[**Fear of Failure to Accomplish a Task**](https://youtu.be/SW6HqBLVaJg)

**Narrator:**

This vignette concerns psychological risks, interviewees will be discussing the fear of failing to accomplish a task.

This risk perception is associated with the fear of being unable to complete a task adequately. It manifests an observable behaviour, associated with a reluctance to engage with ICT, or anxiety engaging with ICT for the fear it will not work as intended.

In this section, you'll hear a number of video vignettes extracted from interviews with older Australians.

First we hear from Noel, age 64, who describes the efforts to conduct a class online, the issues that lead to worries about performing tasks, and how this leads to deeper fears.

**Noel:**

But most people use the Zoom share screen function to actually show their photographs to all of the rest of people on the soon call and that turns reasonably square reasonably often. So you know the thing you open the application to view your picture in you get your picture up and you sit it there in the background when it comes your time for you to show your picture you go share screen, click on that that application press share sounds like a winner doesn't it really easy and up it comes. Well no they click on the wrong thing somewhere they picked it to pick a browser they picked this they, yeah, and then and then they try and get out of it. At that point panic steps in and that's when it goes south in a big way for those people. Sometimes you know you talk them down a bit and sometimes they try again and they get it, sometimes you give them a couple of hints and they get it, and sometimes they get more and more flustered and it just doesn't work the more flustered they get the less um the less likely they are to do the sequence that they need to do.

**Narrator:**

Next, Lee, age 77, speaks to her own experience trying to run a webinar and the nervousness and fear of failure which that brought with it.

**Lee:**

Ballarat U3A recently had to have an AGM it had been deferred, it then eventually had to be held. And the job of running it was thrown at me, and I had to conduct a webinar which I didn't know anything about at the time or how to do it. So I went on a pretty steep learning curve, searching through zoom's own presentations on how to do it, asking a lot of questions. And because I was the only one there on the committee that was figuring that out, we did a couple of trial runs and thought we'd got things right but when it came to the actual webinar, I was nervous that I would do something that didn't work, or that you know might ruin what was what we had to get through. In the event it would it went very smoothly.

**Narrator:**

Finally, Noel, age 64 discusses another online classroom experience where the teacher is making efforts to support students with many becoming distressed by their own inabilities.

**Noel:**

And the guy that actually runs it, has got huge amount of patience, and he just calms them down because they get really flustered and just want to stop and we've had people that just walk out of that Zoom class just shut down because they've been that distressed that they couldn't do something.

**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.