

1. Covering letter

Motivation of request for ethical review

The funding agency of Goldenworkers (EU) project requires ethical review. Secondly the results of the study could be published in a scientific journal which requires ethical review.

Contact information:

Senior Scientist Veikko Ikonen

Tekniikankatu 1, PL1300

33101 Tampere

+ 358407070699

Veikko.ikonentt.fi

Tampere 11.4.2012

Veikko Ikonen

2. Project description

Tutkimussuunnitelman suomenkielinen tiivistelmä

Otsikko: Goldenworkers – ikääntyvien työympäristöjen tarkastelua uusia teknologioita ja sovelluksia hyödyntäen

Goldenworkers projektin tavoitteena on rakentaa tiekartta (roadmap), jossa tarkastellaan ikääntymisen, työn ja uusien nousevien teknologisten sovelluksien yhteensovittamista nyt ja tulevaisuudessa. Projektin tavoitteena on tunnistaa nousevia informaatio- ja kommunikaatioteknologioita sovellusmahdollisuuksiin, yhdistää nämä teknologioiden tuomat mahdollisuudet ja uhkat tällä hetkellä tunnistettuihin muihin vaikuttaviin tekijöihin (esim. sosiokulttuuriset, taloudelliset ja väestökehitykseen liittyvät tekijät) ja rakentaa tältä pohjalta skenaarioita (teknologian ja teknologisten sovelluksien käyttötarinoita), jonka pohjalta yhdessä eri toimijoiden (esim. työelämän asiantuntijat, teknologian kehittäjät, poliitikot, erilaiset työntekijäryhmät) kanssa arvioidaan skenaarioita. Perusteellisen skenaarioarvioinnin, taustakartoituksen ja muun kerättävän aineiston pohjalta projekti laatii tiekartan, jossa erilaisia mahdollisia tulevaisuuksia työelämän, ikääntymisen kysymysten ja teknologian yhteensovittamista hahmotellaan ja tarkastellaan.

Skenaarioiden arvioiminen erilaisten toimijoiden kanssa tapahtuu sekä fyysisissä tilaisuuksissa että verkkovälitteisissä palautteenkeräämisjärjestelmissä. Skenaarioiden arvioimisen yhteydessä osassa tilaisuuksissa (fokusryhmät, haastattelut) kerätään palautteenantajien taustatietoja (mm. ikä, sukupuoli, työkonteksti, asiantuntemusalue) vastausten analysoimiseksi tiettyjä taustamuuttujia vasten. Osassa palautteenantajajärjestelmiä (mm. online consultation – verkkovälitteinen palautteen antaminen) projektin tuloksiin (raportit, skenaariot) palautteen voi jättää myös ilman tarkempaa palautteiden antajien tunnistamista). Analysointivaiheessa haastattelujen ja ryhmäkeskustelujen (fokusryhmät) palautteet ja muistiinpanot käydään läpi, jolloin tutkimukseen osallistuu myös projektin henkilöitä muista organisaatioista. Tutkimusaineisto tulee kuitenkin ainoastaan projektin tutkimushenkilökunnan käyttöön, eikä sitä luovuteta ulkopuolisille. Materiaali käsitellään luottamuksellisesti ja anonymisti jo analyysivaiheessa. Analysointi ja raportointi tehdään ryhmätasolla eikä yksittäisten tutkittavien tunnistaminen ole siten mahdollista. Sähköinen tutkimusaineisto säilytetään salasanalla suojattuna tietokoneella ja fyysinen aineisto lukitussa huoneessa enintään viisi vuotta, jonka jälkeen aineisto hävitetään.

