European Union survey on
ICT usage in households and by individuals

2014

Eurostat Model Questionnaire (version 3.4)

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 at home?**
(by any device)

Yes……………………………………………… ☐   **[-> go to A2]**

No ……………………………………………… ☐   **[-> go to A4]**

Don't know ……………………………………… ☐   **[-> go to B1]**

A2 **On which of the following devices is the Internet accessed at home?**
(tick all that apply or f)

a) Desktop computer ……………………………………………… ☐

b) Portable computer (laptop, netbook, tablet) ………………………… ☐

c) Other mobile devices (mobile phone or smart phone,……………… ☐
media or games player, e-book reader)

d) TV connected to the internet (Smart TV)……………………………… ☐

e) Games console ……………………………………………… ☐

f) Don't know ……………………………………………… ☐

[-> go to A3]

A3 **What types of Internet connections are used at home?**
(tick all that apply)

a) Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre,……… ☐
satellite, public WiFi connections

b) Mobile broadband connections (via mobile phone netw ork, 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 narrow band connection (less than 3G, e.g. 2G+/GPRS,..………………… ☐   **(optional)**
used by mobile phone or smart phone or modem in laptop)

[-> go to B1]

A4 **What are the reasons for not having access to the Internet at home?**
(tick all that apply)

    a) Have access to Internet elsew here …………………………….....☐

    b) Don't need Internet (because not useful, not interesting, etc.) ……☐

    c) Equipment costs too high ……………………………………………☐

    d) Access costs too high (telephone, DSL subscription etc.) ……….☐

    e) Lack of skills …………………………………………………………☐

    f) Privacy or security concerns ………………………………………☐

    g) Broadband internet is not available in our area ……………………☐

    h) Other…………………………………………………………………☐

[-> go to B1]

Module B: **Use of computers**

Note : this and the following modules are directed to the individual selected within the household

This module asks about your own computer use at any location (home, work, other places).
A computer is a desktop, laptop, netbook or tablet computer. The following devices should <u>not</u> be considered as computers: Smart phones, PDA with mobile phone facilities, games consoles, media players or e-book readers.

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]**

Betw een 3 months and a year ago …………………………☐   **[-> go to C1]**

More than 1 year ago ………………………………………☐   **[-> go to C1]**

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 w eek (but not every day) …………………☐

Less than once a w eek ………………………………………☐

[-> go to C1]

Module C: Use of the Internet

This module asks about your own internet use at any location (home, work or other places).
Any internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers.

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 E1]**

More than 1 year ago ………………………… ☐ **[-> go to F1]**

Never used it ………………………………… ☐ **[-> go to G1]**

C2 **How often on average 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) ……… ☐

Less than once a week …………………… ☐

[-> go to C3]

C3 **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 d)

a) Mobile phone (or smart phone)……………………………………… ☐

if yes to a) **a1)** via mobile phone network……………………………………… ☐

a2) via wireless network (e.g. WiFi)……………………………… ☐

b) Portable computer (e.g. laptop, tablet) …………………………… ☐

if yes to b) **b1)** via mobile phone network, using USB key or (SIM) card ……………… ☐
or mobile phone or smart phone as modem

b2) via wireless network (e.g. WiFi)…………………………… ☐

c) Other devices……………………………………………………… ☐

d) I didn't access the internet via any mobile device away from home or work ☐

[-> go to C4]

C4 **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……. ☐
        (using applications, e.g. Skype or Facetime)

    c) Participating in social networks (creating user profile, posting messages…….. ☐
        or other contributions to facebook, twitter, etc.)

Access to information

    d) Reading online news / newspapers / news magazines ………………………. ☐

    e) Finding information about goods or services ……………………………… ☐

Use of entertainment

    f) Listening to web radio …………………...…………………………………….. ☐

    g) Playing or downloading games, images, films or music…………………………. ☐

    if yes to g):
    h) Playing networked games with other persons……………………………………. ☐

Creativity

    i) Uploading self-created content (text, photos, music, videos,
        software etc.) to any website to be shared... ☐

    j) Creating websites or blogs……………………………………………………. ☐

e-health

    k) Making an appointment with a practitioner via the website (e.g. of a hospital…. ☐
        or a health care centre)

Other on-line services

    l) Using services related to travel or travel related accommodation ……………. ☐

    m) Selling of goods or services, e.g. via auctions (e.g. eBay)…………………… ☐

    n) Internet Banking.. ☐

[-> go to D1]

Module D: Use of Cloud Services

(for respondents who answered "within the last 3 months" in question C1)

The following questions mainly concern the use of Internet services for storing files
for private purposes in the last 3 months prior to the interview.
These services offer the possibility to store on a server accessible over the internet.
Many of them are used for sharing files with others.

