The Global Pandemic, Lockdown Measures and New Digital Behaviours

Research study

Author, Margaret OKON IBANGA

Author and Coordinator, Veronica STEFAN

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1. Summary

This research provides an overview on the impact of the global pandemic on citizens' digital behaviours, having at center the findings from the *Lockdown and Digital Consumption Survey* conducted by Digital Citizens, Think Tank from 15th April to 15th May 2020. A total of 364 participants from 48 countries took part in this survey.

The survey was conducted amidst the unprecedented spread of the COVID-19 virus across the world which necessitated a global Lockdown between February - May 2020 to impede the spread of the virus and the rates of infection. The term 'Lockdown' was used in the survey to describe the time schools and offices had closed.

People around the world turned to the Internet to do their work, study and stay connected with others as the outbreak forced people to stay home and away from the office and crowds. We asked respondents about the impact of the Lockdown on their online activities, barriers they faced and their perception of the digital options available, with a focus on the online behaviours of young people. Key findings in this report include:

- Preferred online COVID-19 information sources
- Impact of the lockdown on online activities and time spent online
- Preferred social media and productivity platforms
- New platform discoveries during the Lockdown
- Significant barriers and concerns in the online world across survey demographics

We are sharing this information with stakeholders in order to better understand digital preferences, and, where the case, encourage them to use the insights to feed into the various policy design and service provision post-pandemic.

We hope the results will be used to propose solutions 'for social good', as well as new public policies that can sustainably shape our world after the COVID-19 crisis. Furthermore, a survey at a time where most people were forced to frequently use and assess what digital platforms best suit their needs will ideally offer quality and more realistic responses.

2. Introduction

The world is significantly changing in the COVID-19 era, impeding businesses, and education to proceed as they normally would. The coronavirus pandemic changed the trajectory of governments, economies, businesses, and also forced countries into Lockdowns – leaving millions of people to rely on social media and technology. There are two sides of that coin, on the one hand - people feeling unprepared and sometimes even helpless during this time because they could not do anything except depending on social media, and the level of digitalisation at national level. On the other hand, digital transformation is growing at a faster rate, because basically everyone had to depend on digital tools in one way or another.

The Pre-crisis Context

During the pandemic the use of various digital tools and platforms has visibly increased - from digital communication platforms to online learning and remote working tools, as schools and most offices were shut down. Nevertheless, the surge in digital platforms usage comes at a time when around 40% of the world population was not connected to the Internet[1], while even the most connected regions, such as the European Union (EU), struggled with the level of digital competences - as more than 40% of its citizens still lack basic digital skills[2]. At the same time, previous research suggests that telework was not a common practice among employers during 2019, with fewer than 10% Japanese companies offering this possibility[3] and just 7% of USA workers[4], respectively just 5% EU workers[5] having this possibility.

When looking at children and young people, the situation is particularly important as they are demographically the most connected generation, even if not always the best prepared. According to the data published by the United Nations' bodies – International Telecommunications Union, "ICT Facts and Figures 2017"[6], and UNICEF "Children in a digital world"[7]– we know that in 2017, children and youth's presence in the digital world outlined the following numbers:

- Youth (ages 15–24) are the most connected age group. Worldwide, 71% are online compared with 48% of the total population.
- In developed countries, young people represent 94% of Internet users.

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1 *Internet World Stats, retrieved at https://www.Internetworldstats.com/stats.htm*

2 *EU, Digital Economy and Society Index, retrieved at https://ec.europa.eu/digital-single-market/en/desi*

3 *COVID-19, teleworking, and productivity, retrieved at https://www.rieti.go.jp/en/columns/v01_0137.html*

4 *WEF, Working from home was a luxury for the relatively affluent before coronavirus - not any more, retrieved at https://www.weforum.org/agenda/2020/03/working-from-home-coronavirus-workers-future-of-work/*

5 *Eurostat, Working from home in the EU, retrieved at https://ec.europa.eu/eurostat/web/products-eurostat-news/-/DDN-20180620-1*

6 *ITU, ICT Facts and Figures 2017, retrieved at https://www.itu.int/en/ITU-D/Statistics/Documents/facts/ICTFactsFigures2017.pdf*

7 *UNICEF, The State Of The World's Children 2017 "Children in a Digital World", retrieved at https://www.unicef.org/media/48601/file*

- Children and adolescents under 18% account for an estimated one in three Internet users around the world.
- A growing body of evidence indicates that children are accessing the Internet at increasingly younger ages. In some countries, children under 15 are as likely to use the Internet as adults over 25.

With increased opportunities for children and young people - as technology helps them to mobilise and collaborate, and gives them a voice where before they had none - there is also a growing digital divide:

- About 29% of youth worldwide – around 346 million individuals – are not online.
- Young people in developing countries are the least connected. In Africa, around 60% are not online.
- Digital divides go beyond the question of access. Children and young people who rely on mobile phones rather than computers may get only a second-best online experience, and those who lack digital skills or speak minority languages often cannot find relevant content online.
- Digital divides also mirror prevailing economic gaps, amplifying the advantages of children from wealthier backgrounds and failing to deliver opportunities to the poorest and most disadvantaged children.
- There is a digital gender gap as well. Globally, 12% more men than women used the Internet in 2017. In India, less than one-third of Internet users are female.

In addition, looking at more specific data, the Eurostat[8] highlights systemic challenges for the young people (16-29 years old) living in the EU, as they have shown a clear preference to entertainment activities - 93%, participation in social networks - 86%, or reading online news - 72%, while engagement in others is more limited - especially for the activities so necessary during the past months. Only 60% of young people have used the Internet for seeking health information, 31% for searching or applying for a job, 25% to communicate with instructors or students through educational platforms and just 13% to take part in online consultations or voting.

All this portrays a certain image of how ready the global society was to embrace a digital world and how many citizens were actually able to benefit from the digital opportunities in a meaningful way.

The impact of the Lockdown

Based on UNESCO's Global Monitoring of Schools' closure by COVID-19 crisis[9], it is already known that at the peak of the lockdown measures, about 1.6 billion learners have been impacted - 91.3% of the world's enrolled learners. Even if there is not a similar tool for globally monitoring

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[8] *Eurostat, 2018 and 2019, retrieved at http://appsso.eurostat.ec.europa.eu/nui/submitViewTableAction.do*

[9] *UNESCO, COVID-19 Impact on Education, retrieved at https://en.unesco.org/covid19/educationresponse/*

telework, Eurofound data[10] highlights that during the pandemic, in the EU alone 43% of young people were engaged in teleworking, compared to 34% other age groups.

