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# Digitalization and quality of life

## Interim results of a societal dialogue process

26.10.2108

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Guiding question: How can we shape digitalization to  
improve quality of life as much as possible?







## Topic 1: Work & Economy

## Vision

Digital technologies will continue to be used in the future to connect people and machines, automate existing processes and develop new products and services. Many existing companies – small and large – and start-ups work well together, both online and offline, with a well-developed infrastructure and a high level of data security.

This further increases labor productivity and overall resource productivity: the same products can be made with less time and natural resources. New, higher-quality products and services become possible. Thanks to exemplary leaders, trust-fostering work organization and committed employees, the time freed up is used for creative activities and a better work-life balance.

The winners of this process also use their increasing opportunities to inform and educate as many people as possible in order to limit negative social impacts such as fears, job worries and insecurity.

[Links to other topics: 3. Education, 5. Environment and 10. Politics & Administration]

## Recommendations for Action

- Companies/Organizations: Proceed actively and responsibly. Stay as open as possible to other organizations and perspectives.
- Politics: Enable infrastructure and diversity, support (further) education. Vontroversial: Unconditional basic income.
- Trade unions: Actively shape digitalization.
- Individuals: Inform, try out, educate.
- [...]

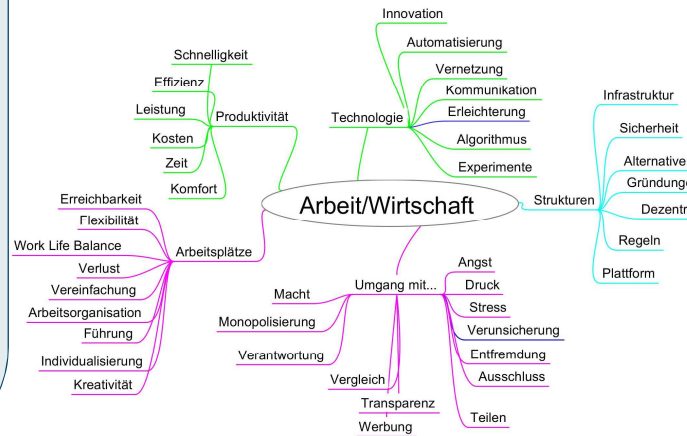
## Specific Examples

- Claas Landmaschinen: [www.claas.de](http://www.claas.de)
- Bosch Konzernbetriebsvereinbarung „Mobiles Arbeiten“ von 2014
- GASAG Lebende Konzernbetriebsvereinbarung 2018
- Co-Working Spaces
- Time Banks: [timebanks.de](http://timebanks.de)
- [...]

## Questions for you

- Is the description of the desirable future coherent, or are important aspects missing?
- Do the proposed indicators make sense and are they already available?
- Do the recommendations for action fit the vision or are important points missing?
- Are there any other concrete projects that fit the vision?

Please send your answers via e-mail.



## Possible Indicators

- Unemployment rate.
- Has your company/employer initiated a forward-looking approach to digitalization? Scale 0 (not) to 10.
- Have you received at least 10 hours of further training (in the company or privately) in the last 6 months on work-related digitalization topics? Yes/No.
- [...]



### Structure of the Results:

- Fundamentals:
  - I: The individual in the digital era
  - Principals & Conditions
- Topics quality of life:
  - 1. Work & Economy**
  - 2. Leisure, Arts & Culture
  - 3. Education
  - 4. Health
  - 5. Environment
  - 6. Transport & Mobility
  - 7. *Housing*
  - 8. Community
  - 9. Security
  - 10. Politics & Administration

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# Topic 2: Leisure, Arts & Culture

## Vision

Digital technologies open up easier and more diverse access to other people, networks, cultures and leisure activities. In this way, cultural and artistic exchange and active involvement with culture become broader and more intensive. For niche hobbyists and special interests, this opens up more opportunities and better networking.

People can deal with the many possibilities in a self-determined way and remain in relationship with others. They consciously choose between digital and analogue encounters, offers and times - and combine them wherever it makes sense. The providers use the possibilities of digital technologies for the co-creation of art.

Note: The (few) materials from the dialogues has been supplemented by insights from the book "Szenarien einer digitalen Welt" by Thoma Klauß and Annika Mierke.

