Community survey on
ICT usage in households and by individuals

2011

Eurostat Model Questionnaire (version 3.1)

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 <u>at home</u>, regardless of whether it is used? (by any device)**

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)

a) Modem (dial-up access over normal telephone line) or ISDN .... ☐

b) DSL (e.g. ADSL, SHDSL, VDSL, etc.) …………………………………… ☐

c) Other broadband connection (e.g. cable, UMTS, etc) ☐

of which: **c1)** wired fixed (cable, fiber, Ethernet, PLC, etc) ☐

c2) fixed wireless (satellite, public WiFi, WiMax) ☐

c3) mobile connection (at least 3G, e.g. UMTS) ☐

(optional) **c4)** mobile connection via at least 3G handset (UMTS, mobile WiMax, etc.) ☐

(optional) **c5)** mobile connection via at least 3G modem (USB key, laptop card) ☐

d) Mobile narrowband connection (2G+/GPRS etc., 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)

  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 disability …………………………………………………… ☐

  i) None of the above, but other ………………………………………… ☐

  [-> go to B1]

Module B: Use of computers

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 C1]**

  More than 1 year ago …………………………………… ☐   **[-> go to C1]**

  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 C1]

Module C: Use of the Internet

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 E1]**

Never used it ……………………………………………… ☐   **[-> go to F1]**

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.)……… ☐

   e7) Other……………………………………………… ☐

[-> go to C4]

……

C4   Do you use any of the following mobile devices to access the Internet away from home or work?
(tick all that apply)

a) Mobile phone (or smart phone)……………………………………… ☐

   if yes to a)   **a1)** Mobile phone (or smart phone) via GPRS……………………………… ☐

   a2) Mobile phone (or smart phone) via UMTS, HSDPA etc. (at least 3G)…………… ☐

   a3) Mobile phone (or smart phone) via public WiFi or WiMAX………………… ☐

b) Portable computer (e.g. laptop) ……………………………………......… ☐

   if yes to b)   **b1)** via USB key or laptop card (using at least 3G mobile broadband, e.g. UMTS) ☐

   b2) via public WiFi or WiMAX………………………………………………… ☐

c) None of the above, but other……….. ……………………………………… ☐

d) I don't access the internet via any mobile device away from home or work……… ☐

[-> 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) Participating in social networks (creating user profile, posting messages................ ☐
         or other contributions to facebook, twitter, etc.)

Access to information

    b) Reading or downloading online news / newspapers / news magazines .... ☐

         if yes to b) **b1)** Have you subscribed to news services or products
                to receive them regularly (including RSS)?   Yes …. ☐
                                                No ...... ☐

    c) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc) ….. ☐
    d) Looking for information about education, training or course offers .... ☐
    e) Finding information about goods or services ……………………………......…. ☐
    f) Downloading software (other than games software)……….…..………………. ☐

Civic and political participation

    g) Reading and posting opinions on civic or political issues via websites .... ☐
         (e.g. blogs, social networks, etc.)

    h) Taking part in on-line consultations or voting to define civic or political issues………. ☐
         (e.g. urban planning, signing a petition)

Learning

    i) Doing an online course (in any subject) ……………………………......……. ☐
    j) Consulting wikis (to obtain knowledge on any subject…………………………. ☐
         (e.g. Wikipedia, an online encyclopaedia)

Professional life

    k) Looking for a job or sending a job application …………………………….....… ☐
    l) Participating in professional networks (creating user profile, posting ……………… ☐
         messages or other contributions to LinkedIn, Xing, etc.)

Other on-line services

    m) Using services related to travel or travel related accommodation …………………. ☐
    n) Selling of goods or services, e.g. via auctions (e.g. eBay)…………………………. ☐
    o) Telephoning over the internet / video calls (via webcam) over the internet............... ☐   **(optional)**
    p) Internet Banking.. ☐   **(optional)**

[-> go to D1]

Module D: Use of e-Government

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

D1   **Did you interact with public authorities over the internet for private purposes
in the last 12 months for the following activities ?**
(tick all that apply)

a) Obtaining information from public authorities' web sites …………………………………. ☐

b) Downloading official forms ……………………………………....……………………… ☐

c) Sending filled in forms ………………………………....…………………… ☐
if yes to c) **(optional)**
c1) Have you sent filled-in forms for the purpose of tax declaration?   Yes….. ☐

No…… ☐

[*if 'no' to category* **c) in D1, go to D2** *; otherwise go to question* **E1**]

D2   **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* **E1** *; if 'No', go to* **b)** *of question* **D2**]

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 E1]

Module E: Use of e-Commerce

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

E1   **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 E2]**

Between 3 months and a year ago ………………………   **[-> go to E2]**

More than 1 year ago ………………………………………   **[-> go to E5]**

Never bought or ordered …………………………………   **[-> go to E5]**

E2 **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…………………………………………………………………………… ☐

    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 …………………………………………………………………………… ☐

