WP1 Deliverable 4

**Pretesting project**

**Definition and piloting of specific modules for the community surveys on ICT usage for 2013-2015**

**WP: WP1 testing and improvements of existing questions in the household survey**

**D4. Reports on the findings and incl. recommendations for improvement**

**Contents**

**Recommendations for improvement (item 2 of 2)**

Suggestions for improvement question by question. Includes old and new questions and arguments for the changes.

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ICT Pre-testing Project, WP 1 (HH)

**Suggestion for changes in test model questionnaire**

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|  | Community survey onICT usage in households and by individuals |
| A | Access to Information and Communication Technologies |
| **A1** | **Do you or anyone in the household have access to any of the following devices at home:**    Yes No  Computer – desktop or lap top € €  Tablet computer – e.g. iPad, tab or other tablet or e-book reader € €  Mobile phone or Smart phone € €  **[ Not at all-> go to A5 ]** |
| Old Q. (A1) | Do you or anyone in your household have access to a computer at home? *(any type: desktop, laptop, PDA, excluding smart phone)*  Yes   No   **[ -> go to A2 ]** |
| Issues | Revised version to solve issue on inclusion/exclusion of tablets or smartphones  and to allows for dynamic filtering for following modules on specific devices.  E-book readers would be excluded if we stick to the previous definition of computers. However it would be more intuitive to include them and avoid risking that the interviewers have to discuss technical issues to make judgement of different tablets being included or not. Probably the results would not be so different with e-book readers included, so a suggestion would be to include them else mention explicitly that they are to be excluded. |
| **A2** | **Do you or anyone in your household have access to the Internet at home – e.g. on computer or smart phone?**  **(Benchmarking B5)**  Yes.................................................................................. **[ -> go to A3 ]**  No .................................................................................. **[ -> go to A4]**  Don't know....................................................................... **[ -> go to B1 ]** |
| Old Q. (A2) | Do you or anyone in your household have access to the Internet at home, regardless of whether it is used? (by any device) **(Benchmarking B5)**  Yes.............................................................................**[ -> go to A3 ]**  No.............................................................................. **[ -> go to A4]**  Don't know..................................................................**[ -> go to B1 ]** |
| Issues | Revised version to avoid unnecessary confusion over formulations / specifications:  “regardless of whether it is used” and  “by any device” - in brackets |
| **A3** | **Which of the following types of internet connection are used in your household?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  **(Benchmarking B6)**  **a) Fixed broadband connection - e.g. ADSL, fiber or cabel modem**   with or without wi-fi wireless access to internet from devices in the house  **b) Mobile broadband connection via USB modem**   **c) Mobile broadband connection via mobile sim card**   e.g. on smart phone or tablet  **d)** *Optional:* **Specified popular local national types or sub-types** - if any   **e) Other**   **f) Don’t know**   **[-> go to B1 ]** |
| Old Q. (A3) | What types of Internet connection are used at home? *(tick all that apply)*  **(Benchmarking B6)**  ***Fixed, fixed wireless broadband connections***  **a)** DSL, eg. ADSL, SHDSL, VDSL   **b)** Wired fixed (cable, optical fibre, Ethernet, PLC, etc)   **c)** Fixed wireless (satellite, public WiFi)   ***Mobile broadband connections***  **d)** mobile phone network (at least 3G, e.g. UMTS) via a handset   **e)** mobile phone network (at least 3G, e.g. UMTS) via a card or USB key .   ***Other, narrowband connections***  **f)** Dial-up access over normal telephone line or ISDN .   **g)** Mobile narrowband connection (less than 3G, e.g. 2G+/GPRS, .   used by mobile phone or modem in laptop)  **[-> go to B1 ]** |
| Issues | Tested version is highly technical, requiring a level of specificity which respondents are recurrently not able to provide.  Suggested version is less technical, allowing responses on a lower, more realistic level of specificity.  Addresses confusion over fixed connections with in-house wi-fi.  National questionnaires may specify further:  - Add generally recognised brands or packages as examples for each type  - Divide types into generally recognised sub-types |
| **A4** | What are the reasons for not having access to the Internet in your household? (Paperq.: tick all that apply, - Teleph.: Yes/no)  **(Benchmarking B9)**  **a)** Have access to Internet elsewhere   **b)** Have no use for Internet – is not interested   **c)** Costs of equipment or access are too high   **d)** Lack of skills   **e)** Have privacy or security concerns   **f)** Broadband internet is not available in our area   **g)** None of the above, but other   **[ -> go to B1 ]** |
| Old Q. (A4) | What are the reasons for not having access to the Internet at home? *(tick all that apply)*  **(Benchmarking B9)**  **a)** Have access to Internet elsewhere   **b)** Don't need Internet (because not useful, not interesting, etc.)   **c)** Equipment costs too high   **d)** Access costs too high (telephone, DSL subscription etc.)   **e)** Lack of skills   **f)** Privacy or security concerns   **g)** Broadband internet is not available in our area   **h)** Physical or sensorial disability   **i)** None of the above, but other   **[ -> go to B1 ]** |
| Issues | b is reformulated to reduce overlap with a  c-d are merged in one option on costs to simplify and lower burden.  h is left out due to unclear object |

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| *Not in testet version* |
| A5. What are the reasons for not having access to a computer in your household? (Paperq.: tick all that apply, - Teleph.: Yes/no)  **a)** Have access to computer elsewhere   **b)** Have no use for a computer – is not interested   **c)** Cost of equipment is too high   **d)** Lack of skills or ability to use computer   **e)** None of the above, but other   **[ -> go to B1 ]** |
| *New question - Not in tested questionnaire – Ask only if No to all devices in A1 - of respondents without phone, tablet and computer - who do not get question A4.* |

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| B | Use of computers and mobile phones *Note: this and the following modules are directed to the individual selected within the household* |
| New Introduction | The next questions are about your own use of ICT at home, at work or any other place |
| Issue | Need to specify new relevant mind set: Personal use anywhere |
