



SISTEMA STATISTICO NAZIONALE
ISTITUTO NAZIONALE DI STATISTICA

MULTIPURPOSE SURVEY ON HOUSEHOLD

**ASPECTS OF DAILY
LIFE
YEAR 2022**

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 months1
- Between 3 months and a year ago2
- More than 1 year ago3 **go to 18.1**
- Never used it4

(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?

- NO1
- YES2

(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
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 connections1
- 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 ISDN4

14.6 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"/>
Sharing or publishing self-created videos, photos, music, texts etc. on a website or via app.....	5 <input type="checkbox"/>	6 <input type="checkbox"/>

14.7 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"/>
Listening to music (e.g. web radio, music streaming) or downloading music.....	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. Rai o Mediaset).....	7 <input type="checkbox"/>	8 <input type="checkbox"/>
Watching Video on Demand from commercial services (e.g. Netflix, Infinity, NowTv, Amazon Prime, ecc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Watching video content from sharing services (e.g. YouTube)	3 <input type="checkbox"/>	4 <input type="checkbox"/>

Playing or downloading games 5 6

For respondents who used the internet in the last 3 months

14.8 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
Seeking health-related information (e.g. injuries, diseases, nutrition, improving health etc.)	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Accessing personal health records online	5 <input type="checkbox"/>	6 <input type="checkbox"/>
Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)	7 <input type="checkbox"/>	8 <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"/>

14.9 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"/>

(For respondents who ticked at least one 'yes' to q 14.5 otherwise go to 14.11)

14.10 What was the purpose of the learning activities you participated in the last 3 months?

(tick all that apply)

For formal education (e.g. school or university) 1

For professional/work-related purposes2

For private purpose.....3

ATTENTION!
Persons of 6-13 years old go to q 18.1
Continue for Others!

(For persons 14 years old and older who used the internet in the last 12 months)

14.11 Did you carry out any of the following 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 SÌ

Accessed information stored about you by public authorities or public services (e.g. information regarding pension, health including government health application, visualizzazione delle sanzioni amministrative, 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?

NO1

YES2

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?)

NO1

YES2

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 myself1
- 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, carta d'identità, patente ecc.) 1 2
- Requested benefits or entitlements (e.g. pension, unemployment, child allowance, contrassegno d'invalidità, 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

(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 only the 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

(only for respondents who selected at least one "yes" of the following questions: 15.1, 15.2, 15.3, 15.4, 15.5 otherwise go to q 16.1)

15.7 Have you encountered any of the following issues when using a website or app of public authorities or public services in the last 12 months?

(tick all that apply or only the option 5)

- Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained) 1
- Technical problems experienced when using website or app (e.g. long loading, website crashed) 2
- Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications) 3
- Other issue 4
- I have not encountered any issues 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 o 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
 None of these services/goods..... 5

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"/>

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 <input type="checkbox"/>	2 <input type="checkbox"/>
Using apposite website or app to contact a private person directly (e.g. BlaBlaCar)...	3 <input type="checkbox"/>	4 <input type="checkbox"/>

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 <input type="checkbox"/>	2 <input type="checkbox"/>
Using apposite website or app to contact a private person directly (e.g. Airbnb, Homeway).....	3 <input type="checkbox"/>	4 <input type="checkbox"/>

17 GREEN ICT AND INTERNET OF THINGS

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

17.1 What did you do with any of the following devices when you replaced or were no longer using them?

For each item, please refer to your personal, most recent device that you replaced/no longer use.

(tick one for each column)

	Mobile or smartphone	Laptop or tablet	Desktop computer
It is still kept in my household.....	1 <input type="checkbox"/>	1 <input type="checkbox"/>	1 <input type="checkbox"/>
It was sold or given away.....	2 <input type="checkbox"/>	2 <input type="checkbox"/>	2 <input type="checkbox"/>
It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)	3 <input type="checkbox"/>	3 <input type="checkbox"/>	3 <input type="checkbox"/>
disposed of but not in electronic waste collection/recycling	4 <input type="checkbox"/>	4 <input type="checkbox"/>	4 <input type="checkbox"/>
It was never bought or is still in use.....	5 <input type="checkbox"/>	5 <input type="checkbox"/>	5 <input type="checkbox"/>
Other.....	6 <input type="checkbox"/>	6 <input type="checkbox"/>	6 <input type="checkbox"/>

17.2 Have you used any of the following internet-connected devices or systems for private purposes?

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

Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home	1 <input type="checkbox"/>	} Go to 17.4
A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby	2 <input type="checkbox"/>	
Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home	3 <input type="checkbox"/>	
Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee	4 <input type="checkbox"/>	
I have not used any of the above	5 <input type="checkbox"/>	

(Only for respondents who have not use any internet-connected advice of the q 17.2)

17.3 What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

(tick all that apply o or the single answer 1)

I didn't know such devices or systems exist	1 <input type="checkbox"/>
I had no need to use it.....	2 <input type="checkbox"/>
Costs too high	3 <input type="checkbox"/>
Lack of skills to use those devices or systems	4 <input type="checkbox"/>
Lack of compatibility with other devices or systems	5 <input type="checkbox"/>
Concerns about the privacy and protection of data.....	6 <input type="checkbox"/>
Concerns about security (e.g. that the device or system will be hacked).....	7 <input type="checkbox"/>
Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)...	8 <input type="checkbox"/>
Other reasons.....	9 <input type="checkbox"/>

17.4 Have you used the internet on any of the following devices in your home for private purposes?

(one answer for each row)

	NO	SÌ
An internet-connected TV	1 <input type="checkbox"/>	2 <input type="checkbox"/>
An internet-connected game console	3 <input type="checkbox"/>	4 <input type="checkbox"/>
An internet-connected home audio system, smart speakers (es. Internet radio, HI-WI wireless, ecc.)	5 <input type="checkbox"/>	6 <input type="checkbox"/>

17.5 Have you used any of the following internet-connected devices for private purposes?

(one answer for each row)

	NO	SÌ
A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Toys connected to the internet, such as robot toys (including educational) or dolls	5 <input type="checkbox"/>	6 <input type="checkbox"/>
A car with built-in wireless internet connection	7 <input type="checkbox"/>	8 <input type="checkbox"/>

(Only for respondents who answered 'Yes' to any of the following reply options: 17.2 ,17.4, 17.5, otherwise go to q 18.1)

17.6 Have you encountered any of the following problems with the mentioned internet-connected devices or systems?

(one answer for each row)

	NO	SÌ
Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems).....	1 <input type="checkbox"/>	2 <input type="checkbox"/>
Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem).....	3 <input type="checkbox"/>	4 <input type="checkbox"/>
Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device).....	5 <input type="checkbox"/>	6 <input type="checkbox"/>

Other problems (e.g. connection problems, support problems)..... 7 8

