

SEVENTH FRAMEWORK PROGRAMME

ICT and Ageing



D5.1e

**Interim Report on
Consensus Building Events**

- Maastricht 24th September 2009 -

Prepared by: UvA

September 2009

D5.1e – Interim Report on Consensus Meetings – CBE Maastricht

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Abstract:

The results of the consensus building workshop held in Maastricht on 24 September 2009 are summarized in this report.

This workshop was organized as a special working session, similar to previous consensus events, devoted to collecting feedback and suggestions for improvement of ePAL results, from relevant stakeholders, regarding the current draft of a strategic plan for extending the professional active life of retired and retiring seniors.

TABLE OF CONTENTS

TABLE OF CONTENTS.....	3
INTRODUCTION	4
SESSION ON BASELINE	7
SESSION ON VISION	12
SESSION ON ACTIONS	18
CONCLUSIONS	23

INTRODUCTION

This report summarizes the results of the consensus building workshop held in Maastricht on 24 September 2009.

Similar to previous consensus events, this workshop was organized as a special working session devoted to collecting feedback and suggestions for improvement from relevant stakeholders, regarding the current draft of a strategic plan for extending the professional active life of retired and retiring seniors.

AGENDA

- 09:30** Welcome
- 09:45** General introduction to ePAL – goals and findings – *Luis M. Camarinha-Matos, Uninova*
- 10:30** Methodology for the meeting – *Hamideh Afsarmanesh, University of Amsterdam*
- 10:45** Baseline summary – current situation on active ageing and silver economy
– *Luis M. Camarinha-Matos, Uninova*
- 11:00** Coffee break
- 11:30** Working groups – discussion of baseline
- 12:30** Summary of conclusions (plenary)
- 13:00** Lunch
- 14:30** Vision summary – a new strategic vision for active ageing and silver economy
– *Hamideh Afsarmanesh, University of Amsterdam*
- 14:45** Working groups – discussion of vision
- 15:45** Summary of conclusions (plenary)
- 16:00** Proposed strategic actions – social, organizational and technological perspectives
– *Luis M. Camarinha-Matos, Uninova*
- 16:15** Coffee break
- 16:45** Working groups – discussion of actions
- 17:45** Summary of conclusions (plenary)
- 18:00** General conclusions and next steps
- 18:30** Closing

As a complement to previous CBEs held for ePAL, the stakeholders participating in this event represented not only a diversification in terms of geographical origin (i.e. The Netherlands, Germany, and Portugal), but also some diversity in terms of their specific areas. For instance, complementary to the areas of the stakeholders participating in previous meetings, this workshop included a representative of a regional provincial organization, a representative of the AAL, some members of related RTD projects, etc. Furthermore, the group involved some experts with background in different areas of ICT, sociology, economy, consulting and entrepreneurship. Finally this report also represents the contribution from two of the invited experts who could not attend the meeting in Maastricht, but have provided their complete input remotely.

LIST OF PARTICIPANTS

<i>Name</i>	<i>Organization</i>	<i>email</i>	<i>Area of Activity / Expertise</i>
ePAL Consortium			
Hamideh Afsarmanesh	University of Amsterdam (NL)	h.afsarmanesh@uva.nl	Computer Science, Collaborative Networks, Roadmapping, PVCs
Simon Msanjila	University of Amsterdam (NL)	s.s.msanjila@uva.nl	Rational trust management in collaborative networks
Luis M. Camarinha-Matos	Uninova (PT)	cam@uninova.pt	Research ICT, Collaborative Networks, Intelligent Systems, ePAL Coordinator
Ana Inês Oliveira	Uninova (PT)	aio@uninova.pt	Collaborative Networks, ICT Research, Negotiation Models
Invited experts			
Laurence Lapre	Logica CMG	laurens.lapre@logica.com	Consulting in public domain
Henk Langes	Provincie Gelderland	h.langes@prv.gelderland.nl	ICT, housing
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Claas Digmayer	RWTH Aachen – communication science	c.digmayer@tk.rwth-aachen.de	Technical communication, web usability and accessibility
Simone Wirtz	Aachen RWTH – web-based applications	s.wirtz@tk.rwth-aachen.de	Usability issues & communication quality of websites, web portals, web based working environment especially regarding older people
Samir Saberi	Verve media	samir.j.saberi@gmail.com	Entrepreneurship, institutional economics, development economics, technology
Raymond M. Montizaan	Maastricht University	r.montizaan@maastrichtuniversity.nl	Labor economics, retirement and health, behavioral economics
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Shirley Beul	RWTH Aachen – mobile applications	s.beul@tk.rwth-aachen.de	Human computer interaction, ehealth

Paula Urze	New University of Lisbon	pcu@fct.unl.pt	Assistant professor – sociologist
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Name	Organization	email	Area of Activity / Expertise
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Invited experts

Martijn Vastenburg <i>(remote participant)</i>	Technical University Delft	m.h.vastenburg@tudelft.nl	Smart products and environments
Marianne Ziekemeyer <i>(remote participant)</i>	AgeProof	pcu@fct.unl.pt	Experts in leeftijdbeleid Partner of eSangathan project

WORKSHOP SESSIONS OUTLINE

Initially the participants were divided into 3 working groups, and each participant received a complete set of forms and short documents regarding the components of the roadmap. The week before the event a package of information including the draft version of the roadmap was sent to all the confirmed participants. Participants were asked to familiarize themselves with the material and note any questions that they might have.

The UvA's group leader welcomed the participants and summarized the objectives of the meeting. Then the project coordinator made an overview presentation of the ePAL project as well as of the status of the roadmap.

The goal of this short presentation was to refresh the participants' memory on the main concepts introduced and addressed in the project, and to create a common starting point for the workshop discussions as well as avoiding misinterpretations. The ePAL study of the baseline, vision and its instantiation of suggested research actions were briefly introduced at the beginning of each working session.

During the working sessions, the participants were asked to focus on the current version of ePAL results and provide any comment that can be used to improve the current results so far produced by the ePAL roadmapping process.

The following sections summarize the results generated by the various working sessions, in relation to the – baseline, vision and research actions. The generated results include both the voting of the participants on the current stage of results, as well as their provision of comments and suggested modifications to the draft roadmap, to be applied to improve the next stage.

Please note that not all participants voted on all items, what justifies some differences in the total number of votes per item. This is due to the fact that some participants stated that they were not familiar with some of the topics and would not like to cast a vote on them. ePAL consortium members acted as assistants to the groups, answering their questions and clarifying issues, and did not vote.

