

# Community survey on ICT usage in households and by individuals

## 2009

### Eurostat Model Questionnaire (v3.1)

#### 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, palmtop)*

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?

Yes .....  [ -> go to A3 ]

No .....  [ -> go to B1 ]

Don't know.....  [ -> go to B1 ]

##### A3 On which of the following devices is the Internet accessed at home?

*(tick all that apply)*

a) Desktop computer .....

b) Portable computer (laptop) .....

c) Other mobile devices .....

*of which: (optional) c1) via Internet enabled mobile phone (GPRS, UMTS, etc.).....*

*c2) via handheld computer (palmtop, PDA) .....*

d) TV set with specific Internet device (e.g. digital TV or set top box) .....

e) Games console .....

f) Don't know .....

[ -> go to A4 ]

**A4 What types of Internet connection are used?**

*(tick all that apply)*

- a) Modem (dial-up access over normal telephone line) or ISDN .....
- b) DSL (e.g. ADSL, SHDSL, etc.) .....
- c) Other broadband connection (e.g. cable, UMTS, etc) .....
- d) Mobile phone over narrowband (GPRS, etc.) .....

[ not ticked *b or c* -> go to A5 ]

[ ticked *b or c* -> go to B1 ]

**A5 What are the reasons for not having a broadband connection (such as cable or DSL) at home?**

*(tick all that apply)*

- a) Too expensive .....
- b) No need .....
- c) Not available in my area .....
- d) Can access broadband somewhere else (e.g. at work) .....
- e) None of the above, but other .....

[ -> go to B1 ]

**Module B: Use of computers and mobile phone**

*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 B4 ]
- More than 1 year ago .....  [ -> go to B4 ]
- Never used one .....  [ -> go to C1 ]

**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 Where have you used a computer in the last 3 months?**

*(tick all that apply)*

OPTIONAL QUESTION

- a) At home .....
- b) At place of work (other than home) .....
- c) At place of education .....
- d) At another person's home .....
- e) Other (e.g. public library, hotel, airport, internet café, etc.)

[ -> go to B4 ]

**B4 When did you last take a training course (of at least 3 hours) on any aspect of computer use?**

*(for respondents who didn't answer "Never used one" in question B1)*

OPTIONAL QUESTION

- Within the last 3 months .....
- Between 3 months and a year ago .....
- Between 1 and 3 years ago .....
- More than 3 years ago .....
- Never taken one .....

[ -> go to B5 ]

**B5 Which of the following computer related activities have you already carried out?**

*(tick all that apply)*

*(for respondents who didn't answer "Never used one" in question B1)*

- 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 printer or a modem .....
- f) Writing a computer program using a specialised programming language .....
- g) None of the above .....

[ -> go to C1 ]

**C1 When did you last use the Internet?** (filter question)

- Within the last 3 months .....  [ -> go to C2 ]
- Between 3 months and a year ago .....  [ -> go to D1 ]
- More than 1 year ago .....  [ -> go to D1 ]
- Never used it .....  [ -> go to E1 ]

**C2 On average how often did you use the Internet 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 C3 ]

**C3 Where have you used the Internet in the last 3 months (using a computer or any other means)?**

(tick all that apply)

- a) At home .....
  - b) At place of work (other than home) .....
  - c) At place of education .....
  - d) At another person's home .....
  - e) At other places .....
- of which: (optional)
- e1) Public Library .....
  - e2) Post office .....
  - e3) Public office, town hall, government agency .....
  - e4) Community or voluntary organisation .....
  - e5) Internet Café .....
  - e6) Hotspot (at hotels, airports, public places etc.) .....

[ -> go to C4 ]

**C4 Do you use any of the following mobile devices to access the Internet?**

(tick all that apply)

- a) Mobile phone .....
- if yes to a) a1) Mobile phone via GPRS .....
- a2) Mobile phone via UMTS, HSDPA (3G, 3G+) .....
- b) Handheld computer (palmtop, PDA) .....
- c) Portable computer (laptop) via wireless connection away from home or work .....
- d) None of the above .....

[ -> go to C5 ]

**C5 For which of the following activities did you use the Internet in the last 3 months for private purpose?**

*(tick all that apply)*

**Communication**

- a) Sending / receiving e-mails .....
- b) Telephoning over the Internet / video calls (via webcam) over the Internet.....
- c) Posting messages to chat sites, blogs, newsgroups or online discussion forum, use of instant messaging.....

**Information search and on-line services**

- d) Finding information about goods or services .....

**Optional:**

*if yes to d)* **d1)** Have you used the information to buy goods or services? Yes  No

*if yes to d1)* **d2)** Have you used the information to buy over the Internet? Yes  No

- e) Using services related to travel and accommodation .....
- f) Listening to web radios or watching web television.....
- g) Uploading self-created content (text, images, photos, videos, music etc.) to any website to be shared.....
- h) Downloading software (other than games software).....
- i) Playing or downloading games, images, films or music .....
- j) Reading or downloading online news / newspapers / news magazines .....
- if yes to j)* **j1)** Have you subscribed to news services or products to receive them regularly Yes ....   
No .....
- k) Looking for a job or sending a job application .....
- l) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc) .....

**Banking and selling of goods or services**

- m) Internet Banking .....
- n) Selling of goods or services, e.g. via auctions .....

**Training and education**

- o) Looking for information about education, training or course offers .....
- p) Doing an online course (in any subject) .....
- q) Consulting the Internet with the purpose of learning .....