| **B1**  **B2** | **How often on average do you use a computer? (desktop or laptop)**  Daily – or almost every day   At least once a week – but not every day   At least once a month – but not every week   At least once in the last 12 months – but not every month   Less often or never   **How often on average do you use a tablet computer or e-book-reader?**  Daily – or almost every day   At least once a week – but not every day   At least once a month – but not every week     At least once in the last 12 months – but not every months   Less often or never  |
| Old Q (B1)  Old Q (B2) | When did you last use a computer (at home, at work or any other place)? *(filter question)* Within the last 3 months  **[ -> go to B2 ]**  Between 3 months and a year ago  **[ -> go to B3 ]**  More than 1 year ago  **[ -> go to B3]**  Never used one  **[ -> go to B3 ]** How often on average have you used a computer in the last 3 months? *(tick one)*  Every day or almost every day   At least once a week (but not every day)   At least once a month (but not every week)   Less than once a month   **[ -> go to B3 ]** |
| Issues | Skip questions – to be covered by new B2, B3 Shift of mind set from module headline: "Computers and mobile phones" to first question on computers only. The formulation calls for a very specific response and thus implies unnessesary burden. 3 months is odd.  The new answer categories suggested here are to be discussed by TF (e.g. if never or 3 month are essential for the users other categories will be necessary) . |
| **B3** | **How often on average do you use a mobile phone or smart phone?**  Daily – or almost every day   At least once a week – but not every day   At least once a month – but not every week   At least once in the last 12 months – but not every month   Less often or never  |
| Old Q. (B3) | Did you use a mobile phone or smart phone in the last 3 months? *(tick only one)*  Yes  **[ -> go to B4 ]**  No.  **[ -> go to C1 ]** |
| Issues | Skip question– to be covered by new B3 Shift to new mind set for just one question: Professional purposes. |
| Delete  Old Q. (B4) | **Did you use a mobile phone or smart phone for professional purposes (to perform work related tasks) in the last 3 months?** |
| Issues | Skip question Shift to new mind set for just one question: Professional purposes. Not relevant to respondent students, retired, not working. No background info on occupation – thus not possibility to filter. |
| **B4** | **How often on average do you use the Internet?**  Daily – or almost every day   At least once a week – but not every day   At least once a month – but not every week   At least once in the last 12 months – but not every months   Less often or never  |
| Old Q. (C1)  Old Q. (C2) | **When did you last use the Internet? (filter question)**  **(via any device, desktop, portable or handheld, including mobile or smart phones)**  (Benchmarking Denominator, Never used)  Within the last 3 months  [ -> go to C2 ]  Between 3 months and a year ago  [ -> go to E1 ]  More than 1 year ago [ -> go to F1 ]  Never used it  [ -> go to G1 ]  **On average how often did you use the Internet in the last 3 months?**  (tick one)  (Benchmarking C1, C2)  Every day or almost every day   At least once a week (but not every day)   At least once a month (but not every week)   Less than once a month  |
| Issues | Combined old C1 with old C2 and moved to B.  To solve the issue of respondents thinking they have answered this already.  The mindset of the new B2/B3 includes all devices relevant for new B4 on internet use.  New Q in same format as Computer question.  . |
| **C** | **Use of the Internet** |
| New Introduction | The following questions are about your use of the Internet for private purpose in the last 3 months.  (via any device, desktop, portable or handheld, including mobile or smart phones) |
| **C1** | **For which of the following activities did you use the Internet?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)   1. Sending e-mails 2. Telephoning over the Internet with programs like Skype or Facetime 3. Participating in social networks, like Facebook, Twitter, etc. (add local examples) 4. Participating in professional networks, like LinkedIn, Xing, (add local examples) 5. Posting opinions on civic or political issues to blogs, newsgroups or online discussion groups. 6. Chatting or posting any messages to blogs, newsgroups or online discussion groups. 7. Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)   **And did you use the internet for any of the following activities?**   1. Reading online news, newspapers or news magazines 2. Listening to radio or watching television programmes on the internet. 3. Streaming or downloading music or films. 4. Playing or downloading games. 5. Uploading photos, music, videos, texts or other self- created content to any website to be shared. 6. Creating websites or blogs.   **And how about these activities?**   1. Browsing or searching for information (about goods or services 2. Consulting online encyclopaedia or websites like Wikipedia to obtain knowledge on any subject 3. Using services related to travel or travel related accommodation 4. Making an appointment with a practitioner via a website (e.g. of a hospital or a health care centre) 5. Selling of goods or services, e.g. via auctions [National examples (e.g eBay) ], excludes advertising sites such as [NN (e.g. markplaats.nl, blocket.se) ] 6. Internet Banking |
| Old Q (C3) | **For which of the following activities did you use the Internet in the last 3 months for private purpose?**  (tick all that apply)  (Benchmarking C3, C4, C5, C7, C9, C10, C11, C15, C19, C23, C25, C26)  **Communication**  a) Sending / receiving e-mails   b) Telephoning over the Internet / video calls (via webcam) over the Internet   c) Posting messages to chat sites, social networking sites, blogs, newsgroups or  online discussion forum, use of instant messaging     If yes to c):  c1 Participating in social networks (creating user profile, posting messages   or other contributions to facebook, twitter, etc.)  c2 Participating in professional networks (creating user profile, posting   messages or other contributions to LinkedIn, Xing, etc.)  **Access to information**  d) Reading or downloading online news / newspapers / news magazines .  e) Finding information about goods or services .  **Civic and political participation**  f) Reading and posting opinions on civic or political issues via websites   (e.g. blogs, social networks, etc.)  g) Taking part in on-line consultations or voting to define civic or political issues   (e.g. urban planning, signing a petition)  **Use of entertainment**  h) Listening to web radios or watching web television   i) Playing or downloading games, images, films or music  if yes to g):  j) Playing networked games with other persons   **Creativity**  k) Uploading self-created content (text, photos, music, videos,  software etc.) to any website to be shared   l) Creating websites or blogs   **e-health**  m) Making an appointment with a practitioner via a website (e.g. of a hospital   or a health care centre)  **Learning**  n) Consulting wikis (to obtain knowledge on any subject   (e.g. Wikipedia, an online encyclopaedia)  **Other on-line services**  o) Using services related to travel or travel related accommodation   p) Selling of goods or services, e.g. via auctions (e.g. eBay)   q) Internet Banking  |
