COMMUNITY SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

2020
Model Questionnaire version 1.3 - Response burden

Module	Description	Mandatory responses	Optional responses
A	Access to ICT	3	2
B	Use of the internet	25	1
C	Use of e-Government	8	2
D	Use of e-Commerce	44	1
E	Privacy and protection of personal data	8	2
F	Trust, security and privacy and smartphone security	12	1
Z	Internet of Things	19	0
G	Background characteristics	13	16

Total	Without background characteristics	119	9
Total	With background characteristics	132	25

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* Annual ** biennial *** triennial in MFHH

	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 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*_			
	a) Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, Wi-Fi			☐
	b) Mobile broadband connections (via mobile phone network, at least 3G, e.g. UMTS, using (SIM) card or USB key, mobile phone or smart phone as modem)			☐
	Other, narrowband connections			
	c) Dial-up access over normal telephone line or ISDN **(optional)**			☐
	d) Mobile narrowband connection (via mobile phone network less than 3G, e.g. 2G+/GPRS, using (SIM) card or USB key, mobile phone or smart phone as modem) **(optional)**			☐
	[-> Go to B1]			

Module B: Use of the Internet

Note: This module asks about your internet use at any location (home, work or other places). Any internet enabling device should be considered. Examples are desktop, laptop, tablets, 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 C1
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
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 question B2)*

Did you use the internet several times during the day?	YES ☐ NO ☐

[-> go to B3]

B3. **For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose?**

(tick all that apply)

Communication

* a) Sending / receiving e-mails	☐
* b) Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat	☐
* c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)	☐
d) Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	☐

Access to information

*/** e) Finding information about goods or services	☐
f) Reading online news sites/ newspapers/ news magazines	☐

Creativity

** g) Sharing or publishing self-created videos, photos, music, texts etc. on a website or via app	☐

Use of entertainment

** h) Listening to music (e.g. web radio, music streaming) or downloading music	☐
** i) Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. [national examples])	☐
** j) Watching Video on Demand from commercial services (e.g. Netflix, HBO GO, Amazon	☐

	Prime, Maxdome)	
	** k) Watching video content from sharing services (e.g. YouTube)	☐
	** l) Playing or downloading games	☐
	eHealth	
	** m) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health etc.)	☐
	** n) Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)	☐
	o) Accessing personal health records online	☐
	p) Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)	☐
	Other on-line services	
	* q) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)	☐
	* r) Internet Banking via website or app	☐
	[-> go to B4]	

B4.*	*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, Microsoft OneDrive, iCloud, Amazon Drive)?* [->Go to B5]	Yes ☐	No ☐

B5.**	**Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?** *(tick all that apply)*	
	a) Doing an online course	☐
	b) Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks)	☐
	c) Communicating with instructors or students using educational websites/portals	☐
	d) Other **(optional)**	☐

[-> go to C1]

Module C: Use of e-government

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

Note:

This module asks about electronic contacts via the Internet with public authorities and some public services. Contacts through manually typed e-mails should be excluded.

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 authorities or public services over the internet <u>for private purposes</u> in the last 12 months for the following activities?**

(tick all that apply)

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 completed forms to public authorities' websites or apps for private purposes in the last 12 months?**

(tick all that apply or a))

a) I did not have to submit official forms at all	☐ -> if 'yes' to C2a), go to question D1; if 'no', go to b)-h) of question C2
b) There was no such online service available	☐
c) Lack of skills or knowledge (e.g. did not know how to use the website or it was too complicated to use)	☐
d) Concerns about protection and security of personal data	☐
e) Lack of electronic signature or electronic ID/ certificate (required for using the services) [national examples] or problems in using the electronic signature or electronic ID/ certificate **(optional)**	☐
f) Unwillingness to pay online (e.g. due to fear of credit card fraud) or inability to pay online (e.g. due to lack of access to payment methods required) **(optional)**	☐
g) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	☐
h) Other reason	☐

[-> go to D1]

Module D: Use of e-commerce

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

Note: The following questions concern buying for private use over the Internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]).

D1. * **When did you last buy or order goods or services for private use over the internet?**
(tick one)

a) Within the last 3 months	☐ -> go to D2
b) Between 3 months and a year ago	☐ -> go to E1
c) More than 1 year ago	☐ -> go to E1
d) Never bought or ordered over the Internet	☐ -> go to E1

D2. * **Did you buy any of the following goods via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.**
(tick all that apply)

a) Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)	☐
b) Sports goods (excluding sport clothing)	☐
c) Children toys or childcare items (e.g. nappies, bottles, baby strollers)	☐
d) Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)	☐
e) Music as CDs, vinyls etc.	☐
f) Films or series as DVDs, Blu-ray etc.	☐
g) Printed books, magazines or newspapers	☐
h) Computers, tablets, mobile phones or accessories	☐
i) Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines)	☐
j) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)	☐
k) Deliveries from restaurants, fast-food chains, catering services	☐
l) Food or beverages from stores or from meal-kits providers	☐
m) Cosmetics, beauty or wellness products	☐
n) Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	☐
o) Bicycles, mopeds, cars, or other vehicles or their spare parts	☐
p) Other physical goods	☐

[-> go to D3]

D3.*/	*Only for respondents who answered 'yes' to any item in D2*

From whom did you buy the mentioned goods via a website or app in the last 3 months? Include online purchases from enterprises or private persons.

