

Community survey on ICT usage in households and by individuals

2009

Eurostat Model Questionnaire (v3.2)

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 B1]

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.)

[not ticked **b or c** -> go to A5]

[ticked **b or c** -> go to B1]

A5 What are the reasons for not having a broadband connection (such as cable or DSL) at home?

(tick all that apply)

- a) Too expensive
- b) No need
- c) Not available in my area
- d) Can access broadband somewhere else (e.g. at work)
- e) None of the above, but other

[-> go to B1]

Module B: Use of computers and mobile phone

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 B5]

B5 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 printer or a modem
- f) Writing a computer program using a specialised programming language
- g) None of the above

[-> 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 D1]
- More than 1 year ago [-> go to D1]
- Never used it [-> go to E1]

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
- if yes to a) a1) Mobile phone via GPRS
- a2) Mobile phone via UMTS, HSDPA (3G, 3G+)
- b) Handheld computer (palmtop, PDA)
- c) Portable computer (laptop) via wireless connection away from home or work
- d) None of the above

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

Information search and on-line services

- d) Finding information about goods or services
Optional:
if yes to d) d1) Have you used the information to buy goods or services? Yes No
if yes to d1) d2) Have you used the information to buy over the Internet? Yes No
- 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

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 all that apply)

	in the last 3 months	in the last 12 months
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: E-Commerce and trust

(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	<input type="checkbox"/>	[-> go to D2]
Between 3 months and a year ago	<input type="checkbox"/>	[-> go to D2]
More than 1 year ago	<input type="checkbox"/>	[-> go to D12]
Never bought or ordered	<input type="checkbox"/>	[-> go to D12]

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	<input type="checkbox"/>	
b) Household goods (e.g. furniture, toys, etc)	<input type="checkbox"/>	
c) Medicine	<input type="checkbox"/>	
Optional:		
<i>if yes to c)</i> c1) Prescribed medicine	Yes <input type="checkbox"/>	No <input type="checkbox"/>
c2) Non-prescribed medicine	Yes <input type="checkbox"/>	No <input type="checkbox"/>
d) Films, music	<input type="checkbox"/>	
e) Books, magazines, newspapers or e-learning material	<input type="checkbox"/>	
f) Clothes, sports goods	<input type="checkbox"/>	
g) Video games software and -upgrades.....	<input type="checkbox"/>	
h) Other computer software and -upgrades.....	<input type="checkbox"/>	
i) Computer hardware	<input type="checkbox"/>	
j) Electronic equipment (incl. cameras)	<input type="checkbox"/>	
k) Telecommunication services (e.g. TV, broadband subscriptions, fixed line..... or mobile phone subscriptions, uploading money on prepaid phone cards, etc)	<input type="checkbox"/>	
l) Share purchases, insurance policies and other financial services.....	<input type="checkbox"/>	
m) Holiday accomodation (hotel etc.).....	<input type="checkbox"/>	
n) Other travel arrangements (transport tickets, carhire, etc.).....	<input type="checkbox"/>	
o) Tickets for events	<input type="checkbox"/>	
p) Other	<input type="checkbox"/>	

[if 'yes' to categories d), e), g), h), n) or o) 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, g, h, n or o in question D2)

(tick all that apply)

- a) Films
- b) Music.....
- c) (Electronic) books, magazines, newspapers, e-learning material
- d) Computer software (incl. computer and video games and software upgrades)
- e) Tickets for travel or events.....

[-> 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]

D5 How many times did you order or buy goods or services over the Internet for private use in the last 3 months?

OPTIONAL QUESTION

(tick one)

- 1-5 orders/purchases.....
- between >5 and 10 orders/purchases.....
- >10 orders/purchases.....
- don't know.....

[-> go to D6]

D6 What was the total value of goods or services (excluding shares or other financial services) that you bought or ordered over the Internet for private use in the last 3 months?

OPTIONAL QUESTION

(if the exact value cannot be provided, an approximate amount should be given)

Total value in national currency: _____

or, if Euro is national currency *(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 D7]

D7 How did you pay for goods or services ordered over the Internet for private use in the last 12 months?

