COMMUNITY SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

2018 Model Questionnaire version 1.4 - Response burden

Module	Description	Mandatory responses	Optional responses
А	Access to ICT	3	2
В	Use of the internet	32	0
С	Use of e-Government	8	0
D	Use of e-Commerce	25	0
E	Trust, Security and Privacy	12	1
Q	ICT at work	14	9
R	Digital skills	5	8
G	Background characteristics	16+4	16-4

Total	Without characteristics	backgrounc	99	20
Total	With background chara	acteristics	119	32

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* Annual ** biannual in MFHH

	Module A: Access to Informati Technologies	ion and	I Comm	unication
	Note: this module is directed to the household			
A1.	Do you or anyone in your household have access to the internet <u>at home</u> ? (by any device)	Yes □ -> go to A2	No □ -> go to B1	Don't know □ -> go to B1
A2.*	What types of internet connections are used at home (tick all that apply) Broadband connections*	e?		
	 Broadband connections* a) Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, public Wi-Fi connections 			
	b) Mobile broadband connections (via mobile phone networ using (SIM) card or USB key, mobile phone or smart phone		G, e.g. UMTS,	
	Other, narrowband connections			
	c) Dial-up access over normal telephone line or ISDN (optional	I)		
	d) Mobile narrowband connection (via mobile phone network less using (SIM) card or USB key, mobile phone or smart phone as n	-	•	
[-> go to	b B1]			

	Module B: Use of the Internet			
	<u>Note:</u> This module asks about your internet use at any location (home, wo internet enabling device should be considered. Examples are desktop, la computers as well as smart phones, games consoles or e-book readers.			
B1.*	When did you last use the internet? (Filter question)			
	a) Within the last 3 months	□ -> go	to B2	
	b) Between 3 months and a year ago	□ -> go	to B6	
	c) More than 1 year ago	□ -> go	to G1	
	d) Never used it	□ -> go to G1		
B2. *	How often on average did you use the internet in the last 3 months? (tick one)			
	a) Every day or almost every day -> go to B2.1	C]	
	b) At least once a week (but not every day) -> go to B3]	
	c) Less than once a week -> go to B3]	
B2.1.	Only for respondents who answered 'yes' to a) " Every day or almost every	day " in ques	tion B2)	
	Did you use the internet several times during the day?	YES 🗆	NO 🗆	
	-> go to B3			
B3.	On which of the following devices did you use the internet in the last 3 months? (tick all that apply)			
	a) Desktop computer]	
	b) Laptop]	
	c) Tablet]	
	d) Mobile phone or smart phone	Ľ]	
	e) Other mobile devices (e.g. media or games player, e-book reader, smart watch)	Ľ]	
	-> go to B4			
B4.*/**	Did you use any of the following mobile devices to access the internet away from home or work in the last 3 months?			
	(tick all that apply or e)			
	a) Mobile phone or smart phone]	
	b) Laptop]	
	c) Tablet]	
	d) Other devices (e.g. media or games player, e-book reader, smart watch)]	
	e) I didn't access the internet via any mobile device away from home or work]	
	-> go to B5			

B5.	For which of the following activities did you use the internet in the last 3 months for private purpose? (<i>tick all that apply</i>)			
	Communication			
	* a) Sending / receiving e-mails]
	 * b) Telephoning over the internet / video calls (via webcam) over the internet (using applications, e.g. Skype, Facetime) 		C]
	* c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, twitter, Instagram, Snapchat, etc.)			
	Access to information			
	*/** d) Finding information about goods or services		Ľ]
	Use of entertainment			
	** e) Listening to music (e.g. web radio, music streaming) ** f) Watching Internet streamed TV (live or catch-up) from TV broadcasters ** g) Watching Video on Demand from commercial services ** h) Watching video content from sharing services		C]
			C]
			Γ]
			Ľ]
	** i) Playing or downloading games		Ľ]
	eHealth			
	** j) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)		C	1
	** k) Making an appointment with a practitioner via a website or apps (e.g. of a hospital or a health care centre)			
	Other on-line services			
	* I) Selling of goods or services, e.g. via auctions (e.g. eBay)			
	* m) Internet Banking		Ľ]
	-> go to B5.1			
B5.1.	Did you use storage space on the internet (cloud computing) to save documents, pictures, music, video or other files for private purposes in the last 3 months (e.g. Google Drive, Dropbox, Windows OneDrive, iCloud, Amazon Cloud Drive)?	Yes [ב	No 🗆
For res	pondents who answered 'yes' to B1a or B1b			
B6.	Have you used any website or app to arrange an accommon holiday cottage, etc.) from another private individual in the last 12 (tick all that apply or c)		oom, ap	partment, house,
	a) Yes, intermediary websites or apps dedicated to arranging accommodation such as AIRBNB, other national examples			
	b) Yes, other websites or apps (including social networks)			
	c) No, I have not.			
-> go to	b B7			

