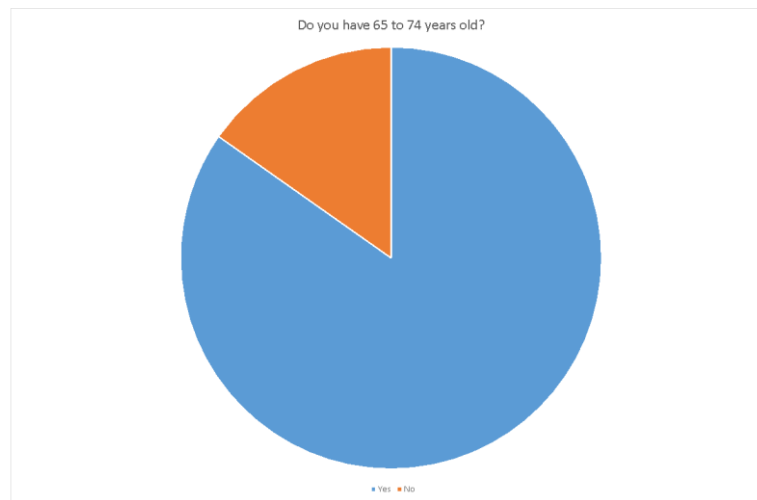


National Survey in Italy by University of Tor Vergata and garagErasmus Foundation

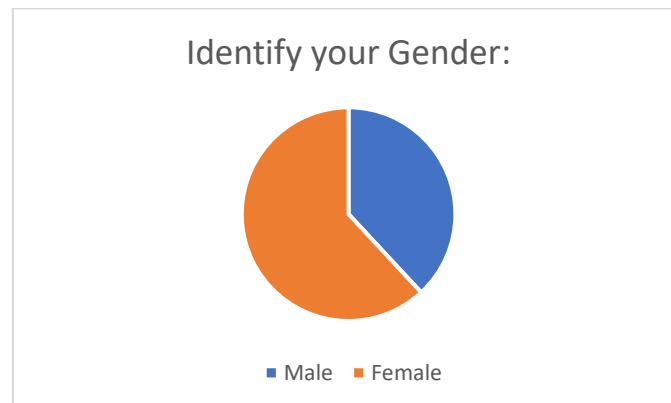


Are you 65 to 74 years old?



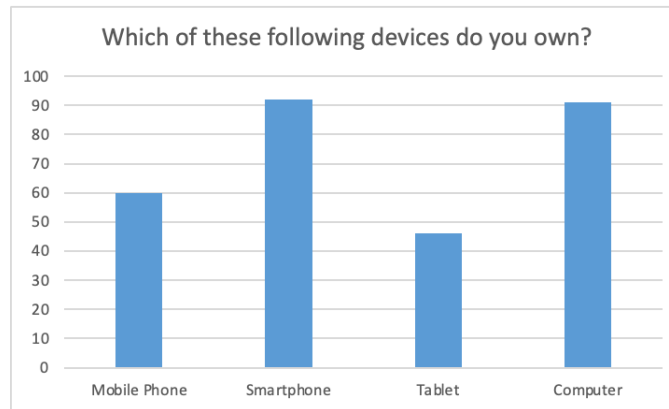
The sample includes 105 people and almost all of them (89) are in the age brackets that are target for the analysis.

Identify your Gender:

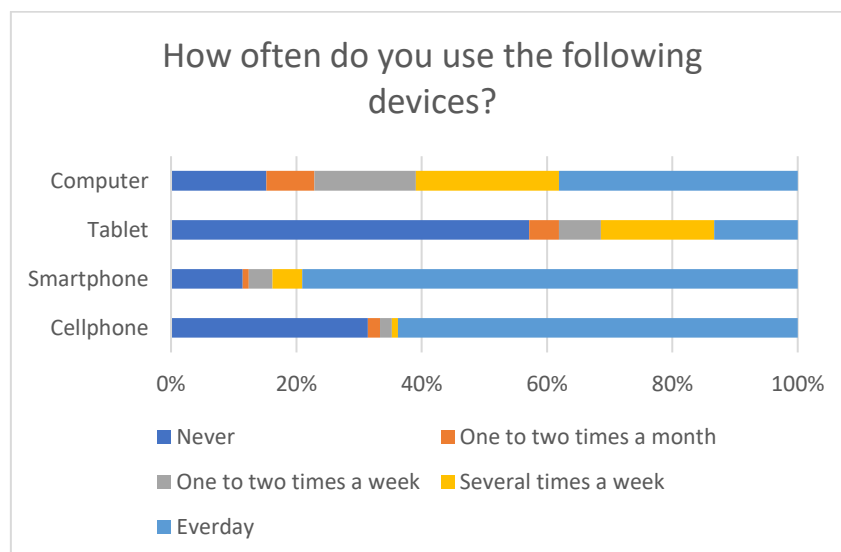
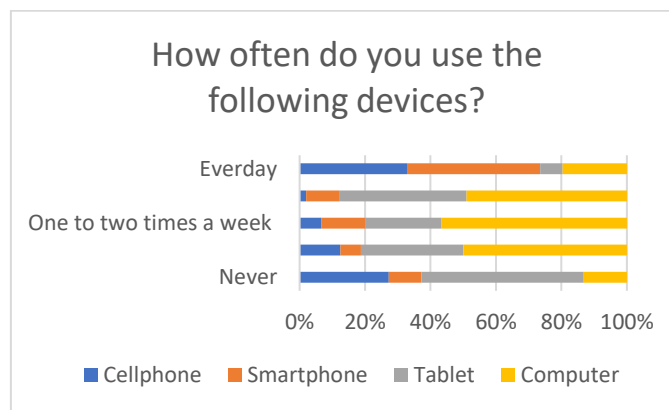


The sample includes more females (61.90%) than males (38.10%).