As a response to all these changes, according to a report by Kantar[11], preliminary estimates showed that Internet usage had gone up by at least 50%. As counties moved deeper into the pandemic, web browsing increased by 70% and social media engagement by 61% over normal usage rates. The Hindu Business line[12] reported that WhatsApp was used heavily to stay connected with family and friends and this led to a 40% increase in the usage of the platform. In the early stages of the pandemic, the usage of WhatsApp increased by 27% and, following these changes in the Internet and Technology use, but also considering that many of them might stay beyond the recent Lockdown measures, it is fair to assume that citizens are interested in additional innovations that could provide more and better digital options.

This research contributes to the understanding of online behaviours and how they changed in the past months during the COVID-19 outbreak and Lockdown measures globally, analysing what are the benefits and disadvantages of these changes and what can we learn from this experience going forward.

The Lockdown measures forced everyone to engage in increased online activity. Some of these online habits were already familiar, some others imposed by the extraordinary circumstances. What is the likelihood that when the pandemic is finally over, that the digital habits adopted will become integral in people's daily lives? Are new habits here to stay?

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[10] *Eurofound, Is history repeating itself? The impact of the COVID-19 crisis on youth, retrieved at https://www.eurofound.europa.eu/publications/blog/is-history-repeating-itself-the-impact-of-the-covid-19-crisis-on-youth?fbclid=IwAR0fesUyzP9Yc3UpcvIe-TVNVvSqjtFhNosGoOwmPmaaTXNLBsjBQFw-nPM*

[11] *Kantar, COVID-19 Barometer: Consumer attitudes, media habits and expectations, retrieved at https://www.kantar.com/en/Inspiration/Coronavirus/COVID-19-Barometer-Consumer-attitudes-media-habits-and-expectations*

[12] *Web browsing has increased by over 70 per cent amid Covid-19: Report, retrieved at https://www.thehindubusinessline.com/info-tech/social-media/web-browsing-has-increased-by-over-70-per-cent-amid-covid-19-report/article31174107.ece*

3. Significance of the Survey

As we are aware that previous experience and access to the Internet and technologies is not the same for all people, it becomes pertinent to understand and capitalise on this projected shift that will shape things for decades to come.

The research focused on the following specific objectives:

- Identifying actionable insights that relevant development and social projects can leverage on post-pandemic.
- Understanding the current uptake of online learning among young people and how online learning outcomes can be improved, which during the pandemic and lockdown measures has become mandatory.
- To establish a clear direction with the implementation of a digital learning platform targeted at young people.
- Online behaviours in the lockdown and how people spent their time.
- New learnings and discoveries during the Lockdown
- How digitalisation is changing perspectives and how people feel about the importance of digitalisation in these days

For the purpose of this survey and its subsequent analysis **young people** are considered the age group between 18 to 34 years old, if not otherwise mentioned.

Key Findings

1. Zoom was the most newly discovered platform during the Lockdown.
2. Respondents who had no formal education or had some vocational training did not discover any new platforms, spent the least time online and only 2% had completed any online course in the past.
3. 46% of respondents indicated that poor Internet quality was a significant barrier - respondents from every global region also noted the Internet quality as being poor, however, about 50% of those living in the Sub-Saharan Africa region also indicated the cost of internet as a significant barrier.
4. 37% of respondents indicated concerns about cybersecurity and data protection issues - with 79% of them in the 18-34 age group, and 78% with a bachelor's degree or higher.

5. Respondents from Italy (94%) are the largest group who spent the most time online during the Lockdown (5 hours or more daily).
6. United States respondents represent the biggest population (85%) indicating they had completed at least one online course pre-pandemic. The highest for the 48 countries in the survey.
7. Respondents from Romania (65%) discovered the most share of new platforms during the Lockdown

4. Survey Inquiry

The survey questionnaire (see appendix A) focused on:

- Digital platforms/tools used for COVID-19 news, communication, remote work, learning and school
- Significant barriers in the online world.
- Type of devices
- Frequent online activities
- New platform discoveries
- Perception of "remote" way of doing things in the future
- Online learning before and during the Lockdown

These were then assessed against demographics data such as age bracket, gender, region, level of education and employment status to arrive at key survey findings. The research also had a particular focus on citizens in Europe and Africa, however, was open to anyone who was willing to respond to the survey for a more global outlook.

5. Methodology and limitations

The survey was conducted via two media, the web survey and the Chabot survey deployed on Facebook. This was part of our approach to address the digital divide, to some extent, as various Telecom providers had provided data free initiatives for messaging and basic social media usage. The Chabot survey on Facebook was also chosen because of the platforms' large user base, its familiarity and ease of use.

The survey was accessible just online due to the restrictions at the time. Participants were reached majorly through digitalcitizens.net website, social media and forums. The Survey Swap COVID-19 study sponsorships offered an opportunity to reach a more diverse pool of respondents.

Simple statistical techniques were used to tabulate the results of this research. The primary data was analysed using percentages, while data analysis tools were used in the comparison and filtering of data for insight. Various secondary sources also proved valuable and are all listed in the reference list.

This research may be limited due to the use of online questionnaires for data collection. The Survey was also conducted in English language only and a large majority of respondents - 80.7% held a Bachelor's degree and above.

6. Survey Results

The survey received 364 completed responses. Participants demographics and the analysis of the responses by survey questions are discussed in detail.

6.1 Respondents by survey channel

Respondents were able to participate in the survey via two channels. 87% of respondents participated through the web survey, while 13% chose to access the survey via the Chabot survey on Facebook.

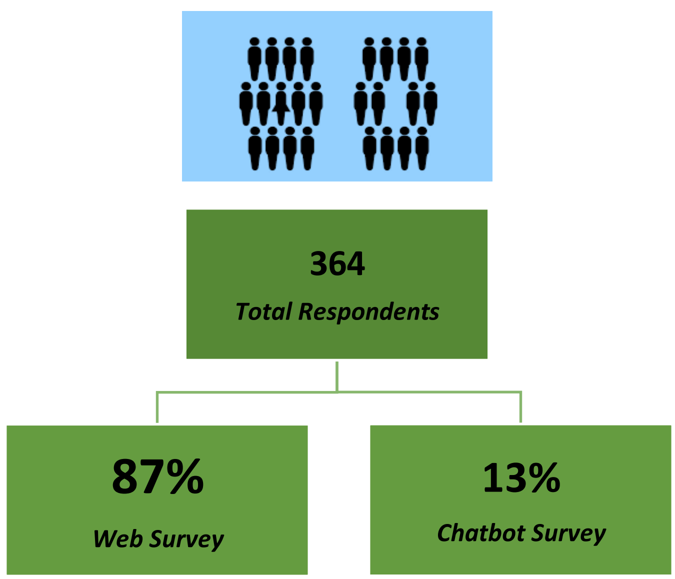

Figure 1: Total respondents by survey channel

6.2 Respondents by location distribution

Respondents from 48 countries across all regions participated in the survey as shown in figure 2. The top five countries of participation in the survey were Nigeria (21%), Romania (17%), Netherlands (13%), United States (9%) and the United Kingdom (7%).