B7.	Have you used any website or app to arrange a transport service (individual <u>in the last 12 months</u> ? (tick all that apply or c)	(e.g. by car) from	another private	
	 a) Yes, intermediary websites or apps dedicated to arranging transport services (national examples) 			
	b) Yes, other websites or apps (including social networks)			
	c) No, I have not.			
-> go te	b B8			
B8	Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, TaskRabbit, Freelancer, Amazon Mechanical Turk) in the last 12 months? Websites of employment agencies are excluded If YES to B8 go to B8.1, otherwise C1	Yes 🗆	No 🗆	
B8.1.	If Yes to B8: Could you please specify if the income of this work is	:		
	a) the main source of your income			
	b) an additional source of income			
-> go te	o C1			

	Module C: Use of e-government			
	For respondents who used the internet in the last 12 r	months – "Yes" to options	a) or b) in question B1	
	Note:			
	This module asks about electronic contacts via the Inter Contacts through manually typed e-mails should be exclude		and some public services.	
	Contact and interaction with public authorities and public services include websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities) public health services (e.g. services of public hospitals).			
* C1.	Did you contact or interact with public authori <u>private purposes</u> in the last 12 months for the follo (<i>tick all that apply</i>)		over the internet <u>for</u>	
	a) Obtaining information from websites or apps			
	b) Downloading/printing official forms			
	c) Submitting completed forms online			
	-> if 'no' to C1c), go to C2, otherwise go to D1			
* C2.	What were the reasons for not submitting comp apps for private purposes in the last 12 months?	leted forms to public au	uthorities' websites or	
	(tick all that apply)			
	a) I did not have to submit official forms at all			
	-> if 'yes' to C2a), go to question D1; if 'no', go to b)-f) of question C2]	
	b) There was no such online service available	E]	
	c) Lack of skills or knowledge (e.g. did not know how to use the website or it was too complicated to use)	C]	
	 d) Concerns about protection and security of personal data]	
	 e) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)]	
	f) Other reason]	
	-> go to D1	I		

Module D: Use of e-commerce

(tick all that apply)

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

<u>Note:</u> The following questions concern the purchase of goods and services over the Internet (ecommerce) for private use via any device (desktop, portable or handheld, including mobile or smart phone). Purchases refer to orders of goods or services over the internet for which payment is required; the payment does not have to be done online. Orders via manually typed e-mails, SMS or MMS should be excluded. Orders via websites or apps should be considered.

* D1. When did you last buy or order goods or services for private use over the internet? (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 D6
Never bought or ordered	□ -> go to D6

* D2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months?

a) Food or groceries	
 b) Household goods (e.g. furniture, toys, etc; excluding consumer electronics) 	
c) Medicine	
d) Clothes, sports goods	
e) Computer hardware	
f) Electronic equipment (incl. cameras)	
g) Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)	
h) Holiday accommodation (hotel etc.)	
i) Other travel arrangements (transport tickets, car hire, etc.)	
j) Tickets for events	
k) Films, music	
I) Books, magazines, newspapers	
m) e-learning material	
n) Video games software, other computer software and software upgrades	
o) Other	
-> go to D3	

	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		
	-> if 'yes' to " <i>Within the last 3 months"</i> in question D1 D4, otherwise D6	go to	
* D4.	(for respondents who answered 'yes' to "Within the last 3 How many times did you order or buy goods or serv last 3 months?	-	
	times (please provide an estimate)		
	Or (tick one)		
	1-2 times		
	3-5 times		
	6-10 times		
	> 10 times		
* D5.	-> go to D5 (for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro)	ordering goods or s	ervices over the Internet
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o	ordering goods or s	ervices over the Internet
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro)	ordering goods or s	ervices over the Internet
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one)	ordering goods or s	ervices over the Internet months?
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or a (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro	ordering goods or s	ervices over the International months?
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro	ordering goods or s	ervices over the International Markov (Markov) (
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 500 euro	ordering goods or s	ervices over the International
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 500 euro 500 to less than 1000 euro	ordering goods or s	ervices over the International
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or a (excluding shares or other financial services) for prive	ordering goods or s	ervices over the International
* D5.	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or a (excluding shares or other financial services) for prive	ordering goods or s vate use in the last 3	ervices over the International
	(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or a (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 100 euro 500 to less than 1000 euro 1000 euro and more Don't know -> go to D6	ordering goods or s vate use in the last 3	ervices over the International
	<pre>(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priveuro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 100 euro 500 to less than 1000 euro 1000 euro and more Don't know -> go to D6 (for respondents who answered 'yes' to "Within the last Did you carry out any of the following financial activ </pre>	ordering goods or s vate use in the last 3	ervices over the International
	<pre>(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priveuro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 100 euro 1000 euro and more Don't know -> go to D6 (for respondents who answered 'yes' to "Within the last Did you carry out any of the following financial activ private purposes in the last 12 months?</pre>	are use in the last 3	ervices over the International
	<pre>(for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or o (excluding shares or other financial services) for priveuro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 500 euro 500 to less than 1000 euro 1000 euro and more Don't know -> go to D6 (for respondents who answered 'yes' to "Within the last Did you carry out any of the following financial activ private purposes in the last 12 months? (tick all that apply)</pre>	a months" in question vities over the interr	ervices over the Internements?
* D5.	 (for respondents who answered 'yes' to "Within the last 3 How much as an estimate did you spend buying or a (excluding shares or other financial services) for priv euro (or national currency converted in euro) Or (tick one) less than 50 euro 50 to less than 100 euro 100 to less than 500 euro 500 to less than 1000 euro 1000 euro and more Don't know -> go to D6 (for respondents who answered 'yes' to "Within the last Did you carry out any of the following financial activ private purposes in the last 12 months? (tick all that apply) a) Buying or selling shares, bonds, funds or other invess b) Buying or renewing existing insurance policies, inc as a package together with another service (e. 	ate use in the last 3 vate use in the last 3 ate use in the last 3	ervices over the International