| Issues | The question is divided into three sub questions with a maximum of 7 response options, to make it more suitable for CATI if using multiple choise.  Introduction is added to emphasize the private use and 3 months period.  Some response options have been rephrased, the order is changed and examples are added.  This question is kept in this module, even though it is similar to the e-Skills module. Still here we ask for 3 months, in e-Skills it is 12 months. WP3 must take care not to ask double questions.  For r) Selling of goods or services, e.g. via auctions it needs to be clarified if advertising sites should be included or not. According to meth manual it is not to be included, but test shows that persons would intuitively include it and this has effect on the results. |
| New introduction | For the next questions, consider your use of the Internet for private use in the last 12 months.  (via any device, desktop, portable or handheld, including mobile or smart phones) |
| **C2**  **C3**  **C4** | **In the last 12 months did you..**  **...look for information on websites of public authorities, e.g. ministries, municipalities, government institutions, Tax office, libraries?**  Yes   No   **... download forms from websites of public authorities?**  Yes   No   **....fill in and send online forms via websites of public authorities?**  Yes  **[ -> go to Module D ]**  No  **[ -> go to C5]** |
| Old Q. (E1) | **Did you interact with public authorities over the internet for private purposes in the last 12 months for the following activities ?**  (via any device, desktop, portable or handheld, including mobile or smart phones)  (tick all that apply)  (Benchmarking E2)   1. Obtaining information from public authorities' web sites  2. Downloading official forms  3. Sending filled in forms    [ if 'no' to category c) in E1, go to E2; otherwise go to question F1 ] |
| Issues | Since this is an internet activity it is placed together with the other activities of former Module C, now questions C1-C2.  The response options did not reflect “interaction”. Now made into three separate questions.  Since websites are always on the Internet we have shortened the sentence by deleting the Internet in and focus on web.  Response options could also be, this means that intro can be skipped, and flow from former C3 can go on:  *Yes, within the last three months*  *Yes, more than three months age, but within the last 12 months*  *No, more than 12 months ago or never.* |
| **C5**  **C6** | **You say you have not used the Internet to send filled in forms of public authorities within in the last 12 months. Was this because:**   1. You sent the filled in forms in another way; e.g. by ordinary mail **[ -> go to Module D ]** 2. Somebody else sent the forms for you; e.g. via a website or by ordinary mail **[ -> go to Module D ]** 3. You did not have to fill in and submit such official forms at all**[ -> go to Module D ]** 4. Or none of these reason? **[ -> go to C6 ]**   **Then what were the reasons for not sending filled-in forms to public authorities over the internet in the last 12 months?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)   1. It was not possible because there was no such website service available; 2. Or was there a technical failure of the website while you were filling-in or sending the form; 3. Or did you not know how to use website or was the use was too complicated; 4. Or did you have concerns about the protection and security of your personal data; 5. Or was there another reason? |
| Old Q. (E2) | **What were the reasons for not sending filled-in forms to public authorities over the internet in the last 12 months?**  (tick all that apply)   1. Did not have to submit official forms at all. 2. [ If 'Yes' to a), go to question F1; if 'No', go to b-f) of question E2 ] 3. There was no such website service available. 4. Technical failure of website during filling-in or sending the form 5. Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated) 6. Concerns about protection and security of personal data 7. None of the above, but other. |
| Issues | Since this is an internet activity it is placed together with the other activities of former Module C.  The question is divided to make routing easier. It is reformulated to make it sound friendlier and to give it a better flow.  Response categories are added to meet the respondents’ need. |
| **D** | **Mobile use of the internet and ubiquitous connectivity** Special Module 2012 |
| New introduction | For the next question consider your use of mobile Internet. With this we mean Internet use via mobile network or wireless connection outside of your home or workplace. We ask you to think about your use within the last three months. Include:  - use for both private and professional purposes  - use in educational settings – if it is not your workplace |
| **D1** | **Did you use any of the following devices to make a mobile internet connection in the last three months?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)   1. A laptop 2. A tablet computer (with touch screen) 3. A mobile phone or smart phone 4. Other, for instance handheld devices like MP3 players, e-readers, games consoles 5. None of the above [ -> go to **D11**] |
| Old Q. (D1) | **Did you use any of the following portable computers to access the internet away from home or work in the last 3 months?**  (tick all that apply)  (Benchmarking B8)  a) Laptop, notebook or netbook   b) Tablet computer (with touch screen)   c) None of the above  [ -> go to D4 ] |
| Issues | Added intro to solve the problem of the long questions texts with repetition of all conditions.  Added explanation for students.  D1 and D4 are the same questions. To avoid seemingly double questioning, the questions are combined.  To emphasize that a wireless connection is meant “mobile internet connection” is added. (See D2) |
| **D2** | **Did you use a mobile phone network or wireless network to make a mobile internet connection?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)   1. Mobile phone network 2. Wireless network (e.g. WiFi, add local examples) |
| Old Q. (D2) | **Which of the following networks did you use to connect the portable computer to the Internet away from home or work in the last 3 months?**  (tick all that apply)  a) Mobile phone network, using USB key or card (e.g. integrated SIM card)   b) Wireless network (e.g. WiFi)  |
| Issues | D2 and D5 are almost the same questions. To avoid seemingly double questioning, the questions are combined.  To emphasize that a wireless connection is meant “mobile internet connection” is added.  Most respondents do not know the distinction between mobile broadband or narrowband. This distinction is dropped. |