Which other issues are of your concern?

1. Collaborative networks seem a logical next step for knowledge workers, but require skills that not all retired professionals possess.
2. The trend is accurate but there is some concern on the way existing networks are being perceived and applied. Freelancers and industry initiatives use existing networks to get paid work, often as part-time.
3. The current picture might not fully represent the aspect of demand side rather only addressing the supply side. Demand aspects are central issues that should be more emphasized.
4. The tendency towards paid work versus voluntary work as well as individualism versus collaborative networks can be a one to one solution and may both happen at same time (depending on the content and individual preferences).
5. In daily practices and markets different domains/disciplines require different approaches/forms of work. The current global picture needs a thorough diversification.
6. Age is not the only relevancy aspect that should be used as determinant for deciding senior professionals to join associations, rather specific skills and knowledge need to be considered.
7. Retired professionals' associations if not well integrated in the socio-economic system may increase stigma on demand side
8. There is a trend towards collaborative networks but many people also want to work on a volunteering basis and not being paid. They want to participate on society.
9. Collaboration between different parts is needed to reduce transaction costs, and elders must be paid but consideration must be taken related to social and pension systems.
10. Senior communities should be customized to both the interest and limitations of the senior professionals
11. Engaging elders in collaborative networks to perform some activities might tend to be so regulated, compulsory and unavoidable.
12. There should be ways to link senior professionals and people in general who seek for inclusion in collaborative networks. In such networks senior professionals should be allowed and facilitated to volunteer when they desire.
13. There should be a proper education system which shall prepare senior professionals to be ready a priori to joining collaborative networks.
14. Establishment of collaborative networks shall indicate some fundamental values in the society such as socialization.

Some of these comments might seem a bit contradictory, which reflect the opinion of different participants with rather different backgrounds. Nevertheless there was a consensus reached at the meeting that there should be a diversity of approaches from individualism to networking, for the seniors to choose from, rather than just a single model for everybody.

BASELINE – THREE MAIN PERSPECTIVES

Participants were also asked to give their opinion based on the baseline statements, according to the 3 perspectives of: social, organizational and technological:

ePAL empowering professionals most at risk		BASELINE – SOCIAL PERSPECTIVE	
1. Demographic Shifts	1.1 Larger percentage of seniors & skills shortage 1.2 Inter-generational knowledge transfer needs 1.3 Need for seniors to keep generating value	Do these accurately reflect current reality? <i>Little</i> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <i>Very</i>	
2. Social welfare mechanisms	2.1 Pension systems – a notable European creation 2.2 Two main schemes: 1) Fully state-paid pensions or 2) basic pension state-paid + private complements 2.3 Special pensions for some groups (e.g. civil servants)	Which other relevant issues are missing?	
3. New adaptable frameworks to facilitate social collaboration	3.1 Some (voluntary) initiatives promote knowledge transfer, namely to SMEs 3.2 Mentoring: Seniors help younger workers	Which of these issues are not accurate?	
4. Mechanisms to enable social cohesion	4.1 Many not-for-profit organizations – philanthropic activities & key role in local communities 4.2 Limited involvement in active economy		
5. Frameworks to support knowledge experience exchange	5.1 Affective computing & social networks likely to facilitate inter-generational communication 5.2 Some pilot experiments		
6. New human resource policies	6.1 Some HR departments start to be concerned with planning for ageing 6.2 Older workers require different benefit packages 6.3 Employers start to consider structuring pay around performance rather than seniority		
7. New approaches to promote life-long learning	7.1 More flexible training needed to follow market changes 7.2 New models (e.g. flexibility) being discussed		

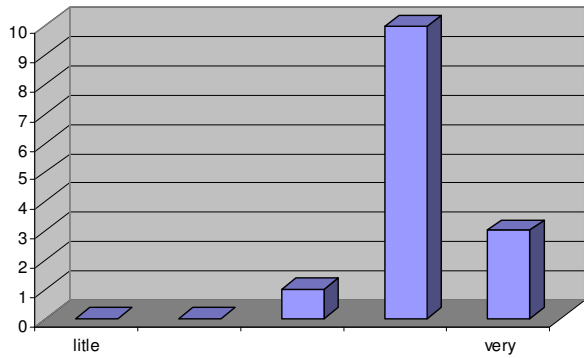
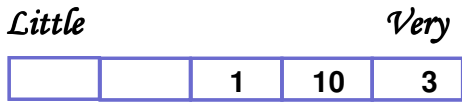
ePAL empowering professionals most at risk		BASELINE – ORGANIZATIONAL PERSPECTIVE	
1. Employment and retirement policies	1.1 Active and paid activity vs. unfixed early retirement agendas 1.2 Low level pensions: need extra income (in some regions) 1.3 Developing areas: 1) increase the retirement age, and 2) possibility of earning with benefits for services rendered. 1.4 New forms of employment (e.g. part-time), not a practice yet.	Do these accurately reflect current reality? <i>Little</i> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <i>Very</i>	
2. Global regulations & policies regarding collaboration	2.1 New forms for companies keeping links with former employees. 2.2 Increasing number of senior associations that try to help SMEs unable to afford consultancy companies. 2.3 Private sector needs adjustments to accommodate older workforce.	Which other relevant issues are missing?	
3. Use of knowledge & skills to generate wealth and innovation	3.1 Senior professionals need to remain active in socio-economic terms 3.2 Some mechanisms (public professor, time bank, headhunting) 3.3 Skills shortage & leading HR knowledge transfer (senior \rightarrow young)	Which of these issues are not accurate?	
4. New intermediaries forms to provide brokerage	4.1 Difficulty of individuals in accepting work opportunities 4.2 Need for entities providing mediation services (senior client) 4.3 Some existing organizations start to help seniors in finding paid jobs 4.4 Lack of ICT: No adequate profile/competency models 4.5 New collaboration tools tend to lead to new organizational forms.		
5. Financial support to associations and other intermediaries	5.1 Most organizations depend on membership fees (not enough) and sponsors (public and/or private). 5.2 Most organizations operate on a passive basis, thus lack of work.		
6. Seniors' access to (re)training services	6.1 Insufficient training; it must be improved. 6.2 "Classic" universities do not provide education to seniors. 6.3 Education and employment in EU needs to be more flexible to react to the demographic changes. 6.4		
7. Organizational culture embracing seniors & pro-retired professionals	7.1 Emergence of mechanisms and organizations to help seniors remaining professionally active and fighting the negative stereotypes surrounding older workers. 7.2 Associations are composed of "professional allies": Good pensions.		