[Links to other topics: The individual, 1. Work & Economy, 3. Education, 8. Community]

## Recommendations for Action

- Individuals: Critical questioning of online vs. offline possibilities. Becoming active.
- Politics: Looking at the breadth of offers and possibilities (long tail).
- [...]

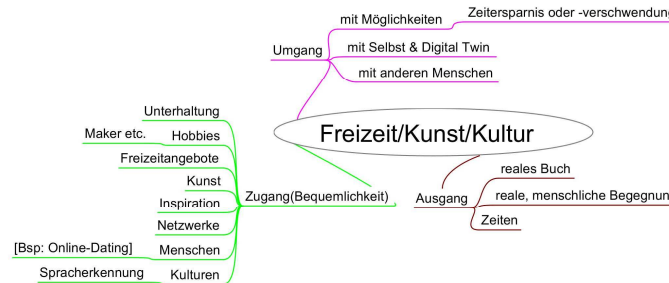
## Specific Examples (German)

- Companion2Go: Companions mit und ohne Behinderung profitieren von vergünstigten Tickets [companion2go.de](http://companion2go.de)
- Maker-Bewegung
- Open Culture: [www.openculture.com](http://www.openculture.com)
- Digitalisierungen zu Ausstellungen. B. [www.staedelmuseum.de/de/angebote/digital](http://www.staedelmuseum.de/de/angebote/digital)
- Audience Development Project: [smartplaces.eu](http://smartplaces.eu)
- [...]

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## Possible Indicators

- Did you find a good balance between the use of digital offers and offline possibilities in your free time? Good balance - quite a lot online - too little online
- Do you use digital applications to help organize your offline leisure time? Daily - once a week - sometimes - never.
- [...]



## Structure of the Results:

- Fundamentals:
  - 1. The individual in the digital era
  - Principals & Conditions
- Topics quality of life:
 

1. Work & Economy	6. Transport & Mobility
2. Leisure, Arts & Culture	7. Housing
3. Education	8. Community
4. Health	9. Security
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# Topic 3: Education

## Vision

Digital technologies are opening up ever more diverse, cost-effective and individual access to reliable data and information for more and more people in all age and income groups. Digital and analogue possibilities (human and machine) are combined in a meaningful way.

Educational activities from kindergarten to old age teach programming and mindfulness in addition to classical and artisanal content. This increases people's competence in dealing with different sources, media, devices and applications, but also with other people and with themselves. They can use data and information to derive the knowledge and wisdom that will help them lead a self-determined, successful life.

This has a positive effect on people's life satisfaction, the competence level of employees in research and business, but also on living together and democracy.

[Links to other topics: I: The individual, 1. Work & Economy]

## Recommendations for Action

- Individuals: Devote time and attention to the topic - scrutinize it critically.
- Schools & teachers: Strengthen offers on digital topics, if necessary, together with independent external experts.
- Länder: Continuing education for teachers.
- Business: Train employees.
- Public service broadcasting authorities and adult education schools: teach digital competences in a low-threshold way.

## Specific Examples (German)

- Wikimedia: [wikimedia.de](http://wikimedia.de)
- Irmgard App für Analphabeten: [www.appirmgard.de](http://www.appirmgard.de)
- CODE Hochschule Berlin: [code.berlin/de/](http://code.berlin/de/)
- Udacity: [de.udacity.com](http://de.udacity.com) und Coursera [coursera.org](http://coursera.org)
- Idee: Telekolleg 4.0 der öffentlich rechtlichen Anstalten
- Riffreporter: [www.riffreporter.de](http://www.riffreporter.de)
- [weitere]

## Questions for you

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## Possible Indicators

- Do you have the impression that the digital educational offers help people in your country to develop into independent personalities? Scale 0 not to 10 yes absolute.
- Have you attended an online training course in the last 6 months that lasted longer than 2 hours? Yes/No
- [...]



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## Topic 4: Health

# Vision

In the future, people will be even better able to control the possible negative health effects of digitalization, such as excessive demands, stress or motion deficits.

At the same time, they are increasingly using digital technologies for prevention and information, e.g. on nutrition and exercise. Employers, health insurance companies, welfare organizations and others support them in this with a special focus on the weakest members of society.