| **D3**  **D4**  **D5**  **D6** | [If D1a=yes]  **On average, how often did you make a mobile internet connection with a laptop?**  (tick one)  everyday or almost every day  at least once a week (but not every day)  less than once a week  [If D1b=yes]  **On average, how often did you make a mobile internet connection with a tablet computer?**  (tick one)  everyday or almost every day  at least once a week (but not every day)  less than once a week  [If D1c=yes]  **On average, how often did you make a mobile internet connection with a mobile phone or smart phone?**  (tick one)  everyday or almost every day  at least once a week (but not every day)  less than once a week  [If D1d=yes]  **On average, how often did you make a mobile internet connection with another handheld device?**  (tick one)  everyday or almost every day  at least once a week (but not every day)  less than once a week |
| Old Q. (D3) | **On average, how often did you access the internet using a portable computer away from home or work in the last 3 months?**  (tick one)  everyday or almost every day   at least once a week (but not every day)   less than once a week .  |
| Issues | Combined with D8.  When the distinction between all devices is not necessary then the following question will suffice:  **D.3 On average, how often did you make a mobile internet connection in the last three months?**  (tick one)  everyday or almost every day  at least once a week (but not every day)  less than once a week |
| Dropped Old Q.D4 | **Did you use any of the following handheld devices to access the Internet away from home or work in the last 3 months?**  (tick all that apply)  (Benchmarking B8)  a) Mobile phone or smart phone   b) Other handheld device (e.g. PDA, MP3 player, e-book reader, handheld games console; excluding tablet computer)  c) None of the above   [ if 'yes' to D4c and D1c, go to D11 ]  [ if 'yes' to D4c and D1a and/or D1b, go to D9; otherwise go to question D5 ] |
| Issues | D4 is combined with D1. |
| Dropped Old Q.D5 | **Which of the following networks did you use to connect the handheld device to the Internet away from home or work in the last 3 months?**  (tick all that apply)  a) Mobile phone network (e.g. GPRS, UMTS)   If yes to a):  a1): Broadband connection (at least 3G, e.g. UMTS)   b) Wireless network (e.g. WiFi)  |
| Issues | Has become redundant because D4 and D1 are combined. Is the same as D2. |
| Dropped Old Q.D6 | **On average, how often did you access the internet using a handheld device away from home or work in the last 3 months?**  **(tick one)**  everyday or almost every day   at least once a week (but not every day)   less than once a week  |
| Issues | Is combined with D3. |
| **D7** | **Did you make a mobile internet connection to perform work related tasks?**  Yes  No |
| Old Q.(D9) | **Did you use a portable computer or handheld device to access the internet for professional purposes (to perform work related tasks) away from home or work in the last 3 months?**  (tick only one)  Yes   No  |
| Issues | *Since this question is about all devices it is moved up.* |
| **D8** | If D1c and/or d =yes]  **For which of the following activities did you make a mobile Internet connection on a mobile phone or smart phone or other handheld device?**  (tick all that apply)   1. Sending e-mails 2. Reading online news, newspapers or news magazines 3. Reading or downloading online books or e-Books. 4. Streaming or downloading music or films. 5. Playing or downloading games. 6. Using podcast service to automatically receive audio or video files of interest. (add local examples) 7. Participating in social networks, like Facebook, Twitter, etc. (add local examples) 8. Other activities. |
| Old Q. (D7) | **For which of the following activities did you use the Internet via a handheld device in the last 3 months for private purpose?**  (tick all that apply)  a) Sending / receiving e-mails   b) Reading or downloading online news, newspapers, news magazines.   c) Reading or downloading online books or e-books   d) Playing or downloading games, images, video or music   e) Using podcast service to automatically receive audio or video files of interest   f) Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.)  g) Other  |
| Issues | Not all term are clear so local examples can be added.  Activities made similar to “new C3”. |
| **D9** | [If D1c and/or d =yes]  **In the last three months did you use GPS or any app. to get location based information such as guidance for shopping**, **travel plans, local weather forecasts, nearby friends, etc.?**  Yes  No  Don’t know |
| Old Q. (D8) | **Did you use internet applications (apps) on a handheld device exploiting the information about where you are (e.g. GPS) in the last 3 months?**  (tick only one)  Yes   No   Don’t know  |
| Issues | The purpose of the question was not clear and the terms too technical. The question is rephrased and examples are added. |
| **D10** | [If D1a/b/c/d=yes AND D3 > once a week ]  **Did you encounter any of the following problems when making a mobile internet connection on any device?**  (tick all that apply)   1. Difficulty in obtaining information about cost of accessing the internet 2. Unexpected high bills (e.g. after moving outside local tariff area or roaming to foreign service) 3. Frequent difficulties with mobile phone network signal (unavailability of broadband or low speed, at least once a week) 4. Difficulties in setting or changing parameters for internet access (e.g. switching from mobile to WiFi, activation of location aware application or activation of internet access) 5. Inconvenience of using small screen or entering text on handheld device 6. Other |
| Old Q. (D10) | **In the last 3 months, did you encounter any of the following problems when using a portable computer or handheld device away from home or work to access the internet?**  (tick all that apply)  a) Difficulty in obtaining information about cost of accessing the internet   b) Unexpected high bills (e.g.after moving outside local tariff area or roaming to foreign service  c) Frequent difficulties with mobile phone network signal (unavailability of broadband or low speed, at least once a week)  d) Difficulties in setting or changing parameters for internet access (e.g. switching from mobile to WiFi, activation of location aware application or activation of internet access)  e) Inconvenience of using small screen or entering text on handheld device   f) Other  |
| Issues | Strange question for respondents who use mobile internet only occasionally.--> Route condition added to |
| **D11** | **What are the reasons for not making a mobile internet connection on the devices that we mentioned before?**   1. You do not own or have access to those devices. 2. You do not need internet access when you are away from home or work 3. You do not know how to use the devices or the use is too complicated 4. You think it inconvenient to use the small screen on a handheld device 5. You think the device or the subscription is too expensive 6. There is no broadband connection available or the connection is too slow 7. You have security or privacy concerns 8. Another reason |
