



IO1/A2

VALIDATION OF USER MODELS & DEFINITION OF DESIRABLE SITUATIONS

National Report – [Portugal]

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Revision History

Version	Date	Author	Description	Action	Pages
1	27/04/2020	Advancis	[Creation]	[C]	[25]

(*) Action: C = Creation, I = Insert, U = Update, R = Replace, D = Delete

Referenced Documents

ID	Reference	Title
1	2019-1-UK01 KA204-062021	Project Application
2		

Applicable Documents

ID	Reference	Title
1	IO1.A1.1	User Model Design
2		

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1. Introduction

1.1 Objective of the survey

The aim of the survey was to understand the 'As-Is' situation of adults at risk of Internet Addiction in Portugal in order to define their 'To-Be' situation. More specifically, the responses received aimed at validating the User Models elaborated in O1/A1: User Models Design created by AKNOW. Thus, we asked participants about their behaviour in relation to Internet use, as well as information about their personal characteristics. The results provided us with a clear picture of Internet use behaviours combined with personality traits, and demographical data among adults of 35 to 55 years old in Portugal. Based on the data collected, the consortium will elaborate the needs of the target group in terms of reduction of Internet use training.

1.2 Methodology

The survey was distributed to ADVANCIS networks, including clients, partners in other Erasmus+ projects, IAID stakeholders, and organizations. They were contacted mainly through social media, email, and personal contact. Additionally, we distributed the survey internally in the company in case some of ADVANCIS staff were interested in participating in the project. A short description of the project, its aim, objectives, and foreseeable results were provided to the individuals reached. The language of the survey was English.

An estimate of 150 people was reached, and ADVANCIS received 30 responses.

2. Survey Results

The following sessions illustrate the results obtained in the Portuguese cohort.

2.1 Participants

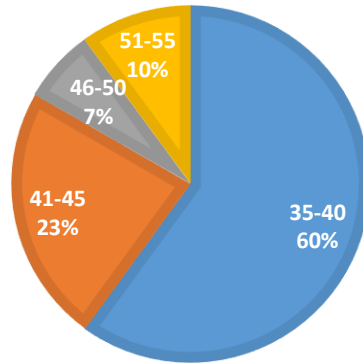
The following charts illustrate the demographic data of the survey respondents.

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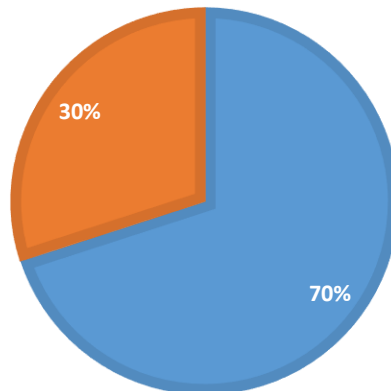
AGE DISTRIBUTION

■ 35-40 ■ 41-45 ■ 46-50 ■ 51-55



GENDER DISTRIBUTION

■ Female ■ Male

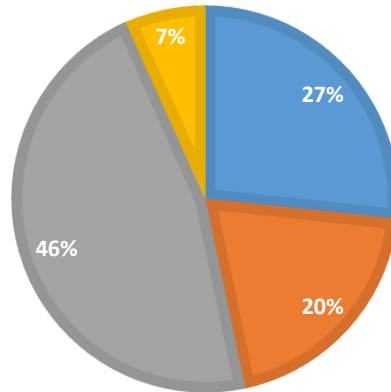


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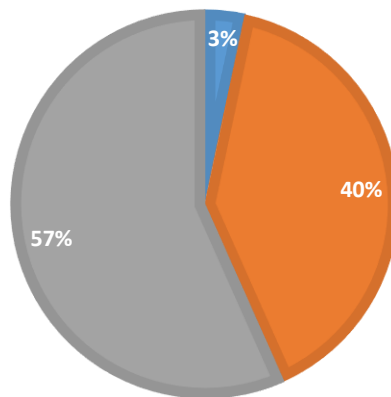
EDUCATIONAL LEVEL