(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 D4]

D4. **Did you buy any of the mentioned goods from private persons via a website or app (e.g. on eBay, Facebook Marketplace, [*national examples])*?**

(tick one)

Yes	☐
No	☐

[-> go to D5]

D5.*	*Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1*

Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

(tick all that apply)

a) Music as a streaming service or downloads	☐
b) Films or series as a streaming service or downloads	☐
c) e-books, online-magazines or online-newspapers	☐
d) Games online or as downloads for smartphones, tablets, computers or consoles	☐
e) Computer or other software as downloads including upgrades	☐
f) Apps related to health or fitness (excluding free apps)	☐
g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)	☐

[-> go to D6]

D6.*	*Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1*

Did you buy any of the following via a website or app for private use in the last 3 months?

(tick all that apply)

a) Tickets to sports events	☐
b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)	☐
c) Subscriptions to the internet or mobile phone connections	☐
d) Subscriptions to electricity, water or heating supply, waste disposal or similar services	☐

	e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])	☐
	[-> go to D7]	

D7.	*Only for respondents who answered 'yes' to e) in question D6* **Did you buy any of the mentioned household services via a website or app from private persons (e.g. on Facebook Marketplace, [*national examples*])?** *(tick one)*		
	Yes		☐
	No		☐
	[-> go to D8]		

D8.	*Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1* **Did you buy any transport service via a website or app for private use in the last 3 months from:** *(tick all that apply)*		
	a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples], UBER[1])		☐
	b) A private person (e.g. [national examples])		☐
	[-> Go to D9]		

D9	**Did you rent accommodation via website or app for private use in the last 3 months from:** *(tick all that apply)*		
	a) Enterprises such as hotels or travel agencies		☐
	b) A private person (e.g. Airbnb, [national examples])		☐
	[-> go to D10]		

D10	**Did you buy any other services (excluding financial and insurance services) than those mentioned previously via a website or app for private use in the last 3 months? (optional)** *(tick one)*		
	Yes		☐
	No		☐
	[-> Go to D11]		

D11. *	*Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1* **How many times have you bought goods or services over the internet for private use in the last 3 months?**		
	_____ times (please provide an estimate)		
	Or *(tick one)*		
	1-2 times		☐
	3-5 times		☐

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[1] *"UBER" is to be mentioned in the list of examples only in countries where UBER offers its services in a way which can be assimilated to a taxi service.*

6-10 times	☐
> 10 times	☐

[-> go to D12]

D12. *   *Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1*
Estimate how much money you have spent in total on your purchases via a website or app for private use in the last 3 months.

_____ euro (or national currency converted in euro)

Or *(tick one)*

less than 50 euro	☐
50 to less than 100 euro	☐
100 to less than 300 euro	☐
300 to less than 500 euro	☐
500 to less than 700 euro	☐
700 to less than 1000 euro	☐
1000 euro and more	☐
Don't know	☐

[-> go to D13]

D13.   *Only for respondents who answered 'yes' to "Within the last 3 months" in question B1*
Did you carry out any of the following via a website or app for private purposes in the last 3 months?
(tick all that apply)

a) Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket	☐
b) Take a loan, mortgage or arrange credit from banks or other financial providers	☐
c) Buy or sell shares, bonds, units in funds or other financial assets	☐

[-> go to E1]

Module E: Privacy and protection of personal data

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

Note: The following questions concern the provision and protection of personal data for activities carried out over the internet for any private or work-related purpose, using websites or apps.