Which of these following devices do you own?



More than 57% of the people own a mobile phone and 87% of them have a smartphone. The computer is owned by more than 86% of the people and less that 44% has a tablet.

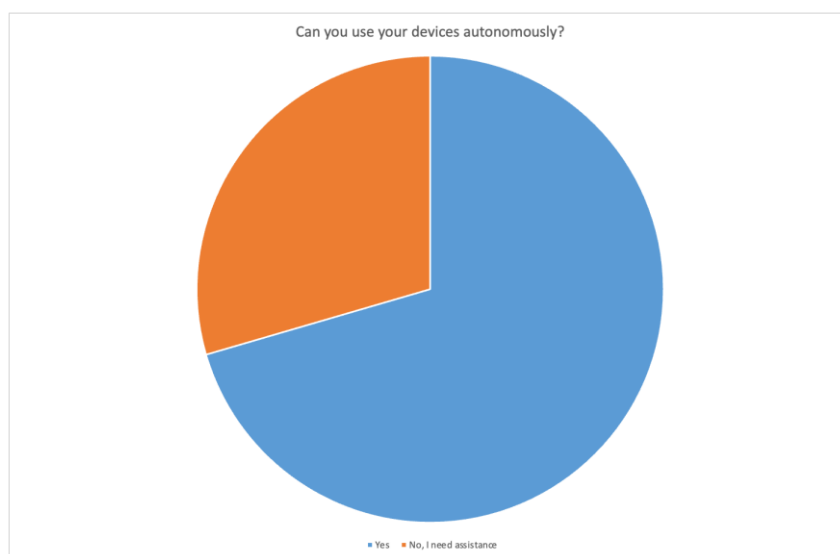


The computer is used less than two times a week for almost the 40% of cases and less than 40% of people use it every day.

The tablet is frequently never used (more than 55% of cases) and less than 13% use it every day.

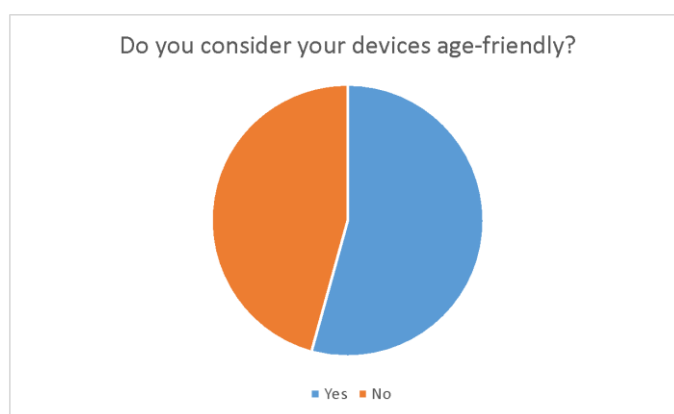
The smartphone and the cellphone are the devices more frequently used by the over 64 because more that 60% used it every day.

Can you use your devices autonomously?



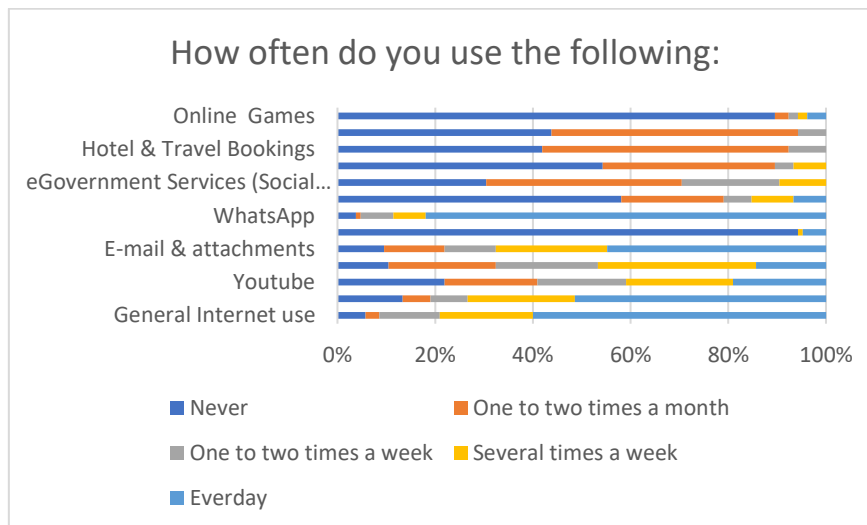
More than 70% of the people need assistance in using devices and the issues are mostly relevant for the computer instead of the smartphone.

Do you consider your devices age-friendly?



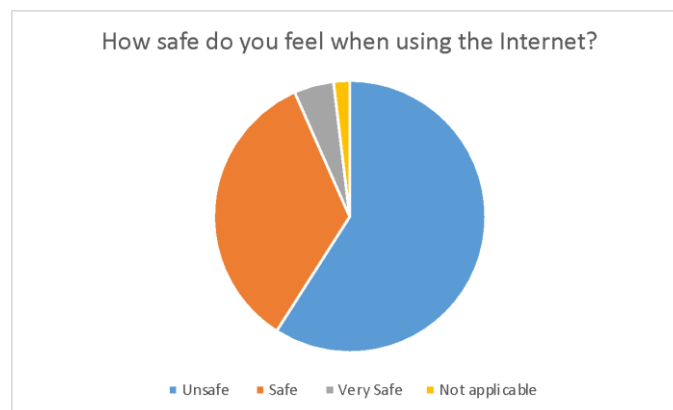
Less than 46% of interviewed considered the devices not user friendly for elder people.