	Module E: Trust, security and privacy	/
	For respondents who used the internet in the last 12 mor question B1	iths – "Yes" to options a) or b) in
E1	Have you used the following identification procedures banking, public services, ordering or buying goods purposes in the last 12 months?	
	(tick all that apply or h))	
	a) simple login with username and password	
	b) social media login used for other services	
	c) a security token	
	d) electronic identification certificate or card used with a card reader	
	e) procedure involving your mobile phone (a code received via a message)	
	 f) single use pin code list (add national example or explanation – plastic card with codes, scratch codes, etc.) or random characters of a password 	
	g) other electronic identification procedure	
	h) I have not used any electronic identification procedure (OPTIONAL)	

-> go to E2

	Trust, security and privacy in the con	text of smart p	hones
E2			
	Do you use a smartphone for private purposes?	Yes 🗆	No 🗆
	If no to E2 -> go to Q1		
E3	If yes in E2		
	Does your smartphone have any kind of security softwar or firewall?	e or service like antivi	rus, antispam
	(tick all that apply)		
	a) Yes, installed automatically or provided with the operating system		
	b) Yes, I installed it or subscribed to it or somebody else did it		
	c) No		
	d) I do not know		
	-> go to E4		
E4	Have you ever lost information, documents, pictures smartphone as a result of a virus or other hostile type of p		lata on your
	(tick only one)		
	a) Yes		
	b) No		
	c) I do not know		
	-> go to E5		
E5	When using or installing an application (app) on your s refused access to your personal data (e.g. your location, o		restricted or
	(tick only one)		
	a) Yes, at least once		
	b) No		
	c) I did not know it was possible		
	d) Not applicable (I do not use applications)		

-> go to Q1

Module Q: ICT usage at work

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

Filter: occupational status = employee or self-employed or family workers

The following questions concern the usage of information and communication technologies (computers and the internet) for your working activities. In case of multiple activities, please always refer to your <u>main paid job</u>.

Q1.	Do you use computers, laptops, smartphones, tablets or other portable devices at work? Go to Q2	Yes 🗆	No 🗆
Q2	Do you use other computerised equipment or machinery such as those used in production lines, transportation or other services (including handheld devices such as those used for stock control) at work?		No 🗆

YES to Q1 -> Q3 NO to Q1 and YES to Q2 -> Q4 NO to Q1 and NO to Q2 -> R1

Q3.	Do you carry out any of the following activities in your work at least once per week? (tick all that apply)				
	a) Exchange e-mails or enter data into databases				
	b) Create or edit electronic documents				
	c) Use social media for work				
	 d) Use of applications to receive tasks or instructions (excluding e-mails) 				
	e) Use of occupational specific software (e.g. for design, data analysis, processing, etc.)				
	f) Develop or maintain IT systems or software				
l	g) I do not carry out any of the listed activities in my work at least once per week.				

 $[\rightarrow$ go to Q4]

 $[\rightarrow$ go to Q5]

Q5.	Did you have to learn how to use new software or computerised	Yes □	No 🗆
	equipment for your job in <u>the last 12 months?</u>		

 $[\rightarrow$ go to Q6]

Q6.	Have you been involved in choosing, modifying or testing the software or computerised equipment you use at work in the last 12 months?	Yes 🗆	No 🗆
	OPTIONAL		

 $[\rightarrow$ go to Q7]

Q7.	Which of the following statements best describes your skills software or applications at work? -(tick only one)	s relating to the use of computers,
	a) I need further training to cope well with my duties	
	b) My skills correspond well with my duties	
	c) I have the skills to cope with more demanding duties	

 $[\rightarrow$ go to Q8]

Q8. Has the usage of computers, laptops, smartphones, or other computerised equipment at work changed any of the following characteristics of your work in the last 12 months?