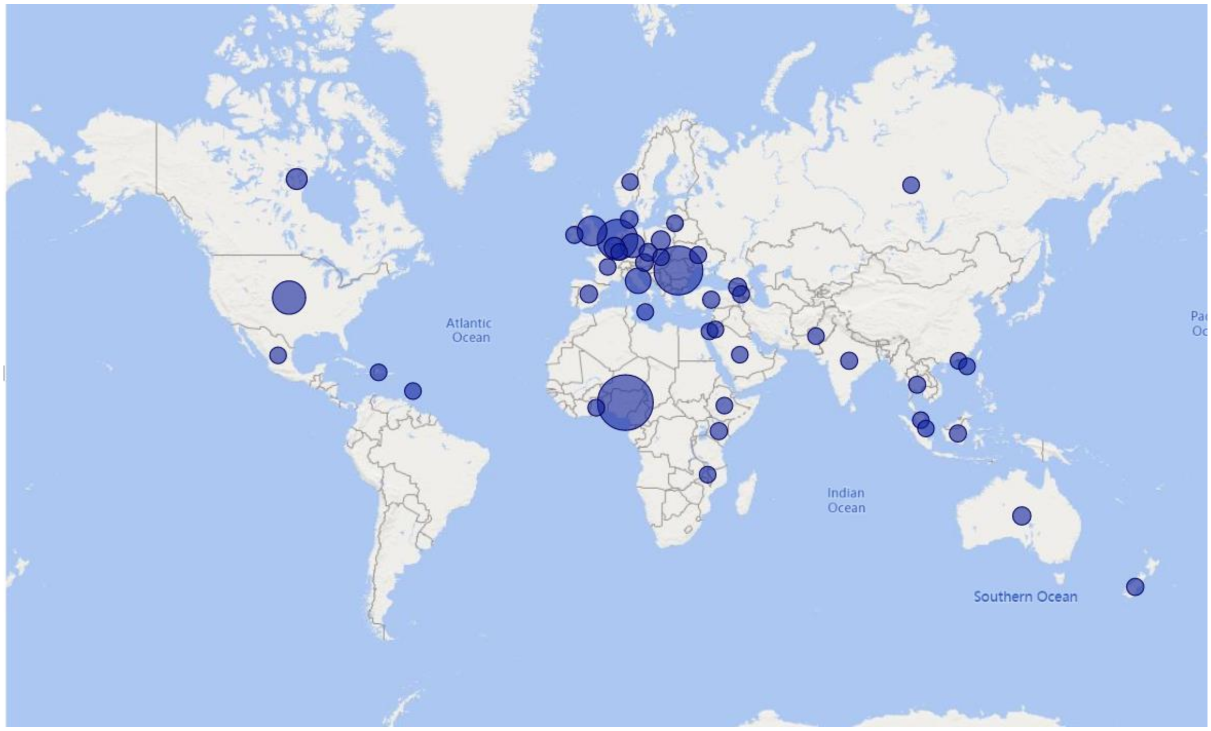

Figure 2: Respondents' Location

6.3 Respondents by gender

55% of respondents identified as female, 45.5% as male and 0.5% identified as others.

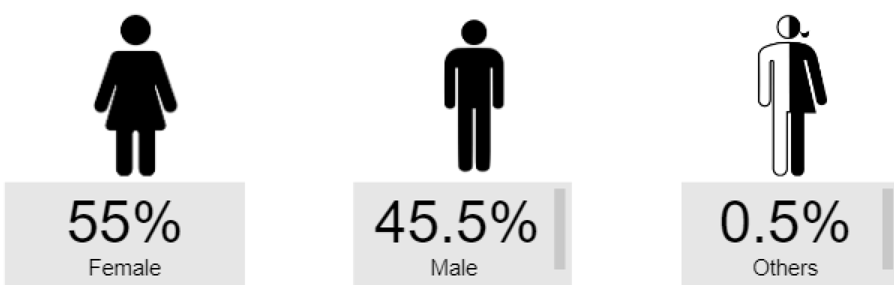

Figure 3: Respondents' Gender

6.4 Respondents by age group

In the survey, 65% of respondents are in the age group of 18 to 29. The age groups with the fewest numbers of respondents were adults aged 46+ and young people under the age of 18.

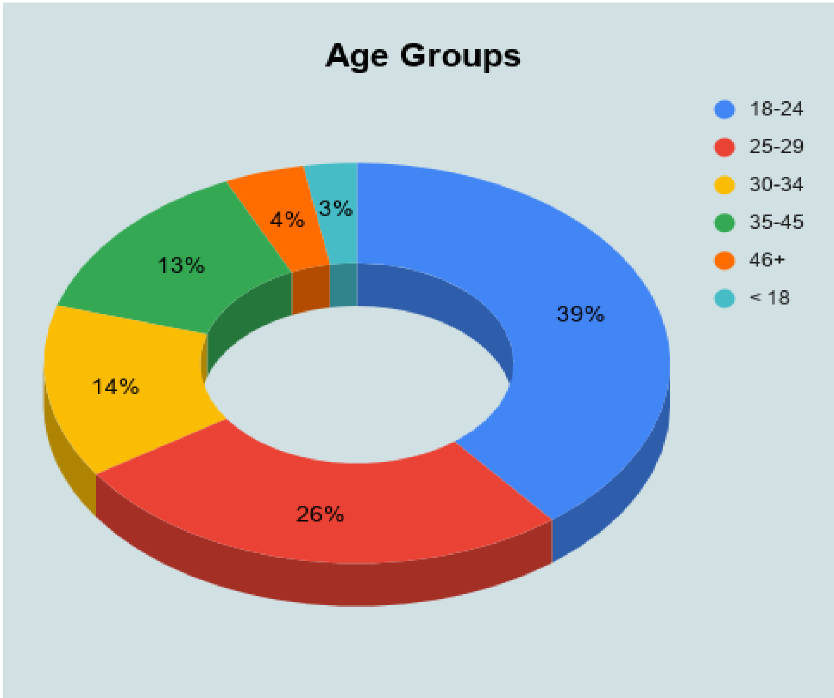

Figure 4: Respondents' Age Groups

6.5 Respondents by educational level

A large majority of respondents - 80.7% held a Bachelor degree and above.

