

SOCIAL SURVEY

ON THE IMPACT OF TECHNOLOGICAL SPACE ON THE LIFE OF ELDERLY PEOPLE

Ladies and Gentlemen! Welcome. Our research team from the Institute of Economics and Management - Hanoi University of Science and Technology would like to send our respectful greetings to you and ask you to participate in the survey. The purpose of the survey is to study the digital environment's impact on older people's life and the attraction of digital technologies for older people in Vietnam. Your personal information and survey opinions will be confidential, used for research purposes only, and will not be shared with other third parties or organizations. Thank you!

Survey participants: people aged 55 and over

Name and surname of respondent: _____ sex: male ☐ ; female. ☐ ;
year of birth:.....

Level of education: university ☐; high school ☐; general education school ☐

Address: (commune, ward, district / province: _____

Place of birth: countryside ☐; City ☐; mountain area ☐ ; Island ☐

Response date / / 2021

Answer form: direct conversation ☐ ; by online questionnaire ☐

EXAMINATION PART

I. Using devices connected to the Internet

1. Do you use any communication devices connected to the Internet (smartphones, computers, tablets)? yes ☐ no ☐

- If not, please tell us why? Difficult to use ☐ no device ☐

The subscription fee is high ☐; Because there is no Internet access where I live ☐

Other reasons ☐

- If so, did you buy it yourself, or did you get it as a gift? I bought it myself ☐ ; I got it as a gift ☐

2. How often do you use devices connected to the Internet?:

Daily ☐ Few times a week ☐

3. For daily use, note the average amount of time

Less than 30 minutes ☐; from 30 to 60 minutes ☐; more than 60 minutes ☐

4. Purpose of using a device connected to the Internet: see information ☐;

Contact with others ☐ ; use online services ☐ ; other purpose ☐ .

5. Have you ever used public online services and other social services (apply for documents, certificates, notarized copies, making an appointment with a doctor, calling a car, etc.)? used ☐; I have not used it yet ☐;

If you have not used it yet, what is the reason for the following reasons: because of the complex interface? ☐; lack of detailed instructions ☐; no habit ☐ of using; Other reasons (specify):.....

6. If you have ever used the online public services of local authorities through the public service portal, evaluate the quality of service: good ☐ ; Satisfied ☐ ; unsatisfied ☐

7. Do you use social media, such as Facebook, Twitter, etc?: yes ☐ ; no ☐

- Do you use communication utilities like Zalo, Viber, or Whatsapp... to send text messages of photos and video clips? Yes ☐ ; No ☐ ; if not, why?:.....

8. During the COVID-19 outbreak, did you install health and movement tracking apps (health e-book, Ncovid, Bluezone, or PC COVID? Yes ☐ ; No ☐ ; If not, why?:.....

9. Have you opened a bank account? Yes ☐; no ☐; If not, why?:.....

10. Do you receive a pension or social assistance in the following form?

Through a bank account ☐ ; cash through a local social security organization ☐

11. Do you use the Bank's applications and utilities on smartphones, tablets, and computers connected to the Internet to transfer money to pay for services such as taxes, electricity, telephone charges, cable TV, water supply, etc.? Yes ☐ ; No ☐

- If yes, assess the quality of the application: good ☐ ; Satisfied ☐; bad ☐;

- If not, what are the reasons for the following? uncomfortable ☐; The application is unsuitable for the elderly ☐; afraid to reveal personal information ☐ ; other reasons: ☐

12. Are you involved in e-commerce? Yes ☐; No ☐;

If yes, for buying ☐ ; or for selling ☐ ;

13. What forms of payment do you usually use when buying goods in shops, markets, and supermarkets? bank card ☐ ; cash ☐ ; both ☐

14. Have you ever used mobile devices to complete medical declarations or scan QR codes when visiting? Yes ☐; No ☐;

15. Do you use digital content (watch movies, listen to music online in applications through smartphones, tablets, personal computers, TVs)? Yes ☐; No ☐

If yes, how often is it? daily ☐; more than twice a week ☐

16. Have you had difficulty using smart home appliances in your home (e.g., refrigerators, air conditioners, microwave ovens, cleaning robots...)? Yes ☐ ; No ☐

18. In your opinion, how do smart mobile devices (smartphones, tablets) and smart home appliances affect your personal life? positively ☐; negative ☐ ; Other opinion ☐s.....

II. Knowledge of digital transformation and digital technologies

19. Have you ever heard phrases like "digitization", "digital transformation", or "digital technology"? Yes ☐; No ☐; If yes, where? Media such as television, the Internet, etc. ☐ ; from family members and friends ☐

20. Do you have difficulty using smartphones, tablets, personal computers, or smart home appliances?

Yes ☐; no ☐

21. Do you have difficulty using applications (APP) of online services? Yes ☐; No ☐

If yes, give specific reasons

22. Have you ever participated in training sessions on digital technologies and digital transformation organized by authorities, public organizations, and enterprises? Yes ☐ ; No ☐; nobody organizes ☐

23. In your opinion, is it necessary to organize programs to introduce digital technologies and digital transformation for older people? need ☐; no need ☐

- - If necessary, what is the most appropriate form of organizing these programs through the media? TV section ☐; radio program ☐ ; paper and online newspapers ☐
direct conversation ☐ ; support section on the website for elderly ☐

24. Do you have problems with memory, personal digital data such as account names, security codes (passwords): Yes ☐ ; No ☐

25. Have you ever experienced any loss while using apps (e.g., loss of personal accounts like Zalo, Facebook, etc., wrong transfer of payment, faulty operation resulting in failed transactions, loss of much time, disclosure of confidential personal data...): Yes ☐ ; No ☐ .

26. Please tell us your wishes regarding the form of the organization that provides the necessary public services for the elderly? Traditionally ☐; Online ☐; both traditional and online ☐

27. How do digital technologies (devices, gadgets, and apps like automated queues, card access, QR code scanning, etc.) affect your quality of life?

	positive	negative	No opinion
- on the streets and in public places (banks, shops, government offices, markets, etc.)			
- around your house			
- in your house			

28. How do you think it is necessary to use surveillance cameras?

	Yes	No
- on the streets and in public places (banks, shops, government offices, markets, etc.)		
- around your house		
- in your house		

29. Do you use digital medical equipment to measure temperature, blood pressure, oxygen concentration (SPO2), and health watches? Yes ☐; No ☐;

If you use it, do you have any problems? Yes ☐; No ☐

30. Do you use a personal car or not? Yes ☐ ; No ☐

If yes, do you have any difficulty using electronic devices in the car? Yes ☐ ; no ☐

Thank you for your participation!