E1. **Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?**

(tick all that apply)

a) Read privacy policy statements before providing personal data	☐
b) Restricted or refused access to your geographical location	☐
c) Limited access to profile or content on social networking sites or shared online storage	☐
d) Refused allowing the use of personal data for advertising purposes	☐
e) Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)	☐
f) Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it **(optional)**	☐

[-> go to E2]

E2. **Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored ads?**

(tick one)

Yes	☐
No	☐

[-> go to E3]

E3. **Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?**

(tick one)

Yes	☐
No	☐

[-> go to E4]

E4. **Are you concerned with your online activities being recorded to provide you with tailored advertising? (optional)**

(tick one)

Yes, very concerned	☐
Yes, somehow concerned	☐
No, I'm not concerned	☐

[-> go to E5]

E5. **Do you use software that limits the ability to track your activities on the internet on any of your devices?**

(tick one)

Yes	☐

No	☐

[-> go to F1]

Module F: Trust, security and privacy

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

F1	**Have you used the following identification procedures for accessing online services via websites or apps (e.g. e-mail, social media accounts, internet banking, public services, ordering or buying goods or services online) for private purposes in the last 3 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 for example with a card reader or with an app	☐
	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 F2]	

Trust, security and privacy in the context of smart phones

F2	**Do you use a smartphone for private purposes?**	
	Yes	☐ -> go to F3
	No	☐ -> go to Z1
F3	*Only for respondents who answered 'yes' to question F2* **Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?** *(tick all that apply or c) or d))*	
	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 F4]	

F4	**Have you ever lost information, documents, pictures or other kind of data on your smartphone as a result of a virus or other hostile type of programs?**
	(tick only one)

a) Yes	☐
b) No	☐
c) I do not know	☐

[-> go to F5]

F5	**When using or installing an application (app) on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list)?**
	(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 Z1]

Module Z: Internet of Things

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

The following questions concern the use of internet connected devices or systems for private purposes that can also be connected to each other to enable advanced services; e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device etc.

Z1. **Have you used any of the following internet-connected devices or systems for private purposes?**
(tick all that apply or e))

a) Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home	☐-> Go to Z3
b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home	☐ -> Go to Z3
c) Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines	☐ -> Go to Z3
d) A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby	☐ - > Go to Z3
e) I have not used any of the above	☐ -> Go to Z2

Z2 *Only for respondents who answered "Yes" to Z1 e)*

What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

(tick all that apply or a))

a) I didn't know such devices or systems exist	☐ -> if 'yes' to Z2 a), go to question Z3; if 'no', go to b)-i) of question Z2
b) I had no need to use those connected devices/systems	☐
c) Costs too high	☐
d) Lack of compatibility with other devices or systems	☐
e) Lack of skills to use those devices or systems	☐
f) Concerns about the privacy and protection of data about me generated by those devices or systems	☐
g) Concerns about security (e.g. that the device or system will be hacked)	☐
h) Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)	☐
i) Other reasons	☐

[-> go to Z3]

Z3 **Have you used the internet on any of the following devices in your home for private purposes?**
(tick all that apply)

a) An internet-connected TV	☐
b) An internet-connected game console	☐
c) An internet-connected home audio system, smart speakers	☐

[-> Go to Z4]

Z4	**Have you used any of the following internet-connected devices for private purposes?** *(tick all that apply)*	
	a) A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes	☐
	b) Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care	☐
	c) Toys connected to the internet, such as robot toys (including educational) or dolls	☐
	d) A car with built-in wireless internet connection	☐

[-> go to G1]

Module G: Socio-demographic background information

G1.	**Age:** *(in complete years)*	☐☐

		Man	Woman
G2.	**Sex:**	☐	☐

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. **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]	
☐ Primary education [ISCED 1]	
☐ Lower secondary education [ISCED 2]	
☐ Upper secondary and post-secondary non-tertiary education	*[ISCED 3 or 4]*
☐ Upper secondary education [ISCED 3]	
☐ Post-secondary non-tertiary education [ISCED 4]	
☐ Tertiary education	*[ISCED 5, 6, 7 or 8]*
☐ Short-cycle tertiary education [ISCED 5]	
☐ Bachelor or equivalent [ISCED 6]	
☐ Master or equivalent [ISCED 7]	
☐ Doctoral or equivalent [ISCED 8]	

G6. **Employment situation**
Employee or self-employed (incl. family workers)
Full time **OPTIONAL**
Part time **OPTIONAL**
Employee **OPTIONAL**

With a permanent job or contract of unlimited duration **OPTIONAL**	
With a temporary job or contract of limited duration **OPTIONAL**	
Self-employed (incl. family workers) **OPTIONAL**	
Economic sector **OPTIONAL**	
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 transmission of ICT workers, non-ICT workers; 1-digit for manual, non-manual workers; (optional) all 2-digit ISCO-08 occupations >*

G8.	**Region of Residence**	< description >	*NUTS 1*
G9.	**Region of Residence**	< description >	*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 students		
	number of persons aged 25 to 64	☐	
	number of persons aged more than or 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 equal to 4	☐	
G14.	**Household income:** <_____> <currency> **(average net monthly income)** **OPTIONAL**	*< to be recoded at least into size bands compatible with income quartiles >* *optional, in addition:* *< equivalised, transmitted in income quintiles >*	

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