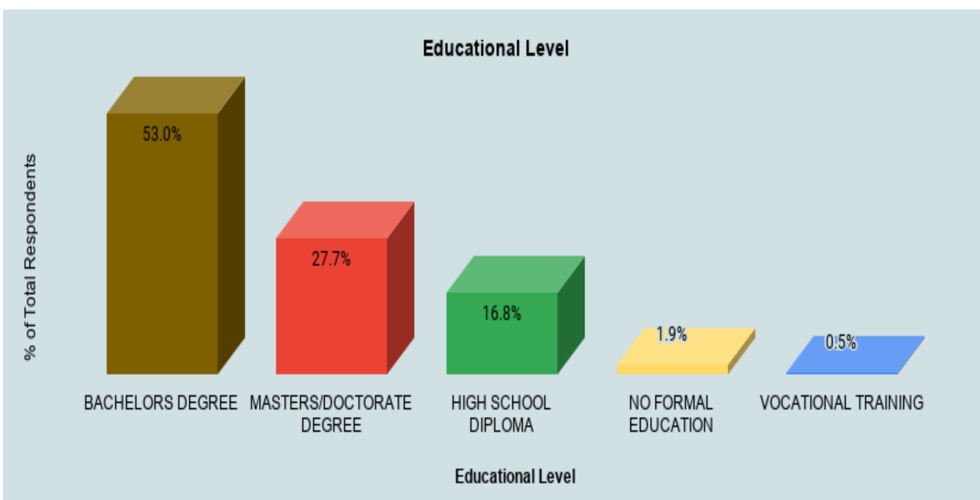

Figure 5: Participants' Educational Level

6.6 Respondents by employment status

28.8% of respondents are full-time employees, 22% are currently studying, 14% are employed part-time, 12.1% are self-employed with 22.3% identifying as unemployed.

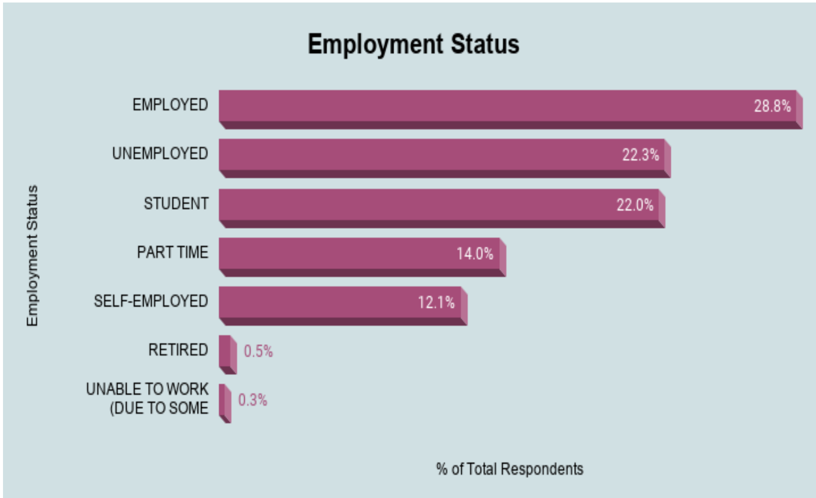

Figure 6: Respondents by Employment Status

6.7 Respondents by job sector

Majority of the respondents, almost 56%, work predominantly in three sectors: education (28%), IT/engineering sector (14%), and the non-profit sector (14%). Other sectors constituted of self-employed/business owners, consultants, telecommunications experts and those in training for employment.

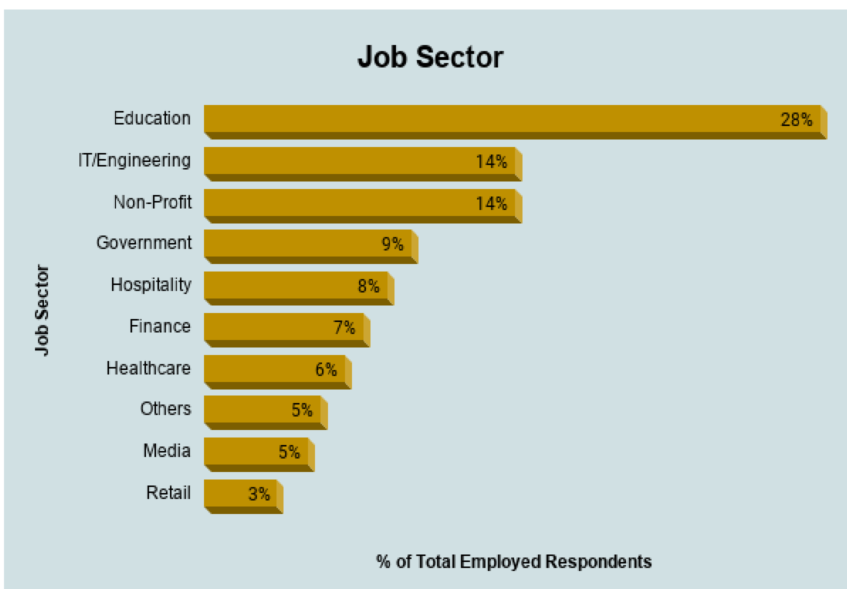

Figure 7: Respondents by Job Sector

6.8 Type of devices used by respondents

Respondents were asked to choose "all" the devices they use. The majority of the respondents showed that they make use of mobile (77%) and Laptops (76%). The least used devices from the proposed list were Smart TVs (12%) and tablets (11%).