How often do you use the following:



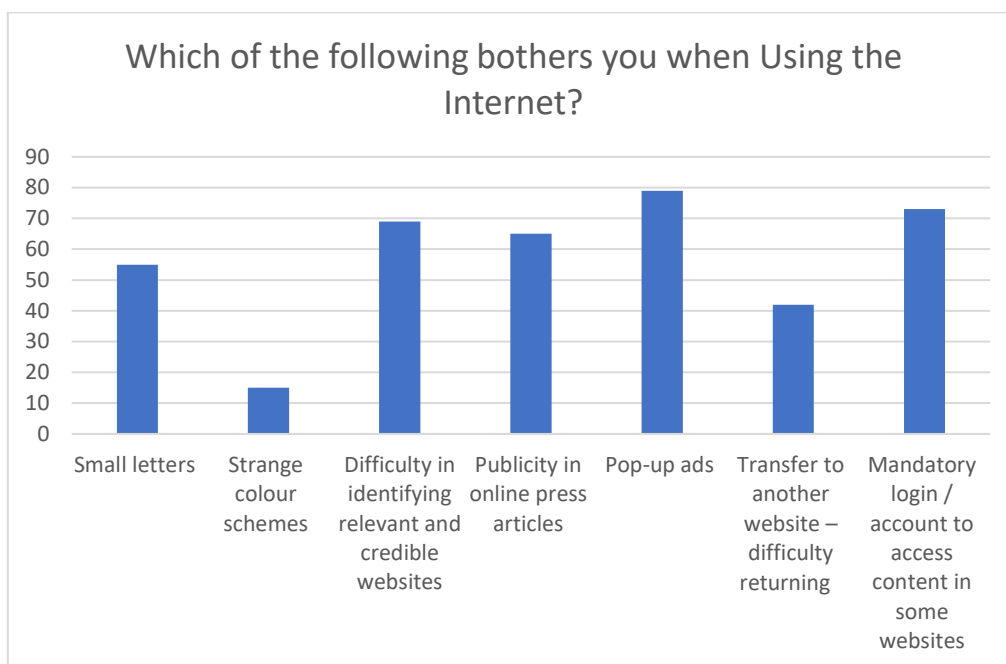
Activities mainly done online are General Internet use, Google search, YouTube, Google Maps, E-mail & attachments, Viber or other instant messaging services, WhatsApp. Over 64 are not confident on games online, Viber, messenger, and electronic transactions.

How safe do you feel when using the Internet?



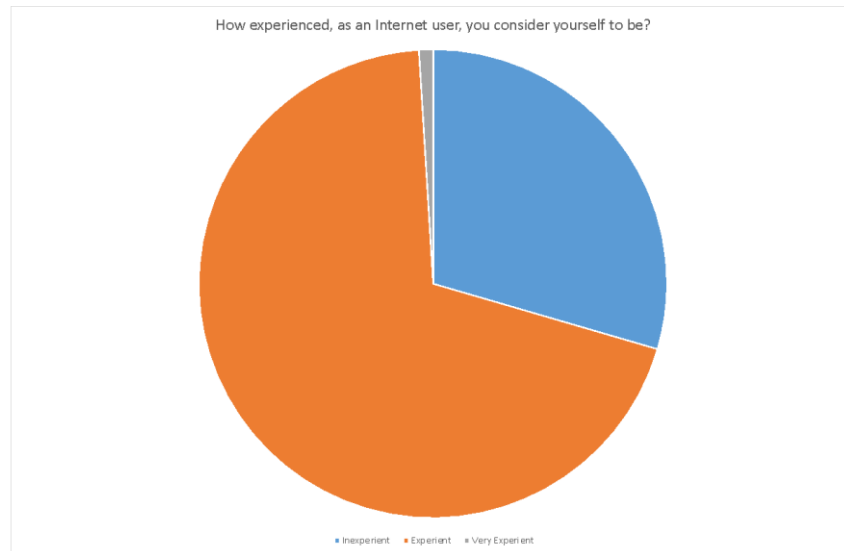
The main issue of online activities is the lack of confidence in using online solution (59%) and only the 5% consider very safe the activities online.

Which of the following bothers you when using the Internet?



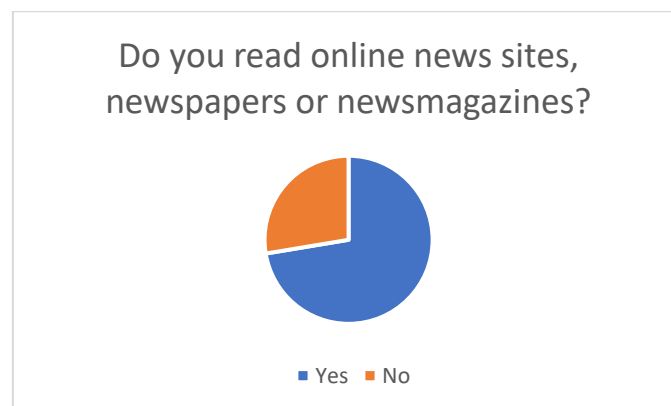
The main issues that are considered a problem for using online solution are pop-up ads (75%), mandatory login (70%), difficulty in identifying relevant (69%) and credible websites (65%) and publicity in online press and articles (62%).

How experienced, as an Internet user, you consider yourself to be?



