



SISTEMA STATISTICO NAZIONALE  
ISTITUTO NAZIONALE DI STATISTICA

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# MULTIPURPOSE SURVEY ON HOUSEHOLD

ASPECTS OF DAILY  
LIFE

YEAR 2023

**FOR ALL**

**self-administered questionnaire**  
**(Component n.   )**

Individual questionnaire Component n.     

**14 INTERNET**

**( FOR PERSONS 3 YEARS AND OLDER)**

**14.1 When did you last use the internet?**

*Any internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers.*

- Within the last 3 months.....1 ☐
- Between 3 months and a year ago .....2 ☐
- More than 1 year ago .....3 ☐ **go to 17.1**
- Never used it .....4 ☐

**(Only for respondents who answered cod 1 or 2 in q. 14.1)**

**14.2 How often on average did you use the internet in the last 12 months?**

- Every day .....1 ☐
- Sometimes a week .....2 ☐
- Once a week.....3 ☐ **go to 14.4**
- Sometimes a month (less 4 times).....4 ☐
- Less once a month .....5 ☐

**(Only for respondents who answered " Every day or sometimes a week)**

**14.3 Did you use the internet several times during the day?**

- NO .....1 ☐
- YES .....2 ☐

**(Only for respondents who answered within the last 3 months in q. 14.1, otherwise go to q.14.22)**

**14.4 How often have you used the Internet at home, at your workplace, at your place of education or anywhere else?**

**(one answer for each row)**

- |                                    | Every day                  | Sometime s a week          | Once a week                | Sometime s a month         | Less once a month          | Never i                    |
|------------------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| At home                            | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |
| At place of work (other than home) | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |
| At palce of education.....         | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |
| At another person's home.....      | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |
| Other                              | 1 <input type="checkbox"/> | 2 <input type="checkbox"/> | 3 <input type="checkbox"/> | 4 <input type="checkbox"/> | 5 <input type="checkbox"/> | 6 <input type="checkbox"/> |

**ATTENTION!**

**Here ends the questionnaire for 3 to 5 year-olds.**

**Continue for Others!**

**(Only for respondents who answered at home in q. 14.1, otherwise q.14.6)**

**14.5 What types of internet connections are used at home?**

**(tick all that apply)**

- Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, public Wi-Fi connections .....1 ☐
- Mobile broadband connections (via mobile phone network, at least 3G, e.g. UMTS, using (SIM) card or USB key, mobile phone as modem) .....2 ☐
- Mobile narrowband connection (via mobile phone network less than 3G, e.g. 2G+/GPRS).....3 ☐
- Dial-up access over normal telephone line or ISDN .....4 ☐

**14.6 On which of the following devices did you use the internet in the last 3 months?**

**(one answer for each row)**

	NO	YES
Desktop computer	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Laptop, netbook	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Tablet	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Mobile phone or smartphone	7 <input type="checkbox"/>	8 <input type="checkbox"/>
Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)	1 <input type="checkbox"/>	2 <input type="checkbox"/>

**14.7 For which of the following activities of communication did you use the internet (including via apps) in the last 3 months for private purpose?**

**(one answer for each row)**

	NO	YES
Sending / receiving e-mails	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Making calls (including video calls) over the internet., via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Using instant messaging, exchanging messages, e.g. Skype, Messenger, WhatsApp, Viber, Snapchat	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)	7 <input type="checkbox"/>	8 <input type="checkbox"/>
Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	3 <input type="checkbox"/>	4 <input type="checkbox"/>

**14.8 How often have you used Twitter, Facebook, Instagram, Tiktok, LinkedIn, YouTube in the last 3 months?**

**(one answer for each row)**

	Every day	Sometime s a week	Once a week	Sometime s a month	Less once a month	Never i
Twitter.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Facebook.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Instagram .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
TikTok .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
LinkedIn.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>
YouTube.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>

**14.9 For which of the following activities did you use the internet (including via apps) in the last 3 months?**

**(one answer for each row)**

	NO	YES
Reading online news sites / newspapers / news magazines.....	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Reading or downloading online books or e-books..	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Seeking health-related information..... (e.g. injuries, diseases, nutrition, improving health, etc.)	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Looking for a job or sending a job application .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Internet Banking via website or app	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Selling of goods or services via a website or app (e.g. eBay, Facebook, Marketplace, Subito, ecc. ).....	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Finding information about goods or services ....	7 <input type="checkbox"/>	8 <input type="checkbox"/>