Goldenworkers (1.10. 2012 – 31.12.2012) –projekti aloittaa skenaarioiden arvioimisen projektin partnereiden toimesta maaliskuussa 2012 ja skenaarioiden toimiessa keskustelun avaajana ja taustaymmärryksen lisääjänä, palautetta kerätään erilaisissa tilaisuuksissa ja verkon kautta hankkeen päättämiseen saakka. Ensimmäisessä vaiheessa skenaariot arvioidaan maaliskuuhuhtikuussa ryhmäkeskusteluissa eri toimijoiden kanssa mm. Italiassa, Espanjassa, Belgiassa ja Suomessa. Skenaariot liittyvät erilaisiin työympäristöihin (mm. hoitoympäristö, tehdastyö, toimistoympäristö), jotta erilaisiin työympäristöihin liittyvä monimuotoisuus saataisiin mahdollisimman hyvin esiin. Saadun palautteen perusteella skenaarioita tullaan muokkaamaan ja jatkotoimenpiteistä kansalaisten, erilaisten työntekijäryhmien ja muiden toimijoiden osallistumisesta tiekartan rakentamiseen ja kommentointiin tullaan tarkentamaan.

Suomessa projektin partnerina toimii VTT ja tutkijoina VTT:n Tampereen yksikön henkilöitä.

Research plan –summary

GOLDENWORKERS (goldenworkers.org) aims to build a roadmap for ICT research in the field of active ageing at work, which will be supported by the contribution of the results deriving from other FP7 projects in the area of ICT for ageing at work

The main goal of GOLDENWORKERS project is to drive the identification of emerging technologies, new models of extending professional active life and novel application scenarios in the area of ICT for active ageing at work, leading to the structuring of a beyond the state-of-the-art research agenda, fully embraced by research and practice communities.

GOLDENWORKERS will therefore go after these objectives:

OBJ. A. Toward the research community: Raising awareness and creating consensus among the ageing and ICT research community, on new research directions in the field of active ageing at work.

OBJ. B. Towards present and future users of research results: Setting forward-looking, socio-technological scenarios for combined models of active ageing at work and ICT applications, greatly exceeding the current state of play, and ensuring that identified research roadmaps responds to then need of present and future users of the research results

OBJ. C. Towards research policy-makers: Providing a sustainable decision support tool to policy-makers, for managing the research roadmap and steering research on ICT for active ageing at work.

In order to pursue these objectives, the following key questions will be answered:

Q 1. What is the present state of the art in the field of active ageing at work

I. Which are the most advanced implementation initiatives in this field, and the challenges encountered?

II. What is the present research state of the art, and the present issues do be addressed?

Q 2. Taking into account possible future scenarios, maybe radically different, what are the future needs for ICT tools for active ageing at work?

Q 3. Comparing present status and future needs, as they also derive from the possible results of other FP7 project, which can be identified the specific gaps and grand challenges in the field?

Q 4. Between the challenges emerging from present needs and future scenarios, which are related to research, rather than implementation?

Q 5. Which logical relationships (such as originality, redundancy or complementarity), are there between ongoing research on in other application domains? In particular, in which ones the application fields of active ageing at work is likely to be at the frontier of technological innovation, compared to other application fields?

Q 6. For those research challenges identified, what kind of research support measures should be adopted?

These questions are not related to one specific objective: instead, the objectives are transversal to the research questions. These questions will be addressed through the methodology and by the different project work packages.

According to the Concepts of the previous paragraph GOLDENWORKERS's specific objectives are:

- Develop a RTD (Research and Technology Development) roadmap for active ageing at work
- Create a set of realistic scenarios, based on the socioeconomic conditions that are present in the different regions of EU27
- Identification of the most important GAPS (technological, methodological, organizational, legal, procedural etc.) to be overcome
- Align the vision of researches and academia documented in previous attempts to those of the industry, SMEs that are active developers of tools
- Validate scenarios and existing gaps with final users (stakeholders)
- Identify shared RTD roadmap (among Industry, SMEs, research and academia) and concrete recommendations for covering the identified gaps and achieving the more agreed scenarios
- Create expert communities comprising of IT industry and SME representatives for knowledge sharing and for designing a common RTD strategy
- Identify the most valuable RTD platforms, coherent with the RTD roadmap where to exploit expert communities knowledge
- Create a Virtual 3D scenario tool in order to reinforce and enable the knowledge sharing on the future possible work conditions, the development of the technology, the future possible scenarios, using the technology itself as carrying vector

2.1. Goldenworkers Focus Group

Objectives of the project

The identification, the collection, the analysis and the understanding on a territorial declination base of:

- Socio-economic trends
- Identification of emerging technologies
- New models of extending professional active life
- New possible scenarios

in the area of ICT for ageing at work in order to favour the permanence of workers or to study the way to favour their re-entering the labour market (processes of individual and collective outplacement).