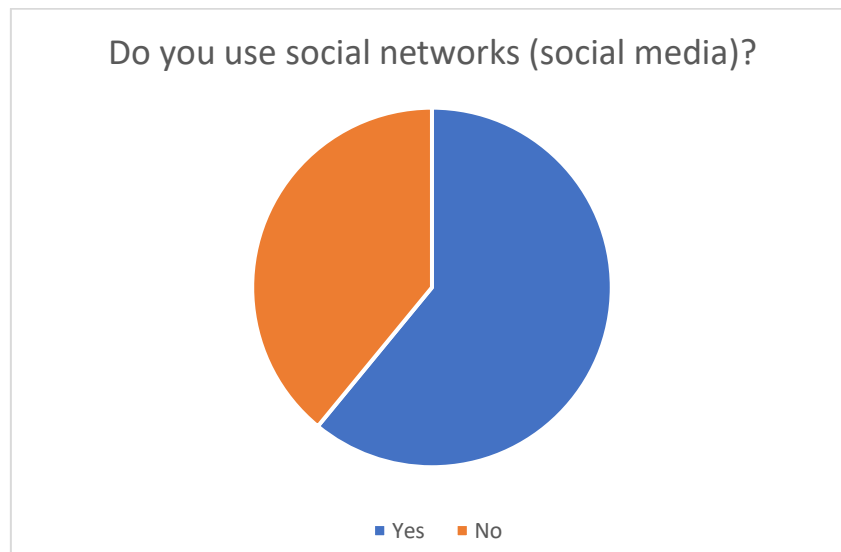
Over 64 consider themselves mainly as expert in using the online solution (70%) but only one of the interviewed consider themselves as very experienced.

Do you read online news sites, newspapers or newsmagazines?



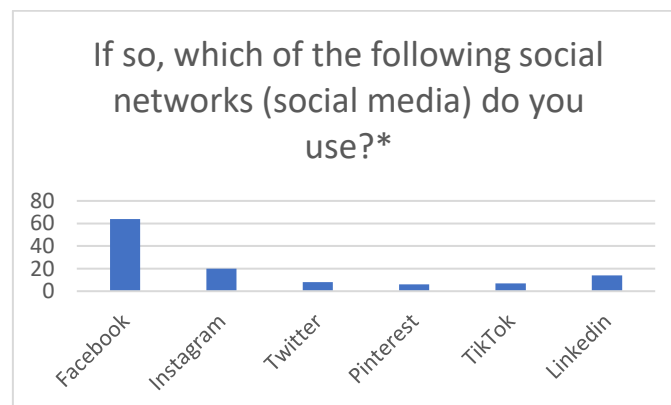
The 72% of the interviewed using website for reading newspapers.

Social media usage



The 61% is using social media and frequently they use it every day.

If so, which of the following social networks (social media) do you use?



The social media mostly used are Facebook, Instagram and LinkedIn, while twitter, Pinterest and TikTok are used by less than 10 of people interviewed.

Are you familiar with sharing pictures and videos on social media?



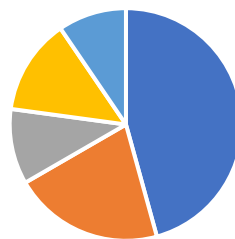
■ Yes ■ No

Do you know how to make a post on social media?

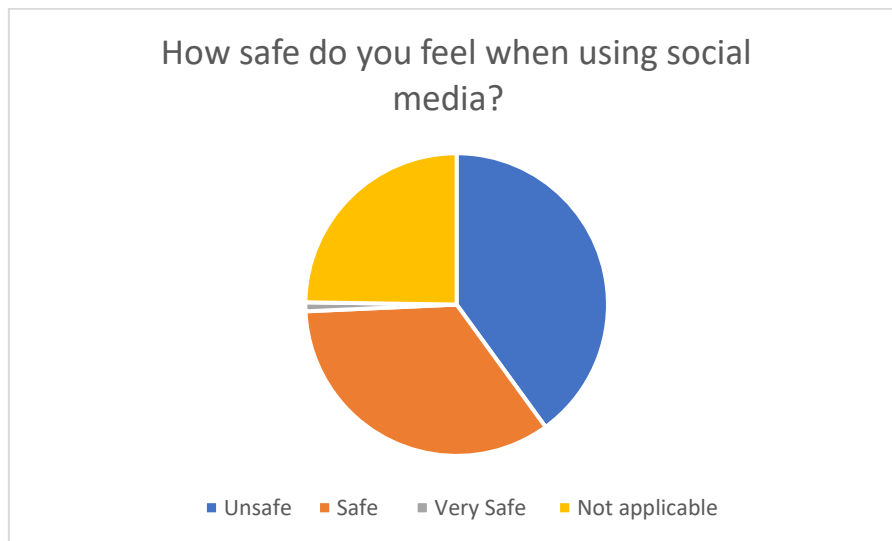


■ Yes ■ No

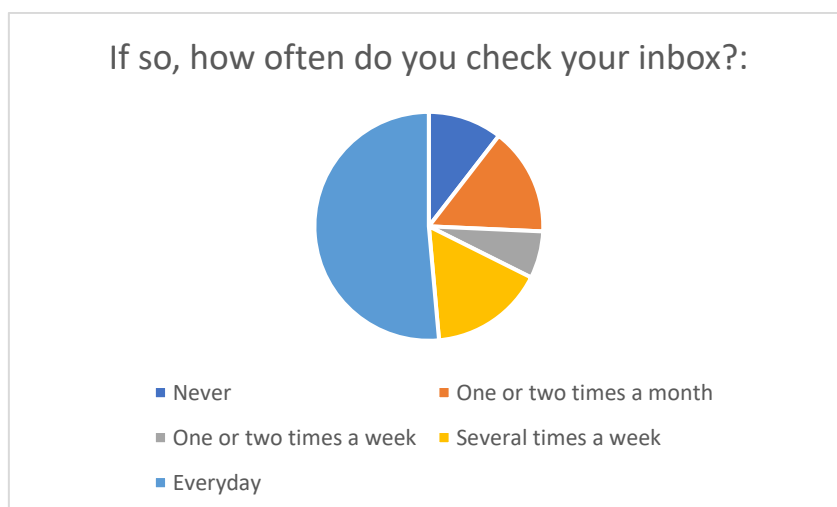
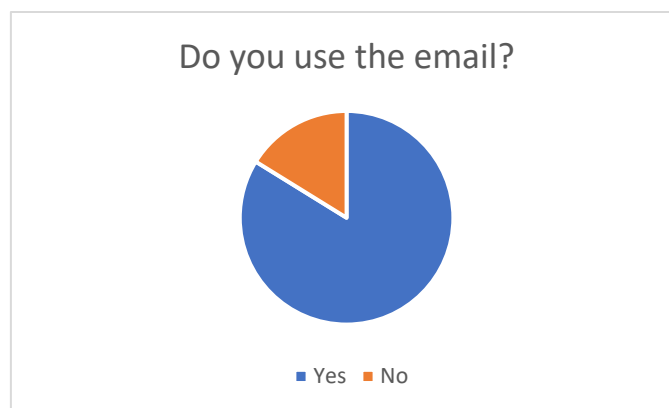
How often do you comment / like on social media?