ePAL empowering professionals most at risk		BASELINE – TECHNOLOGICAL PERSPECTIVE	
1. Theoretical foundation for technological developments	1.1 Good progress on conceptual models for collaborative networks. 1.2 Need to adapt existing OR results to the senior professional area. 1.3 Research needed on "soft issues": trust, collaboration readiness, etc.	Do these accurately reflect current reality? <i>Little</i> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <i>Very</i>	
2. Collaboration support services, including teams formation	2.1 Management systems for VSEs and PVCs: still limited use in real practice. Wide availability of CSCW tools. 2.2 Configurable document management programs becoming available. 2.3 Creation of a culture of content sharing (e.g. YouTube). 2.4 Unresolved issues: IPR, ethical issues, ownership and protection.	Which other relevant issues are missing?	
3. Support for user-generated knowledge content	3.1 First cases of user configuration of his/her interface functionalities. 3.2 Need creation of libraries of components and proper interoperable reference architectures.	Which of these issues are not accurate?	
4. Configure/present based philosophy infrastructure	4.1 Importance of adaptive interfaces & user interface customization. 4.2 Automatic adaptation to different output channels.		
5. Easily adaptable and customizable user interfaces	5.1 Developments on value systems for CMC: no practical tools yet. 5.2 Lack of sound models & tools for IPR and risk management in CN.		
6. Tools supporting the process of value creation	6.1 New research area: focus on perception/recognition of emotions. 6.2 Human effects & emotional experiences linked to human learning. 6.3 Usage of emotions to regulate virtual environments: promising.		
7. Affective computing and context-aware enriched environments	7.1 Contract models & contracting – still research issue. 7.2 Some negotiation prototypes, but not yet practical. 7.3 Some e-institutions but not integrated in collaboration platforms. 7.4 Patent trend – registration awards.		
8. Contractual and negotiation agreements & negotiation	8.1 Service-oriented approaches – popular but not easy. 8.2 SMEs & seniors context: not very B2B oriented. Lack of proactive services and templates library consultancy services.		
9. Marketing and brokerage services	9.1 Some examples of virtual communities exist. Lack of effective intermediation role. 9.2 Current communities: limited team work, brokerage, collaboration.		
10. Networking models for elderly communities	10.1 Mechanisms & tools for safe communications: Building blocks available, but difficult to integrate. Need for reference architecture coping with insecure social/professional activities.		
11. Security and ethical privacy support			



Baseline - on Social Perspective

Do these accurately reflect current reality?



Which other relevant issues are missing?

- There is a need to address approaches for developing web-based solutions to bridge the distance between members of teams of senior professionals.
 - Support is needed for paying equipments and services
 - Support is needed for providing and getting training
- There is a need for establishing integrated trainings to elder and younger people in order to keep older people up to date and young people to have the opportunity of learning with seniors.

3. The shortage of skills and the help that can be provided by seniors to younger people are not strongly addressed in the current baseline findings. Perhaps these aspects could be further discussed.
4. There is a need to establish policies to guide and support changing negative view of employers about productivity of seniors.
5. There is a need to establish payment based on performance rather than seniority.
6. The baseline should also address the current financial crisis in the world.
7. There is a need for establishing training on jobs for elderly.
8. Retired ageing accepts voluntary work because they are in a weak position and they cannot be rewarded by restrictions from the social security system existing and that is not fair.
9. How to deal with the mass retirement of baby boom generation in next 10 years.

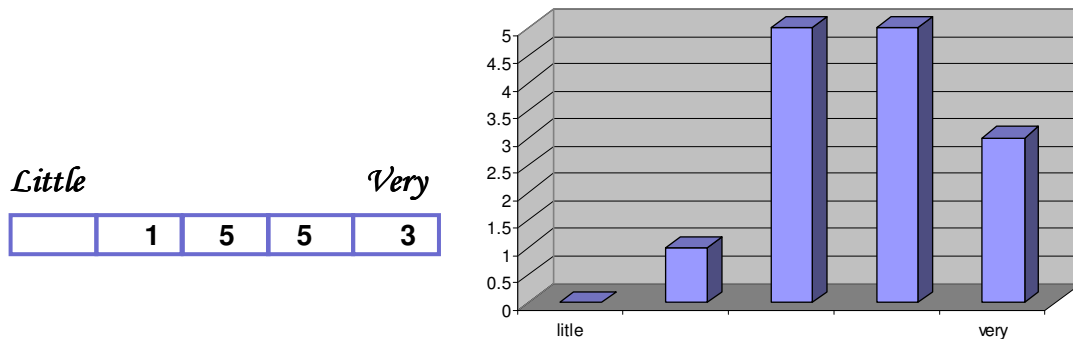
The issue of skills shortage, addressed in 3) and 9), also received different opinions from the participants, some stating that although this is a “politically correct” topic, it will not in practice demonstrate that there will be such shortage.

Which of these issues are not accurate?

1. It is not yet clear and difficult to grasp the existence and feasibility of affective computing and social networks to facilitate intergenerational communication.
2. The fact that elder people don’t want to go in the field is going to make it difficult to market them.
3. It is unclear if affective computing is needed. The existing online networks can be used such as facebook, LinkedIn, MySpace, etc. But these environments are new and it is not yet clear which other specific features would be necessary for seniors.

Baseline - on Organizational Perspective

Do these accurately reflect current reality?



Which other relevant issues are missing?

1. To enable and smoothen intergenerational transfer of knowledge there is a need to establish a more active role of third age universities.

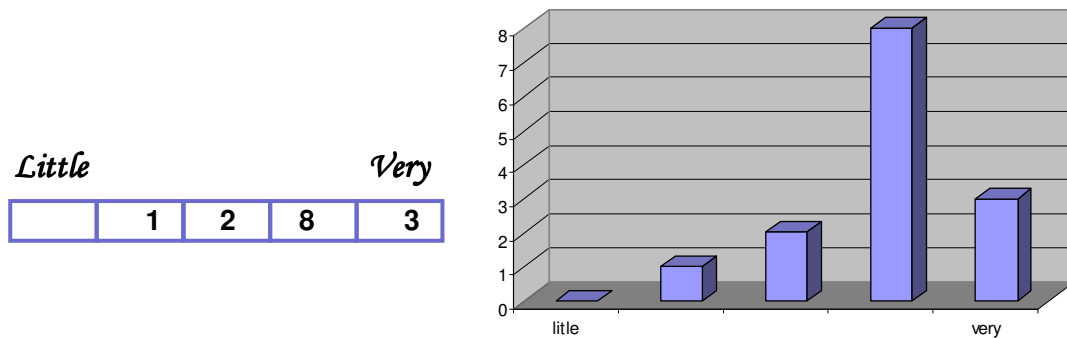
2. Improving possibilities for senior professionals to keep up with developments in their fields is necessary; existing possibilities like second age education often do not support the needs of elders.
3. To change the behavior of an older professional person is difficult. The important – the most important is to help the individuals make visible their skills.
4. Both the public sector and private sector need some adjustment in a number of aspects to support active ageing of senior professionals especially in relation to generosity of pension rules.
5. The health of laser-faire type of organizations and lack of incentives need to be addressed
6. Do the new networks constitute senior professionals competing or complementing existing business companies/models?