The results will be useful to propose the implementation of policies and strategies, not yet concretely applied, to:

- integrate ageing workers into society;

- integrate the actual/retired workers into future working environments using the novel applications of ICT

Involved actors

The identified fields used as examples of the research are four:

1. Health care working environment (public sector, scenario Nurse)
2. Public Administration (public sector, Office worker scenario)
3. Factory worker (private sector, Car Manufacturer scenario)
4. SME (private sector, printing office, Copy-Shop scenario)

so mainly and optimally the focus group participants will belong to one of these fields. However as these scenarios present example how technology might change working environments in the future they also offer inspire to shift these elements to the other kind of working environments.

The Focus Group will be organized mainly by three of the Goldenworkers Consortium partners: EYBS (Italy), VTT (Finland), IESE (Spain), Fraunhofer (German) and AGE (Belgium)

For each focus group will be involved optimally a minimum of 4 people and maximum 8 people plus the partner moderator (an overall odd number is better in case of final decision by voting in some cases). The length of focus group session is approx. 1,5-2,5 hours.

Focus Group themes

The themes will be compliant with the objectives above described; a specific focus will be on:

- The relation between Organization and workers ageing process (when an aged workers is considered aged in relation to the different types of job whit a specific attention to the professional environment and the gender dimensions);
- The support received or receivable using ICT during the job (with specific attention the way the job hanged in the time adopting some ICT tool or instrument)
- The surfacing of stereotypes existing in aged resource management
- Critical factor concerning the work capacity/performance (including the value of the experience for the enterprise and the perceived relation younger/older workers)
- Other aged worker perception (both direct and reflected experience in own job environment)
- Specific Human Resources Management policies and strategies for aged workers (medium and long term) already used and ready to be used.

Methodology

The focus group is a qualitative research technique used for picking up, in a participated and warm way, evaluation, judgments, opinions concerning a particular thematic area.

It is useful to orient the interviews toward new sceneries, to produce hypothesis based on formative induction, to appraise consequential results and to get interpretations from the participants on the analyzed themes.

A focus group is usually realized by two people: the moderator/leader who facilities the discussion and an observer/recorder who examines the relational group dynamics and who preserves the

memory of the discussion, taking notes in a structured way with an observation grid and/or assuring the recording on a magnetic tape.

The moderator, with the purpose to focus and to direct, will have to its disposition, other to the central questions, a series of stimulating questions (which are the coherent developments of the brief essential questions) with some key words, that constitute the first hypothetical infrastructures of the conceptual base related to the matter.

The essential questions in each focus group will be organized in order to identify:

- Processes
- Players and their interests/requirements
- Actual scenario and technologies
- Possible future scenario and technologies

For this reason the first step will be to share the general Goldenworkers objectives with the participants.

With the purpose to effectively manage the focus group some fundamental rules have to be applied:

- Participants, moderator and observer gather, possible in circle
- All main elements defined before the beginning of the focuses group
- Definition of the beginning an conclusion; the moderatos has to make them respected
- Opinions of the participants recorded on magnetic support with the guarantee of reservation; the name won't be transcribed completely but only with the initials (or nickname) and with the attribution of a number for the interventions timeline
- Choice of a useful setting

The moderator presents the elements of discussion, respecting the times but giving each participant the opportunity to freely express the own opinion; the communication in the group is planned in open way and participated with a tall propensity in the listening; each focus group should have a duration of approximately 2 hours.