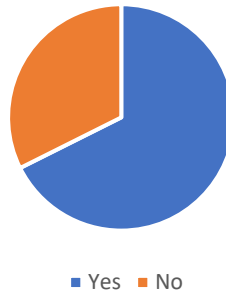
■ Never ■ One or two times a month
■ One or two times a week ■ Several times a week
■ Everyday



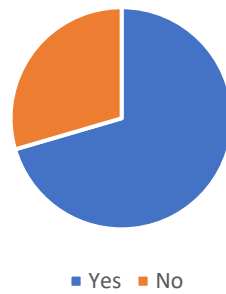
By using the social media, interviewed are able on average to share pictures and videos (55%), make a post (59%) and comment on social media at least once a month (54%) but they feel not so safe in using the channel in the 40% of cases.



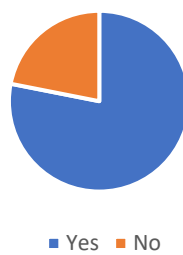
Do you know how to fill in all the fields of an email? (subject, cc, bcc)



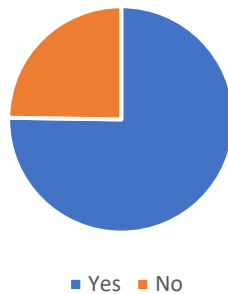
Do you know how to attach pictures, or other files, to an email?



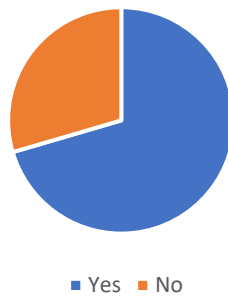
Do you know how to download pictures, or other files, attached to an email?



Do you know how to start a videoconference call?

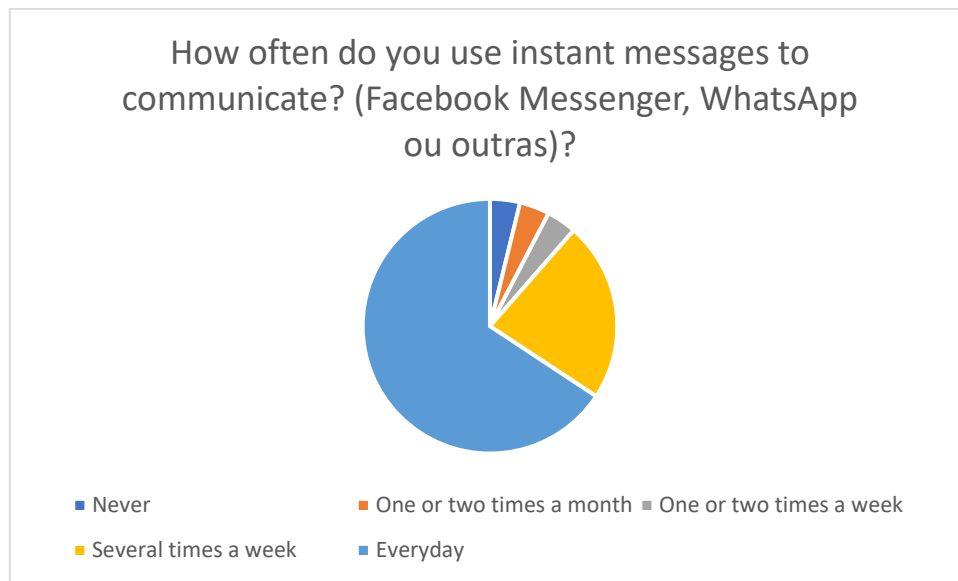


Do you know how to attach pictures, or other files, to an email?