[ -> go to C6 ]

**C6 For which of the following activities relating to interaction with public services or administrations and during which period did you use the Internet for private purpose?**

*(tick all that apply)*

	in the last 3 months	in the last 12 months
a) Obtaining information from public authorities' web sites .....	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms .....	<input type="checkbox"/>	<input type="checkbox"/>
c) Sending filled in forms .....	<input type="checkbox"/>	<input type="checkbox"/>

[ -> go to D1 ]

**Module D: E-Commerce and trust**

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

**D1 When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails) ?**

*(filter question)*

- Within the last 3 months .....  [ -> go to D2 ]
- Between 3 months and a year ago .....  [ -> go to D2 ]
- More than 1 year ago .....  [ -> go to D12 ]
- Never bought or ordered .....  [ -> go to D12 ]

**D2 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)*

- a) Food or groceries .....
- b) Household goods (e.g. furniture, toys, etc) .....
- c) Medicine .....
- Optional:**  
if yes to c) **c1)** Prescribed medicine Yes  No
- c2)** Non-prescribed medicine Yes  No
- d) Films, music .....
- e) Books, magazines, newspapers or e-learning material .....
- f) Clothes, sports goods .....
- g) Video games software and -upgrades.....
- h) Other computer software and -upgrades.....
- i) Computer hardware .....
- j) Electronic equipment (incl. cameras) .....
- k) Telecommunication services (e.g. TV, broadband subscriptions, fixed line.....  
or mobile phone subscriptions, uploading money on prepaid phone cards, etc)
- l) Share purchases, insurance policies and other financial services.....
- m) Holiday accomodation (hotel etc.).....
- n) Other travel arrangements (transport tickets, carhire, etc.).....
- o) Tickets for events .....
- p) Other .....

[ if 'yes' to categories **d), e), g), h), n) or o)** in D2, go to **D3**; otherwise go to question **D4** ]

**D3 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.....
- b) (Electronic) books, magazines, newspapers, e-learning material .....
- c) Computer software (incl. computer and video games and software upgrades) .....
- d) Tickets for travel or events .....

[ -> go to D4 ]

**D4 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.....

[ -> go to D5 ]

**D5 How many times did you order or buy goods or services over the Internet for private use in the last 3 months?**

OPTIONAL QUESTION

(tick one)

- 1-5 orders/purchases.....
- between >5 and 10 orders/purchases.....
- >10 orders/purchases.....
- don't know .....

[ -> go to D6 ]

**D6 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?**

OPTIONAL QUESTION

(if the exact value cannot be provided, an approximate amount should be given)

Total value in national currency: \_\_\_\_\_

**or, if Euro is national currency** (tick one)

- Less than 50 euro .....
- 50 to less than 100 euro .....
- 100 to less than 500 euro .....
- 500 to less than 1000 euro .....
- more than 1000 euro .....
- Don't know .....

[ -> go to D7 ]

**D7 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)

[ -> go to D8 ]

**D8 In the last 12 months, did you encounter any problems when buying / ordering goods or services over the Internet for private use?**

*(tick only one)*

- Yes .....  [ -> go to D9 ]
- No .....  [ -> go to D10 ]

**D9 What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months?**

*(tick all that apply)*

- 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 .....

[ -> go to D10 ]

**D10 How important are the following arguments for you for ordering goods or services via the Internet for private purposes?**

*(tick all)*

- |   | Very important           | To some extent           | Not at all               |
|---|--------------------------|--------------------------|--------------------------|
| a) Wider choice of goods or services  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Lower prices   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Easy to use the website  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Convenience (e.g. less time consuming, shopping at any time, cross-border etc)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Opportunity to buy products not available in my area or region   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Certification of quality of website services by independent body or..... <input type="checkbox"/><br>availability of recognised trust mark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Opinion rating and feedback on website from other users..... <input type="checkbox"/>  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Certainty about legal rights and guarantees  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[ -> go to D11 ]

**D11 Do you read the conditions of sale when purchasing goods or services over the Internet for private use?**

*(tick only one)*

Always  Sometimes  Never

[ -> go to D13 ]

**D12 What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months?**

*(tick all that apply)*

- 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 D13 ]

**D13 Did you place a bet (e.g. sports betting) or play gambling or lotto over the Internet in the last 12 months?**

Yes   
No

[ -> go to D14 ]

**D14 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?**

*(tick all that apply)*

OPTIONAL QUESTION

- a) Cancellation of purchase and right to a refund within short period for most goods
- b) Delivery of goods within max. 30 days after placing the order  
(unless otherwise agreed in contrat between parties)
- c) Privacy and data protection  
(e.g. providing consent to data processing beyond execution of order and billing requirements)
- d) Right to be informed on the contractual conditions
- e) none of the above

[ -> go to E1 ]

## Socio-demographic background characteristics

**E1 Age:**

**E2 Sex:**  Man  
 Woman

**E3 Educational level:**  Primary or lower secondary education, no formal educat. [ISCED 0, 1 or 2]  
(tick only one)  Upper secondary education [ISCED 3 or 4]  
 Tertiary education [ISCED 5 or 6]

**E4 Employment situation:**  Employee or self-employed (incl. family workers)  
(tick only one)  Unemployed  
 Student (not in the labour force)  
 Other not in the labour force  
(retired, inactive, in compulsory military service, etc.)

**E5 Occupation:** < description >  
< to be recoded into at least 3-digit ISCO categories >

**E6 Region of Residence** < description NUTS 1 >

**E7 Region of Residence** < description NUTS 2 > OPTIONAL QUESTION

**E8 Geographical location:**  "Convergence" region  
 "Regional competitiveness and employment" region

**E9 Type of locality:**  Densely-populated area  
 Intermediate area  
 Thinly-populated area

**E10 Number of members in the household:**

**E11 of which, number of children under 16:**

**E12 Household income:** \_\_\_\_\_ <currency> OPTIONAL QUESTION  
(average net monthly income) < to be recoded at least into size bands compatible with income quartiles >