MONGOLIA’S SITUATION OF DIGITAL INCLUSIONS OF OLDER PERSONS

MINISTRY OF LABOUR AND SOCIAL PROTECTION (MLSP) OF MONGOLIA
Population of Mongolia - 3.5 million

Of this:  
- 60-64 years old - 125.4 thousand
- 65-69 years old - 78.5 thousand
- 70+ years old - 96.0 thousand

Average annual growth of the population – 1.4 percent
Average annual growth of 60+-year-olds – 6.7 percent
The number of children and young people is decreasing, while the number of older persons is steadily increasing.
The number of persons aged 60+ is increasing
MOBILE PHONE USAGE STATUS OF OLDER PERSONS

Figure 6. Percentage of mobile phone users in the population aged 6 and over, by sex, 2010, 2020

Figure 7. Percentage of mobile phone users in the population aged 60 and over, by sex and age group, 2020

Figure 8. Percentage of mobile phone users in the population aged 6 and over, by sex, 2010, 2020
• Pensions, allowances, and services provided by the Social Insurance and Welfare Fund have been digitalized:
  • Pensions and benefits are transferred to a payment card.
  • A notification about the transfer of pension benefits to the card is now sent to the mobile phone.
  • Money for food purchases by food vouchers is transferred to a payment card.
  • Information on various services is accessible on the www.emongolia.mn platform of public services
• The results of tests given to public and private health institutions are uploaded to the www.eclinic.mn website
• More research still needs to be done on the digital use of older persons.
• There needs to be a digital literacy training system for older persons.
• Not all digital services are accessible to older persons.
• Inadequate implementation of measures aimed at those with less access to technological advances, such as older people, people with disabilities, and rural herders.
• Due to the high cost of electronic devices (smartphones, computers, etc.) and data and internet fees, older people with low incomes have little opportunity to use them.
• There are cases of becoming victims of cybercrime.
SUGGESTIONS FOR FURTHER ACTION

• Incorporating instructional time into television programs aimed at improving digital skills;
• Introduce e-skill training programs and provide the necessary equipment to older citizens' centres;
• Standardizing services for older people, particularly public services, is crucial to ensuring they are in sync with digital development and accessible to all;
• Simplify electronic services to meet the needs of older people;
• Adopt effective practices that are being implemented to increase the digital use and skills of older people;
• Create a system that provides some digital equipment at low prices;
• There is a need to raise awareness among senior people to prevent them from becoming victims of cybercrime.
Thank you!

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