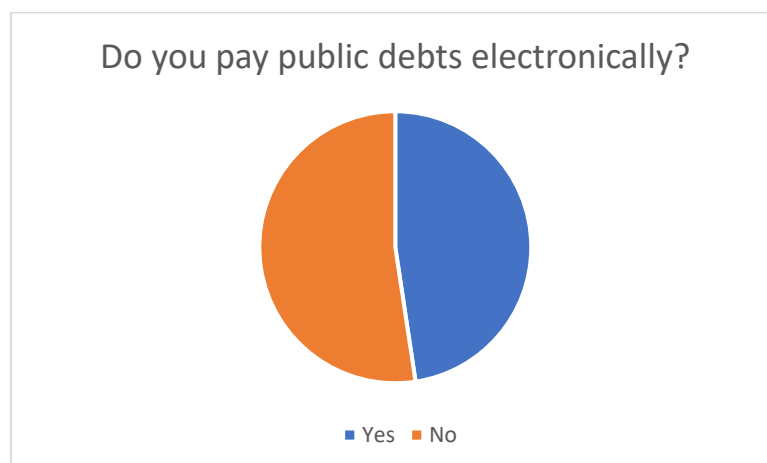
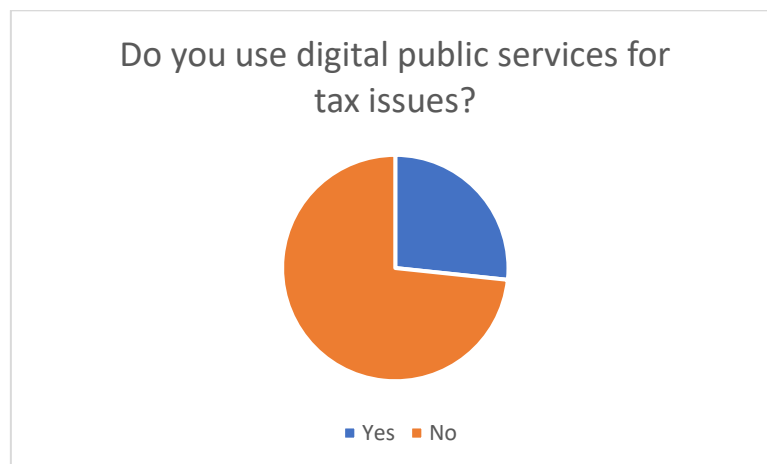
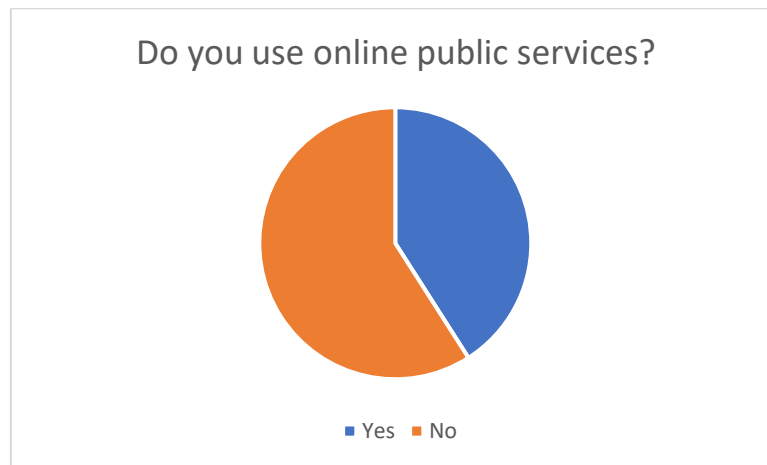
Do you know how to write an instant message? (Facebook, WhatsApp or other)





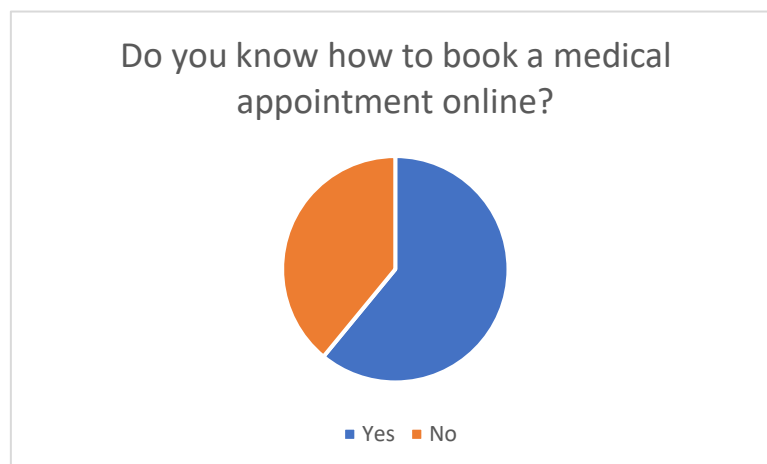
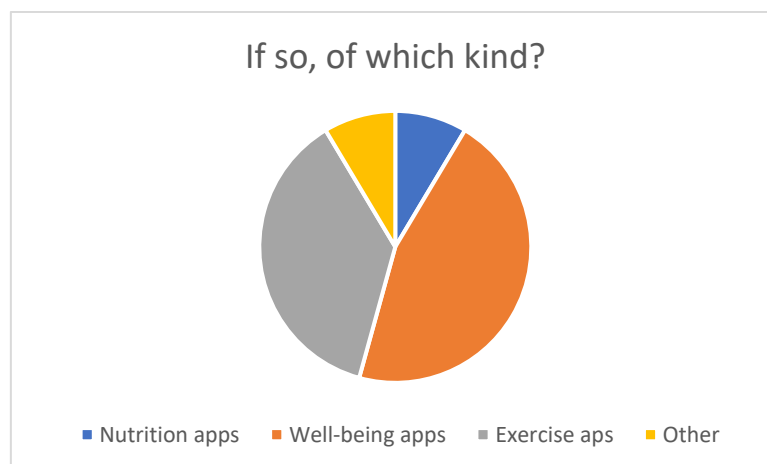
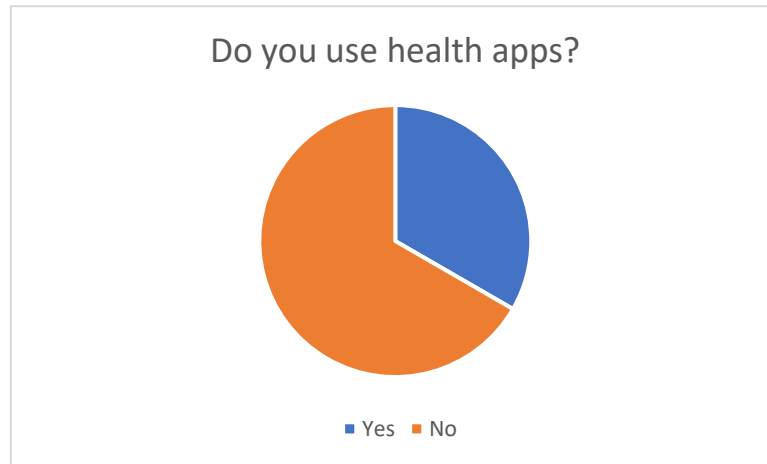
Normally they use e-mail (84%), and the majority (51%) check e-mails every day. There can write an e-mail by their own (82%) by using properly all the fields of the e-mail (70%) and download the attachments 78%). A lot of them can do videocall (75%), write instant messages (93%) and use more than once by week (89%).