■ Bachelor's degree ■ Doctoral degree ■ Master's degree ■ Upper Secondary



FAMILY AND MARITAL STATUS

■ Legally separated ■ Married ■ Single - never married



OCCUPATION

Architect
Artist
Computer science technician
Consultant
Designer (2)
Digital Marketeer
Director Assistant
Doctor
Education specialist

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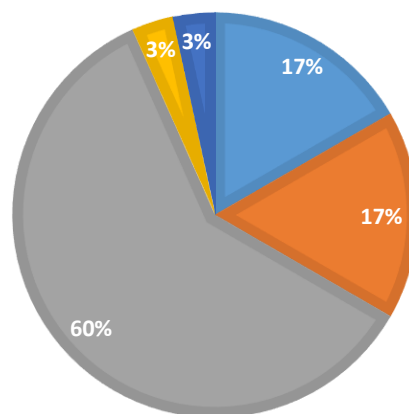
Employment advisor
Human Resources
Logistics technician
Manager
Professor
Psychologist
Researcher (4)
Secretary
Software developer
Teacher (3)
Training coordinator
Training
Unemployed (3)

2.2 Access to Internet

The following graphics and tables illustrate the means of accessing internet, how often the respondents have access, and which groups of applications they use.

ACCESS TO THE INTERNET

- Laptop / Desktop
- Mobile phone
- Mobile phone, Laptop / Desktop
- Mobile phone, Laptop / Desktop, Other devices (such as gaming consoles)
- Mobile phone, Laptop / Desktop, Tablet

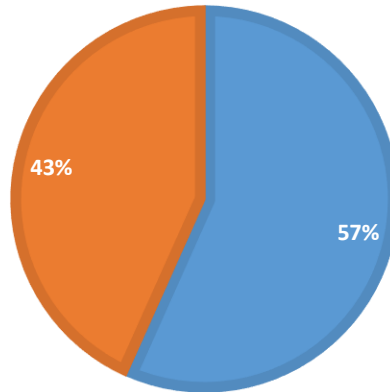


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FREQUENCY OF ACCESS TO THE INTERNET

■ Constantly ■ Several times a day



When asked about the specific applications that they use when online, participants answered the following:

Frequency of access to social networks (i.e., Facebook, Instagram, Tiktok, etc.)

Often	44%
Always	20%
Seldom	20%
Sometimes	13%
Never	3%

Frequency of access to personal e-mail/administration (e.g., banking, paying bills, booking, travel)

Often	37%
Always	33%
Seldom	23%
Sometimes	7%

Frequency of access to academic/work-related apps

Often	30%
Always	27%
Seldom	23%
Sometimes	20%

Frequency of access to general information search apps (News)

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Often	44%
Seldom	23%
Sometimes	20%
Always	13%

Frequency of access to streaming (e.g., Youtube, Netflix, etc.)

Seldom	33%
Sometimes	30%
Always	17%
Often	17%
Never	3%

Frequency of access to music apps

Seldom	37%
Often	33%
Sometimes	17%
Always	10%
Never	3%

Frequency of access to online gaming websites

Never	70%
Sometimes	17%
Seldom	7%
Always	3%
Often	3%

Frequency of access to online gambling apps

Never	80%
Sometimes	14%
Always	3%
Often	3%

Frequency of access to online pornography apps

Never	77%
Sometimes	17%
Always	3%

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Often	3%
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Frequency of access to online shopping (buying and selling) apps

Seldom	34%
Sometimes	23%
Never	20%
Often	13%
Always	10%

Frequency of access to online dating apps

Never	87%
Always	4%
Often	3%
Seldom	3%
Sometimes	3%

2.3 Quick Big Five Traits

When asked about their personality traits, the survey respondents answered the following:

I see myself as someone who worries a lot.

Somewhat agree	30%
Agree	27%
Strongly agree	27%
Somewhat disagree	13%
Neither agree nor disagree	10%
Strongly disagree	7%
Disagree	3%

I see Myself as someone who gets nervous easily.

