



HOW AGENCIES ARE ENGAGED IN ELDERLY CARE: FROM A SOCIOLOGICAL PERSPECTIVE

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RESEARCH ARTICLE



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Abstract

The present paper deals with the role of agencies that are related with the elderly care through digital framework from a sociological orientation. The study explores the transformation role of caring agencies from a traditional based family responsibility and support to the digital platform based mediated care which shapes the mundane life style of the older adults. In, doing so, paper is based on Zygmunt Bauman, Anthony Giddens and Peter Laslett Perspectives that helps to analyze the relationship between the digital technology and the caring agencies of the elderly people. Lastly, this paper tries to give a brief picture of both sides as the digital platforms helps to provide various opportunities for older care and participation at the one hand and also simultaneously creates the inequalities, dependency among the older adults at the other hand.

Keywords: *Elderly care, Older adults, Digital Platforms, Agencies*

Introduction

The ageing populations caring system has transformed into a new digital platform that prompted into a major Sociological outlook. In the context of contemporary society, the care for elderly is no longer associated depended upon the responsibility of family member but rather various agency in the form of State, NGOs, Community organizations, medical system and even the digital health providers also play the crucial role. According to WHO, older adults is often stereotyped into various and diverse health conditions for which they seek social, physical and mental health support. In India, traditionally the caring services for the older adults was directed towards the responsibility of family members. With the introduction of Industrialization, urbanization, women's empowerment, nuclear family, changing pattern of Inter-generational family conflict etc. lead to weaken the family dependency towards the health care in system of the older adult. This result it the caring system change into the instrumental framework via formal and informal agencies. According to OECD, as the age increases the likelihood of needing help associated with the mundane activities in the form of cleaning cooking self-care etc. These itself demanded the institutional here with the help of digital platforms and paid care giving services. In the parlance of contemporary zone, where the children remain to stay in abroad due to their career and profession by their choices unable to staying touch with their elderly parents. This digital platform actually help the younger generation to keep in touch and also to provide essential and necessary hearing services related to it.

From a sociological orientation the agency in terms of older adult caring services involves the organizational providing services at the one hand and also the ability of older adults to participate in the decision making process related to the domain of aging. Digital Platform increase its dimension of agency of caring services among the older adult by integrated with the medical practioners, care service providers, welfare schemes, emergency services and so on. In this context, Sherry Turkle (2011) has argue that technology is itself the Agencies for creative the new form of intimacy full stop at the same time digital platform or technology creates new form of inequalities as because in the Indian society even now highest proportion of older adults were remain digitally illiterate. Alongside the role of anxiety, lack of trusting the technology, limited accessibility to technology were regarded as the main obstacles of older adult to remain digitally literate. It is also evident from various studies on digital platforms related to the older adults health that they face numerous hindrances while adopting the technology. In such circumstances digital education and also the seeking support environment from family, friends and community among the older adults will improve the digital adaptation or reduces the digital divide gap across the globe. It is also be noted that due to the improvement in medical and nutritional facility lead to increase the life expectancy of people and as a result the aging population increases. Nowadays ageing are not viewed as a biological process but as a social construction. The caring of elderly people in the present society through technology development represents the ideal form from both the older adults and their family

member's point of view. The digital technology on the domain of health parameters of older adults led to create the self-tracking culture so that to monitor their health physical condition (Lupton, 2016). According to WHO, digital platform help the older adults to gain the healthy aging at one hand and independent living at the other hand. Along side the positive attributes of digital technology towards the caring agencies of older adults we must not forget the intensify concern related to them in the form of digital exclusion, unequal accessibility of Technology and emotional isolation. This paper tries to explain the sociological orientation of elderly care by incorporating the lenses of Zygmunt Bauman, Anthony Giddens and Peter Laslett. By incorporating the modern theorists in this paper, it helps me to gain a clear and significant perspective for exploring the changing relations of caring services within the domain of technology based innovations and active aging in the present society.

Research Methodology

The present study is based on the secondary sources of data. While doing so, the researcher adopts both the qualitative and exploratory sociological approaches, in order to understand the transformation nature of elderly care within the platform of digitalization. In doing so, various literature have gone through from, books, journals, research reports related to elderly care, digital society, platform based caring agencies. Moreover the study also incorporates the theories of Zygmunt Bauman, Anthony Giddens and Peter Laslett. Lastly, the methodology tries to emphasis on the analysis of interpretative and theoretical ground on the existing literature.