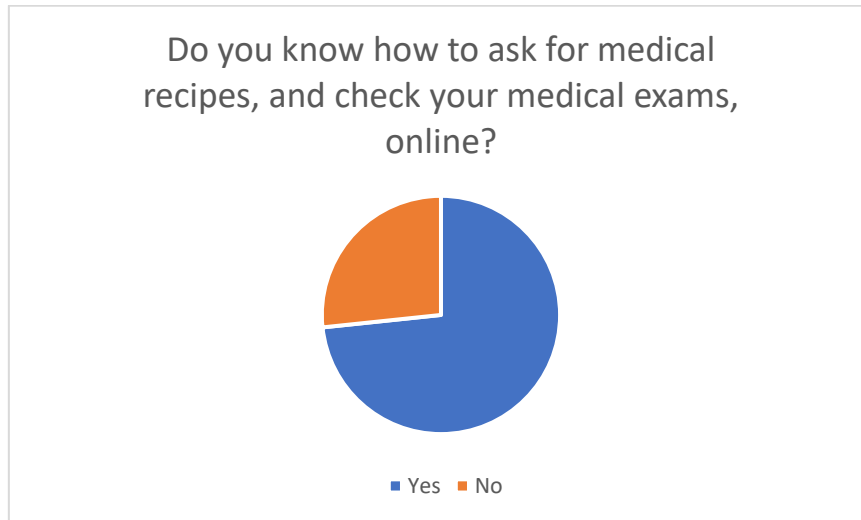
Public services



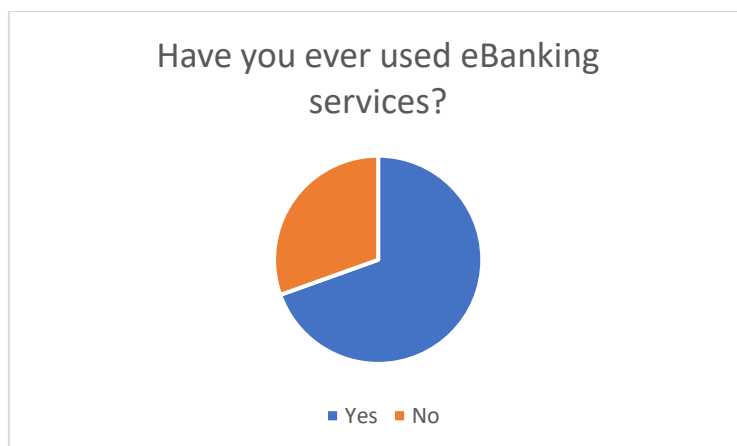
Interviewees do not use public services (59%), do not pay taxes online (73%) and they do not pay public debts online (52%).

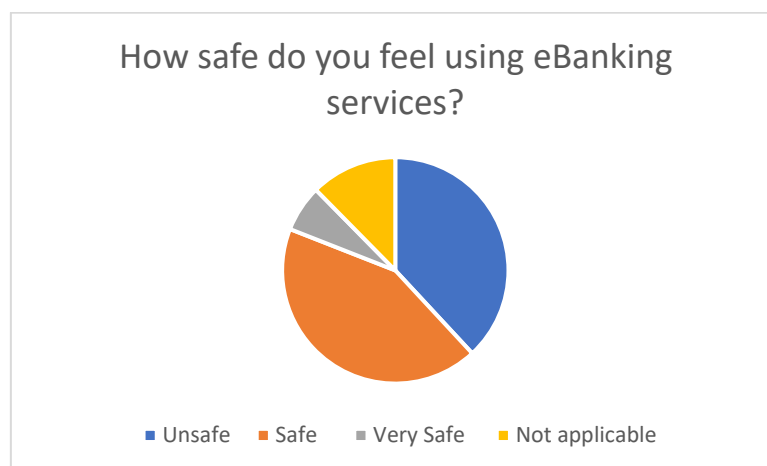
Health services





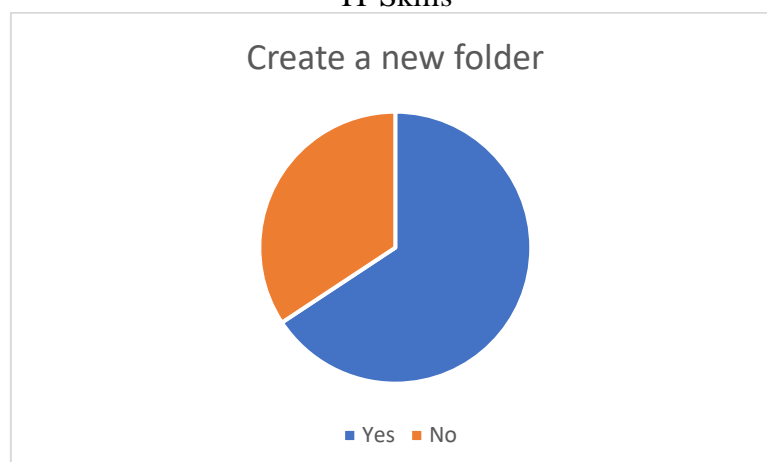
Not many interviews use health apps (33%) and mainly they use well-being (46%) and exercise apps (37%).