Somewhat agree	37%
Neither agree nor disagree	29%
Disagree	15%
Agree	7%
Somewhat disagree	4%
Strongly agree	4%
Strongly disagree	4%

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I see Myself as someone who remains calm in tense situations.

Somewhat agree	50%
Somewhat disagree	23%
Agree	10%
Neither agree nor disagree	10%
Disagree	7%

I see Myself as someone who is talkative.

Agree	43%
Somewhat agree	20%
Disagree	10%
Neither agree nor disagree	10%
Somewhat disagree	10%
Strongly agree	7%

I see Myself as someone who is outgoing, sociable.

Agree	30%
Somewhat agree	23%
Strongly agree	17%
Disagree	14%
Somewhat disagree	13%
Neither agree nor disagree	3%

I see Myself as someone who is reserved.

Somewhat agree	34%
Disagree	17%
Agree	13%
Neither agree nor disagree	13%
Somewhat disagree	13%
Strongly disagree	7%
Strongly agree	3%

I see Myself as someone who is original, comes up with new ideas.

Somewhat agree	50%
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Agree	23%
Somewhat disagree	10%
Neither agree nor disagree	7%
Strongly agree	7%
Disagree	3%

I see Myself as someone who values artistic, aesthetic experiences.

Somewhat agree	31%
Agree	21%
Strongly agree	15%
Disagree	12%
Neither agree nor disagree	12%
Somewhat disagree	9%

I see Myself as someone who has an active imagination.

Somewhat agree	47%
Strongly agree	20%
Somewhat disagree	13%
Agree	10%
Disagree	7%
Neither agree nor disagree	3%

I see Myself as someone who is sometimes rude to others.

Disagree	27%
Somewhat agree	20%
Neither agree nor disagree	13%
Somewhat disagree	13%
Agree	10%
Strongly disagree	10%
Strongly agree	7%

I see Myself as someone who has a forgiving nature.

Somewhat agree	34%
Agree	21%
Disagree	14%

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Neither agree nor disagree	14%
Somewhat disagree	7%
Strongly agree	7%
Strongly disagree	3%

I see Myself as someone who is considerate and kind to almost everyone.

Somewhat agree	40%
Agree	23%
Strongly agree	13%
Neither agree nor disagree	10%
Disagree	7%
Somewhat disagree	7%

I see Myself as someone who works thoroughly.

Agree	36%
Somewhat agree	30%
Strongly agree	17%
Neither agree nor disagree	7%
Somewhat disagree	7%
Disagree	3%

I see Myself as someone who tends to be lazy.

Agree	30%
Neither agree nor disagree	20%
Disagree	14%
Somewhat agree	13%
Strongly agree	13%
Strongly disagree	7%
Somewhat disagree	3%

I see Myself as someone who does things efficiently.

Agree	50%
Somewhat agree	30%
Disagree	7%
Neither agree nor disagree	7%
Somewhat disagree	3%
Strongly agree	3%

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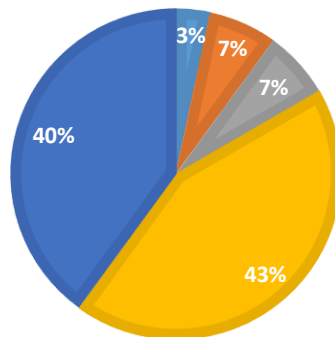
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2.4 Problematic Internet Use

The following graphs illustrate the responses of our 30 participants in the survey concerning problematic Internet use.

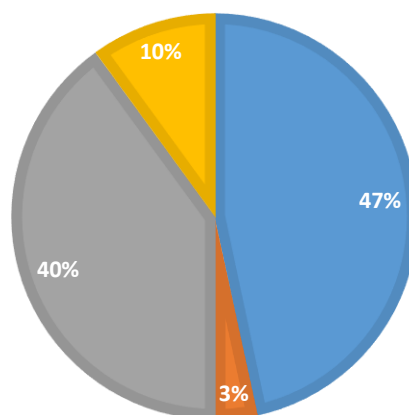
HOW OFTEN DO YOU FEEL TENSE, IRRITATED, OR STRESSED IF YOU CANNOT USE THE INTERNET FOR AS LONG AS YOU WANT TO?]