Re-Organizing the Elderly Care through Digital platforms

Through digitalization the nature of elderly care has transform from direct face to face Institutions like family to the hybrid arrangements. Various digital platforms like wearable devices, online media shopping, health apps etc are not only be able to monitor the health condition of older adults but also signify the new phase of mediated care relationships. It can be viewed as the process of platformisation where the digital platform penetrates in the structure and pattern of social economic and institutional life of every individual and where the older adult are not the exception behind it. Elderly care in the domain of digitalization means the reorganization of care through data analysis, various technology-based applications and rigorous monitoring of health condition. All these are not to be thought to implement in the routine lifestyle of older adult but now it has been made possible because the proliferation of digital technology around the every corners of the globe. The new phone of mediating the structure of caring through digital platforms helps to enhance the quality of life among the older adult through active aging which prompted them to improve the social participation skills (Alan Walker, 2002). Digital platforms help the older adult to receive the social and health support inside of living inside the premises of home. In this context Í.de Siqueira Silva and Aj de Aracjo and others (2024) argue that digital carrying services which is often called as gerentechnology formed the relationship between the elderly people help and social support. According to them these relationship is created by the digitalization in order to help the older adult and to remain independent and safety in their life at their home. Digitalization in the caring services gives priority to the notion of Independence and safety without getting compromise at any level. The preferences of older adult are also need to be considered on the realms of digital care and at the same time it needed to be equitable and accessible (E. Kainiemi and others, 2023).

In the parlance of the contemporary society the digital care among the older adults cannot be viewed as a technical process but rather it is embedded socially. The accessibility of digitalization is shape and depends upon the level of income, education, support and environment of the individual. In the context of Indian society older adults often faces the issue of digital exclusion which is regarded as one of the serious problem in this present era. During and after Covid times, we observed that the older adults faced lots of problem as the digital platform has become a new -normal to meet their needs of profanity- caring services are also fall into this category. In a nutshell, we can say that digital care for the older adults must be analyzed through the lenses of sociology of aging, inequality, transformation of institutional framework. Apart from the caring services, the digital platforms help the elderly people in numerous ways that include the formation of communication between the children or relatives who lives far away, seeking the accessibility of various schemes, involve and participate in numerous online activities and community which are most importantly help them to reduce the social isolation.

Elderly Care and Agencies

The sociological study of aging is known as gerontology that deals how does society interpret systematize and participate in old age. Many sociologist ten to view aging as a social constructive notion rather than as pure biological process. As we all know the presence of heterogeneity element in older adults category for which the experiences of old age among the elderly people may differ from one another in the form of Class, caste, Gender and in contemporary society which is most important is the accessibility of digital skills, usages and outcomes in general we called it as digital literacy. The disengagement theory stated that the primary process of aging involves the withdrawal of older adults from social life. E.Cummings and W.Henry (1961) argued that the process of disengagement is necessary, functional and normal for the society to live and exist. At the back of the mind of the older adult was stereotype as a passive and dependent entity. Activity Theory on the other hand tinted to focus on the nation of successful aging which is basically based and support the active participation of older adult toward their social life. According to Havighurst (1961), those older adults were active participate in social life lead to achieve the foolish life satisfaction and the quality of wellbeing. Continuity Theory on the other hand specifically R.Atchley (1989) argued that the elderly people were able to maintain the flow of continuity in the domain of relationships, habits and identity during their life circle. Contemporary thinkers like Philipson (2013) need to examine from the framework of globalization, social inequality and neo-

liberalism by rejecting the simplistic view of point of aging. He father are you that the presence of heterogeneity among the older adults is due to the variation in social economic conditions and welfare of the state. Sarah Harper (2014) argued that in the context of globalization aging society are also shaping with the dimension of intergenerational relationships, labour - capital system and Institution of Health and Care. She father argued as there has been increase in the longevity, older adult do have the extra opportunity to participate in the social life and also ensuring the greater autonomy and independence. Along with the increase in longevity, Harper argued that is also produce challenges related to social care.

