

# Non-governmental organization's digital engagement in providing services for older people's needs: a scoping review

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## INTRODUCTION

Digital technologies can play a significant role in addressing care needs of older people. The process of establishing an effective and efficient digital engagement with older people demands multi-sectoral collaboration from various stakeholders including non-governmental organizations (NGOs). The role NGOs play in such digital programs, their process of engagement with older people and factors which influence such multi-sectoral collaboration is an under researched area.

## RESEARCH AIMS

To delineate the process of engagement with digital technologies between NGOs and older people.

## FUNDING

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## METHODOLOGY

A scoping review was performed to map existing literature on older people's engagement with digital technologies delivered through NGOs. The focus was on exploring the factors influencing the process of digital engagement, delineating modes of digital engagement and exploring the caring needs of older people. Multiple databases and grey literature sources were searched to retrieve articles from 2000 till 2023. JBI methodology for scoping reviews was adopted for this review.

## RESULTS

Out of 8970 citations, 50 articles (27 original articles, 9 reports, 12 website sources, 1 handbook and 1 research summary) were included in the final review.

NGOs engage with older people either directly by delivering the program or indirectly through other program stakeholders through various inter-organizational processes (collaboration, co-ordination, partnership, delegation, sector-wide participation and association).

Different types of NGOs (national, regional, provincial and local) were involved in this process of delivering care. Majority of the studies implemented programs through smartphone or tablet based digital applications.

Individual factors, organizational factors, technological factors and system-wide factors influence the process of digital engagement between older people and NGOs.

## CONCLUSIONS

The number of studies included in this scoping review, concerning older people's engagement with digital health technologies, through NGOs were informative, but limited information was present on the process of engagement. Acknowledgement of NGOs work, and the societal role they play do also indicate that our developing digital societies depend on these organizations.

## REFERENCES

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