

Case Study - Good Follows

1. Abstract

According to the statement, 15 million old people in India are living alone, either because they have lost a partner or because their families had to move away owing to unavoidable employment obligations. The problem of loneliness or a lack of companionship, which has been the main factor contributing to the decline in the mental and physical health of senior adults, will be addressed by our website. In our efforts to help senior adults, we present a website that helps them tackle their daily problems such as medical assistance and psychological problems. The project adopts a participatory methodology to develop Individual Senior Citizen Care Plans and to implement psychosocial care in the existing services by integrating the activities with various other stakeholders working in the area.

The website connects senior adults with a helper "Fellow". Senior citizens will state their problems and those will be seen by the volunteer close to them. The profile of senior citizens and volunteers will be transparent. The volunteer has the freedom to pick any task of a senior citizen nearby. And this website will have many features for entertainment purposes and activities to keep them busy. From this accumulated knowledge about the difficulties that beset the care system of old people, the idea emerged that collaborative working and integration of the various parts of the website will minimise the problems that older people and service providers encounter. For service users, strategies that reduce the complexity of accessing health and social care and enhance the provision of the services that they require were viewed as beneficial and entertainment-purpose features so that the old generation can enjoy their life to the fullest. Targeting older people aged 80+ we applied PPA methods in a semi-structured interview to elicit participants' personal projects which were scored on eight well-being dimensions (e.g., fun, stress). Qualitative data

analysis identified what types of websites are employed by this older demographic and the environments in which they are carried out. Our findings are discussed in relation to older people's well-being and the role of the built environment.

2.Introduction

The rapid development of new technologies and the spread of the Internet facilitates everyone to adjust to the new information society. According to reports, India's population increased by 17% between 2001-2011 but several elderly in this period increased by a whopping 35%. Another survey conducted by IVH Senior Care was released on October 1st, the survey noted that only 10% of senior citizens consider their physical health to be a challenge whereas 66% are worried about maintaining their social life and daily needs. Over the years, due to fast-changing socio-economic and demographic scenarios, the advancement of medical science, increased literacy rate, rapid industrialization, migration of younger population, growing popularity of nuclear families and breaking of the joint family system, the profile of older persons has changed vehemently. People in old age are living longer than earlier and at the age of 60, they are expected to live for 25-30 years more. It means they have to spend almost 1/3rd of their life in old age. This is just because their daily needs and routine are not taken care of properly and they feel left out from their younger generation.

2.1.Purpose

Generally, with increasing age the aging process is often associated with declining health, loss of independence, dwindling social roles, isolation and feeling of loneliness. We are on the verge of witnessing an elderly population explosion in our country. In the absence of a proper and

adequate social security system and effective population management mechanism, the fast-increasing elderly population is poised as a greater challenge, not only for the government but also for the entire society. There are many challenges, from providing healthcare to old people to take care of their safety & security, from providing them palliative care to protect their rights to ensuring their social security to keep them engaged in the mainstream of society. The Government of India on its front has introduced several well-formulated policies and laws but most of them remain impractical and ineffective due to poor implementation, lack of awareness, and various other administrative, social, and geographical barriers.

2.2. Scope

As there are numerous challenges and issues faced by this demographic. The primary goal of such a website would be to enhance the overall well-being and quality of life for senior citizens and address various aspects of their needs and concerns. Here are some potential areas that the website could cover:

- **Information and Resources:** Provide comprehensive information about government schemes, programs, and benefits available for senior citizens, such as pension plans, healthcare assistance, and subsidies.
- **Healthcare Support:** Offer health-related information, tips, and resources tailored to the needs of senior citizens.
- **Social Community:** Create an online platform that fosters social connections among senior citizens, encouraging them to interact, share experiences, and participate in various activities.
- **Volunteer Opportunities:** Facilitate opportunities for senior citizens to engage in volunteer work, promoting a sense of purpose and giving back to society.
- **Technology and Internet Training:** Offer tutorials and workshops to help senior citizens learn how to use technology devices and the internet effectively, enabling them to stay connected with loved ones and access online resources.

2.3.Developer's Responsibilities

The results on informative sites showed that more than 80% of respondents would welcome a website especially for the third age, aiming at helping them do their daily tasks and keeping them busy through some entertainment channels. The content on the website that would interest the participants is health and some features that would target common issues such as entertainment, food, music, and human relations. As elderly people are fond of religious kinds of literature so having books of various religions on the website would keep them engaged throughout the day and some games like sudoku and chess will keep their brain active and all these at a minimum time and effort. In practice, the effectiveness of the development process is an issue that holds off web owners even when problems may have been met in everyday experience. The major part of website is constitute of 2 parts where the first part is the login page where the login process of both Grandpal and fellow will be done. The feature of login as a fellow will help fellows to complete the registration process and the grandpal can give a missed call on the given number so the fellow will complete the registration process for a given senior citizen the second part of the website will have index page which will display options of Home, Services, Contact and About which will be furtherdivided in sections.