OPTIONAL

(tick all that apply)

	Increase	Decrease	No relevant change
a) The time spent on repetitive tasks			
b) The independence in organising my tasks			
c) The monitoring of my performance at work			
d) Time spent on acquiring new skills needed for work			
e) The ease of collaboration with colleagues or business partners			
f) The amount of irregular working hours (night, week-end, shift work)			

 $[\rightarrow$ go to Q9]

Q9.	How often did you <u>work from home</u> in the last 12 months? (tick one)		
	a) Every day or almost every day		
	b) At least once a week (but not every day)		
	c) Less than once a week		
	d) Never		

For respondents who answered a) or b) or c) in Q9 \rightarrow go to Q9.1, otherwise go to Q10

Q9.1. When working from home, did you use the Internet for your Yes No Yes No No

 $[\rightarrow$ go to Q10]

Q10.	How often did you <u>work</u> at an external site (e.g. construction site, agricultural field, other public/private spaces) or <u>on the move (</u> e.g. in a vehicle) in the last 12 months? (<i>tick one</i>)	
	OPTIONAL	

OFHONAL	
a) Every day or almost every day	
b) At least once a week (but not every day)	
c) Less than once a week	
d) Never	

For respondents who answered a) or b) or c) in Q10 \rightarrow go to Q10.1, otherwise go to R1

Q10.1	When working at an external site or on the move did you use laptops, smartphones, tablets or other portable devices for your job?	Yes 🗆	No 🗆
	OPTIONAL		

 $[\rightarrow \text{ go to R1}]$

Module R: Digital Skills

for respondents who used the internet in the last 12 months - "Yes" to options a) or b) in question B1

R1. Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months? (*Please tick all that apply*)

a) Free online training or self-study	
b) Training paid by yourself	
c) Free training provided by public programs or organisations (other than your employer)	
d) Training paid or provided by your employer	
e) On-the-job training (e.g. co-workers, supervisors)	

[Filter: If any of the boxes a) to e) in R1 is ticked \rightarrow go to R2, otherwise go to module G]

R2. In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months? (Please tick all that apply) (OPTIONAL) a) Online marketing or e-Commerce b) Social media (e.g. google groups, Facebook, Jive) c) Programming languages, including design or management of websites d) Data analysis or management of databases e) Maintenance of computer networks, servers, etc. f) IT-security or privacy management g) Specific software applications for work h) Other fields of training related to the use of computers, software or applications

	Module G: Socio-demographic backgro	ound informa	ation		
G1.	Age: (in complete years)]		
G2.	Sex:	Man	Woman □		
G3.	Country of birth < description > < to be transmitted as r also: born in another country				
G4.	Country of citizenship < description > < to be transmitted nationals, for the latter: nationals of non-EU cou	nationals of other EU			
G5.	Educational attainment level (highest level of education successfully completed) according to the International Standard Classification of Education (ISCED 2011):				
	(tick only one)				
	At most lower secondary education [ISCED 0, 1 or 2] Less than primary education [ISCED 0]				
	Doctoral or equivalent [ISCED 8]				

G6.	Employment situation			
	Employee or self-employed (incl. family workers)			
	Full time MANDATORY			
	Part time MANDATORY			
	Employee MANDATORY			
	With a permanent job or contract of unlimited duration MANDATORY			
	With a temporary job or contract of limited duration MANDATORY			
	Self-employed (incl. family workers) MANDATORY			
	Economic sector MANDATORY			
	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			
G7.	Occupation: < description < to be recoded into at least 2-digit ISCO-08 categories for			

G8.	Region of Residence < description	on > NUTS 1
G9.	Region of Residence < description	on > NUTS 2 OPTIONAL
G10.	Geographical location	
	Less developed region	
	□ Transition region	
	More developed region	
G11.	Degree of urbanisation	
	Densely populated area	
	□ Intermediate density area	
	□ Thinly populated area	
G12.	Number of members in the household:	
	of which: OPTIONAL	
	number of persons aged from 16 to 24	
	of which:	OPTIONAL
	number of st	tudents
	number of persons aged 25 to 64	
	number of persons aged more than or e	equal to 65
G13.	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 eq	qual to 4
G14.	Household income: <>	<currency></currency>
	(average net monthly income)	< to be recoded at least into size bands compatible with income quartiles >
	OPTIONAL	optional, in addition: < equivalised, transmitted in income quintiles >

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