Research and diagnosis work with large amounts of data and intensive networking, ensuring data protection and transparency for patients.

In the event of illness, treatment is faster, cheaper and better than before, also because doctors have access to a larger data basis. Telemedicine offers additional options, for example in rural areas. Treatment and medication plans are even more personalized and electronically accessible.

In the care sector and for people with disabilities, new services are available ranging from visual aids and reading apps to networked prostheses.

## Recommendations for Actions

- Relaxation of the ban on remote treatment (Germany).
- More health apps in the standard care of health insurances.
- Further development of the E-Health Act (Germany).
- Standards for data protection & data exchange.
- [...]

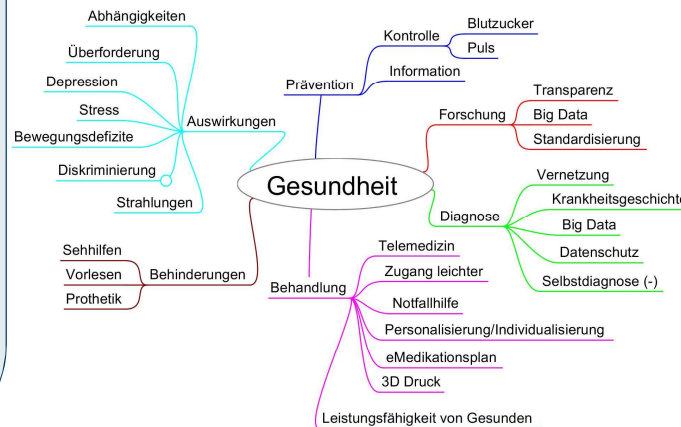
### Specific Examples (German)

- Elektronischer Medikationsplan
- Vesta: das zentrale Interoperabilitätsverzeichnis des deutschen Gesundheitswesens
- Telebehandlung in Baden-Württemberg
- Schlaf-App: [dak.somnovia.de](http://dak.somnovia.de)
- Mentale Gesundheit: [www.aryaapp.co](http://www.aryaapp.co).
- [weitere]

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## Possible Indicators

- Do you feel put under pressure by digital technologies?  
0 not to 10 very strongly.
- Do you use an app at least once a week to improve your health (sports, nutrition, sleep)? Yes/No
- [...]



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  - 5. Environment
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  - 7. *Housing*
  - 8. Community
  - 9. Security
  - 10. Politics & Administration



# Topic 5: Environment

## Vision

Digital technologies will be intensively used in the future to protect the planet's resources and improve man's natural environment. With software, sensors, open data and other capabilities, more transparency will be achieved on issues that are important to people and the planet: from carbon footprints, noise emissions and waste, to production chains, ingredients and product recycling options.

Digitalization is used to save as many natural resources as possible. This happens for consumers through the switch to dematerialized products (digital instead of CD), increased sharing, increased secondary use of used items and transparency about energy consumption. People have found a smart, environmentally friendly way of dealing with the easily available consumption opportunities.

In production, care is taken in all sectors to ensure that as few non-renewable resources as possible are used and that as little environmental damage as possible is caused - including in the manufacture of mobile phones and computers.

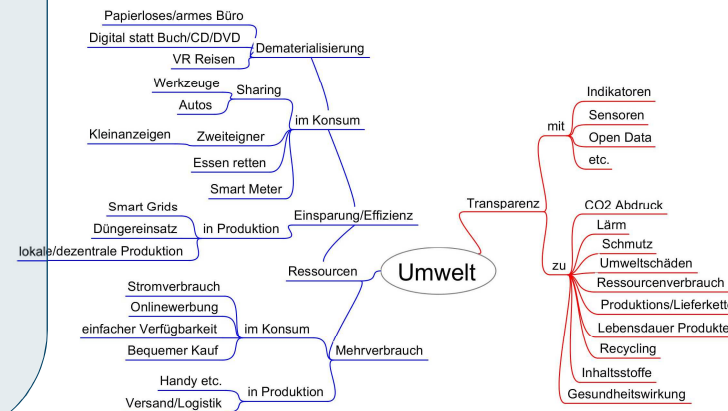
Companies, politicians and citizens work closely together to make transparency and responsible consumption of goods and services possible.