In a broad aspect the caring for older adult is a multi-agency framework. At the one hand the government provides the caring services for the older adults through various policies, health schemes, welfare Programmes etc. Market also provide the caring services in the form of private hospitals, paid care givers, various insurance, health- home care agencies etc. Mike Featherstone and Mike Hepworth (1991) argued that in the postmodern society is very much related with the lifestyle, habits, identity etc. The family provides the care of emotional, financial and practical support. Various community along with NGOs also provide the care to the elderly people via counselling services, awareness programmes, digital literacy camps and many more. Digital platform has transform the domain of elderly care and it act as the negotiator of these various agency. Digital platform helps the older adult to bridge the connection with the doctor, social workers, family members etc at the one hand. And it also help them to seek various government schemes related to pension, health and many more on the other hand. Digital Technology has transform the elderly care through tele medicine various health monitoring apps, wearable health devices which helps them to check the present health status. According to WHO, these transformation of elderly care is in fact raises the accessibility of improving Healthcare services and also to ensure the independent living. According to Chen, Ding and Wang (2023), digital technology does have the potentially to transform the genetic care and also be able to manage the chronic illnesses from the older adults. The digital platforms also able to help the family members of the older adult to provide care and services to them. Various studies show that communication with near and dear ones through the digital platform at a distant place helps to boost their cognitive well-being. The NITI Aayog scheme on senior reforms suggest that the challenges faced by the older adults in this present society is the changing pattern of family relations and social isolation which affects them spontaneously. The report however also suggested that there is a need for incorporating the caring system along with social support within the plethora of digitalization. In this context, WHO also argue that by the incorporation of the caring system with the digitalization older adult are able to achieve the 'healthy ageing'. That's why WHO declared the decade from 2021 to 2030 is going to be the decade of healthy aging as more older adults are incorporating their daily life with digital technology. In the context of Indian society the government must take the initiative to incorporate the need and care of older adults to digital platforms through digital inclusion, accessibility of digital health care, financial security, protection from digital fraud and telemedicine.

In spite of the various advantages of digital care need for the elderly people one must not forget the digital care of the older adults produced the acute exclusion which resulted them marginalization in the wider social context. Before incorporating the older adult care to digital agency one must need to aware about the opportunity and challenges related to the digital participation (Livingstone, 2009). According to Jan Van Dijk (2020), the digital inequality that the older adults faces is the reflection of broader social inequality. The digital exclusion among the older adult is due to low digital literacy, financial constraints, lack of accessibility, fear and anxiety related to technology and the health condition. Similarly in this context Ulrich Beck (1992) argued that the modern society does provide the manufactured risk which are formed due to technological advancement.

Role of Agencies in Elderly Care

During the letter years of life elderly care in the present society is no longer restricted to the domain of family responsibility rather various state welfare agencies, NGOs Government and private banks, post offices, private service providers etc are managed equally. The role of agencies in elderly care need to be study from the functions that are provided by both the government and private organization that includes pension schemes, Institutional care and services security programs etc. Government as a role of Agent place the most effective role for supporting the older adults through social security programs. The programs like Indira Gandhi National old age pension (all over India), 'Badhyako Bhata' (West Bengal) had gained popularity all over the country. Under IGNOP scheme the older adults who live below the poverty line receives the financial support and assistance from the central government of rupees 200 per month (60 to 79 years) and 500 per month (80 years and above). While in the 'Badhyako Bhata' Older adults receives Rs 1000 per month. From this perspective one may view that aging policy related to care on the realms of agency are decentralized and uneven. Post office and Bank, Government and private organizations also plays the important agencies role to the older adults by safe income, interest income scheme, financial inclusion etc. The older adult entitle the senior saving schemes in both the banks and post office which marked as a source of income for them. Due to this reason M.I.S has become relevantly popular among the older adult and it has been marked majority by the government. In April - June 2026, it has been reported that around 8.2% interest rates provided by the Indian Post Office for the older adults. Apart from mailing department, post office has become much more popular among the older adults as it provides the recurring deposit, PPF, SCSS etc. And it also mark as one of the important agency for providing financial assistance among the older adults especially in rural areas. This role from a sociological perspective not only help the elderly people to hold their position, dignity in the society but it also helps them to gain the financial literacy, mobility, documentation work and digital accessibility. In this context Amartya Sen argued (1999) that all the agencies that include bank, post offices etc help to increase the capabilities of older adults through the accessibility of economic resources.