D1   **Did you use storage space on the Internet to save documents, pictures, music, video or other files, e.g. Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive?**

Yes.……………………………………………… ☐

No.……………………………………………… ☐

[-> go to D2]

D2   **When sharing documents, pictures or other files electronically, which of the following did you use?**
(tick all that apply or e)

   a) E-mails with attached files…………………………………………………… ☐

   b) Personal websites (e.g. blogs) or social networking sites (e.g. Facebook)……… ☐

   c) Storage space on the Internet, e.g. Dropbox, Windows Skydrive, Google Drive or… ☐
   file sharing services, e.g. Picasa, Flickr

   d) Other means not using internet, e.g. USB stick, DVD, Bluetooth…………………… ☐

   e) None, did not share files……………………………………………………… ☐

[if yes to c) or yes in D1 -> go to D3, otherwise go to D7]

(for respondents who used storage space on the Internet to save or share files)
D3   **Did you use Internet storage space to save or share the following?**
(tick all that apply)

   a) Texts, spreadsheets or electronic presentations……………………………… ☐

   b) Photos……………………………………………………………………… ☐

   c) E-books or e-magazines…………………………………………………… ☐

   d) Music………………………………………………………………………… ☐

   e) Videos (including films, TV programmes)…………………………………… ☐

   f) Other………………………………………………………………………… ☐

[-> go to D4]

D4 **Have you paid for Internet storage space or file sharing services?**

     Yes... ☐

     No.. ☐

[-> go to D5]

D5 **What are the reasons for using Internet storage space to save or share files?**
(tick all that apply)

    a) Possibility to use files from several devices or locations................................. ☐

    b) Possibility to use larger memory space... ☐

    c) Protection against data loss... ☐

    d) Possibility to share files with other persons easily.. ☐

    e) Access to large libraries of music, TV programmes or films............................. ☐

[-> go to D6]

D6 **When using storage space on the Internet or file sharing services, have you ever experienced any of the following problems?**
(tick all that apply or h)

    a) Slow speed of access or use.. ☐

    b) Incompatibility between different devices or file formats................................. ☐

    c) Technical server problems, e.g. unavailability of the service............................. ☐

    d) Disclosure of data to third parties due to security problems or breach................. ☐

    e) Unauthorised use of personal information by service provider.......................... ☐

    f) Terms and conditions of service provider ambiguous or difficult to understand...... ☐

    g) Difficulties moving files from one service provider to another........................... ☐

    h) No problems were faced... ☐

[-> go to D9]

(for respondents who answered "no" in D1 and "no" to D2c)

D7 **Were you aware of the existence of services providing storage space on the Internet?**
(tick one)

     Yes.......................... ☐   **[-> go to D8]**

     No........................... ☐   **[-> go to D9]**

D8 **What are the reasons for not using services providing storage space on the Internet?**
(tick all that apply)

    a) Save files on own devices, e-mail account or rarely/never save files................ ☐

    b) Share files using other ways (e-mail, social media, USB stick) or do not.............. ☐
        share files online with others at all

    c) Lack of knowledge about how to use such storage space............................. ☐

    d) Concerns about security or privacy.. ☐

    e) Concerns about reliability of service providers... ☐

[-> go to D9]

D9 **Have you used software run over the Internet for editing text documents, spreadsheets or presentations, e.g. Google Docs, Office 365?**
(tick one)

    Yes.. ☐

    No.. ☐

[-> go to D10]

D10 **Have you used software run over the Internet for editing pictures or videos, e.g. Picasa, WeVideo, JW Player?** **(optional)**
(tick one)

    Yes.. ☐

    No.. ☐

[-> go to D11]

D11 **Have you used services over the Internet for playing music or video files uploaded or saved in internet storage space, e.g. Amazon Cloud Player, iTunes in the Cloud (iCloud), Google Play Music?**
(tick one) **(optional)**

    Yes.. ☐

    No.. ☐

[-> go to E1]

Module E: Use of e-Government

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

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).

