

European Union survey on ICT usage in households and by individuals

2012

Eurostat Model Questionnaire (version 3.2)

Module A Access to Information and Communication Technologies

Note: this module is directed to the household

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]

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]

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]

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]

Module B: Use of computers and mobile phones

Note: this and the following modules are directed to the individual selected within the household

B1 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 B4]

B2 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]

B3 Which of the following computer related activities have you ever carried out?

(tick all that apply)
(for respondents who didn't answer "Never used one" in question B1)

(Benchmarking C32)

- a) Copying or moving a file or folder
- b) Using copy and paste tools to duplicate or move information within a document
- c) Using basic arithmetic formulas in a spreadsheet
- d) Compressing (or zipping) files
- e) Connecting and installing new devices, e.g. a modem
- f) Writing a computer program using a specialised programming language
- g) Transferring files between computer and other devices
(from digital camera or from/to mobile phone, mp3/mp4 player)

- h) Modifying or verifying the configuration parameters of software applications (optional)
- i) Creating electronic presentations with presentation software (e.g. slides),
including e.g. images, sound, video or charts
- j) Installing a new or replacing an old operating system
- k) None of the above

[-> go to B4]

B4 Did you use a mobile phone or smart phone in the last 3 months?

(tick only one)

- Yes [-> go to B5]
- No [-> go to C1]

(for employed or self-employed persons)

OPTIONAL QUESTION

B5 Did you use a mobile phone or smart phone for professional purposes (to perform work related tasks) in the last 3 months?

(tick only one)

- Yes
- No

[-> go to C1]

Module C: Use of the Internet

C1 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]

C2 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

[-> go to C3]

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

Access to information

- d) Reading or downloading online news / newspapers / news magazines
- e) Finding information about goods or services

Use of entertainment

- f) Listening to web radios or watching web television
- g) Playing or downloading games, images, films or music
if yes to g):
- h) Playing networked games with other persons

Creativity

- i) Uploading self-created content (text, photos, music, videos, software etc.) to any website to be shared
- j) Creating websites or blogs

e-health

- k) Making an appointment with a practitioner via a website (e.g. of a hospital..... or a health care centre)

Other on-line services

- l) Using services related to travel or travel related accommodation
- m) Selling of goods or services, e.g. via auctions (e.g. eBay)
- n) Internet Banking

[-> go to D1]

Module D: Mobile use of the internet and ubiquitous connectivity

Special Module 2012

(for respondents who answered "within the last 3 months" in question C1)

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]

[-> go to D2]

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).....

[-> go to D3]

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

[-> go to D4]

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]

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).....

[-> go to D6]

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

[-> go to D7]

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

[-> go to D8]

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

[-> go to D9]

(for employed or self-employed persons)

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

[-> go to D10]

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

[-> go to E1]

(for respondents who answered "none of the above" in D1 and D4)

D11 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

[-> go to E1]

Module E: Use of e-Government

(for respondents who didn't answer "more than 1 year ago" or "Never used it" in question C1)

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)

- a) Obtaining information from public authorities' web sites
- b) Downloading official forms
- c) Sending filled in forms

[if 'no' to category c) in E1, go to E2; otherwise go to question F1]

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)

- a) Did not have to submit official forms at all.....
[If 'Yes' to a), go to question F1; if 'No', go to b-f) of question E2]
- b) There was no such website service available
- c) Technical failure of website during filling-in or sending the form.....
- d) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)
- e) Concerns about protection and security of personal data
- f) None of the above, but other

[-> go to F1]

Module F: Use of e-Commerce

(for respondents who didn't answer "Never used it" in question C1)

F1 When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails, SMS, MMS) ?

(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 G1]
- Never bought or ordered [-> go to G1]

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

[-> go to F3]

F3 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]

F4 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).....

[-> go to F5]

F5 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)

(Benchmarking C28)

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

[-> go to G1]

Socio-demographic background characteristics

G1 Age:
(in completed years)

G2 Sex:

Man

Woman

G3 Country of birth

< to be transmitted as native-born, foreign-born, for the latter also:
born in another EU Member State, born in non-EU country,

G4 Country of citizenship

< to be transmitted into the categories nationals, non-nationals,
for the latter: nationals of other EU Member State,
nationals of non-EU country

G5 Legal marital status:

Unmarried (i.e. never married)

OPTIONAL Married (including registered partnership)

Widowed and not remarried (incl. widowed from registered partnersh.)

Divorced and not remarried (including legally separated and
dissolved registered partnership)

G6 De facto marital status: Person living in a consensual union (partners are not married to each other)

OPTIONAL Person not living in a consensual union

G7 Educational level (highest level of education completed):

(tick only one)

Primary or lower secondary education, no formal education **[ISCED 0, 1 or 2]**

No formal education [ISCED 0]

Primary education [ISCED 1]

Lower secondary education [ISCED 2]

Upper or post secondary education, but not tertiary **[ISCED 3 or 4]**

Upper secondary education [ISCED 3]

Post secondary education but not tertiary [ISCED 4]

Tertiary education **[ISCED 5 or 6]**

Tertiary education, first stage [ISCED 5]

Tertiary education, second stage [ISCED 6]

G8 Employment situation: Employee or self-employed (incl. family workers)

Full time **OPTIONAL**

Part time **OPTIONAL**

Employee **OPTIONAL**

With a permanent job or contract of unlimited duration **OPTIONAL**

With a temporary job or contract of limited duration **OPTIONAL**

Self-employed (incl. family workers) **OPTIONAL**

Economic sector **OPTIONAL**

Agriculture, forestry and fishing

Mining and quarrying, manufacturing and other industry

- Construction.....
- Wholesale and retail trades, transport, accommodation.....
and food service activities
- Information and communication.....
- Financial and insurance activities
- Real estate activities
- Business services.....
- Public administration, defence, education, human health
and social work activities
- Other service activities
- Unemployed.....
- Student (not in the labour force)
- Other not in the labour force
(retired, inactive, in compulsory military service, etc.)
- in retirement or early retirement or given up business..... **OPTIONAL**
- permanently disabled **OPTIONAL**
- in compulsory military or community service..... **OPTIONAL**
- fulfilling domestic tasks..... **OPTIONAL**
- other inactive person **OPTIONAL**

G9 Occupation: *< description >*
< to be recoded into at least 2-digit ISCO-08 categories >

G10 Region of Residence *< NUTS 1 >*

G11 Region of Residence *< NUTS 2 >*
OPTIONAL

G12 Geographical location:

- "Convergence" region.....
- "Regional competitiveness and employment" region.....

G13 Type of locality:

- Densely-populated area
- Intermediate area
- Thinly-populated area.....

G14 Number of members in the household:

- of which: **OPTIONAL**
- number of persons aged from 16 to 24
- of which:..... **OPTIONAL**
- number of students.....
- number of persons aged 25 to 64.....
- number of persons aged more than or equal to 65

G15 of which, number of children under 16:

- of which:..... **OPTIONAL**
- number persons aged from 14 to 15.....
- number of persons aged from 5 to 13.....
- number of persons aged less than or equal to 4.....

G16 Household income:

.....<currency> **OPTIONAL**
(average net monthly income) < to be recoded at least into size bands compatible with
income quartiles >

..... *optional*
< to be recoded at least into size bands compatible with income quintiles >