| Old Q. (D11) | (for respondents who answered "none of the above" in D1 and D4)  **What are the reasons for not accessing the internet with a portable computer or handheld device away from home or work in the last 3 months?**  **(tick all that apply)**  a) Do not need internet access away from home or work   b) Do not know how to use or use is too complicated   c) Inconvenience of using small screen on a handheld device   d) Too expensive (the device and/or the internet subscription)   e) Unavailability of broadband or connection too slow   f) Security or privacy concerns   g Other  |
| Issues | Question slightly rephrased.  Response option added to meet respondents’ needs. |
| **F**  New introduction | **E-commerce**  Use of E-commerce (2012) and special module e-commerce and trust 2009  The next questions are about e-commerce and concerns goods or services that you have ordered or bought over the internet for private use. Goods or services that are for free (not paid for) are not to be included, neither are goods or services ordered by manually typed e-mails, SMS or MMS. |
| Issues | This introduction is mainly for telephone interviews, but might be useful even in paper questionnaires. It will help to get respondents in to a suitable mindset and enables simplification of questions.  In paper questionnaire the text is recommended to be more strict like:  The next questions are about e-commerce, that is goods or services which you have ordered or bought over the Internet for private use.  Do not include:   * Goods or services which are free of charge (not paid for) * Goods or services ordered by manually typed e-mails, SMS or MMS |
| **F1** | **When did you last buy or order goods or services for private use over the Internet ?**  (filter question)  (via any device, desktop, portable or handheld, including mobile or smart phones)  **(Benchmarking C27)**  Within the last 3 months  [ -> go to F2 ]  Between 3 months and a year ago . [ -> go to F2 ]  More than 1 year ago  [ -> go to F11 ]  Never bought or ordered  [ -> go to F11 ] |
| Old Q. | No changes |
| Issues |  |
| F2  (old F5) | **How often on average do you order or buy goods or services over the Internet for private use?**  Once a week or more often  1-3 times a month  More seldom  **[ -> go to F3 ]** |
| Old Q. | **How many times did you order or buy goods or services over the Internet for private use in the last 3 months?**  1-5 orders/purchases .   between >5 and 10 orders/purchases .   >10 orders/purchases .   don't know .  |
| Issues | There are a general need of changes of reference period since this module varies between 3 and 12 month (worked poorly in tests). This question is suggested to drop the ref. period since a general answer is probably what is delivered by respondent whether or not 3 months is mentioned, calculation of purchases works poorly. |
| **F3**  **(old F2)** | **In the last 12 months, which of the following types of goods or services did you buy or order over the Internet for private use?**  *(Paperq.: tick all that apply, - Teleph.: Yes/no)*  **(Benchmarking C29)**  a) Food or groceries .  b) Household goods, e.g. furniture, toys, etc.   c) Clothes, sports goods .   d) Medicine   e) Share purchases, insurance policies and other financial services .   f) Telecommunication services (e.g. TV, broadband subscriptions, fixed line .   or mobile phone subscriptions, uploading money on prepaid phone cards, etc)  And did you buy or order any of the following  g) Holiday accommodation e.g. hotel etc.   h) Other travel arrangements (transport tickets, car hire, etc.)   i) Tickets for events e.g. concerts, theatre, cinema, sports etc.) .   j) Computer hardware .   k) Electronic equipment (incl. cameras) .   l) (OPTIONAL) e-learning material   And did you buy or order any of the following  m) Books, magazines, newspapers (including e-books) .   n) Films, music .   o) Video games software and -upgrades   p) Other computer software and -upgrades   q) Other (only for paperq.) .   **[ -> go to F4 ]** |
| Old Q.(F2) | **What types of goods or services did you buy or order over the Internet for private use in the last 12 months?**  (tick all that apply)  (Benchmarking C29)  a) Food or groceries .  b) Household goods (e.g. furniture, toys, etc)   c) Medicine   d) Films, music .   e) Books, magazines, newspapers (including e-books) .   f) e-learning material   g) Clothes, sports goods .   h) Video games software and -upgrades   i) Other computer software and -upgrades   j) Computer hardware .   k) Electronic equipment (incl. cameras) .   l) Telecommunication services (e.g. TV, broadband subscriptions, fixed line .   or mobile phone subscriptions, uploading money on prepaid phone cards, etc)  m) Share purchases, insurance policies and other financial services .   n) Holiday accomodation (hotel etc.)   o) Other travel arrangements (transport tickets, carhire, etc.)   p) Tickets for events .   q) Other .  |
| Issues | Change of order for more logical cluster, and have options related to F4 in the end (to be closely kept in mind). Reference period should be placed in beginning of question for less cognitive burden. We suggest that “E-learning material” are optional, it was a bit weird or confusing to most respondents in test. Brackets are removed for some items due to need of exemplification, every interviewer should read them. |
| **F4**  **(old F3)** | **Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.?**    (Paperq.: tick all that apply, - Teleph.: Yes/no)  *If yes to F3h*   1. Books, magazines, newspapers,- learning material (including e-books) .    *If yes to F3n*   1. Films, Music .    *If yes to F3o*   1. Video games software and –upgrades.....................................................................................   *If yes to F3p*  Other computer software and -upgrades  e)  **[ -> go to F5 ]** |
| Old Q. (F3) | Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.? *(if 'yes' to d, e, g, h, n or o in question D2)*  *(tick all that apply)*  **a)** Films .   **b)** Music .   **c)** (Electronic) books, magazines, newspapers,- learning material .   **d)** Computer software (incl. computer and video games and software upgrades) .   **e)** Tickets for travel or events .   **[ -> go to D4 ]** |
| Issues | Change of composition according to F3. |
| **F5**  **(old F13)** | **In the last 12 months, did you place a bet, e.g. sports betting, or play gambling or lotto over the Internet?**  Yes .………………..   No ………………...   **[ -> go to F6 ]** |
| Old Q. **(**F13) | Did you place a bet (e.g. sports betting) or play gambling or lotto over the Internet in the last 12 months? Yes .………………..   No ………………...  |
| Issues | Place for reference period changed for less cognitive burden (general remark).  Now the question is inside the e-commerce module to get a better flow in the questionnaire. There is a risk of persons do not thinking of betting when answering the filter question F1 but this risk goes also for other items. The question remains as a single question outside F3 to get a special attention. |