Which of these issues are not accurate?

1. The name of “organizational” does not represent the extensive content included in this perspective. Perhaps the term should be reconsidered.
2. Classical education point is not true in the Netherlands and not needed for the 55+years old people. More practical training courses are needed in the sense of training at the work place.
3. Universities do offer their normal programs as well to seniors, but not special modules for senior professionals (6.2).

Baseline - on Technological Perspective

Do these accurately reflect current reality?



Which other relevant issues are missing?

1. Aspects regarding the usability and accessibility of technologies with regards to seniors need to be more clearly addressed in the current baseline related to technology aspects.
2. There is a need to establish ICT training for elder people, but it is not properly addressed in the current baseline version. The training needs to start before retiring.
3. There should be an emphasis on developing solutions applying open source concepts.

4. There is somehow a bit of technological fix on the issue of technology. There is a need to focus on social and economical level, but technological adaptations are needed. Nevertheless we need to consider that ePAL is in the ICT program.
5. There is a need to establish a kind of a formal domain language, formalizations process associated to the facilitation of ageing (open framework).

Which of these issues are not accurate?

1. User roles of online platforms like YouTube, etc. need to be established. There should be a clear difference between producers and consumers.
2. In some statements of the baseline there is no clear difference between current policy and wishes.
3. There should more focus and stress on designing usable interface and not the human aspect only.
4. Knowledge and experience classification → this point should be investigated from the technological, social and organizational perspective.

SOME GENDER ISSUES

In addition to the three perspectives, participants were also asked to comment on the gender related issues. Some collected comments follow:

1. There should be specific training to address particular needs of gender and related demands.
2. The baseline should also address the issue of gender balance and differences considering employments/fields and usage of ICT at working environments.
3. If we restrict the discussion to knowledge professionals perhaps there is not much difference regarding gender. However, if the scope is extended to consider “skilled people”, then considerable differences can be found.

SESSION ON VISION

A brief introduction was made giving participants an overview of the followed visioning approach and its main inputs. Similarly to the previous session, the participants were asked to discuss the global vision statement first, and its instantiations according to the social, organizational and technological perspectives afterwards.

VISION - GLOBAL



VISION – GLOBAL

Core ideology:

Building a strong and cohesive social fabric to embody active senior professionals, as an important part of the European silver economy

Envisioned future:

In the coming decade, a comprehensive paradigm will emerge in response to Europe's ageing population and its inevitable skill shortage, that extends the balanced active life of senior professionals, facilitating the use of their talents and expertise, and thus facilitating value creation from these mature assets, for the benefit of both Europe's economy as well as the European society as a whole.

Main desired facets:

- V1.** Well founded reference model of the environment, specifying its: endogenous (*structural, componential, functional, and behavioural*) and exogenous (*market, support, societal, constituency*) elements, and their interlinks
- V2.** Well established technological infrastructure, support tools/services
- V3.** Support for social responsibility and adaptation of suitable ethical code
- V4.** Established organizational infrastructure, supporting economic and societal involvement through government policies and actions
- V5.** Established national/international regulations for involvement of senior professionals in market/society and related legal frameworks

How suitable is this vision as a whole?

Little Very

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How important is the achievement of each facet?

Little Very

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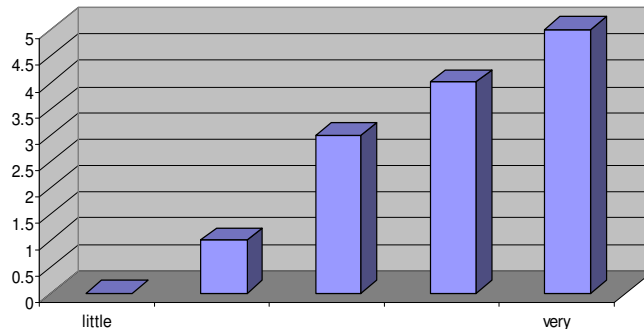


Vision on Global Perspective

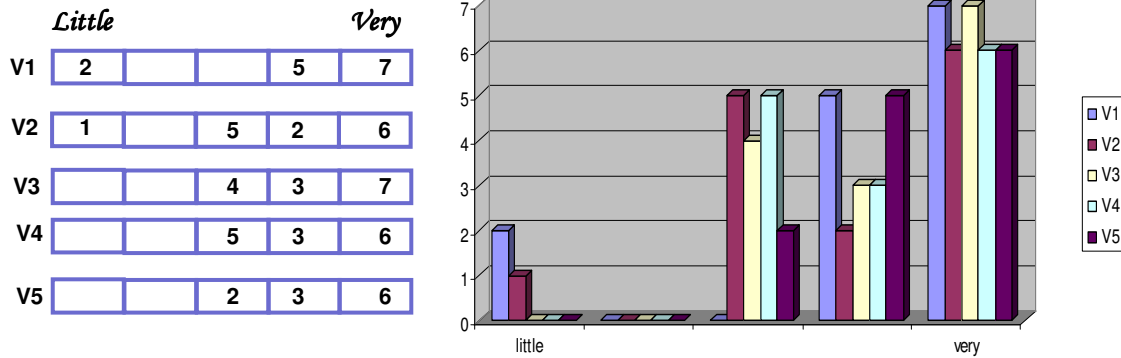
How suitable is this vision as a whole?

Little Very

	1	3	4	5
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How important is the achievement of each facet?