■ Always ■ Never ■ Often ■ Rarely ■ Sometimes



HOW OFTEN DO YOU FANTASIZE ABOUT THE INTERNET, OR THINK ABOUT WHAT IT WOULD BE LIKE TO BE ONLINE WHEN YOU ARE NOT ON THE INTERNET?

■ Never ■ Often ■ Rarely ■ Sometimes

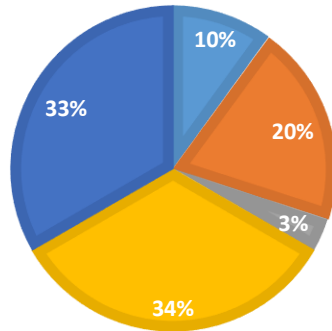


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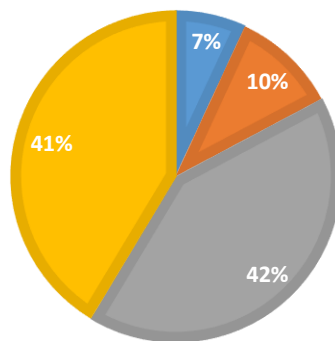
HOW OFTEN DO YOU FEEL TENSE, IRRITATED, OR STRESSED IF YOU CANNOT USE THE INTERNET FOR SEVERAL DAYS?

■ Always ■ Never ■ Often ■ Rarely ■ Sometimes



HOW OFTEN DOES IT HAPPEN TO YOU THAT YOU WISH TO DECREASE THE AMOUNT OF TIME SPENT ONLINE BUT YOU DO NOT SUCCEED?

■ Never ■ Often ■ Rarely ■ Sometimes

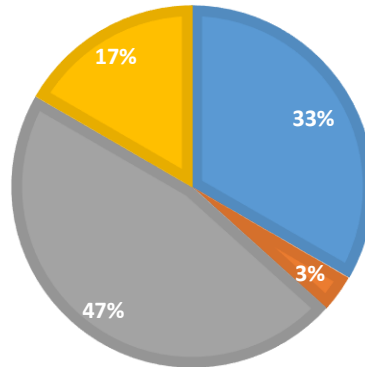


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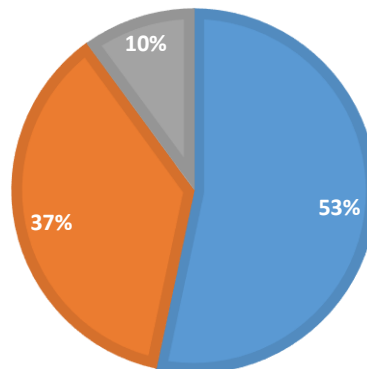
HOW OFTEN DO YOU FEEL THAT YOUR INTERNET USAGE CAUSES PROBLEMS FOR YOU?

■ Never ■ Often ■ Rarely ■ Sometimes



HOW OFTEN DO YOU DREAM ABOUT VISITING SPECIFIC PLATFORMS OR WEBSITES ON THE INTERNET?

■ Never ■ Rarely ■ Sometimes

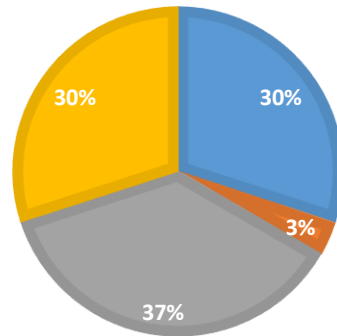


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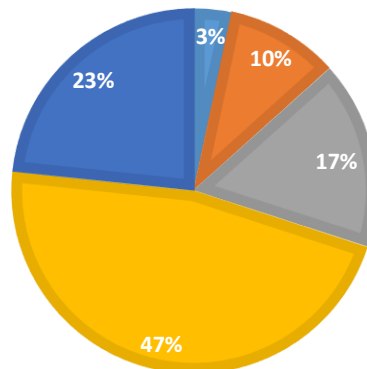
HOW OFTEN DO YOU REALIZE SAYING WHEN YOU ARE ONLINE, "JUST A COUPLE OF MORE MINUTES AND I WILL STOP"?