| **F6**  **(old F4)** | **In the last 12 month, did you buy or order any goods or services from websites of sellers …**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  …in NN(country)?  … from other EU-countries?  …from country outside EU?  …whose country of origin are not known (for paper q. only)  **[ -> go to F7 ]** |
| Old Q. (F4) | **From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months?**  *(tick all that apply)*  a) National sellers .   b) Sellers from other EU countries .   c) Sellers from the rest of the world .   d) Country of origin of sellers is not known .  |
| Issues | Varying answers in test, question now more direct (shorter) and more in line with answering alternatives. |
| Dropped Old Q F6 | **What was the total value of goods or services (excluding shares or other financial services) that you bought or ordered over the Internet for private use in the last 3 months?** |
| Issues | Question probable to generate poor data quality. |
| **F7** | **In the last 12 months, how did you pay for goods or services ordered over the Internet (for private use)?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)   1. By credit or debit card (e.g. VISA, AMEX etc.) 2. By pay service, e.g. [NN (e.g. PayPal, ClickandBuy, or national examples). 3. By internet banking (electronic bank transfer) 4. By payment not via internet, e.g. cash, ordinary bank transfer etc.   **[ -> go to F8 ]** |
| Old Q. | **How did you pay for goods or services ordered over the Internet for private use in the last 12 months?**  *(tick all that apply)*  **a)** Provided credit or debit card details over the Internet .   **b)** Provided pre-paid card or prepaid account details over the Internet .   **c)** Electronic bank transfer via Internet banking .   **d)** Payment not via Internet (in cash, via ordinary bank transfer etc) .  |
| Issues | Answering alternatives are simplified to be more respondent friendly, works poorly to read in telephone. Brackets are removed for some items due to need of exemplification, every interviewer should read them. |
| **F8**  **(old F11)** | **Do you read the conditions of sale when purchasing goods or services over the Internet (for private use)?**  Mostly or Always .   Sometimes .   Almost never or never .   **[ -> go to F9 ]** |
| Old Q. (F11) | **Do you read the conditions of sale when purchasing goods or services over the Internet for private use?**  Always .   Sometimes .   Never .  |
| Issues | Answering alternatives found to categorical. |
| Dropped Old QF8. | **In the last 12 months, did you encounter any problems when buying / ordering goods or services over the Internet for private use?**  Yes .………………..   No ………………...  |
| Issues | Filter question at risk of underestimating problems (issue in question), respondent does not come to think of everything until asked specifically. |
| **F9** | **In the last 12 months, have you encountered any of the following problems when buying / ordering goods or services over the Internet?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) Technical failure of website during ordering or payment .   b) Difficulties in finding information concerning guarantees and other legal rights .   c) Speed of delivery lower than indicated .   d) Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fee) .   e) Wrong, damaged or lost goods/services delivered .   f) Problems with fraud encountered .   (e.g. no goods/services received at all, misuse of credit card details, etc.)  g) Complaints and redress were difficult or no satisfactory response after complaint .   h) Delivery restrictions .   i) Payment option of choice was not possible .   **[ -> go to F10 ]** |
| Old Q. F9 | **What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months?**  **a)** Technical failure of website during ordering or payment .   **b)** Difficulties in finding information concerning guarantees and other legal rights .   **c)** Speed of delivery lower than indicated .   **d)** Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fee) .   **e)** Wrong or damaged goods/services delivered .   **f)** Problems with fraud encountered .   (e.g. no goods/services received at all, misuse of credit card details, etc.)  **g)** Complaints and redress were difficult or no satisfactory response after complaint .   **h)** Others .  |
| Issues | Question changed due to deleted selection before. Answering alt e) completed with “lost” and h) and i) are suggested complements. |
| **F10** | **What were the reasons for you ordering goods or services via the Internet for private purposes?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) Wide choice of goods or services  b) Low prices  c) Convenience (e.g. less time consuming, shopping at any time, cross-border etc)  d) Opportunity to buy products not available in my area or region  e) Certification of quality of website services by independent body or availability  of recognised trust mark  f) Opinion rating and feedback on website from other users  g) Certainty about legal rights and guarantees  **[ -> go to F12 ]** |
| Old Q.(F10) | **How important are the following arguments for you for ordering goods or services via the Internet for private purposes?**  **a)** Wider choice of goods or services .    Very important   Some extent   Not at all  **b)** Lower prices .   **c)** Easy to use the website .   **d)** Convenience (e.g. less time consuming, shopping at any time, cross-border etc) .   **e)** Opportunity to buy products not available in my area or region .   **f)** Certification of quality of website services by independent body or availability .   of recognised trust mark  **g)** Opinion rating and feedback on website from other users .   **h)** Certainty about legal rights and guarantees .  |
| Issues | Test showed difficulty for respondent to indicate level of importance. The item “Easy to use website” is dropped since it does not work with the question. It refers to one website compared to another and not for using internet compared to visiting physical shops. |
| **F11 (old F12)** | **What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months?**  *(Paperq.: tick all that apply, - Teleph.: Yes/no)*  **a)** Have no need .   **b)** Prefer to shop in person, like to see product, loyalty to shops, force of habit .   **c)** Relevant information about goods and services difficult to find on website .   **d)** Lack of skills .   **e)** Delivery of goods ordered over the Internet is a problem .   (e.g. takes too long or is logistically difficult)  **f)** Payment security concerns .   (e.g. giving credit card details over the Internet)  **g)** Privacy concerns .   (e.g. giving personal details over the Internet)  **h)** Trust concerns about receiving or returning goods, complaint / redress concerns .   **i)** Don't have a payment card allowing to pay over the Internet .   **j)** Speed of the Internet connection is too slow .   **k)** Others .   **[ -> go to F12 ]** |
| Old Q.F12 | No changes |
| Issues |  |