## Recommendations for Action

- Politics/NGOs: Demand or create transparency on resource usage.
- Politics: Take environmental aspects into account in all digitalization projects to be supported.
- Individuals: Use information possibilities, know resource consumption.
- Companies: Consider environmental aspects in digitalization projects.
- [...]

## Specific Examples (German)

- CO2-Rechner: [uba.co2-rechner.de](http://uba.co2-rechner.de)
- Sharing-Plattformen wie [www.pumpipumpe.ch](http://www.pumpipumpe.ch)
- Digitale Landwirtschaft: [www.nextfarming.de](http://www.nextfarming.de)
- Dreckpetze: [www.edg.de/de/service/maengelmelder.htm](http://www.edg.de/de/service/maengelmelder.htm)
- [weitere]



## Questions for you

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## Possible Indicators

- CO2 Footprint of consumption per inhabitant.
- Have you used online information services on environmental topics in the past month? Yes/No
- Are you an active user of sharing platforms for transport, tools, etc.? Yes, active, no.
- [...]



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## Topic 6: Transport & Mobility

## Vision

Digitalization enables simpler, safer, faster, more environmentally friendly, more individual and interconnected mobility for people and goods.

Navigation, orientation and mobility planning are facilitated by easily accessible data and connected platforms. Mobility providers are using digitalization to make their products and services more affordable, secure and flexible. More and more people are able to use these services in a competent and concentrated manner. Providers and users work together on data protection in a spirit of trust.

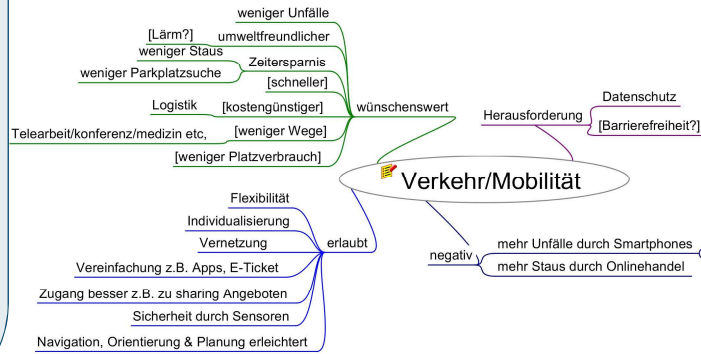
The resulting increase in traffic is limited by digital possibilities such as teleworking and telemedicine.

[Statements of the participants were supplemented by aspects from the vision of "Schöne Aussichten - Forum für Frankfurt"].

[Links to other topics: 1. Work & Economy, 5. Environment]

## Recommendations for Actions

- State: Keep access barriers for all forms of mobility low. Consideration of resources/space consumption by different forms of mobility.
- Companies: Consider access, environmental and spatial aspects in mobility projects (in addition to safety, economic efficiency, etc.)
- Individuals: Consider resource consumption of mobility.
- [...]



### Specific Examples (German)

- Eine open-source App, die alle Mobilitätsformen berücksichtigt.
- Elektroroller: z.B. [emmy-sharing.de](http://emmy-sharing.de)
- door2door: [www.door2door.io](http://www.door2door.io)
- Volocopter: [www.volocopter.com/de/](http://www.volocopter.com/de/)
- Drohnen als Paketlieferanten (aber: Drohnenverordnung)
- [weitere]

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## Possible Indicators

- Do you regularly use one or more mobility app(s)?
- (Like for Environment) Do you use sharing services for mobility?
- [Usage of teleconferences?]
- [Utilization rate of trucks?]
- [...]



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## Topic 8: Community

# Vision

The increasing possibilities for communication and networking through digitalization allow more and more people of all ages and income groups barrier-free access to and participation in community.

Digital technologies are used in addition to analogue access to strengthen trust and solidarity between people, promote tolerance and respect, and support cohesion and the common good. New forms and approaches of sharing, mutual assistance and cooperation will also be used.

Through digital and analogue platforms, people participate in a targeted way in discourses on societal issues. Diversity of society is supported by digital possibilities as well as equal rights, inclusion and integration.

The always existing filter bubbles and social comparisons are kept in a healthy frame in the digital space.