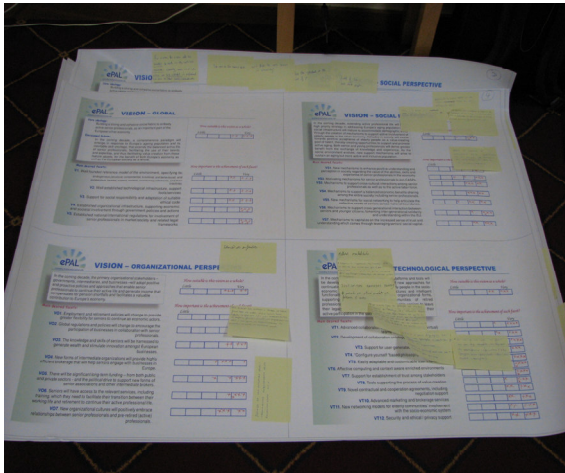


COMMENTS

1. There is a need to enhance awareness among the decision makers and regulatory bodies to support the establishment of new regulations which will ensure equal payment for women and men in similar roles or jobs.
2. Cultural differences must be taken into account when addressing the sensitive issues of gender balance and equality.
3. Main facets should be supported with extensive description to enhance their understanding such including: examples, demonstrators and a public movement
4. It should be noted that the proposed vision addresses the situation in the future regarding senior professionals. Thus the time frame is very important aspect especially in relation to organizational and social changes which take a long time (more than a decade) to mature.
5. The vision should also address the market side as it is not exogenous. It should be made clear how much and why the market needs the services that can be provided by senior professionals.
6. In V5 – include the term “balanced”, otherwise overshooting of regulations

VISION PERSPECTIVES INSTANTIATION

Regarding vision instantiations, participants were asked to give their opinion on the three perspectives of the ePAL’s vision. The following results were generated:



ePAL VISION – SOCIAL PERSPECTIVE

How suitable is this vision as a whole?

Little Very

How important is the achievement of each facet?

Little Very

Main desired facets:

- VS1. New mechanisms to enhance positive understanding and perception in society regarding the value of the abilities, skills and experience of senior professionals in the economy.
- VS2. Motivating mechanisms for senior professionals to join CASPs.
- VS3. Mechanisms to support cross-cultural interactions among senior professionals as well as to the active labor force.
- VS4. Mechanisms to support a balanced economic benefits sharing among the entire society including senior professionals.
- VS5. New mechanisms for social networking to help articulate the collective needs of seniors across national boundaries.
- VS6. Mechanisms to support cross generational interaction between seniors and younger citizens; fostering inter-generational solidarity and understanding within the EU.
- VS7. Mechanisms to capitalize on the increased sense of trust and understanding which comes through leveraging seniors' social capital.

ePAL VISION – ORGANIZATIONAL PERSPECTIVE

How suitable is this vision as a whole?

Little Very

How important is the achievement of each facet?

Little Very

Main desired facets:

- VO1. Employment and retirement policies will change to provide greater flexibility for seniors to continue as economic actors.
- VO2. Global regulations and policies will change to encourage the participation of businesses in collaboration with senior professionals.
- VO3. The knowledge and skills of seniors will be harnessed to generate wealth and stimulate innovation amongst European businesses.
- VO4. New forms of intermediate organizations will provide highly efficient brokerage that will help seniors engage with businesses in Europe.
- VO5. There will be significant long-term funding – from both public and private sectors - and the political drive to support new forms of senior associations and other intermediate brokers.
- VO6. Seniors will have access to the relevant services, including training, which they need to facilitate their transition between their working life and retirement to continue their active professional life.
- VO7. New organizational cultures will positively embrace relationships between senior professionals and pre-retired (active) professionals.

ePAL VISION – TECHNOLOGICAL PERSPECTIVE

How suitable is this vision as a whole?

Little Very

How important is the achievement of each facet?

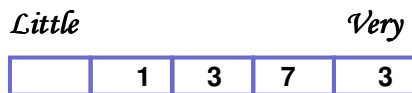
Little Very

Main desired facets:

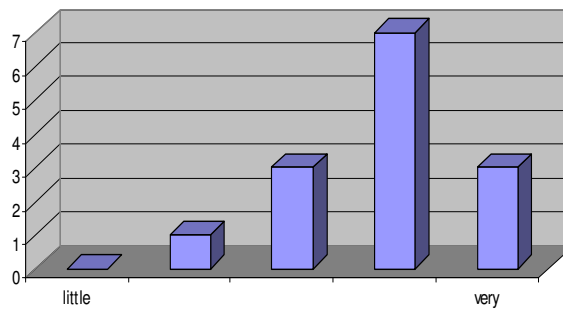
- VT1. Advanced collaboration support services, including (virtual) teams' formation and management
- VT2. Development of collaboration on ontology supporting variety of stakeholders
- VT3. Support for user-generated knowledge assets
- VT4. "Configure yourself" based philosophy infrastructure
- VT5. Easily adaptable and customizable user interfaces
- VT6. Affective computing and context aware enriched environments
- VT7. Support for establishment of trust among stakeholders
- VT8. Tools supporting the process of value creation
- VT9. Novel contractual and cooperation agreements, including negotiation services
- VT10. Advanced marketing and brokerage services
- VT11. New networking models for elderly communities' involvement with the socio-economic system
- VT12. Security and ethical / privacy support

Vision according to the Social Perspective

How suitable is this vision as a whole?

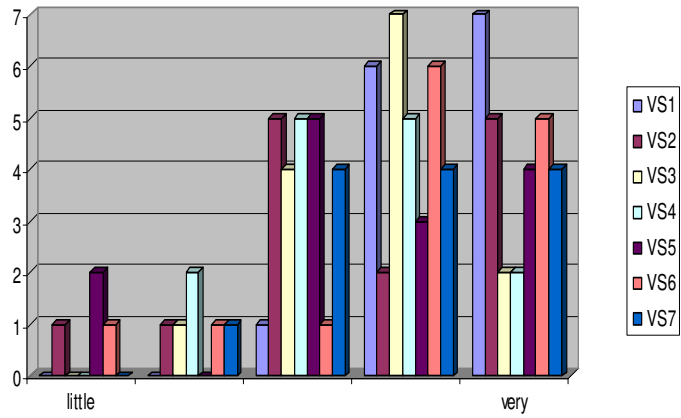


Vision - Social Perspective



How important is the achievement of each facet?