| Dropped Old Q.F14 | **Which of the following fundamental rights for consumers in the EU in connection with online purchases of goods over the Internet (except auctions) are known to you?** |
| Issues | Question worked poorly in tests. Respondents tend to answer yes (aquiescence), we will clearly overestimate awareness. |
| New introduction | The following questions are about e-commerce using a handheld device. By handheld device we mean mobile phones, smartphones, mp3/4-players and handheld games consoles i.e. small devices that could be held in one hand or put in a pocket. Exclude tablets and laptops.  Include orders on websites and by web apps but exclude SMS, MMS and manually typed e-mails. |
| **F12 (old F15)** | **In the last 12 months, did you buy or order goods or services for private use over the Internet using a handheld device?**  Yes .……………….. [ -> go to F13]  No ………………... [ -> go to G1 ] |
| Old Q.(F15) | Did you buy or order goods or services for private use over the Internet using a handheld device in the last 12 months (connection to web browser or web app; excluding SMS, MMS and manually typed e-mails)? Yes .……………….. [ -> go to F4 ]  No ………………... [ -> go to F5 ] |
| Issues | Place for reference period changed for less cognitive burden (general remark). |
| **F13 (old F16)** | **In the last 12 months, which of the following types of goods or services did you buy or order using a handheld device?**  (if 'yes' to question F12)  (Paperq.: tick all that apply, - Teleph.: Yes/no)    a) Films, music, games, paid apps or other digital content that was downloaded or accessed from  website or web app............................................................................................................................  b) Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CD/DVDs)   c) Services (e.g. transport services, tickets for events, insurance)   **[ -> go to G1 ]** |
| Old Q. (F16) | **What types of goods or services did you buy or order for private purpose using a handheld device in the last 12 months?**  *(if 'yes' to question F3)*  *(tick all that apply)*  **a)** Digital content (downloaded/accessed from website or web app), e.g. films, music,   e-books, e-newspapers, games, paid applications for mobile phone or other handheld device  **b)** Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CD/DVDs)   **c)** Services (e.g. transport services, tickets for events, insurance)  |
| Issues | Place for reference period changed for less cognitive burden (general remark). Question changed to match change in F3. “for private use” is dropped, mentioned in question before (F12) which should be sufficient.  In a) Films, music etc mentioned before more general term digital content (general remark; commonly recognized terms mentioned before general and abstract.) |
| **G** | **Internet security** |
| **G1 (old G4)** | **Do you use any kind of IT security software or tools e.g. anti-virus, anti-spam, firewall etc. in order to protect your private computer and data?**  (filter question)  Yes .……………………………………..................... [ -> go to G2]  No ………………................................................... [ -> go to G5 ]  I don't know………….………………………............. [ -> go to G5]  Not applicable (I don't use a private computer)…... [ -> go to G5] |
| Old Q. G4 | Do you use any kind of IT security software or tool (anti-virus, anti-spam, firewall etc.) in order to protect your private computer and data?  Also change of order of question. |
| Issues | General recommendation to give examples. Therefore the brackets is recommended to be removed so that examples will be read for sure in the interview.  Since this question is more basic and do not cause as much burden as former G1, this change of the order of questions is suggested. |
| **G2 (Old G5)** | **Which of the following IT security software or tools do you use?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) a virus checking program and/or an anti-spyware program...  b) a hardware or software firewall………………………………..  c) an email filtering to prevent 'Spam'…………………………..  d) a parental control or a web filtering software………………...  e) other. …………………………………………………………….  f) don't know .........................................................……………...  **[ -> go to G3 ]** |
| Old Q.(G5) | **Which IT security software or tool do you use?**  *(tick all that apply)*  **a)** a virus checking program and/or an anti-spyware program..  **b)** a hardware or software firewall………………………………..  **c)** an email filtering to prevent 'Spam'…………………………..  **d)** a parental control or a web filtering software………………...  **e)** other. …………………………………………………………….  **f)** a package but I don't know the components………………... |
| Issues | Added “of the following” in the wording. This is in line with other questions where different items are to be read by the interviewers.    f) “a package but I don't know the components” replaced by “don’t know”. The test showed that many persons don’t know what tool they have and there was a risk of guessing. Some persons found it odd to ask about a package when they already answered on a specific option. |
| **G3 (Old G6)** | **Do you update one or more of your security products e.g. virus checking, spyware program etc.? (Answer yes also if another person did it for you).**  (tick one)  Yes, every time a new update is available (automatically or manually)…..[ -> go to G5 ]  Yes, occasionally or when I remember………………………………………[ -> go to G5 ]  No, I don’t ……………………………………………………………………….[ -> go to G4 ] |
| Old Q. | Do you update one or more of your security products (virus checking, spyware program etc.)? |
| Issues | General recommendation to give examples. Therefore the brackets is recommended to be removed so that examples will be read for sure in the interview.  The text “Answer yes also if the update on your computer is done by another person.” has been added in brackets. The test showed that it was not clear to respondents how to answer when someone else made the upgrade. |
| **G4 (Old G7)** | **Why do you not update your security products (antivirus, firewall etc.)?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) It is unnecessary as I believe the risk is too low.....  b) I don’t know how to update......................................  c) I don’t think the update is effective..........................  d) It is too expensive...................................................  e) Other.......................................................................    [ -> go to G5 ] |
| Old Q.(G7) | No change |
| Issues |  |
| **G5 (Old G8)** | **How often do you back up files from your computer to any external storage? (e.g. save private documents, pictures, etc. on a CD, DVD, external hard disk, USB key or space on Internet servers)**  (tick one)  At least once a week ..   At least once a month (but not every week).;   At least once a year (but not every months)   Never or hardly ever. .;   Not applicable (because I don't keep files on a computer) .;     **[ -> go to G6]** |
