID-19, kiosks are used more often in our daily lives (e.g., restaurants, hospitals, ticketing, banks, and public institutions). In an increasingly common environment of kiosk, the middle-aged generation who is relatively unfamiliar with digital technology is experiencing many difficulties while using the kiosk. The Seoul Digital Foundation (2022) recently conducted the "Seoul Citizen's Digital Competency Survey" and found that 94% of those under 55 years old used the kiosk, while only 45.8% of those who were 55 years or older used the kiosk, which revealed that there was a digital usage gap. On the other hand, as the elderly population increases, many kiosk research and educational materials for the elderly have been attempted, but it is not enough research and educational materials for middle-aged people. Moreover, even though digital competency surveys have been conducted mainly around the Seoul region, almost no studies have been carried out in urban-rural complex cities and small towns. Therefore, this study will examine the use and attitude of the kiosk for middle-aged people living in urban-rural complex cities and provide basic data on the ways to improve the quality of seniors' life using digital equity and gerontechnology. **Method** This study has collected 224 responses by using Google Forms for 40 to 64 years old living in urban-rural complex cities in the western Gyeongsangbuk-do (i.e., Gimcheon-si, Gumi-si, Sangju-si, Mungyeong-si, and Seongju-gun), where more than 40% of the middle-aged people live among urban-rural complex cities that adopt the kiosk late compared to the metropolitan area. The collected data has been implemented frequency analysis and cross-analysis on the kiosk use, attitude, and education of middle-aged people by using SPSS 20. **Results and Discussion** The results of this research have showed that men for 33% of the respondents, women for 67% and the 50s was the highest at 46%. When asked about the type of kiosk use, 79% of the 40s, 58.3% of the 50s, and 33.3% of the 60s had experienced the kiosk. It was confirmed that respondents in their 60s using the kiosk was lower than those in other age groups. It was found that 21% of the 40s, 42% of the 50s, and 66.7% of the 60s used the service with the help of employees rather than using on their own. In addition, respondents (45.7% of the 40s, 35% of the 50s, and 26.7% of the 60s) to the use of kiosk were satisfied because it saves time and allows them to use the desired service. However, respondents (54.3% of the 40s, 65% of the 50s, and 73.3% of the 60s) were dissatisfied with it due to the unfamiliar procedure, complicated manipulation, and tension caused by people behind them. Moreover, as a result of comparing the type of kiosk use and satisfaction of men and women, 70.5% of women and 54.8% of men experienced the kiosk service, and women more experienced the kiosk use directly than men. It was also found that there were difference results between men and women; 58% of women preferred using the kiosk because they could take the lead, but 53.7% of males preferred face-to-face service even though they could take the lead. Furthermore, 87.5% of the respondents found it difficult to access to the kiosk due to a lack of kiosk-related educational information and an insufficient number of kiosks around them. Therefore, the development and support of universal and customized programs should be provided so that middle-aged people can flexibly adapt to the digital society and access to non-face-to-face services can be activated. To achieve this goal, it is necessary to prepare services such as the development and distribution of kiosk education programs for middle-aged people and the provision of spaces where they can experience on their own. This research is meaningful that it studied the use of kiosks, an area of gerontechnology so that middle-aged people can acquire digital technology and enjoy a comfortable and stable old age at the moment of entering a super-aged society. However, there is a limit to generalize the results of the research because it was conducted on middle-aged people living in some regions. Therefore, in future studies, it is necessary to examine variables that reflect the characteristics of middle-aged people and kiosks and middle-aged people living in various regions.

#### References:

Seoul Digital Foundation(2022), Main Findings from Survey on Digital Competence of Seoul Citizens 2021.

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