	<i>Little</i>			<i>Very</i>	
V1			1	6	7
V2	1	1	5	2	5
V3		1	4	7	2
V4		2	5	5	2
V5	2		5	3	4
V6	1	1	1	6	5
V7		1	4	4	4



COMMENTS

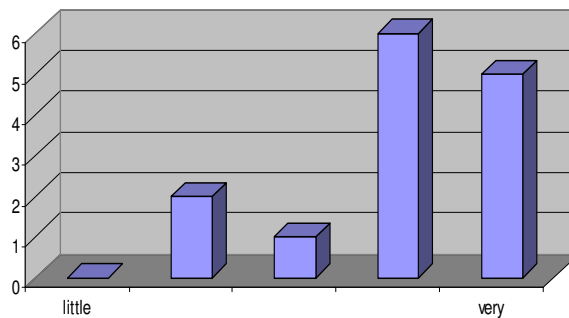
1. In some countries specific policies need to be targeted towards women but this should be done in consultation with them.
2. Language barriers in communication between younger and older people exist because of stereotypes and bad images connected to old people. These need to be bridged first.
3. In many sectors physical aspect is more important in women than men when they are getting older and this is needed to be addressed when tackling the gender balancing issues.
4. Equal opportunities don't mean to be equal, it mean to respect the differences. Therefore it is necessary to consider the jobs/tasks that can be better taken by women.

Vision according to the Organizational Perspective

How suitable is this vision as a whole?

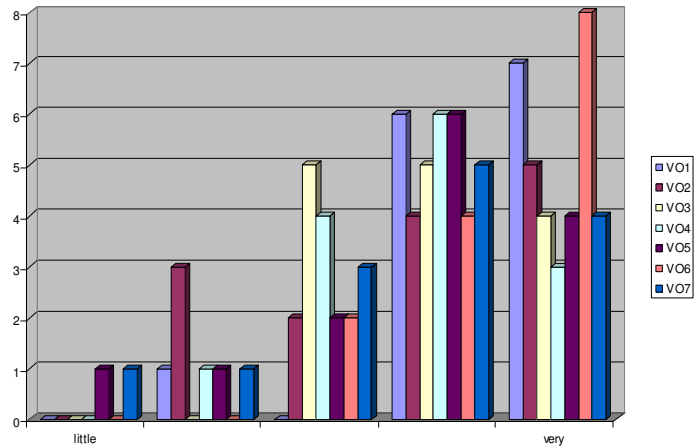
<i>Little</i>				<i>Very</i>
	2	1	6	5

Vision - Organizational Perspective



How important is the achievement of each facet?

	<i>Little</i>			<i>Very</i>		
V1		1		6		7
V2		3	2	4		5
V3			5	5		4
V4		1	4	6		3
V5	1	1	2	6		4
V6			2	4		8
V7	1	1	3	5		4



COMMENTS

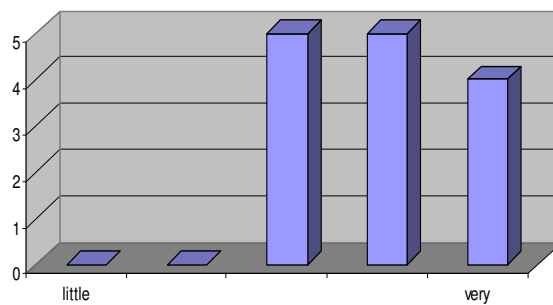
1. Organizational stakeholders + UNIONS
2. The essence of voluntary work should not be confused or even seen as negative aspect towards creating benefits for senior professionals. Such kind of work could also be considered for senior professionals and thus creates a valuable contribution to the society.
3. The economical aspects must properly address the equality of men and women during the involvement in daily activities including their gains.
4. Demand perspective is missing or not clearly addressed in the vision. The current statement might read as if the demand has been guaranteed and thus the services provided by senior professionals will simply be consumed without any difficulties or competition.
5. VO1 and VO7 might be too ambitious.

Vision according to the Technological Perspective

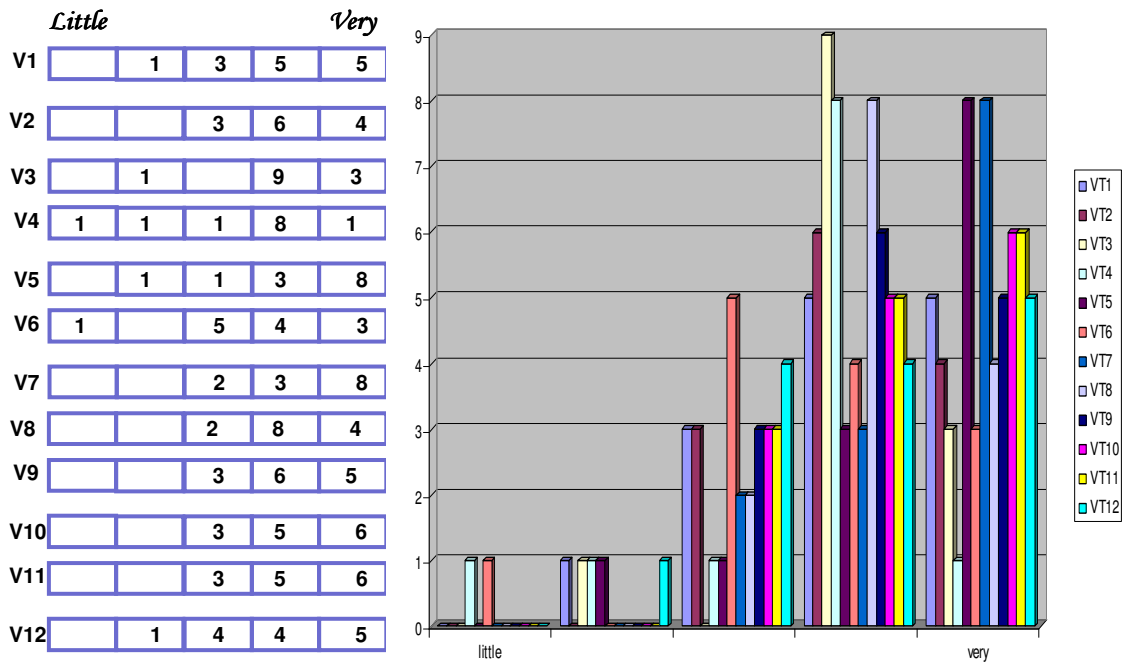
How suitable is this vision as a whole?

	<i>Little</i>			<i>Very</i>		
			5	5		4

Vision - Technological Perspective



How important is the achievement of each facet?