## Recommendations for Action

- Individuals: Use possibilities (see examples)
- State: Support meeting platforms
- [...]

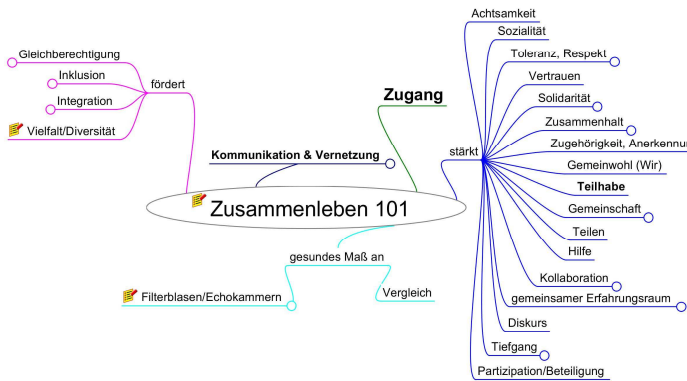
## Specific Examples (German)

- Begegnungsplattform wie [www.studip.de](http://www.studip.de) auch für Nachbarschaften ([breiter als nebenan.de](http://breiteralsnebenan.de))
- Menschen helfen sich gegenseitig: [helpmebro.world](http://helpmebro.world)
- Keiner bleibt allein: [www.keinerbleibtallein.net](http://www.keinerbleibtallein.net)
- Magic Leap als Zukunftsoption: [www.magicleap.com](http://www.magicleap.com)
- [...]

## Questions for you

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## Possible Indicators

- Do you have the impression that digital technologies promote the division or rather cohesion of society ?  
0 division to 10 strongly promoted cohesion.
- Do you have the impression that digital technologies promote conformity or rather diversity in society?  
0 conformity to 10 strengthen diversity.
- [...]



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# Topic 9: Security

## Vision

The future in the digital space will be as secure as possible through joint action by business, government and citizens. There are few violations of applicable law, as the security infrastructure is technically and legally up-to-date and misconduct is effectively prosecuted. Data protection and data security are thus secured as much as possible.

The informational self-determination of citizens is the guiding idea for the use of data. Users know who has recorded which data about them and can have them released or deleted as they require. This data sovereignty is supported by consumer protectors, government agencies, companies, educational institutions and civil society and made accessible with low barriers. Children and adolescents are - as in analogue space - under special protection.

There is clarity as to who may invade the privacy of other people under what conditions: security authorities on a judicial decision, companies only with full transparency about the conditions and with the consent of those concerned.

## Recommendations for Action

- Politics: Setting and enforcing contemporary rules. Promoting transparency and competence.
- Companies: Secure data protection and data sovereignty.
- Individuals: Increase competencies for digital security.
- [...]

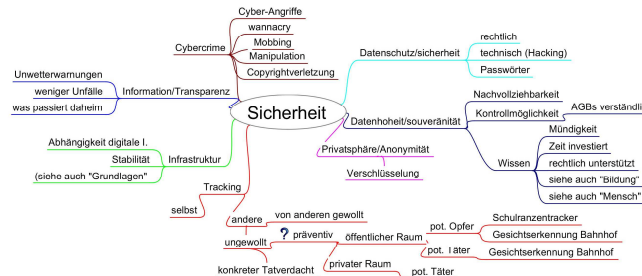
## Specific Examples (German)

- Bundesamt für Sicherheit in der Informationstechnik: [www.bsi.bund.de](http://www.bsi.bund.de)
- Digitale Selbstverteidigung: [digitalcourage.de/digitale-selbstverteidigung](http://digitalcourage.de/digitale-selbstverteidigung)
- Medien Sicher: [www.medien-sicher.de](http://www.medien-sicher.de)
- Gpg4win GNU Privacy Guard for Windows: [www.gpg4win.de](http://www.gpg4win.de)
- [weitere]

## Questions for you

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## Possible Indicators

- Have you been the victim of an attack in the digital space in the last 12 months? Yes/No (define attack if necessary)
- How well do you feel protected against attacks in the digital space? 0 not at all, 10 best.
- Do you feel that you have control over your data in the digital space, or does someone else have control? 0 someone else has control, 10 I have full control.
- [...]



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