**14.10 Have you conducted either of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?**

**(one answer for each row)**

	NO	YES
Doing an online course	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks, learning apps)	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.)	5 <input type="checkbox"/>	6 <input type="checkbox"/>

**14.11 Which of the following activities have you carried out in the last 3 months?**

**(one answer for each row)**

	NO	YES
Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud .	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Downloading or installing software or apps.....	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu) .....	5 <input type="checkbox"/>	6 <input type="checkbox"/>

**14.12 Which of the following software activities have you carried out in the last 3 months?**

**(one answer for each row)**

	NO	YES
Using word processing software	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Using spreadsheet software.....	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Editing photos, video or audio files.....	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Writing code in a programming language	5 <input type="checkbox"/>	6 <input type="checkbox"/>

**14.13 Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, Twitter) in the last 3 months?**

NO.....1 ☐ **GO TO 14.17**

YES.....2 ☐

**(Only for respondents who answered 'yes' to q. 14.13 otherwise go to q.14.17)**

**14.14 Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months?**

NO.....1 ☐ **GO to 14.16**

YES.....2 ☐

**14.15 How did you check truthfulness of the information or content found on the internet?**  
**(tick all that apply)**

- Checking the sources the internet or .....  
finding other information on the internet  
(e.g. other news sites, Wikipedia etc.....)1 ☐
- Following or taking part in discussion  
on the internet regarding the information .....2 ☐
- Discussing the information offline with other  
persons or using sources not on the internet ....3 ☐

**(Only for respondents who answered 'No to q. 14.14 otherwise go to q.14.17)**

**14.16 Why did you not check truthfulness of the information or content found on the internet?**  
**(tick all that apply)**

- You already knew that information, content or  
source was not reliable .....1 ☐
- Lack of skills or knowledge (e.g. did not know  
how to check information on the internet or was  
too complicated to do).....2 ☐
- Other reasons .....3 ☐

**14.17 Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?**

**(tick all that apply or item 7)**

- Read privacy policy statements before  
providing personal data ..... 1 ☐
- Restricted or refused access to your  
geographical location ..... 2 ☐
- Limited access to profile or content on social  
networking sites or shared online storage  
(eg. Google Drive, Dropbox, ecc.)..... 3 ☐
- Refused allowing the use of personal data for  
advertising purposes ..... 4 ☐
- Checked that the website where you provided  
personal data was secure (e.g. https sites,  
safety logo or certificate) ..... 5 ☐
- Asked websites or search engines  
administrator or provider to access the data  
they hold about you to update or delete it .... 6 ☐
- Have not carried out any of these actions .... 7 ☐

**14.18 Have you changed the settings in your internet browser to prevent or limit cookies on any of your device?**

- NO.....1 ☐
- YES.....2 ☐

**14.19 Do you use software that limits the ability to track your activities on the internet on any of your devices?**

- NO.....1 ☐
- YES.....2 ☐

*(For persons 14 years old and older who used the internet in the last 3 months)*

**14.20 Did you carry out any of the following activities via a website or app for private purposes in the last 3 months?**

*(one answer for each row)*

**NO YES**

Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket ..... 1 ☐ 2 ☐

Take a loan, mortgage or arrange credit from banks or other financial providers ..... 3 ☐ 4 ☐

Buy or sell shares, bonds, units in funds or other financial assets ..... 5 ☐ 6 ☐

**15 USE OF E-GOVERNMENT**

*(FOR PERSONS 14 YEARS OLD AND OLDER WHO USED THE INTERNET IN THE LAST 12 MONTHS)*

**15.1 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**

*(one answer for each row)*

**NO SI**

Accessed information stored about you by public authorities or public services (e.g. information regarding pension, health including government health application, Viewing Administrative Penalties, ecc.) 1 ☐ 2 ☐

Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, about enterprises) 3 ☐ 4 ☐

Obtained information about services, benefits, entitlements, laws, opening hours, etc. 5 ☐ 6 ☐

**15.2 Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?**

NO .....1 ☐

YES .....2 ☐

**15.3 Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with a government servant or a state healthcare for private purpose in the last 12 months?**

NO .....1 ☐

YES .....2 ☐

**15.4 Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?**

(tick one)

- Yes, I did it myself .....1 ☐
- No, it was done automatically (by the tax authority, employer, other authority) .....2 ☐
- No, I delivered it to the tax authority in paper format.....3 ☐
- No, someone else did it on my behalf (e.g. family member, tax adviser, CAF, friends).... 4 ☐
- No, for other reasons (e.g. not subject to income tax) .....5 ☐