Realization steps

In a focus group 4 phases are distinguishable:

- Heating: delicate phase in which it is better to promote a comfortable climate by sharing the finalities and the objectives of the focus group
- Relationship: the climate of the group is promoted for structuring the communication of the content
- Consolidation: in this phase possible inside problems can emerge; the main point is to activate process that leave the group putting in evidence the own critical arguments, promoting too attitudes directed to the assignment and not to the relationship
- Separation: phase to share the meeting balance and the conclusions perceived by the observer

Practical indications:

- Not to use directive communicative techniques: investigation and question through the "way"; avoid the question with possible answer yes/no

- To contain the moderator that tries to direct the group with his/her ascendancy (control made by the observer)
- To anticipate the mediation so that the meeting goes on positive values, to increase the relationship between moderator observer and participants
- To give voice to whom exposes less, not to risk to lose important points of view
- To reorganize and to redirect the considerations of the participants that use mechanisms of escape from the matter
- Not to devalue the opinions of the participants even if of contrary opinion to the main objective (attention not only to the oral communication)
- To never express our own opinion and not to give judgments, always relaunching the matter of the group

Focus Group trace:

- Welcome and thanks
- Presentation of the project and research objectives (by the moderator)
- Theme
- Presentation of the participants
- Organizations (advise on the recording step in order to avoid to forget something of important; confirm of reservation)
- Duration of the focus group
- Rules (we would like to have your feedback on the themes above presented during the meeting; it is not important if your comments and opinions are positive or negative, like the underlining of good and bad practices)

Outputs

Classification and management of data, information and experiences collected through interviews to some exponent of the identified fields of the research in a specific report containing:

- The observation grid (questions and answers)
- An analytic interpretative summary of the collected feedback, opinions and results
- A didactic summary report (overview)
- A presentation of the results usable during Project dissemination workshops

Observation grid

The grid is composed by two parts; the first one contains the common questions, usable for all the four typology of involved participants; the second one is specifically related to the job or environment of each participant (connected to the nurse, human resources, car manufacturer and copy-shop "worlds").

A copy of the grid is maintained by the observer and characterized by a large space for the answers of the participants; what written will be then integrated and checked with the recording (if applied).

General questions	Answer (number of each participant)
Please indicate if an aged worker problem exist in your job environment and the reason of your answer (ex. few workers, high professionalism, crisis sector, ...)	1- 2- 3- 4- ...
When a worker is defined "aged" in your Organization/environment and why	
Which are the main problems aged workers in your context/environment have to manage or are confronted with?	
Is the ICT used in your job? Why and how much? Is it useful to do a better job?	
Are there in your context special or specific practices concerning the charge over to retirement or the ending or the ending of the working life?	

Specific questions (for each of the four typology of participant)	Answer
Please describe a your typical working day (or describe how you managed it before the retirement)	
If you remember your working day 5 or 10 years ago please describe the differences from the actual one	
Please describe the ICT supports and tools you received or made available in the last years to support a better job	
Which are in your opinion the main problems concerning the work process and work organizations when aged employees retire from work	
Have you any idea or suggestion of new or innovative technologies to improve your job?	
Is the "experience" enough considered in your context? How much is well managed the knowledge transfer from the aged to the young worker? Do you think some technologies could be useful for this transfer and if "yes" which one?	
How much are used in your environment the training processes to guarantee from the obsolescence of the knowledge? How much are involved in these training processes the aged workers?	
Which is your job "personal balance" since now? Are you satisfied? Which things could be/has been better? Which the major satisfactions and disappointments?	
When you think (or will have) to retire from the job? Have you already idea how you will spend the time?	

TOIMIKUNNAN PÄÄTÖS

PÄÄTÖS: Tutkimussuunnitelmassa ei ole eettisiä ongelmia. Toimikunnan mielestä tekstissä on edelleen jonkin verran vaikeaselkoisuutta ja joitakin täsmennettäviä kohtia (esim. rekisteriselosteen kohdassa 7 sana "säännönmukainen" ja kyseinen täydennettävä kohta toteamana "säännön mukainen" – edellä mainituissa merkitys vaihtelee ja se tulisi täsmentää).