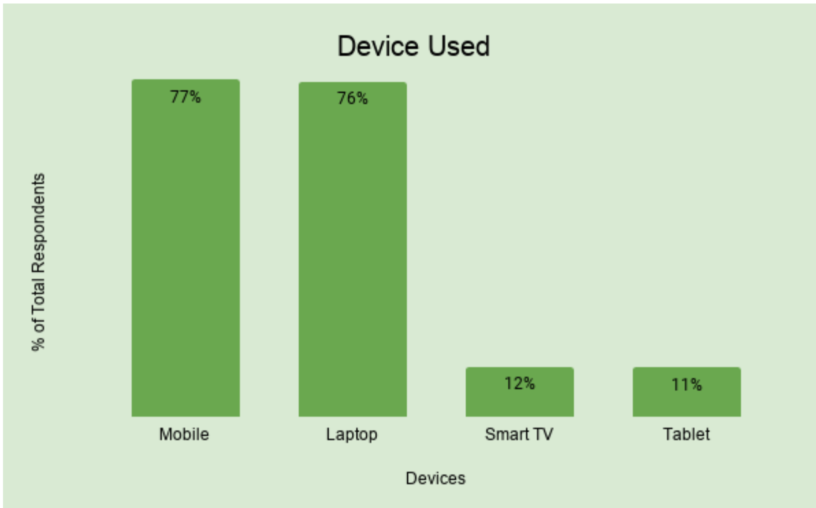

Figure 8: Types of devices used online

6.9 Respondents preferences for Lockdown time

Respondents were asked about the activities they were engaging in during the lockdown. Majority of the respondents indicated they were mostly communicating with family/friends (56%), watching movies (55%), listening to the news (42%), learning online for school (42%), personal online learning (37%) and remote working (30%). Other activities listed include; volunteering, handcraft, cooking, online shopping, reading books and yoga.

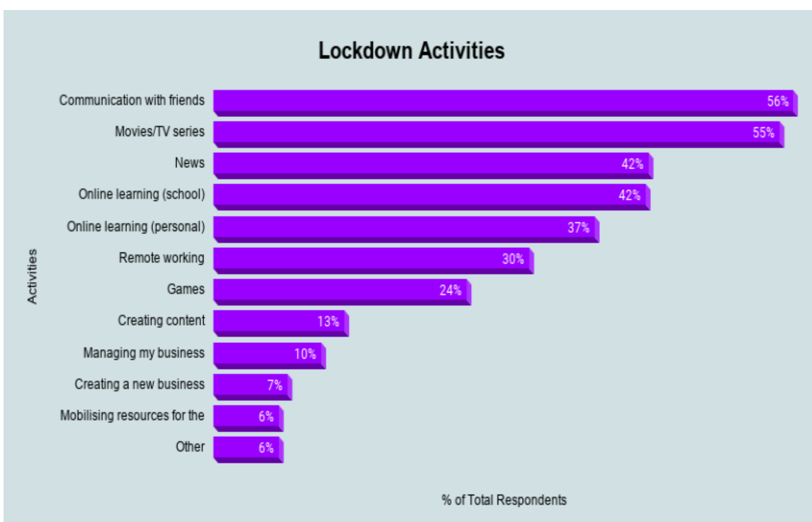

Figure 9: Respondents Preferred Lockdown Activities

6.10 Hours spent online during Lockdown:

Respondents were asked how many hours they were spending online, daily, during the lockdown. The majority of the respondents (77%) spent 5 hours or more daily online during the Lockdown with over 90% of them indicating that they were frequently checking their mobile devices every few minutes.

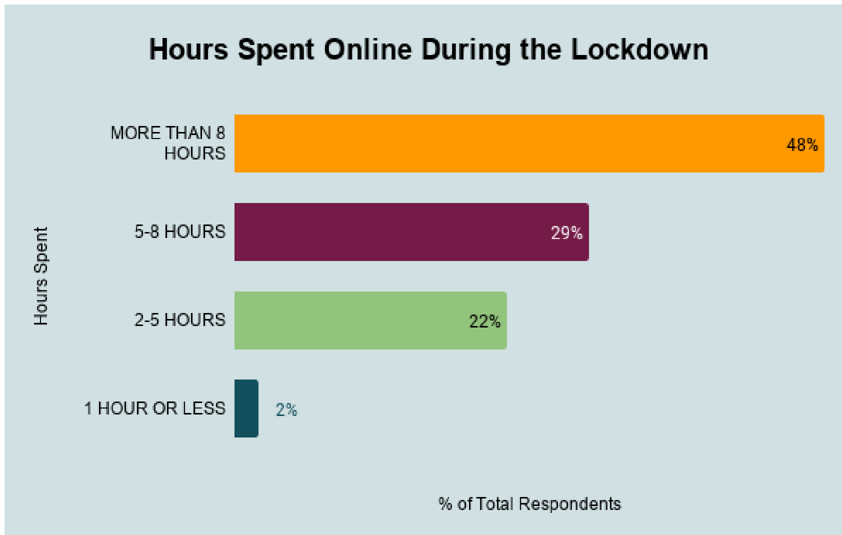

Figure 10: Hours Spent Online During the Lockdown

6.11 COVID-19 related news source selected by respondents

Respondents were asked to choose all their COVID-19 news sources. The majority of the respondents used social media (49%), formal channels of public institutions (45%) and news apps (31%) to keep up with COVID-19 news. Other sources listed include: TV, podcast and newspaper.

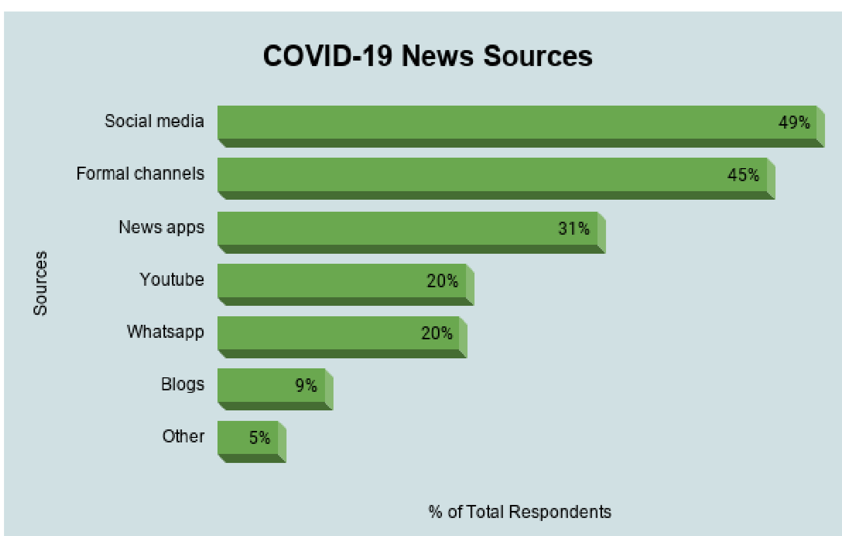

Figure 11: Respondents COVID-19 News Sources

6.12 Preferred Social media by respondents

Respondents were asked to choose their top 3 preferred social media platforms. The majority of the respondents indicated using YouTube (63%), Facebook (63%), and Instagram (62%) as main social media platforms. Other platforms listed include; WhatsApp, Tumblr, Telegram, Wire, Pinterest, VK and Reddit.

