[**Risk of Device or Software Failure**](https://youtu.be/_u1VZWMNjlI)

**Narrator:**

This Vignette concerns Functional Risk.

Interviewees will be discussing the Risk of Device or Software Failure.

This risk perception relates to when devices don’t work simply, without having to learn additional skills or complicated commands. It forms as a mistrust of ICT devices to get the user to the end goal, as well as hesitation in engaging with them.

In this section, you will hear a number of video vignettes extracted from interviews with older Australians. The first vignette is of Graeme, aged 77.

**Graeme:**

On a daily basis, I open the computer and see my emails and anything else I need. It’s a bit like the smart TV, when you want to watch something, you have to work out how the damn thing works.”

**Narrator:**

This next vignette is of Greg, aged 68.

**Greg:**

Be pretty assured that when I try to download a new app, it won't work. And I also think I'm glad these IT people who don't design air crafts I as I would tend to drop out of the sky all the time. I hope I'm not being too positive here.

**Narrator:**

This next vignette is of Lee, aged 77.

**Lee:**

This thing doesn't work. Very Frequently, and I've had three of these card readers, and I've given up on them. So they don't seem to work their technologies not so competent, not efficient.

**Narrator:**

These vignettes were developed by the Shaping Connections Research Program at RMIT University’s School of Economics, Finance, and Marketing.

Our research develops insights on social inclusion and technology use among older Australians.

Please find additional information about these vignettes in the video description below.

You can get more information about the project by visiting www.shapingconnections.org. if you have any questions, comments, or feedback please use the contact us section of the website and we will get back to you.