3.General Description

3.1 Product Functions Overview

The website for senior citizens should be designed with a user-centric approach, focusing on their specific needs and challenges.

- **User-Friendly Interface:** The website should have a simple and intuitive user interface, with large and clear fonts, easy-to-understand navigation, and a clean layout. It should be designed with accessibility features in mind, ensuring that it is usable by seniors with varying levels of technical expertise.

- **Information Hub:** Provide a comprehensive information hub that covers topics relevant to senior citizens, including government schemes, healthcare resources, financial planning, and legal right.
- **Events and Activities:** Offer a calendar of local and virtual events and activities geared towards seniors, including workshops, webinars, recreational outings, and social gatherings.
- **Government Advocacy:** Raise awareness about senior citizen rights and advocate for policy changes that positively impact their lives.
- **Security and Privacy:** Ensure the website is secure and follows best practices to protect user data and maintain their privacy.

3.2 User Characteristics

When designing a website for senior citizens, it's essential to consider their unique characteristics and needs. Understanding the user characteristics will help create a more user-friendly and accessible website.

- **Age:** Senior citizens typically fall within the age group of 60 years and older. With increasing age, some users may experience declines in vision, hearing, motor skills, and cognitive abilities.
- **Technical Experience:** Senior users may have varying levels of technical experience. Some may be tech-savvy and comfortable using digital devices, while others may be beginners and need more guidance.
- **Vision Impairments:** Many seniors experience age-related vision issues, such as presbyopia (difficulty focusing on close objects) and cataracts. Design the website with high contrast, legible fonts, and the ability to increase font sizes.
- **Hearing Impairments:** Hearing loss is common among seniors. Provide alternative ways to access information, such as transcripts or captions for multimedia content.

3.3 General Constraints

It's essential to be aware of potential constraints that may arise due to their unique characteristics and needs. Addressing these constraints will help ensure that the website is accessible, user-friendly, and effective. Here are some general constraints to consider:

- **Technological Advancements:** Technology evolves rapidly, and seniors may find it challenging to keep up with the latest updates and features. Strive for a balance between modern functionality and usability for this audience.
- **Trust and Reliability:** Building trust is crucial for seniors using the website. Be transparent about the sources of information and provide reliable and accurate content.
- **Device Compatibility:** The website should be compatible with a wide range of devices and browsers to cater to seniors using various hardware and software configurations.

4. Specific Requirements

4.1. Inputs and Outputs

Input and output are crucial aspects of any website, including the one designed for senior citizens. Inputs refer to the information and actions provided by the users, while outputs are the responses and information generated by the website in response to those inputs.

- **Text Input:** Users can enter text in search boxes or fill out forms to provide information like their name, location, or specific queries they have.
- **Clicks and Interactions:** Users can click on buttons, links, or menu items to navigate the website or interact with various features and functionalities.
- **Dropdown Selections:** Seniors may use dropdown menus to select preferences, such as language or topics of interest.
- **Search Queries:** Users can enter keywords or phrases in the search bar to find specific information on the website.

4.2 Performance Constraints

signing a website for senior citizens, it's crucial to consider performance constraints to ensure a smooth and enjoyable user experience.

- **Page Load Time:** Seniors might have slower internet connections or less powerful devices. Aim for fast-loading pages to reduce frustration and improve engagement.
- **Lightweight Design:** Keep the website design simple and avoid excessive use of animations, videos, or other resource-intensive elements.
- **Compatibility:** Ensure the website works seamlessly across various web browsers and devices, including older versions of browsers and less advanced smartphones.
- **Server Reliability:** Host the website on a reliable server with good uptime to minimize downtime and ensure continuous access for senior users.

4.3 Design Constraints

Designing a website for senior citizens comes with specific challenges and constraints. Here are some design constraints to consider:

- **Simplicity and Clarity:** Keep the design simple and uncluttered to avoid overwhelming seniors with too much information or complex layouts.
- **Clear Navigation:** Ensure the navigation is intuitive and easy to use, with clear labels and easily identifiable menu items.
- **Font and Text Size:** Use legible fonts with a large enough size to improve readability, and provide options for users to adjust the text size if needed.
- **Color and Contrast:** Choose a high contrast color scheme to make content more distinguishable, and avoid using colors that might be challenging for color-blind users.
- **User-Friendly Forms:** If the website includes forms, make them straightforward and minimize the number of required fields to reduce user frustration.