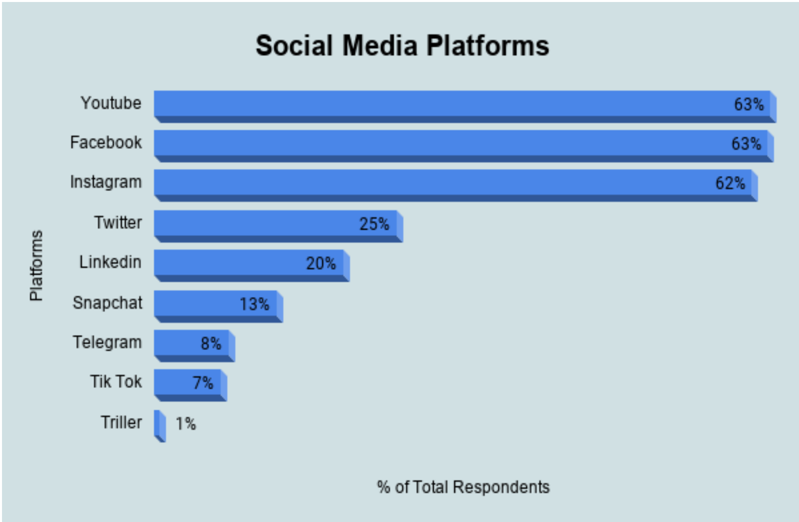

Figure 12: Preferred Social Media Platforms

6.13 Productivity and learning platforms

Respondents were asked to choose their top 3 preferred productivity and learning tools. The majority of the respondents were frequently using Zoom (63%), G Suite (62%), and Skype (47%). Other tools listed include; Webex, Jitsi Meet, Plural sight and Datacamp.

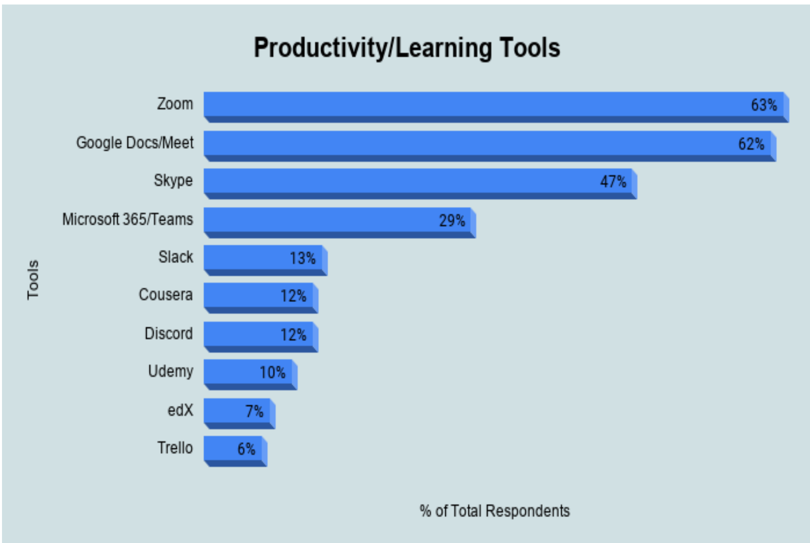

Figure 13: Top 3 preferred Productivity and Learning platforms

6.14 Barriers in the online world and lockdown routines

Respondents were asked to indicate the significant barriers they faced in the online world and with the lockdown routines. 46% of the respondents indicated they had poor quality Internet during the lockdown, 38% were concerned about cybersecurity, and 35% were concerned about data protection.

Significant Barriers	% of Total Respondents
Poor quality Internet	46%
Concerned about cybersecurity threats	38%
Concerned about data protection	35%
Institutions don't have sufficient digital services	26%
I cannot do all my shopping online	20%
Expensive Internet	19%
Remote work is not suitable for my job	15%
The e-platforms that I need are too expensive	9%
Others	8%
I don't own a computer/tablet	3%
There is just one device in my household	2%
I cannot make online payments	1%

Figure 14: Significant Barriers in the online world and lockdown routines

6.15 Top five countries and barriers

Analysis of the top 5 countries and barriers in the online world shows that Internet quality and cyber security issues are a recurring issue in various regions.

Barriers	Nigeria	Romania	Netherlands	USA	UK	Italy	Germany
Expensive Internet	46%	8%	2%	18%	15%	22%	20%
Poor Quality Internet	39%	30%	62%	55%	54%	44%	47%

I Don't Own A Computer/tablet	4%	5%	2%	3%	4%	0%	7%
There Is Just One Device in My Household	0%	2%	2%	0%	0%	0%	7%
Remote Work Is Not Suitable for My Job	9%	10%	21%	21%	8%	11%	13%
The E-platforms That I Need Are Too Expensive	12%	5%	4%	15%	4%	0%	13%
Institutions Don't Have Sufficient Digital Services	11%	40%	36%	21%	15%	33%	27%
I Cannot Do All My Shopping Online	11%	21%	15%	24%	27%	22%	33%
I Cannot Make Online Payments	1%	3%	2%	0%	0%	0%	0%
Concerned About Data Protection	18%	43%	34%	27%	35%	39%	60%
Concerned About Cybersecurity Threats	25%	46%	40%	24%	35%	39%	73%
Others	3%	6%	15%	9%	19%	6%	7%

Figure 15: Top 7 countries by significant barriers in the online world

6.16 New platform discovery

Respondents were asked if they had discovered any new platform and to list them. The majority of the respondents indicated that they had discovered Zoom during the Lockdown. Other platforms mostly discovered include; Google Classroom, Google Meet, Google Hangout, and Microsoft Teams.

Figure 16: New platform Discovery

6.17 Taking an online course

Respondents were asked if they had completed any online courses in the past. 39% had completed at least 3 or more courses in the past, while 32% have not completed any online courses.