■ Never ■ Often ■ Rarely ■ Sometimes



HOW OFTEN DO YOU FEEL THAT YOU SHOULD DECREASE THE AMOUNT OF TIME SPENT ONLINE?

■ Always ■ Never ■ Often ■ Rarely ■ Sometimes

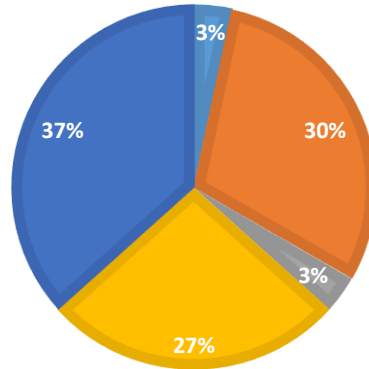


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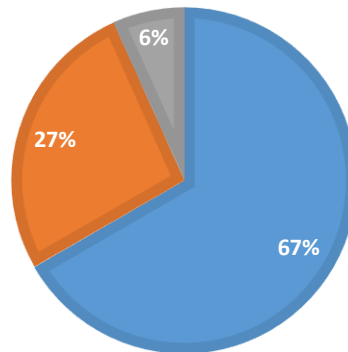
HOW OFTEN DO PEOPLE IN YOUR LIFE COMPLAIN ABOUT SPENDING TOO MUCH TIME ONLINE?

Always Never Often Rarely Sometimes



HOW OFTEN DOES IT HAPPEN TO YOU THAT YOU FEEL DEPRESSED, MOODY, OR NERVOUS WHEN YOU ARE NOT ON THE INTERNET AND THESE FEELINGS STOP ONCE YOU ARE BACK

Never Rarely Sometimes

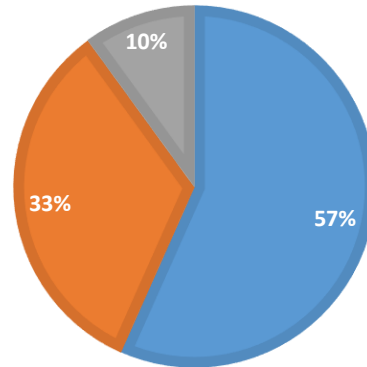


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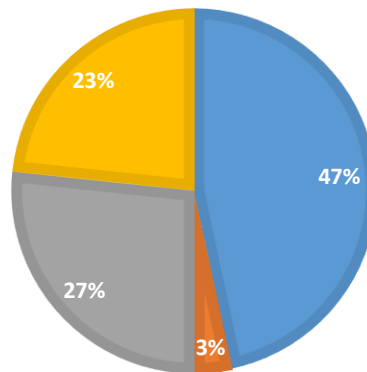
HOW OFTEN DO YOU CHOOSE THE INTERNET RATHER THAN GOING OUT?

■ Never ■ Rarely ■ Sometimes



HOW OFTEN DO YOU TRY TO CONCEAL THE AMOUNT OF TIME SPENT ONLINE?

■ Never ■ Often ■ Rarely ■ Sometimes

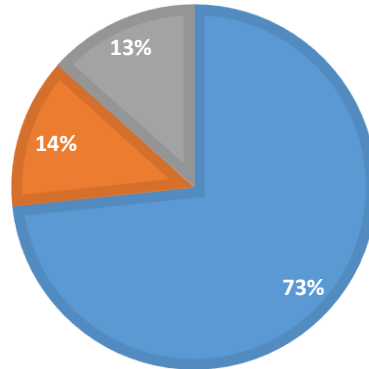


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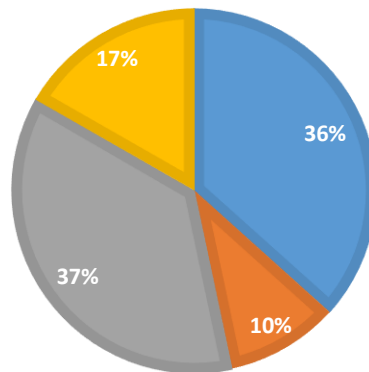
**HOW OFTEN DO YOU THINK THAT YOU SHOULD ASK FOR
HELP IN RELATION TO YOUR INTERNET USE?**