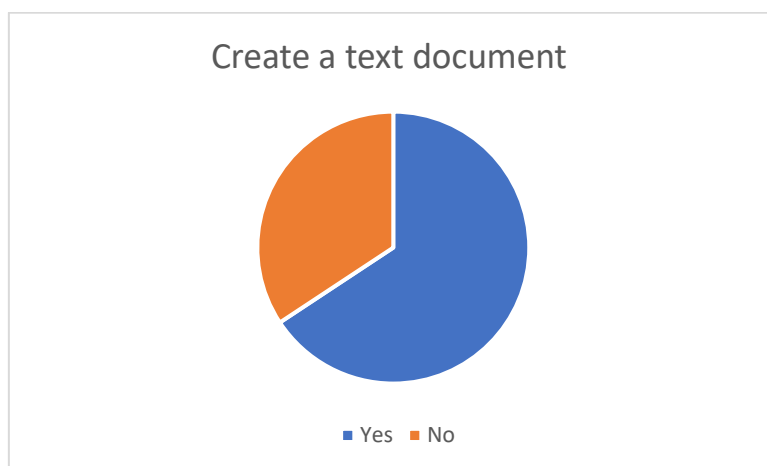
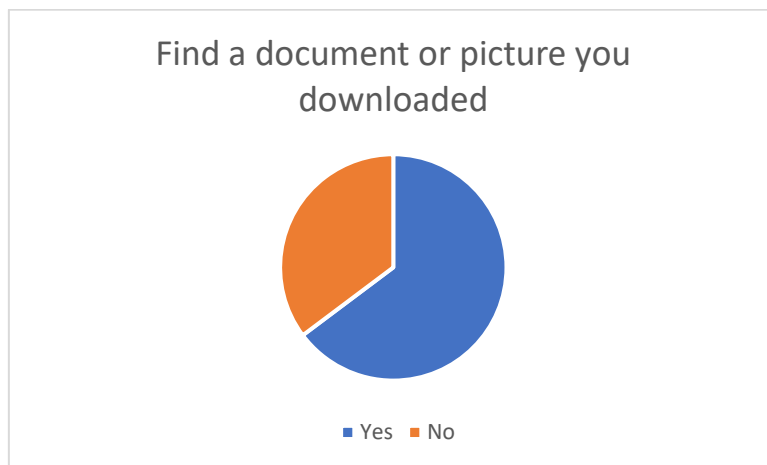
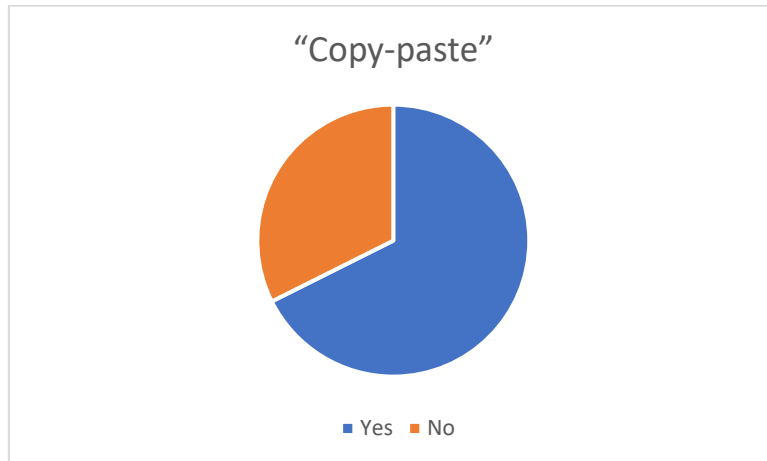


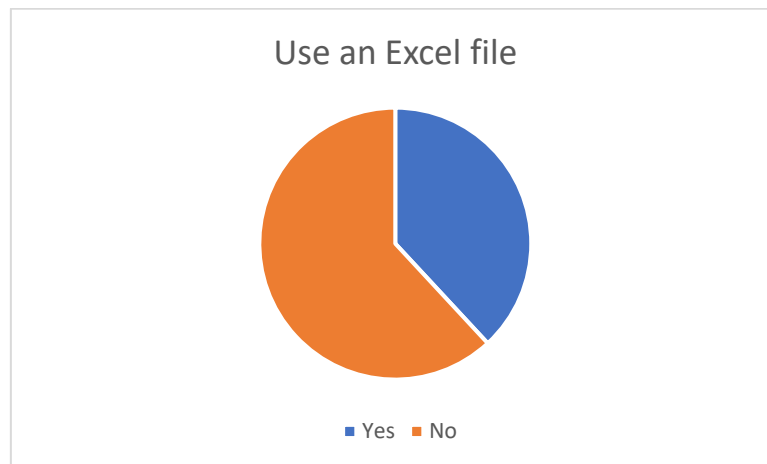


Most of interviewed are using e-banking services (70%) mainly for daily transactions and purchases (51%). Users feel at least safe for most of the users (50%).

IT Skills

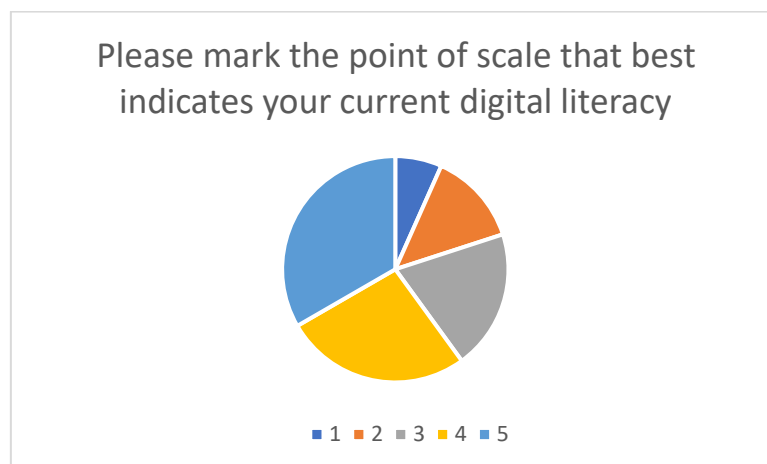






Interviewees normally can create folders (66%), copy and paste (68%) and find a document and a picture downloaded (65%) and create a text document (66%) and only a few of them are able to create and use an excel file (38%).

Please mark the point of scale that best indicates your current digital literacy



On average the level of financial literacy is around 2.6 and only five interviewed consider themselves fully digital literate.