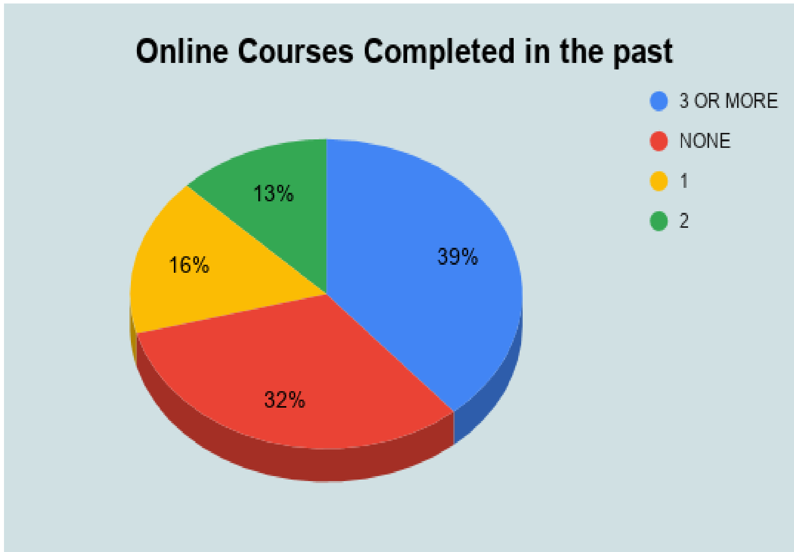

Figure 17: Online Courses Completed in the past

7. Overview - general key findings

- Zoom was the most identified platform as a new discovery for the age group 18 and above. The second ones were Google Classroom and Meet.
- Young people (18-29 years old) represent 67% of respondents who spent 5 hours or more online.
- Respondents with a bachelor degree or higher represent 79% of all respondents who spent 5 hours or more online.
- Respondents who had no formal education or had some vocational training reportedly did not discover any new platforms, spent the least time online and had not completed any online course in the past.
- 59% of females indicate that they spent 5 hours or more online.
- 60% of females have completed at least 1 online course in the past.
- 71% of respondents who have completed an online course in the past hold a bachelor's degree or higher.
- 15% of respondents indicated that remote work is not suitable for their job. 25% of them work in the education sector. Others, offering the same response, work in healthcare, non-profit, engineering and the hospitality sectors.
- 46% of respondents indicated that poor Internet quality was a significant barrier. 48% of them live in the Sub-Saharan Africa region. However, respondents from every region also noted the Internet quality as being poor.
- 37% of respondents are concerned about cybersecurity and data protection issues. 79% of them are in the 18-34 age group, 78% had a bachelor's degree or higher.
- 88% of the respondents who indicated that they are remote working have a bachelor's degree and above.
- 86% of respondents who indicated they are learning online are in the 18-34 age group.
- Only about 60% of the respondents who had a bachelor and above were currently employed.
- About 90% of respondents who had discovered new platforms in the Lockdown, indicated they will very likely continue to use them.

8. Conclusions

To sum up the findings in this report, we can certainly say that the pandemic resulted in a surge in the demand for Internet globally which highlighted the need for upgraded networks and amplified existing issues such as the digital divide, cyber security and privacy. Despite lingering concerns about privacy, teleconferencing service Zoom has been a clear winner based on the data on new app discoveries during the Lockdown. This is backed up with the company revealing that it's had as many as 200 million daily active users in recent weeks – 20 times more than pre-pandemic levels. The use of video calling and teleconferencing services is likely to remain at higher levels than those we saw before the pandemic. It's reasonable to expect that they will become a more integrated part of ongoing routines.

Increased *demand for the Internet* had a clear impact on Internet speeds. Many countries saw meaningful drops in average quality of the Internet during the Lockdown. This is likely linked to the sudden increase in video streaming – both for video conferencing apps like Zoom, and content streaming services like Netflix – resulting in a significant increase in demand for bandwidth, and given the unexpected nature of these increases resulted in the poor Internet quality widely reported as a barrier in this survey.

One of the clearest trends has been a dramatic increase in *socialising via digital platforms*, whether that's with family, friends, or colleagues and for remote work. Social media platforms have also seen solid growth in active users based on the increase in time spent on these platforms. This isn't surprising with so many people struggling with social isolation measures or a complete Lockdown, digital platforms became the only opportunity to communicate with the outside world. Mobile devices will continue to have a growing influence as indicated by the fact that people's preference for mobile devices under Lockdown will likely serve to extend mobile's lead even further.

In respect to *online learning* which has now become mandatory and the significant barriers indicated in this survey, it is pertinent for countries or school systems that do not already have an existing infrastructure that support online learning or access to devices to consider other approaches in the short term, it is not likely that online education can be organised to deliver in a short time. Other approaches may be necessary, of lower cost and comparative ease of implementation, such as radio education or educational television. However, it is promising to provide the infrastructure for online learning, an investment which is likely to have benefits that extend well beyond the current pandemic situation.

The health and wellbeing dimensions need to be properly addressed in this new digital context, as well. A notable and recurring theme with young people in other barriers faced was the feeling of "social isolation" and having "a lot of screen time". An interactive online learning may be more effective in incorporating online activities to achieve a balance. To reduce screen time and ensure access for those who do not have devices, other modalities such as television, radio, podcasts, DVDs and learning packets may be used for the delivery of educational content to students. This content should be designed to provide students opportunities for response and interaction.

A key priority of online learning should also be maintaining *effective social relationships between learners and educators*. A possible prolonged pandemic, and its multiple effects in the mental health, income and well-being of individuals and communities, is likely to strain the psychological reserves of all and this may impact motivation and functioning. On the other hand, continuing learning activities, in some form, may contribute to the well-being of learners during the crisis, maintaining a sense of normalcy and regularity.

The economic disruptions caused by social distancing means, those affected will require assistance reintegrating into the labour force, once the distancing measures are lifted. With the boom of online learning, there is no better time to provide online learning opportunities for job skills development for young people. As indicated in this report, only about 60% of young people with a bachelors' degree and above are currently employed and with a prolonged pandemic, the numbers are likely to decrease. Governments should explore partnerships with the private sector to extend the availability of these opportunities through online or similar modalities during this time. 83% of young people who are currently unemployed also indicated that they were starting new businesses during the Lockdown period, therefore business skills training and micro grants schemes is necessary for young people post pandemic and to cushion the effect of economic disruptions faced during the Lockdown.

It is increasingly clear that digital technology will continue to play a long-term role post pandemic as people are more dependent on technology than ever before. While people are finding popular social media platforms such as WhatsApp, Facebook and Instagram as their best companions, an increasing number have also had to adapt to remote working, online learning, making payments online and e-commerce making us a lot more dependent on the big tech who have dominated this space.