■ Never ■ Rarely ■ Sometimes



**HOW OFTEN DOES THE USE OF INTERNET IMPAIR YOUR
WORK OR YOUR EFFICACY?**

■ Never ■ Often ■ Rarely ■ Sometimes

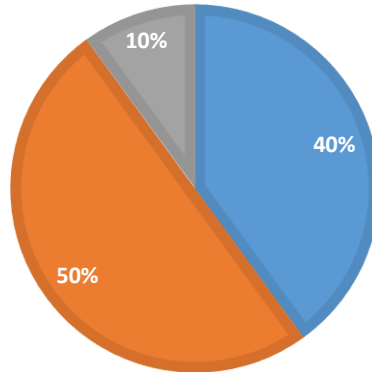


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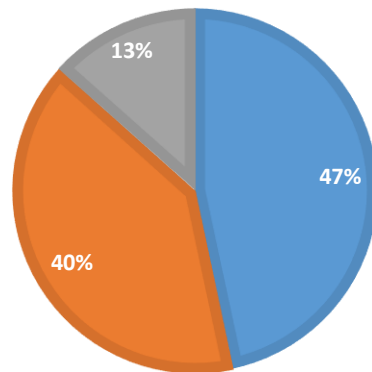
**HOW OFTEN DO YOU NEGLECT HOUSEHOLD CHORES TO
SPEND MORE TIME ONLINE?**

■ Never ■ Rarely ■ Sometimes



**HOW OFTEN DO YOU CHOOSE THE INTERNET RATHER
THAN BEING WITH YOUR PARTNER?**

■ Never ■ Rarely ■ Sometimes

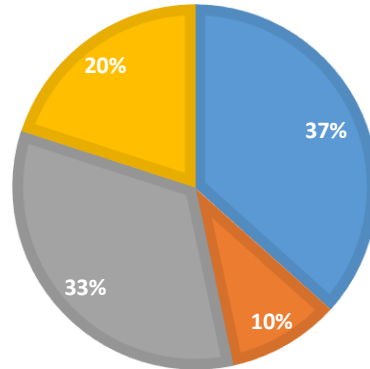


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HOW OFTEN DO YOU SPEND TIME ONLINE WHEN YOU'D RATHER SLEEP?

■ Never ■ Often ■ Rarely ■ Sometimes



2.5 Internet Addiction Test

The following tables report the responses in the last section of the survey.

Do you feel preoccupied with the Internet (think about previous online activity or anticipate next online session)?

Never	64%
Sometimes	33%
Often	3%

Do you feel the need to use the Internet with increasing amounts of time in order to achieve satisfaction?

Never	77%
Sometimes	20%
Often	3%

Have you repeatedly made unsuccessful efforts to control, cut back, or stop Internet use?

Never	70%
Sometimes	27%
Often	3%

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Do you feel restless, moody, depressed, or irritable when attempting to cut down or stop Internet use?

Never	73%
Sometimes	23%
Always	4%

Do you stay online longer than originally intended?

Sometimes	46%
Often	27%
Never	20%
Always	7%

Have you jeopardized or risked the loss of significant relationship, job, educational or career opportunity because of the Internet?

Never	83%
Sometimes	10%
Often	7%

Have you lied to family members, therapist, or others to conceal the extent of involvement with the Internet?

Never	87%
Sometimes	7%
Often	6%

Do you use the Internet as a way of escaping from problems or of relieving a dysphoric mood (e.g., feelings of helplessness, guilt, anxiety, depression)?

