

**Community survey on
ICT usage in households and by individuals
2010
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, 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)
of which:
 - c1) wired fixed (cable, fiber, Ethernet, PLC, etc)
 - c2) fixed wireless (satellite, WiFi, WiMax)
 - c3) mobile wireless connection (3G/UMTS etc.)
 - (optional)** c4) mobile wireless connection via 3G handset (UMTS, mobile WiMax, etc.)
 - (optional)** c5) mobile wireless via 3G modem (USB key, laptop card)
- 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 (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 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 C6]
- More than 1 year ago [-> go to D1]
- Never used it [-> go to G1]

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 via wireless connection?

(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 (3G, 3G+).....
- b) Handheld computer (palmtop, PDA)
- c) Portable computer (laptop) away from home or work
- d) None of the above, but other

[-> 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, social networking sites, blogs, newsgroups or online discussion forum, use of instant messaging.....

Information search and on-line services

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

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 one)

(tick all activities that apply)

- | | in the last
3 months | between 3 months
and a year ago |
|---|--------------------------|------------------------------------|
| 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: Use of e-Commerce

(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 D5]
- Never bought or ordered [-> go to D5]

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.....
- 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 **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, f, h, i in question D2)

(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 **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]

(for respondents who didn't answer "more than 1 year ago" in question C1)

D5 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 E1]

Module E: Internet security

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

E1 How concerned are you about the following possible problems related to Internet usage for private purposes?

(tick all that apply)

- | | Strongly | Mildly | Not at all |
|--|--------------------------|--------------------------|--------------------------|
| a) Catching a virus or other computer infection (e.g. worm or trojan horse).....
resulting in loss of information or time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Unsolicited emails sent to me ('Spam')..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Abuse of personal information sent on the Internet and/or other privacy.....
violations (e.g. abuse of pictures, videos, personal data uploaded on community websites) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Financial loss as a result of receiving fraudulent messages ('phishing')
or getting redirected to fake websites asking for personal information ('pharming') | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Financial loss due to fraudulent payment (credit or debit) card use..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Children accessing inappropriate web-sites or connecting with.....
potentially dangerous persons from a computer within the household | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[-> go to E2]

E2 Have you experienced any of the following security related problems through using the Internet for private purposes in the last 12 months?

(tick all that apply)

- a) Catching a virus or other computer infection (e.g. worm or trojan horse).....
resulting in loss of information or time
- b) Unsolicited emails sent to me ('Spam').....
- c) Abuse of personal information sent on the Internet and/or other privacy.....
violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)
- d) Financial loss as a result of receiving fraudulent messages ('phishing')
or getting redirected to fake websites asking for personal information ('pharming')
- e) Financial loss due to fraudulent payment (credit or debit) card use.....
- f) Children accessing inappropriate web-sites or connecting with.....
potentially dangerous persons from a computer within the household

[-> go to E3]

E3 Have security concerns kept you from doing the following activities via the Internet for your own private purposes in the last 12 months?

(tick all that apply)

- a) Ordering or buying goods or services for private use.....
- b) Carrying out banking activities such as account management.....
- c) Providing personal information to online communities for social and.....
professional networking
- d) Communicating with public services or administrations.....
- e) Downloading software, music, video files, games or other data files.....
- f) Using the Internet with mobile device (e.g. laptop) via wireless connection.....
from places other than home

[-> go to E4]

E4 Do you use any kind of IT security software or tool (anti-virus, anti-spam, firewall etc.) in order to protect your private computer and data?

(filter question)

- Yes..... [-> go to E5]
- No..... [-> go to E8]
- I don't know..... [-> go to E8]
- not applicable (I don't use a private computer)..... [-> go to E8]

E5 Which IT security software or tool do you use?

(tick all that apply)

- a) a virus checking program and/or an anti-spyware program.....
- b) a hardware or software firewall.....
- c) an email filtering to prevent 'Spam'.....
- d) a parental control or a web filtering software.....
- e) other.....
- f) a package but I don't know the components.....

[-> go to E6]

E6 Do you update one or more of your security products (virus checking, spyware program etc.)?

(tick one)

- Yes, everytime a new update is available (automatically or manually) [-> go to E8]
- Yes, occasionally or when I remember [-> go to E8]
- No, I don't [-> go to E7]

E7 Why you do not update your security products (antivirus, firewall etc.)?

(tick all that apply)

- a) It is unnecessary as I believe the risk is too low.....
- b) I don't know how to update.....
- c) I don't think the update is effective.....
- d) It is too expensive.....
- e) Other.....

[-> go to E8]

E8 How often do you make safety copies or back up files (private documents, pictures, etc.) from your computer on any external storage device (e.g. a CD, DVD, external hard disk, USB storage device), or to diskspace on Internet servers?

(tick one)

- Always or almost always
- Sometimes
- Never or hardly ever.....
- Not applicable (because I don't keep files on a computer)

[-> go to F1]

Module F: E-skills

F1 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
- 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) None of the above

[-> go to G1]

Socio-demographic background characteristics

G1 Age:

G2 Sex: Man
 Woman

G3 Country of birth *optional* < 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 *optional* < 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 Educational level: *(tick only one)* Primary or lower secondary education, no formal educat. *[ISCED 0, 1 or 2]*
 Upper secondary education *[ISCED 3 or 4]*
 Tertiary education *[ISCED 5 or 6]*

G6 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.)

G7 Occupation: < description >
< to be recoded into at least 2-digit ISCO-88 categories >

G8 Region of Residence < description NUTS 1 >

G9 Region of Residence < description NUTS 2 > **OPTIONAL QUESTION**

G10 Geographical location: "Convergence" region
 "Regional competitiveness and employment" region

G11 Type of locality: Densely-populated area
 Intermediate area
 Thinly-populated area

G12 Number of members in the household:

G13 of which, number of children under 16:

G14 Household income: _____ <currency> **OPTIONAL QUESTION**
(average net monthly income) < to be recoded at least into size bands compatible with income quartiles >