**15.5 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?:**

(one answer for each row)

NO SÌ

- Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, identity card, license driver, ecc.) 1 ☐ 2 ☐
- Requested benefits or entitlements (e.g. pension, unemployment, child allowance, disability card, ecc.)..... 3 ☐ 4 ☐
- Enrolment in schools or universities 5 ☐ 6 ☐
- Made other requests, claims or complaints (e.g. report theft to the police, request legal aid, initiate a civil claim procedure)... 7 ☐ 8 ☐

(Only for respondents who answered 'no' to all options in q15.5; otherwise go to q 15.7)

**15.6 What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?**

(tick all that apply or option 1)

- I did not have to request any documents or to make any claims 1 ☐
- Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use) 2 ☐
- Concerns about the security of personal data or unwillingness to pay online (credit card fraud) 3 ☐
- Another person did it on my behalf (e.g. consultant, adviser, relative) 4 ☐
- Other reason 5 ☐

**15.7 Have you used your electronic identification SPID (public system of digital identity) or CIE (Electronic ID card) to access online services provided by public authorities or public services (e.g. submitting your tax declaration, applying for social benefits, requesting official certificates) or provided by business sector (e.g. accessing banking services, login to transport services), for private purpose in the last 12 months?**

- NO .....1 ☐
- YES .....2 ☐

**15.8 For what types of services have you used your electronic identification SPID or CIE in the last 12 months?**

(one answer for each row)

NO SÌ

- Services provided by public authorities or public services of your country of residence (e.g. submitting your tax declaration, applying for social benefits, requesting official certificates, accessing your health records) 1 ☐ 2 ☐
- Services provided by public authorities or public services of other European countries (e.g. submitting your tax declaration, requesting official documents or certificates, 3 ☐ 4 ☐
- Services provided by business sector (e.g. accessing banking services, login to transport services, identification via eID e.g. on a digital marketplace) 5 ☐ 6 ☐

**Only for respondents who answered 'no' to q15.7; otherwise go to q 16.1**

**15.9 What are the reasons for not using the mentioned electronic identification SPID or CIE in the last 12 months?**

**(tick all that apply or option 1)**

- I was not aware of the existence of electronic identification SPID or CIE 1 ☐
- I don't have an electronic identification) 2 ☐
- I have an electronic identification but I didn't need to access any online services requiring electronic identification 3 ☐
- I have an electronic identification, but I don't feel safe using it (concerns about ICT security, personal data protection), 4 ☐
- I could not use my electronic identification due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access) 5 ☐
- I could not use my electronic identification to access the service via a smartphone or tablet 6 ☐
- I have an electronic identification, but I'm not using it for other reasons) 5 ☐

**16 USE OF E-COMMERCE**

**(FOR PERSONS 14 YEARS OLD AND OLDER WHO USED THE INTERNET IN THE LAST 12 MONTHS)**

**16.1 When did you last buy or order goods or services for private use over the internet? Use via any device (desktop, portable or handheld, including mobile or smart phone).**

**Orders via manually typed e-mails, SMS or MMS should be excluded Orders via websites or apps should be considered..**

- Within the last 3 months 1 ☐
- Between 3 months and a year ago 2 ☐
- More than 1 year ago..... 3 ☐
- Never ..... 4 ☐
- go to 17.1**

**(Only for respondents who ordered or bought goods or services for private use over the internet in the last 3 months)**

**16.2 Did you buy any of the following goods via a website or app for private use in the last 3 months?**

**Include online purchases from enterprises or private persons, including used goods..**

**(tick all that apply or answer 17)**

- Clothes, including sport clothing, shoes or accessories (e.g. bags, jewellery) ..... 01 ☐
- Sports goods (excluding sport clothing)..... 02 ☐
- Children toys or childcare items (e.g. nappies, bottles, baby strollers)..... 03 ☐
- Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants) ..... 04 ☐
- Music as CDs, vinyls etc ..... and/or Films or series as DVDs, Blu ray etc..... 05 ☐
- Films or series as DVDs, Blu-ray etc 06 ☐
- Computers, tablets, mobile phones or accessories (e.g. Accessories, external drives phone cases or headphones, ecc.) ..... 07 ☐
- Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines, refrigerators)..... 08 ☐
- Medicine or dietary supplements such as vitamins... 9 ☐
- Deliveries from restaurants, fast-food chains, catering services..... 10 ☐
- Food or beverages from stores or from meal-kits providers 11 ☐
- Cosmetics, beauty or wellness products 12 ☐
- Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths) 13 ☐
- Bicycles, mopeds, cars, or other vehicles or their spare part..... 14 ☐
- Other physical goods ..... 15 ☐
- I did not buy any physical goods..... 16 ☐

