

Community survey on ICT usage in households and by individuals 2008 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 A5]

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.)

[-> go to B1]

A5 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 want Internet (because content harmful, etc.)
- c) Don't need Internet (because not useful, not interesting, etc.)
- d) Equipment costs too high
- e) Access costs too high (telephone, etc.)
- f) Lack of skills
- g) Privacy or security concerns
- 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? (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)

- 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 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 D8]

More than 1 year ago [-> go to D8]

Never used it [-> go to D8]

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 via GPRS

b) Mobile phone via UMTS (3G)

c) Handheld computer (palmtop, PDA)

d) Portable computer (laptop) via wireless connection away from home or work

e) None of the above

[-> go to C5]

Module D: Use of Advanced Services

D1 Did you use the Internet in the past 3 months for private purposes for the following communication activities?

(tick all that apply)

- a) Telephoning over the Internet.....
- b) Video calls (via webcam) over the Internet.....
- c) Posting messages to chat sites, newsgroups or on-line discussion forum.....
- d) Use of instant messaging (real-time communication with others by typed text).....
- e) Reading weblogs or blogs.....
- f) Creating or maintaining own weblog or blog.....
- g) None of the above.....

[If 'yes' to categories a) and b), go to question D2; otherwise go to question D3]

D2 Did you replace with your Internet calls the following other means of communication?

(if 'yes' to a and/or b in question D1)

(tick all that apply)

- | | Very much | To some extent | Not at all |
|--|--------------------------|--------------------------|--------------------------|
| a) Mobile phone calls..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Use of fixed telephone line (not linked to Internet)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Use of e-mail..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) No effect on other communication means..... | <input type="checkbox"/> | | |

[-> go to D3]

D3 Did you use the Internet in the last 3 months for the following leisure activities related to obtaining and sharing audiovisual content? *(filter question)*

(tick all that apply)

- a) Listening to web radios and/or watching web television.....
- b) Downloading and/or listening to music (other than via web radio).....
- c) Downloading and/or watching movies, short films or video files (other than via web TV)..
- d) Using peer-to-peer file sharing for exchanging movies, music, video files.....
- e) Using podcast service to automatically receive audio or video files of interest?.....
- f) Downloading computer or video games or their updates.....
- g) Playing networked games with others.....
- h) Uploading self-created content (text, images, photos, videos, music etc.).....
to any website to be shared
- i) Using browser based news feeds (e.g. RSS) for reading new content on websites.....
- j) None of the above

[-> go to D7]

[If 'yes' to categories b), c), d) and/or e), go to question D4 ; otherwise go to question D5]

D4 On average how often did you download music and/or films in the last 3 months?

(if 'yes' to b, c, d, and/or e in question D3)

(tick one)

- Everyday 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.....
- Not applicable (only listened to music and/or watched films)....

[-> go to D5]

D5 Did you pay in the last 3 months for online audiovisual content?

(filter question)

- Yes [-> go to D7]
- No [-> go to D6]

D6 What would make you pay for online audiovisual content?

(tick all that apply)

- a) Lack of free available content.....
- b) Right to share legally protected content.....
- c) More convenient payment methods.....
- d) More advantageous prices compared to offline content.....
- e) Better quality of paid content than free services.....
- f) Wider range of choices, content more easily available.....
- g) None of the above, but other (e.g. to support artists work etc.).....
- h) Nothing, no willingness to pay.....

[-> go to D7]

D7 Did the use of the Internet replace your time spent with off-line media or other off-line activities?

(tick all that apply)

- | | Very much | To some extent | Not at all |
|---|--------------------------|--------------------------|--------------------------|
| a) Reading of online news instead of printed news, newspapers, magazines | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Downloading music files instead of buying a CD..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Downloading films and videos instead of buying/renting a DVD..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Listening to web radio instead of listening to normal radio..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Using online contacts instead of personal contacts with
public services and administrations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[-> go to D8]

D8 Do you use a mobile phone? (filter question)

(tick only one)

Yes [-> go to D9]

No [-> go to E1]

D9 For which of the following activities did you use a mobile phone for private purposes in the last 3 months (other than involving voice calls or SMS)?

(tick all that apply)

- a) Sending photographs or video clips.....
- b) Uploading photographs or video clips from your phones to websites.....
- c) Receiving subscription-paid information services.....
(for example news, weather forecast, sports results etc.)
- d) Browsing the Internet.....
- e) Reading your e-mails.....
- f) Downloading and/or watching TV or video.....
- g) Paying for goods or services (instead of cash or credit card).....
- h) Personal navigation (for finding location or address), use of location-aware.....
services (e.g. to receive nearby travel, shopping, event information)
- i) None of the above.....

[-> go to D10]

D10 Do you use pre-payment or post-payment for your mobile phone?

(tick all that apply)

a) Pre-paid.....

b) Post-paid.....

(Optional) if yes to b)

b1) Do you pay a flat rate for Internet access via your mobile phone?

Yes...

No.....

[-> 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 F1]
- Never bought or ordered [-> go to F1]

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) Films, music
- d) Books, magazines, newspapers or e-learning material
- e) Clothes, sports goods
- f) Computer software and upgrades (incl. computer and video games)
- g) Computer hardware
- h) Electronic equipment (incl. cameras)
- i) Share purchases, financial services or insurances
- j) Travel or holiday accommodation
- k) Tickets for events
- l) Lotteries or betting
- m) Other

[If 'yes' to categories c), d) or f), go to question 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 c, d or f in question E2)

(tick all that apply)

- Films, music
- (Electronic) books, magazines, newspapers, e-learning material
- 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 F1]