The million-dollar question is "will the growth of digitalisation be at the same rate or there will be a decline in the usage"? When people go out as liberal as they were before this pandemic, will digitalisation stay as important in their lives as now. Only time will tell, if we are looking to have a future where more digitalisation is expected. From this perspective more research is needed during and after the pandemic.

Reference List

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Appendix

A. Survey Questionnaire

SurveyHero.com

Lockdown & Digital Consumption Trends

Thank you for your interest in this survey. Please take time to read the following information.

What is the purpose of the survey?
We aim to analyse the recent upsurge in digital platform usage in order to gain actionable insights into behaviour and patterns. This series of analysis is part of Digital Citizens' community efforts to understand the digital world in the time of COVID-19, as well as part of a masters' theses in ICT for development, at the University of Torino.

Do I have to take part?
Your participation in this survey is voluntary. You are free to withdraw at any time during the survey without giving a reason.

What is involved?
The survey takes approximately ***6 minutes to complete***. To safeguard your rights, the minimum personally-identifiable information is requested. We will use your contact details [email address only] to contact you about the report and webinars, ***you can choose not to provide this***. We will never sell or share this data with any third party. At the end of the survey, you will be given the chance to confirm if you would be willing to take part in a webinar where our findings will be shared. An email address will be required for this.

How do I find out more?
If you would like to find out more about the analysis, a summary of the findings can be sent to you when the analysis is completed. If you wish to receive this, please give us your email address at the end of the survey or you can check regularly the website www.digitalcitizens.net. For any further clarifications, please send an email to, margaret.okon@digitalcitizens.net

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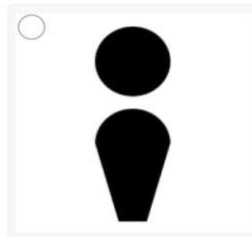
Please confirm the following *

- [ ] I understand that I can withdraw at any time without giving a reason
- [ ] I understand that all information I give will be kept confidential and will not be shared with any third party
- [ ] I have read and understood the participation information and consent to take part in this survey.

What is your gender? *

Male

Female



Others

What is your age? *

Please choose...

What best describes your employment status? *

- Employed, fulltime
- Employed, part-time
- Self-employed
- Unable to work (due to some disability)
- Unemployed
- Other

Which sector do you currently work in? *

- Government
- Non-Profit
- Healthcare
- Education
- Finance
- Other

What is your highest level of education? *

- No formal education
- High school diploma
- Vocational training
- Bachelor’s degree

Master's/Doctorate degree

Which country do you live in? *

Please choose...

Since the lockdown, how are you spending most of your online time? *

Select all that apply.

- [ ] News
- [ ] Creating content
- [ ] Movies/TV series
- [ ] Remote working
- [ ] Games
- [ ] Online learning (school)
- [ ] Online learning (personal)
- [ ] Creating a new business
- [ ] Managing my business online
- [ ] Communication with friends and family
- [ ] Mobilising resources for the COVID-19 crisis
- [ ] Other

How many hours do you spend online daily, during the lockdown? *

- ( ) 1 hour or less
- ( ) 2-5 hours
- ( ) 5-8 hours
- ( ) More than 8 hours

What digital sources do you rely on for news related to COVID-19? *

Select all that apply

- [ ] Blogs
- [ ] News apps
- [ ] Websites
- [ ] Youtube
- [ ] Whatsapp
- [ ] Formal channels of public institutions
- [ ] Social media (Facebook, Twitter, Instagram, etc.)
- [ ] Other

What social media platforms are you using the most? *

Choose your top 3 preferences

Facebook

Twitter

Instagram

Youtube

Snapchat

Telegram

Triller

Tik Tok

Linkedin

Other social media platforms

List other social media platforms you use if any

Which productivity/learning platforms are you using the most? *

Choose your top 3 preferences

Slack

Skype

Zoom

Cousera

edX

Udemy

Discord

Trello

Google Docs/Meet

Microsoft 365/Teams

Other productivity/learning platforms are you using

List other productivity/learning platforms you use if any

How frequently are you using these platforms daily? *

- Every few minutes
- Whenever a notification pops up
- Every few hours
- Not quite often

What type of device are you using these platforms on? *

Select all that apply

Mobile

Tablet

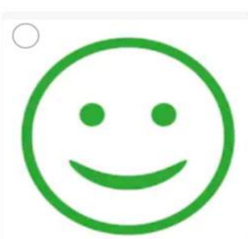
Laptop

Smart TV

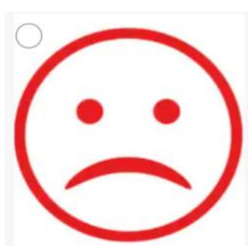
Were you using these platforms before the Lockdown? *

- Yes, all of them
- Some of them
- None

Have you discovered and started using any new platforms after the Lockdown? *



Yes



No

If yes, name them?

Will you continue to use these platforms you discovered after the Lockdown?

Yes

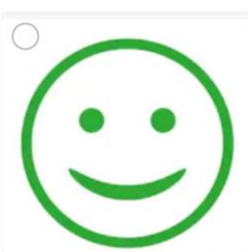
No

Maybe

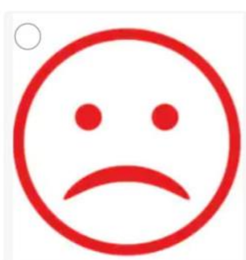
How many online courses have you completed in the past?
*****

- 1
- 2
- 3 or more
- None

Do you think there are enough digital options available to function smoothly if we replace our daily routines with Lockdown routines? *



Yes



No

What are the most significant barriers adjusting to the online world? *

Select all that apply

- [ ] Expensive Internet
- [ ] Poor quality Internet
- [ ] I don't own a computer/tablet
- [ ] There is just one device in my household
- [ ] Remote work is not suitable for my job
- [ ] The e-platforms that I need are too expensive
- [ ] Institutions don't have sufficient digital services
- [ ] I cannot do all my shopping online
- [ ] I cannot make online payments
- [ ] Concerned about data protection
- [ ] Concerned about cybersecurity threats
- [ ] Others

Please answer yes or no *

	Yes	No
I would like to be emailed the report of this survey	○	○
I would like to be invited for related webinars	○	○

If you chose YES to any of the above, Please provide an email we can reach you with:

@

stay safe