**↓  
go to 16.5**



*(Only for respondents who bought at least one good from question 16.2 otherwise go to 16.5)*

**16.3 Did you buy goods directly from private persons via a website or app (e.g. on eBay, Facebook Marketplace,) in the last 3 months? (es. eBay, Facebook Marketplace)?**

NO..... 1 ☐  
YES ..... 2 ☐

**16.4 From whom did you buy the mentioned goods via a website or app in the last 3 months?**

*(one answer for each row)*

	NO	YES
National sellers .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Sellers from other EU countries	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Sellers from the rest of the world	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Country of origin of sellers is not known .....	7 <input type="checkbox"/>	8 <input type="checkbox"/>

*(For respondents who bought or ordered goods in the last 3 months)*

**16.5 Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?**

*(tick all that apply or answer 8)*

Music as a streaming service or downloads .. 1 ☐  
Films or series as a streaming service or downloads..... 2 ☐  
E-books, online-magazines or online-newspapers ..... 3 ☐  
Games online or as downloads for smartphones, tablets, computers or consoles..... 4 ☐  
Computer or other software as downloads including upgrades ..... 5 ☐  
Apps related to health or fitness (excluding free apps) ..... 6 ☐  
Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)..... 7 ☐  
None of these services ..... 8 ☐

*(For respondents who bought or ordered goods in the last 3 months)*

**16.6 Did you buy any of the following via a website or app for private use in the last 3 months?**

*(tick all that apply or the single answer 5)*

Tickets to sports events ..... 1 ☐  
Tickets to cultural or other events (cinema, concerts, fairs, etc.)..... 2 ☐  
Subscriptions to the internet or mobile phone connections ..... 3 ☐  
Subscriptions to electricity, water or heating supply, waste disposal or similar services. 4 ☐  
Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace) ..... 5 ☐  
None of these services/goods..... 6 ☐

*(For respondents who bought or ordered goods in the last 3 months)*

**16.7 Did you buy household services (e.g. cleaning, babysitting, repair work, gardening) via a website or app for private use in the last 3 months:**

*(one answer for each row)*

	NO	YES
Via Websites or apps dedicated .....	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Via a website or app from private persons (e.g. on Facebook Marketplace)	3 <input type="checkbox"/>	4 <input type="checkbox"/>

*(For respondents who bought or ordered goods in the last 3 months)*

**16.8 Did you buy any transport service via a website or app for private use in the last 3 months?**  
(one answer for each row)

NO YES

Using apposite website or app of transport enterprise to purchase bus, bus, subway, train, plane, cab service tickets..... 1 ☐ 2 ☐

Using apposite website or app to contact a private person directly (e.g. BlaBlaCar)... 3 ☐ 4 ☐

*(For respondents who bought or ordered goods in the last 3 months) ()*

**16.9 Did you rent accommodation via website or app for private use in the last 3 months?**  
(one answer for each row)

NO YES

Using apposite website or app enterprises such as hotels or travel agencies ..... 1 ☐ 2 ☐

Using apposite website or app to contact a private person directly (e.g. Airbnb, Homeway)..... 3 ☐ 4 ☐

*(For respondents who bought or ordered goods in the last 3 months)*

**16.10 How many times have you bought goods or services over the internet for private use in the last 3 months?**  
(tick all that apply or answer 8)

1-2 times .. 1 ☐

3-5 times 2 ☐

6-10 times 3 ☐

11 or more times 4 ☐

*(For respondents who bought or ordered goods in the last 3 months)*

**16.11 Did you encounter any of the following problems when buying via a website or with an app in the last 3 months?**

Website was difficult to use, or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.)..... 01 ☐

Difficulties in finding information concerning guarantees or other legal rights..... 02 ☐

Speed of delivery slower than indicated 03 ☐

Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees) 04 ☐

Wrong or damaged goods/services delivered 05 ☐

Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.) 06 ☐

Complaints and redress were difficult or no satisfactory response after complaint 07 ☐

Foreign retailer did not sell to my country ..... 08 ☐

Other 09 ☐

I have not encountered any problem 10 ☐