In the parlance of contemporary society various private organizations, NGOs are able to fill up the roles of state and family. Help Age India is one of the organization that are basically used to provide the health care services along with the welfare schemes

like livelihood support elder rights especially for the older adults. This welfare role of NGOs serve as a mediating agencies for the older adults to create awareness, advocacy and support. According to T.H.Marshall (1950), social citizens are eligible for seeking the basic standard of life through welfare and security. In such circumstances old age pensions are regarded as one of the fundamental social rights for older adults. The modern welfare state always holds the re distribution of resources between cohorts. While the public pension scheme refers as social contract across the different generations (Kohli, 2004). Due to the rise of urbanization, migration, breakdown of joint families institutional services and care providers for older adults has increase simultaneously. Moreover these institutional service providers such as old age homes, Day Care Centers, care givers center's act as the new agencies for older adults to provide them the services. In addition to it, such institutional care providers are very much professional, organized and commercial oriented. Various formal Institutions of state act as an agent for providing care and support to the older adult. The program like Ayushman Bharat act as the main agent for Health and Care among the elderly people. The main objective is to reduce the vulnerability of health among the older adults. The scheme was to provide the health cover up benefits up to rupees 5 lakh per year and the older adults are not exception behind it. Aayushman Bharat can be viewed as one of the Welfare agent that tries to reduce the family burden and transform into the entitlement of public domain. Moreover this program can be seen as a process through which the government tries to reduce the health inequality. By reducing the health inequality is also another way of reducing the social inequality as both are interlinked with each other (Marmot et al. 2004).

Concessions on Indian Railways for older adult has been traditionally acted as an agent for mobility, medical travel, social participation etc. Regarding the Railway concession for elderly people was debated in 2025 parliamentary session. However apart from the monetary rebates senior citizen are also allocated it with lower berths for their age specific needs. In this context we can mention that the problem related to old age is not always economical but also social so does the Peter Townsend (1957) had argued this. The financial insurance like LIC also plays an active role of agent for older adults as a provides the pension and Security Scheme for them and can be regarded as an aging welfare schemes. According to Gosta Esping -Anderson (1990), the welfare agency scheme act as a Process or tool through which the insecurity that are associated in old age are reduce by the joint ventures of state and market.

Older adults are often seek the requirement of special care. The National program for Healthcare of the elderly and their main objective is to ensure the preventive, curative and Rehabilitation services for them. Geriatric Wings in hospital for the elderly people is the new addition. Various legal protection are also act as an agent for the older adult like the maintenance and welfare of parents and senior citizen act 2007 which is specially directed and recognized for older adult rights that includes maintenance medical attendance and treatment. This act is specifically made to fight against the neglect ion of older adults that also includes the abuses and abandonment (ISSAC, T.G.et al, 2021).

Seeking services from agencies by older adults in a digital friendliness way

By the term digital friendliness we mean the easy accessibility of digital service. In the context of older adult these digital friendliness can be regarded as one of the way through which they can seek the various services as a form of agency - by receiving the messages of pension, online banking facilities, appointment of medical practitioners and many more. If we compared the digital friendliness way of seeking the services from agency by older adult with Japan then we will find that both Japan and India's older adults do faces various hindrances towards digital adaptability. In both the cases countries are looking forward to the digital governance and digital Finance. Now a question may arise why the researcher make a comparative analysis with a country like Japan the answer is simple that Japan is recognized as a super aged society and the older adults constitutes 28.7% of country's total population. According to Mubarak and Suomi (2022), older adults are excluded from the participation in digital platform. From a sociological lenses one may think that digital friendliness is linked with social citizenship. It has been found that if all the welfare schemes are digitalized and older adults are unable to use it then and only then the process of digitalization may lead to weaken the rights of citizenship. Japan is regarded as one of the advance Society for AG which encourages the state to develop the solution associate with digitalization for elderly people. It has been found in Japan that mobile companies walked tremendously for providing the services for older adults with act as a mechanism of agencies. In this context we may mention that digital agency of aging can be view not as a challenge of welfare schemes rather as an opportunity for technological advancement. Apart from such advantages of Technology advancement various Scholars like Aung and colleagues (2022) found that majority of Japanese older adults were unable to use the internet on their smartphone. Again Yasuoka (2023) found that Japan digital society fails to adopt in the lifestyle of elderly people.

In India too, there has been a proliferation of digital governance through the connection of Aadhar Linked Services with mobile phone numbers, bank account numbers, online pension services, UPI etc. In fact the older adults welfare portal is one of the digital platform that act as an agency for seeking such services. However various studies suggested that out reaching of online platform of welfare portal will reach at every corner of the country after starting period of time when the digital literacy rate will achieve its fullest parameter. In India, older adults still face the digital exclusion as majority of them have not reach the skills, accessibility and outcomes. For Digital friendliness various offices that involves Bank, Post Office, government sectors have taken the initiative to create awareness of digital literacy among the older adult so that they can seek the services at a single touch and at any point of time.