[*if 'yes' to categories* **d), e), f), h),i) in E2** *, go to* **E3** *; otherwise go to question* **E4**]

E3 **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, f, h, i in question E2)
(tick all that apply)

    a) Films, music ……………………………………………………………………… ☐

    b) (Electronic) books, magazines, newspapers, *e*-learning material ……………… ☐

    c) Computer software (incl. computer and video games and software upgrades) ……… ☐

[-> go to E4]

E4 **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 E5]

(for respondents who didn't answer "more than 1 year ago" in question C1)
E5 **Did you place a bet (e.g. sports betting) or gamble or play lotto over the Internet in the last 12 months?**

Yes…………… ☐
No……………… ☐

[-> go to F1]

Module F: E-Skills

F1 **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)

Within the last 3 years …………………………………… ☐   **[-> go to F3]**

More than 3 years ago …………………………………… ☐   **[-> go to F2]**

Never taken one …………………………………………… ☐   **[-> go to F2]**

F2 **What are the reasons for not having taken a course on computer use within the last 3 years?**
(tick all that apply)

   a) No need to take one because my computer skills are sufficient………… ☐

   b) No need to take one because I rarely use computers …………………… ☐

   c) Engagement in self-study or assistance from others…………………… ☐

*[If 'Yes' to category **a)** or **b)** or **c)**, go to question **F3** ; if 'No', go to category **d)** of question **F2**]*

   d) Lack of time ………………………………………………………… ☐

   e) Course costs ……………………………………………………… ☐

   f) No suitable offer on content available …………………………… ☐

   g) None of the above ………………………………………………… ☐

[-> go to F3]

F3 **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 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)**
(except internet browsers)

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 F4]

F4 **Which of the following Internet related activities have you already carried out?**
(tick all that apply)
(for respondents who didn't answer "Never used it" in question C1)

a) Using a search engine to find information .... ☐

b) Sending e-mails with attached files (documents, pictures, etc.) .... ☐

c) Posting messages to chatrooms, newsgroups or an online discussion forum .... ☐
(e.g. on websites for social networking)

d) Using the Internet to make telephone calls .... ☐

e) Using peer-to-peer file sharing for exchanging movies, music, etc. .... ☐

f) Creating a web page .... ☐

g) Uploading text, games, images, films or music to websites ☐
(e.g. to websites for social networking)

h) Modifying the security settings of internet browsers ☐

i) None of the above .... ☐

[-> go to F5]

F5 **Where or how did you obtain your computer or internet skills?**
(tick all that apply)
(for respondents who ticked at least one option (a to j) in question F3 or (a to h) in F4)

a) Formal educational institution (school, college, university) …………………………… ☐

if yes to a) and if respondent aged <35 years: **(optional)**

    a1). Primary or lower secondary schools ……………………………..……………………… ☐

    a2) Upper secondary educational institution (schools for university entrance ………………… ☐
    qualification or skilled posts)

    a3) Tertiary educational institution (e.g. university leading to BA, MA degrees, PhD)………… ☐

b) Training courses in adult education center (but not on the initiative of your employer) …. ☐

c) Vocational training courses (on the demand of the employer) ……………………………… ☐

d) Self-study using books, cd-roms, online courses, wikis, online discussion forum etc. ….. ☐

e) Self-study in the sense of learning-by-doing ………………………………………………… ☐

f) Informal assistance from colleagues, relatives, friends ……………………………………… ☐

g) Some other way ………………………………………………………………………………… ☐

[-> go to F6]

F6 **Do you judge your current computer or internet skills to be sufficient?**
(tick all that apply)
(for respondents who ticked at least one option (a to j) in question F3 or (a to h) in F4)

		Yes	No	Not applicable
a)	If you were to look for a job or change job within a year……………………	☐	☐	☐
b)	To communicate with relatives, friends, colleagues over the internet……………	☐	☐	☐
c)	To protect your personal data…………………………………………..………	☐	☐	☐
d)	To protect your private computer from virus or other computer infection………	☐	☐	☐

[-> go to G1]

Socio-demographic background characteristics

G1 **Age:**
(in completed years)
☐☐

G2 **Sex:**
☐ Man
☐ Woman

G3 **Country of birth** *< description >* *< 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** *< description >* *< 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:**
OPTIONAL
☐ Unmarried (i.e. never married)
☐ 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:**
OPTIONAL
☐ Person living in a consensual union (between unmarried partners)
☐ Person not living in a consensual union

G7 **Educational level:**
(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:**
(tick only one)
☐ Employee or self-employed (incl. family workers)
☐ Unemployed
☐ Student (not in the labour force)
☐ Other not in the labour force (retired, inactive, in compulsory military service, etc.)

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

G10 Region of Residence   *< description **NUTS 1** >*

G11 Region of Residence   *< description **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: ☐

G15 *of which,* number of children under 16: ☐

G16 Household income: _____ <currency>   OPTIONAL
(average net monthly income) *< to be recoded at least into size bands compatible with income quartiles >*