(tick all that apply)

- a) Provided credit or debit card details over the Internet.....
- b) Provided pre-paid card or prepaid account details over the Internet.....
- c) Electronic bank transfer via Internet banking.....
- d) Payment not via Internet (in cash, via ordinary bank transfer etc).....

[-> go to D8]

D8 In the last 12 months, did you encounter any problems when buying / ordering goods or services over the Internet for private use?

(tick only one)

- Yes [-> go to D9]
- No [-> go to D10]

D9 What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months?

(tick all that apply)

- a) Technical failure of website during ordering or payment.....
- b) Difficulties in finding information concerning guarantees and other legal rights
- c) Speed of delivery lower than indicated
- d) Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fee).....
- e) Wrong or damaged goods/services delivered
- f) Problems with fraud encountered (e.g. no goods/services received at all,
misuse of credit card details, etc.)
- g) Complaints and redress were difficult or no satisfactory response after complaint
- h) Others

[-> go to D10]

D10 How important are the following arguments for you for ordering goods or services via the Internet for private purposes?

(tick all)

- | | Very
important | To some
extent | Not at all |
|-----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|
| a) Wider choice of goods or services..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Lower prices..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Easy to use the website..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Convenience (e.g. less time consuming, shopping at any time, cross-border etc)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Opportunity to buy products not available in my area or region..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Certification of quality of website services by independent body or..... <input type="checkbox"/>
availability of recognised trust mark | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Opinion rating and feedback on website from other users..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Certainty about legal rights and guarantees..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[-> go to D11]

D11 Do you read the conditions of sale when purchasing goods or services over the Internet for private use?

(tick only one)

Always..... Sometimes..... Never.....

[-> go to D13]

D12 What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months?

(tick all that apply)

- a) Have no need
- b) Prefer to shop in person, like to see product, loyalty to shops, force of habit
- c) Relevant information about goods and services difficult to find on website.....
- d) Lack of skills
- e) Delivery of goods ordered over the Internet is a problem
(e.g. takes too long or is logistically difficult)
- f) Payment security concerns
(e.g. giving credit card details over the Internet).....
- g) Privacy concerns
(e.g. giving personal details over the Internet).....
- h) Trust concerns about receiving or returning goods, complaint / redress concerns
- i) Don't have a payment card allowing to pay over the Internet
- j) Speed of the Internet connection is too slow
- k) Others

[-> go to D13]

D13 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 D14]

D14 Which of the following fundamental rights for consumers in the EU in connection with online purchases of goods over the Internet (except auctions) are known to you?

(tick all that apply)

OPTIONAL QUESTION

- a) Cancellation of purchase and right to a refund within short period for most goods.....
- b) Delivery of goods within max. 30 days after placing the order.....
(unless otherwise agreed in contrat between parties)
- c) Privacy and data protection.....
(e.g. providing consent to data processing beyond execution of order and billing requirements)
- d) Right to be informed on the contractual conditions.....
- e) none of the above.....

[-> go to E1]

Socio-demographic background characteristics

E1 Age:

E2 Sex: Man
 Woman

E3 Educational level: Primary or lower secondary education, no formal educat. [ISCED 0, 1 or 2]
(tick only one) Upper secondary education [ISCED 3 or 4]
 Tertiary education [ISCED 5 or 6]

E4 Employment situation: Employee or self-employed (incl. family workers)
(tick only one) Unemployed
 Student (not in the labour force)
 Other not in the labour force
(retired, inactive, in compulsory military service, etc.)

E5 Occupation: < description >
< to be recoded into at least 3-digit ISCO categories >

E6 Region of Residence < description NUTS 1 >

E7 Region of Residence < description NUTS 2 > OPTIONAL QUESTION

E8 Geographical location: "Convergence" region
 "Regional competitiveness and employment" region

E9 Type of locality: Densely-populated area
 Intermediate area
 Thinly-populated area

E10 Number of members in the household:

E11 of which, number of children under 16:

E12 Household income: _____ <currency> OPTIONAL QUESTION
(average net monthly income) < to be recoded at least into size bands compatible with income quartiles >