E1   **Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months for the following activities ?**
(tick all that apply)

         a)   Obtaining information from web sites ………………………………...………… ☐

         b)   Downloading official forms ………………………………...………………… ☐

         c)   Submitting completed forms…………………………………………………… ☐

[-> if "no" to c), go to E2, otherwise go to F1]

(for respondents who answered "no" to c) in E1)

E2   **What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months?**
(tick all that apply)

         a)   Did not have to submit official forms at all…………………………………………………… ☐

*[If 'Yes' to **a)** , go to question **F1** ; if 'No', go to **b)-g)** of question **E2**]*

         b)   There was no such website service available…………………………………………… ☐

         c)   Lack of skills or knowledge (e.g. did not know how to use website or use was too complicate ☐

         d)   Concerns about protection and security of personal data……………………………… ☐

         e)   Lack of or problems with electronic signature or electronic ID/certificate………………… ☐
            (required for authentication/using the service)   **(optional)**

         f)   Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)….. ☐

         g)   Other reason

[-> go to F1]

Module F: Use of e-Commerce

(for respondents who didn't answer "Never used it" in question C1)

The following questions concern the purchase of goods and services over the Internet (e-commerce)
for private use via any device (desktop, portable or handheld, including mobile or smart phone).
Purchases refer to ordering goods or services for which payment is required but the payment does not
have to be done online. Orders via manually typed e-mails, SMS or MMS should be excluded.

F1   **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 F2]**

Betw een 3 months and a year ago ……………… ☐   **[-> go to F2]**

More than 1 year ago ……………………………… ☐   **[-> go to G1]**

Never bought or ordered ………………………… ☐   **[-> go to G1]**

F2   **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; excluding consumer electronics) … ☐

c) Medicine………………………………………………………………… ☐

d) Clothes, sports goods …………………………………………………… ☐

e) Computer hardw are ……………………………………………………… ☐

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) Share purchases, insurance policies and other financial services……………… ☐

i) Holiday accomodation (hotel etc.)………………………………………… ☐

j) Other travel arrangements (transport tickets, carhire, etc.)……………………… ☐

k) Tickets for events ………………………………………………………… ☐

l) Films, music ……………………………………………………………… ☐

m) Books, magazines, new spapers (including e-books)…………………………… ☐

n) e-learning material………………………………………………………… ☐

o) Video games softw are, other computer softw are and softw are upgrades ….. ☐

p) Other ……………………………………………………………………… ☐

[*if 'yes' to categories l), m),n),o) in F2 , go to F 3 ; otherwise go to question F 4*]

F3 **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 l, m, n, o in question F2)
(tick all that apply)

    a) Films, music .... ☐

    b) (Electronic) books, magazines, new spapers, *e*-learning material .... ☐

    c) Computer softw are (incl. computer and video games and softw are upgrades) ☐

[-> go to F4]

F4 **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 w orld.................... ☐

    d) Country of origin of sellers is not know n............. ☐

[-> go to F5]

F5 **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 G1]

Module G: E-Skills

G1 **Which of the following computer related activities have you ever 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 modem …………………………… ☐

f) Writing a computer program using a specialised programming language ……………… ☐

g) Transferring files between computer and other devices...………………………… ☐
(from digital camera or from/to mobile phone, mp3/mp4 player)

h) Modifying or verifying the configuration parameters of software applications………… ☐ **(optional)**
(except internet browsers)

i) Creating electronic presentations with presentation software (e.g. slides),
including e.g. images, sound, video or charts ………………………………… ☐

j) Installing a new or replacing an old operating system………………………… ☐

k) None of the above ……………………………………………………………… ☐

[-> go to G2]

Socio-demographic background characteristics

H1 **Age:** ☐☐
(in completed years)

H2 **Sex:** ☐ Man

☐ Woman

H3 **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,*

H4 **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*

H5 **Legal marital status:**
OPTIONAL
☐ Unmarried (i.e. never married)

☐ Married (including registered partnership)

☐ Widow ed and not remarried (incl. w idow ed f rom registered partnersh.)

☐ Divorced and not remarried (including legally separated and dissolved registered partnership)

H6 **De facto marital status:**
OPTIONAL
☐ Person living in a consensual union (partners are not married to each other)

☐ Person not living in a consensual union

H7 **Educational attainment level** (highest level of education successfully completed)
according to the International Standard Classification of Education (ISCED 2011):
(tick only one)

☐ At most low er secondary education *[ISCED 0, 1 or 2]*

☐ Less than primary education [ISCED 0]

☐ Primary education [ISCED 1]

☐ Low er 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]

H8   **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**

H9   **Occupation:**   *< description >*

< to be recoded into at least 2-digit ISCO-08 categories >

H10 **Region of Residence** *< description NUTS 1 >*

H11 **Region of Residence** *< description NUTS 2 >* OPTIONAL

H12 **Geographical location:** ☐ Less developed region

☐ Transition region

☐ More developed region

H13 **Degree of urbanisation** ☐ Densely populated area

☐ Intermediate density area

☐ Thinly populated area

H14 **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 ☐

H15 *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 ☐

H16 **Household income:** _____ <currency> OPTIONAL
(average net monthly income)

< to be recoded at least into size bands compatible with income quartiles >

optional, in addition:
< equivalised, transmitted in income quintiles >

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