Zygmunt Bauman: Liquid Modernity in relation with the Elderly Care

To understand the notion of elderly care Zygmunt Bauman's Liquid Modernity is highly relevant for understanding. At the very first juncture, Bauman stated that the contemporary society is characterized by fluidity, uncertainty, weakening the social bonds

or relationships and the rise of Individualization. While we know that elderly care in traditional society is always based on the responsibility of family members and the community structures. As Bauman stated that the contemporary society is marked by liquid modernity where the structure of elderly care is itself becomes fragile, flexible and mobile. According to Palesa (2013), Bauman uses the notion of liquid modernity to move beyond the condition of post modernity which is characterized by a way of temporary condition, seeking desire and achieve the utility. The care of older adults in liquid modernity is very much depend upon Outsourcing, commercialization and platformisation. The commercial aspect of elderly care is less depend upon the ties of social integration rather depended upon the ability to market culture on the realms of consumption upgradation and participation. Moreover the older adults and their family becomes the instrumental for selecting the caring services from home, institution, care givers etc. Digital monitoring the health services of the older adult is also one of the greatest example of it. From these understanding one may say that the caring services of older adult has become a market commodity and the older adults being treated as the consumer of caring services rather than treated as a respectable citizen of the community. In other words we can say that the identity of older adult as a respectable member of the society has been replaced by the consumer of care in the market economy of liquid modernity. Erich Fromm (1976) explain these Idea as a process of searching security by the individual through the path of consumption. From these we can say that a stratify system has been created as those older adults who are not in a position to access the digital care services they remain to be excluded from the wider structure of the society and Vice versa.

The main theme of Bauman's liquid modernity is the rise of networked individualism. The modern society is always mark by the advancement of Information, Network and Technology. But this advancement does not create any strong bonding between the members of the society what rather having the weak social bonds. With the introduction and advancement of communication technologies we cannot rightfully assure that there is digital inclusion among the older adult. This digital networks created a new dimension of communication and at the same time produces the networked individualism rather than focusing on the deep a strong community sense of belonging (Castell, 1996; 2001). A video call from the family member to the older adults monitoring their health status through various health applications may provide the new authenticity care but it cannot be an alternative to the embodied care that the family provide to them as it is always based on the realms of emotional bonding, intergenerational intimacy and responsibility. In this context, Bauman's (2000) differentiation between 'group' and 'swarm' holds a special role. The group refers to the moral responsibility such the family members provide care to the older adults. While the Swarm refers to the changing desire consumption practices which the digital platform provide the temporary connection but not even lasting here relationship with family members. The key question that need to address for that whether the digital platform create care or will it replace by the traditional services of care provided by the family members.

Structuration, Reflexivity and Modernity: Giddens in the Paradigm of digitalization

At the very beginning, Giddens makes comparative analysis between the traditional society and modern society. He emphasizes more on the modern society where it is characterized by organized social Life through the advancement of technology-based network, continuous process of self-monitoring and the abstract system. In the plethora digital society this tenants are becomes much more observable in our day to day activities as the technology tries to reorganize the domain of communication, healthcare, social relations etc. According to Giddens the social life is very much influence by the relationship between the structure and agencies which is regarded as the one of the core theme of his theory. He further argued that within the social structure individual tries to act. By this individual action which are also at the same time the structure which are reproduced and transformed. Giddens in his "Consequences of Modernity (1990)" and "Modernity and Self Identity (1991)" argued that one of the central feature of modern society is the aspect of social change, globalization, institutional reflexivity and disembedding mechanism of social relationships. One of the central feature of his theory is disembedding that is the re-organisation of social relations. In the context of digitalization the facilities of online banking, social media, care giving here etc are all the treated as the process of disembedding. From the perspective of older adults there is no point at any juncture to treat them as the passive recipients of technology because they can make their own decision regarding the doctor appointments, ordering the medicine, engagement in social participation and so on. However what is most important for the older adult is that for seeking the care the choices they make is shaped by the structure of education, income, family background, digital infrastructure, accessibility, condition of health etc. It has been found that the digital literate older adults uses the digital platform for seeking the caring benefits than those who are lacking the digital literacy motivation.