Never	63%
Sometimes	30%
Often	7%

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3. Conclusions

- Concerning the demographic characteristics of the respondents to this survey:
 - The majority of our 30 respondents, more precisely 60%, belong to the younger age group (35-40), whereas 23% are aged between 41-45 and the remaining 17% to the older age groups – 51-55 and 46-50 (respectively, 10% and 7%). A large majority is female (70%) and all of the respondents are Portuguese, with the exception of one. Regarding their marital status, most of them are single (57% against 40% married).
 - This group of respondents is highly qualified: 46% hold a master's degree, 27% hold a bachelor's and 20% hold a doctoral degree, which results in a total of 93% of participants with Higher Education levels completed. Only 7% hold an Upper Secondary degree. It is important to take these characteristics into account when analyzing the survey results, as they might have a significant impact. Concerning the respondents' occupations, there were 3 teachers, 1 HE professor, 4 researchers and a wide range of other occupations (e.g architect, designer, trainer, manager, etc.).
- Access to the Internet is mainly done through mobile/laptop/desktop and the vast majority of the respondents reported they access the Internet constantly (57%) or several times a day (43%), clearly indicating a high rate of Internet daily use in this group of participants.
- When asked about the type of applications they access and related online activities:
 - respondents spend a significant amount of screen time visiting social networks, such as Facebook, Instagram and Tiktok (44% report they do it often and 20% report doing it always), personal e-mails and administration apps (37% do it often and 33% do it always), academic and work-related apps (30% often and 27% always) and general information/news apps (44% often and 13% always). Other commonly used apps are music apps (33% often and 10% always), streaming apps (30% sometimes, 17% often and 17% always), and online shopping apps (23% seldom, 13% often, 10% always). These results are indicators of the potential focus regarding the applications for the subsequent development of training content.
 - The least visited apps are online dating apps (87% refer never accessing, 3% report sometimes accessing it, 3% often and 4% always), online gambling apps (80% never access it, 14% do it sometimes, 3% do it often and 3% do it always), pornography apps (77% never access it, 17% do it sometimes, 3% do it often and 3% do it always), and online gaming (70% never access it, 17% do it sometimes, 3% do it often and 3% do it always).

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- In the Quick Big Five Traits section of the questionnaire, the majority of the respondents indicated that they strongly agree, agree or somewhat agree with the below sentences, according to each of the dimensions assessed in the questionnaire:
 - extraversion vs. introversion
 - I see Myself as someone who is talkative (70%).
 - I see Myself as someone who is outgoing, sociable (70%).
 - I see Myself as someone who is reserved (50%).
 - agreeableness vs. antagonism
 - I see Myself as someone who has a forgiving nature (62%).
 - I see Myself as someone who is considerate and kind to almost everyone (76%).
 - conscientiousness vs. lack of direction
 - I see Myself as someone who works thoroughly (83%).
 - I see Myself as someone who tends to be lazy (56%).
 - I see Myself as someone who does things efficiently (83%).
 - emotional stability vs. neuroticism
 - I see Myself as someone who worries a lot (84%).
 - I see Myself as someone who remains calm in tense situations (60%).
 - openness vs. closedness to experience
 - I see Myself as someone who is original, comes up with new ideas (80%).
 - I see Myself as someone who values artistic, aesthetic experiences (67%).
 - I see Myself as someone who has an active imagination (77%).
- In the questions regarding problematic Internet use behaviours most of the survey respondents mentioned that they always, often, or sometimes:
 - Feel tense, irritated, or stressed if they cannot use the Internet for as long as they want to (40% sometimes, 7% often, 3% always).
 - Wish to decrease the amount of time spent online but they do not succeed (41% sometimes, 10% often).
- In the Internet Addiction Test section of the survey, most of the participants said that they always, often, or sometimes:
 - Stay online longer than originally intended (46% sometimes, 27% often, 4% always).
- According to these results, the participants manifest some behaviours, such as constantly accessing the internet, feeling stressed if unable to use the Internet, and wishing to decrease the amount of time spent online, which could indicate a risk of internet addictive behaviour. However, the majority of the respondents reported that they never thought about asking for help in order to deal with Internet use.

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- The type of online activities of these respondents, however diverse, are low risk and their personality traits are overall positive, which confirms the necessity of developing a personalised approach that takes into account the user's personal characteristics, situation and behaviours when deriving withdrawal plans.

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