COMMENTS

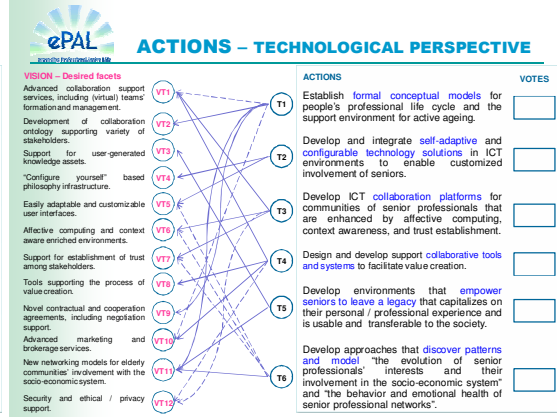
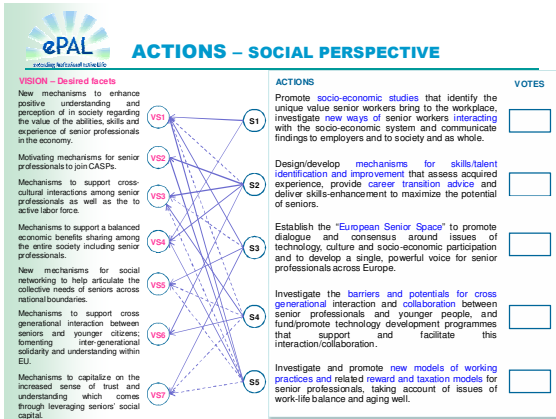
1. Substitution of “novel infrastructure” by “new services” or “enhanced infrastructures”

SESSION ON ACTIONS

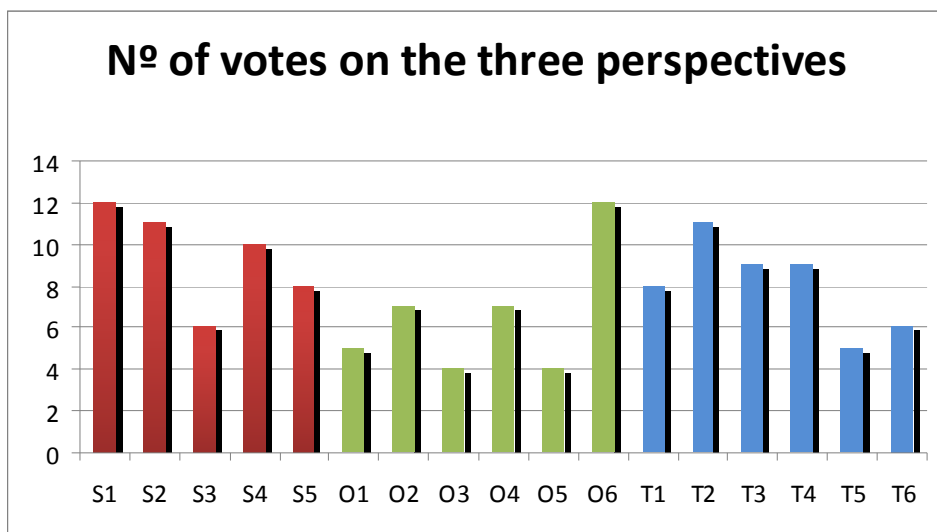
For this session each participant could use a maximum of 10 votes. Furthermore, each participant had to give at least 1 vote to one of the actions in each of the three perspectives. The remaining 7 votes could be freely assigned to any of the actions in any of the perspectives. Participants could define and add new actions to the list suggested from the ePAL and could vote on them. In case of a high preference for a particular action the participant could give 2 votes to that action. In this way, participants from each area, e.g. from the sociology background, would naturally give more votes to actions under the social perspective, while the ICT experts would tend to favor actions under the technological perspective.

ACTIONS – GENERAL VOTES

After a brief introduction to the actions plan, participants were asked to vote on the strategic actions suggested by the ePAL roadmap:



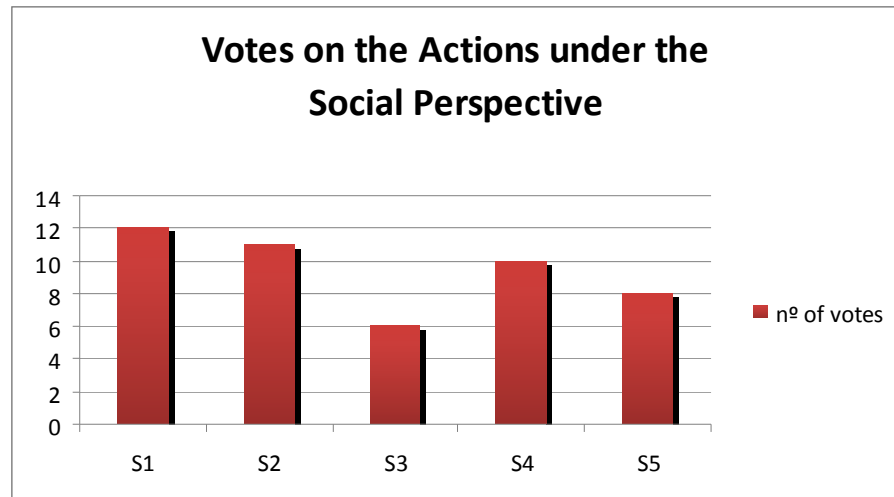
The following chart represents the summary of opinions of participants, in forms of the votes that they have assigned to different actions in the list of strategic R&D actions suggested by ePAL for its three perspectives of Social (S), Organizational (O), and Technological (T). Besides validation of the suggested actions, these votes also represent the prioritization of these actions in the opinion of the participants at this CBE of ePAL.



In addition to voting participants were also asked to provide their comments for improving the ePAL's suggested plan of actions. Each of the three perspectives is addressed below.