Another important feature of Giddens theory is the notion of risk society which is very much connected to Ulrich Beck's notion. Just like Beck, Giddens also argued that modern society does create the manufactured risk. In the context of digital platform this like cyber fraud, data exploitation, surveillance etc are much more relevant in recent times. From the older adults perspective they are basically vulnerable to the digital platform as the lack the accessibility of technology which create the gap that is the Digital divide and moreover that leads to them the social exclusion. Reflexivity on the other hand that individual try to always reconstruct monitor and evaluate their lives in a constant and continuous process. With the proliferation of digitalization the notion of reflexivity has become much more intense by engaging continuous with the online platform like social media feedback, health monitoring application etc. For older adult the notion of reflexivity can be observed by increasing use of wearable monitoring devices to routinize their blood, sugar, pressure exercise in the form of health applications and online groups. This reflexivity not only create a new form of self-management and self-care but also at the same time it take place huge responsibility for the technology adaptations. In addition to it create an exclusion and anxiety among the marginalize digital older adults. Giddens notion of Trust plays a suitable rule in the digital society were the individuals are often trusted the online platform more

than any other medium. This trust system is not fully understood by the older adults as the fear of anxiety, fraud, and loss may lead them to ignore search digital care needs.

Care giving for the older adults is not the responsibility of the family members through physical assistance as it also involves the emotional labour. This emotional labour involves the managing feelings which is the part of care giving work (Alrie Russell Hochschild, 1979). Around the globe it is the women who perform the high responsibility towards care giving work. Digital platform on the other hand make provide the efficiency of care giving services but at the same time it also provide the precarious labour condition due to unstable employment, commodify emotional care and low wages. The care need to be understood from the moral and political responsibility rather than only based on private labour (Tronto, 1998).

Peter Laslett's Third Age and Fourth Age: Active Ageing and Digital Platforms

In the study of ageing and social gerontology, Peter Laslett's "A Fresh Map of life" the emergence of the third age is regarded as one of the influential works. At the very beginning Laslett (1989) argued that as there has been tremendous increase in longevity accompanied by the advancement in the field of education, health, welfare etc which led to modification of ageing in the modern society. The older life according to him should be visualize as the emergence of new stage ranging from adulthood to the extreme dependency of what he termed as the "third age". He distinguishes the life model into four stages:

- First age is comprises with childhood and dependency.
- Second age is the age of adulthood were all family responsibility and the work remains the primary concern.
- Third age is the old age starts that is after retirement, older adults remain to be very active for self-fulfillment and active participation.
- Fourth Age are the dependency arises and finally led to decline.

One of the greatest achievement according to Laslett is the emergence of third age that is the phase of retirement where in the modern society older adult no longer refrain or withdrawal from their responsibility with resulted the active participation. But one may also keep in mind the heterogeneity element presence among the older adults in terms of educational background, class, cognitive abilities and health conditions. In other words we are trying to say that not every older adults experience the process of aging in a same way. According to Gilleard and Higgs (2000) Laslett concept of third age is very much related to the notion of consumer culture and the process of active ageing.

In the context of digitalization online platforms suited the third age as it involves the digitally active engaged and connected older adults. Digital platforms also helps the third age by enhancing the capacity to adapt technology, online learning, maintaining social relationship and seeking entertainment. All are the new regimes of caring services that the older adults in the third age are seeking for. In addition to its digital platform help the older adult to enhance the social participation, autonomy, respect and hold to maintain their identity. What distinguishes the fourth age from the third age is that there is always a risk of exclusion of older adults. In fourth age older adult are suffering from various physical and cognitive hindrances with resulted too dependent upon others. Digital care for older adult assumes that their capable enough for handling the technology through apps and online services. However this may help the older adults were belonging to the healthy, wealthy and educated sections of the society and at the same time it also marginalized the older adults of belonging to the poor and having limited digital background. From Laslett's background it is clear that not to treat the older adults in a homogeneous category. There is different from care agencies which are encouraged the active aging by digital participation and other can be used on dependency care. Biggs (2001) also points out that the relevance of inequalities among the older adult by idealizing the notion of active aging. Does we can say that the digital platforms Agencies need to be evaluated according to seeking the empowerment either in the third age or in the fourth age. Last but not the least, the agency of care for the older adult need to distinguish between the independent active ones and dependent ones.

Conclusion

These paper suggest there has been a transformation of elderly care from a family oriented model to a various Agencies and digital platform oriented model. The new digital platform oriented agency of care create new possibilities and opportunities of monitoring the health condition of older adults along with the accessibility and communication which place them in a condition of "ageing in place". At the same time we must not forget such a new digital form of care also create exclusion dependency and emotional distance. In this paper with demonstrate the Bauman's motion of liquid modality with in the plethora of individualization of care. Giddens theory help us to analyze the relationship between structure agency and trust on the domain of reflexive self-care. And Laslett help us to make the distinction between the active and inactive ageing. Lastly, this theories are helpful to provide a strong sociological perspective agencies of care among the older adult in the new region of digital era.

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