| Old Q.(G8) | **How often do you make safety copies or back up files (private documents, pictures, etc.) from your computer on any external storage device (e.g. a CD, DVD, external hard disk, USB storage device), or to disk space on Internet servers?**  Always or almost always ..   Sometimes .;   Never or hardly ever. .;   Not applicable (because I don't keep files on a computer) .;   [ -> go to H1 ] |
| Issues | The test showed that the scale was problematic, especially the option “Always” (one cannot make copies all the time). Respondents tended to answer in time periods/ frequencies.  The wording of the question itself has been shortened and text in brackets has been moved to the end which makes the question shorter easier read. |
| **G6 (Old G1)** | **In general how concerned are you of possible security problems related to Internet use, e.g. catching a virus, abuse of your pictures, financial loss etc.**  (tick one)   1. Very concerned 2. Quite concerned 3. Not so concerned 4. Not concerned at all   **[ -> go to G7 ]** |
| Old Q. (G1) | **How concerned are you about the following possible problems related to Internet** usage for private purposes?  *(tick all that apply)*  Strongly Mildly Not at all  **a)** Catching a virus or other computer infection (e.g. worm or trojan horse)..     resulting in loss of information or time  **b)** Unsolicited emails sent to me ('Spam')     **c)** Abuse of personal information sent on the Internet and/or other privacy...     violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)  **d)** Financial loss as a result of receiving fraudulent messages ('phishing') ...     or getting redirected to fake websites asking for personal information ('pharming')  **e)** Financial loss due to fraudulent payment (credit or debit) card use     **f)** Children accessing inappropriate web-sites or connecting with.     potentially dangerous persons from a computer within the household  **[ -> go to G2 ]** |
| Issues | The scale was problematic. The step from strongly to mildly is larger than the step from mildly to not at all. The information we get depends very much on the knowledge of the respondents so the results are not very useful. f) is confusing if respondent does not have relevant children. This question was very burdensome and is therefore suggested to be replaced by one general question. |
| **G7 (Old G2)** | **In the last 12 months, have you experienced any of the following security related problems through using the Internet?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) Catching a virus or other computer infection e.g. worm or trojan horse)..resulting in loss   of information or time  b) Receiving spam (received unsolicited emails that have passed through any security check)   c) Abuse of your pictures, videos, data or other personal content   d) Financial loss as a result of receiving fraudulent messages ('phishing') ...   or getting redirected to fake websites asking for personal information ('pharming')  e) Financial loss due to fraudulent payment (credit or debit) card use   f) Children accessing inappropriate web-sites or connecting with.   malicious persons from a computer within the household    **[ -> go to G8 ]** |
| Old Q. (G2) | **Have you experienced any of the following security related problems through using the Internet for private purposes in the last 12 months?**  *(tick all that apply)*  **a)** Catching a virus or other computer infection (e.g. worm or trojan horse)..   resulting in loss of information or time  **b)** Unsolicited emails sent to me ('Spam')   **c)** Abuse of personal information sent on the Internet and/or other privacy...   violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)  **d)** Financial loss as a result of receiving fraudulent messages ('phishing') ...   or getting redirected to fake websites asking for personal information ('pharming')  **e)** Financial loss due to fraudulent payment (credit or debit) card use   **f)** Children accessing inappropriate web-sites or connecting with.   potentially dangerous persons from a computer within the household  **[ -> go to G3 ]** |
| Issues | Place for reference period changed for less cognitive burden (general remark). Make delimitations more distinct when important otherwise drop (General recommendation).  b) Unsolicited emails sent to me ('Spam') changed to ”Receiving spam (i.e. received unsolicited emails that have passed through any security check)”. General recommendation to use commonly known words instead of more conceptual wordings. Test showed that respondents were unsure how to answer if a virus program has detected a virus, or a spam filter has filtered out spam? Has a security problem occurred? Therefore clarification in brackets. |
| **G8 (Old G3)** | **In the last 12 months, have security concerns at any time kept you from doing the following activities via the Internet ?**  (Paperq.: tick all that apply, - Teleph.: Yes/no)  a) Ordering or buying goods or services for private use..   b) Carrying out banking activities such as account management.   c) Providing personal information to online communities for social and   professional networking  d) Communicating with public services or administrations   e) Downloading software, music, video files, games or other data files.   f) Using the Internet with mobile device (e.g. laptop) via wireless connection   from places other than home    **[ -> go to H1 ]** |
| Old Q. (G3) | Have security concerns kept you from doing the following activities via the Internet for your own private purposes in the last 12 months? (tick all that apply)  a) Ordering or buying goods or services for private use..   b) Carrying out banking activities such as account management.   c) Providing personal information to online communities for social and   professional networking  d) Communicating with public services or administrations   e) Downloading software, music, video files, games or other data files.   f) Using the Internet with mobile device (e.g. laptop) via wireless connection   from places other than home  **[ -> go to G4 ]** |
| Issues | Place for reference period changed for less cognitive burden (general remark). Make delimitations more distinct when important otherwise drop (General recommendation).  Respondent did understand the question as “did not do at all” therefore “at any time” was added. |
|  |  |
| **H** | **E-skills** |
| **H1** | When did you last take a training course (of at least 3 hours) on any aspect of computer use? |
| Old Q. |  |
| Issues |  |
| **H2** | What are the reasons for not having taken a course on computer use within the last 3 years? |
| Old Q. |  |
| Issues |  |
| **H3** | Which of the following computer related activities have you already carried out? |
| Old Q. |  |
| Issues |  |
| **H4** | Which of the following Internet related activities have you already carried out? |
| Old Q. |  |
| Issues |  |
| **H5** | Where or how did you obtain your computer or internet skills? |
| Old Q. |  |
| Issues |  |
| **H6** | Do you judge your current computer or internet skills to be sufficient? |
| Old Q. |  |
| Issues |  |
|  |  |
|  |  |