Actions on Social Perspective

S1	12
S2	11
S3	6
S4	10
S5	8

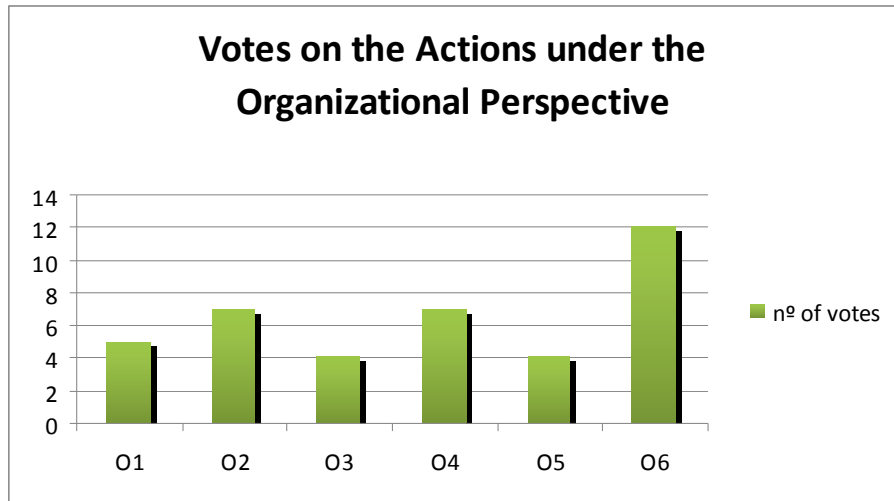


COMMENTS

1. An extensive analysis is needed to properly promote studies and examination of which skills are needed in the market that can be provided by senior professionals.
2. In S2, perhaps special skills of Women be considered.
3. In S1, it would be good if the sentence could be more objective.
4. Some actions depend on other actions. First we need to characterize the value of senior professionals in order to persuade companies. After this, concepts maybe developed on how senior professionals can be involved in active labor.
5. Regarding S2, it needs to consider some form of classification of knowledge and expertise, with different levels, type, ...
6. Investigate & Develop communication channels and strategies in order to change current "pictures" (negative) of older workers.
7. In S3, it also needs to involve political parties to generate a social movement.
8. **New action: S6** – build ontology for the classification of the life experience. This action links to VS1.

Actions on Organizational Perspective

O1	5
O2	7
O3	4
O4	7
O5	4
O6	12

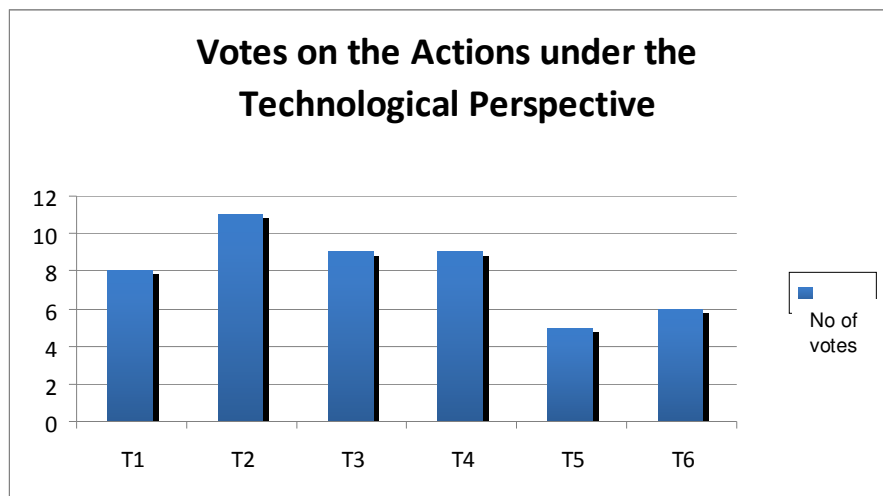


COMMENTS

1. In O1 change “Eliminate barriers” by “lower barriers”.
2. Put more emphasis in the demand side. What are the requirements that the business puts forward?
3. Perhaps a new action is needed: O7 – to emphasize marketing and increasing awareness towards the business sector. Such action (O7) would be linked to VO4.

Actions on Technological Perspective

T1	8
T2	11
T3	9
T4	9
T5	5
T6	6



COMMENTS

1. Regarding T5 – what about quality of this legacy? Otherwise, how much irrelevant information could we be storing?
2. The issue of developing a usable platform is very sensitive and an enabler of success of involvement of senior professionals and thus needs to be properly addressed.
3. T3 – but start with existing collaboration platforms.
4. T3 – how about gender aware portals.
5. T3 – open collaboration platform.
6. Before developing technologies and models, scientific research needs to be done to identify the special needs of senior professionals.
7. Regarding T6 – consider the potential contribution of AI.
8. Consider the acceptance factors of new ICT solutions.

CONCLUSIONS

In general terms, like in previous CBEs, the workshop went very well and the participants were extremely interested in the discussions. This group of participants also valued the knowledge they acquired and the opportunity to be involved in this process of generating a roadmap for extending the professional active life in Europe.

The following sub-sections present a brief conclusion of the main issues discussed in the three modules of: baseline, vision and actions.

Baseline

From the analysis of results of the workshop, the participants indicated that the high level understanding of current status and trends presented by the ePAL coordinating group is quite accurate. A large percentage of participants of this workshop preferred that the trend of involvement of senior professionals in the market should move towards collaborative networks/team work, nevertheless a diversity of approaches needs to be considered. Furthermore some pointed out that it is essential to put an emphasis in finding the differences between different: countries/cultures; industry and services; men and women, and different social levels in general. A particular important issue was that, the participants pointed out that although it is clear that senior professionals are well equipped with knowledge and experience, there is a need to analyze the needs from the demand side.

Some important general conclusions in relation to baseline are the following:

1. It should be noted that not only working will keep seniors active but also joining association will enable them to enhance their networking with new friends and existing contacts. So there are more benefits than the current focus which could be misinterpreted as only seeking to financial compensation.
2. Some specifically designed learning environments and materials need to be constructed for senior professionals to enhance their knowledge on how to join and operate in CASPS.
3. In some cases payments are needed to indicate that the services provided by senior professionals are of high quality. If they are not paid, they might be regarded, in social terms, as having no value.
4. The differences in the stability of pension systems in different countries might require establishing different regulations regarding paid work for senior professionals.
5. At the moment, the usability of most technologies and devices is not friendly to senior professionals. This needs to be well envisioned and actions need to be established to guide the enhancement of future user interfaces.

Vision

According to participants, the vision as it is stated now points to the right direction where the European society should strive to reach. The following specific points were also mentioned to be considered for incorporation in the current vision statement or some of its related facets:

1. There should be some aspects pointing out how regulations that will ensure equal rights to all genders shall be established.
2. Collective requirements need to be reflected in the vision facets and not only the individual level as it might read from the current formulation.
3. Trust among various stakeholders is very important and thus there is a need to develop some mechanisms to support trust establishment.
4. It should be clearly indicated that there is a need to develop platforms and tools that are needed to support and enhance intergeneration of collaboration.
5. A specification of the kind of training that is necessary for elders would be useful. For instance, in the technological perspective a facet about technological training for elders is necessary because digital exclusion is a big danger. Without training in technological aspects nothing will work.
6. Benefits of intergenerational networks for seniors and young people to exchange experiences and knowledge are essential to have in the vision.

Actions

Participants suggested adding a new action regarding the training issues, and gender aspects. For the training issues, it was suggested that the action should address the need for having a specific training module and training environment for seniors. For the gender aspects it was pointed out that special attention is needed and regulations are needed to be put in place to guide equality in work and payment related issues for women.

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