

# European Union survey on ICT usage in households and by individuals 2015

## Eurostat Model Questionnaire (version 3.1)

### 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, netbook, tablet, excluding smart phone)*

Yes .....

No .....

[ -> go to A2 ]

#### A2 Do you or anyone in your household have access to the Internet at home? (by any device)

Yes.....  [ -> go to A3 ]

No .....  [ -> go to A4 ]

Don't know .....  [ -> go to B1 ]

#### A3 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, public WiFi connections

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 narrow band connection (via mobile phone network less than 3G,.....  (optional)  
e.g. 2G+/GPRS, using (SIM) card or USB key, mobile phone or smart phone as modem)

[ -> 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 elsewhere 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 not 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 ]
- Between 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 week (but not every day) .....
- Less than once a week .....

[ -> go to C1 ]



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

*if yes to c):*

- c1)** On average how often did you use the Internet for participating in social networks in the last 3 months?

- Every day or almost every day.....
- At least once a week (but not every day).....
- Less than once a week.....

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

**Access to information**

- e) Reading online news sites / newspapers / news magazines .....
- f) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)
- g) Looking for information about education, training or course offers .....
- h) Consulting wikis to obtain knowledge on any subject.....
- i) Finding information about goods or services .....
- j) Downloading software (other than games software).....

**Civic and political participation**

- k) Posting opinions on civic or political issues via websites .....   
(e.g. blogs, social networks, etc.)
- l) Taking part in on-line consultations or voting to define civic or political issues...   
(e.g. urban planning, signing a petition)

**Professional life**

- m) Looking for a job or sending a job application .....
- n) Participating in professional networks (creating user profile, posting .....   
messages or other contributions to LinkedIn, Xing, etc.)

**Other on-line services**

- o) Using services related to travel or travel related accommodation .....
- p) Selling of goods or services, e.g. via auctions (e.g. eBay).....
- q) Internet Banking.....

[ -> go to C5 ]

**C5 Did you use storage space on the Internet to save documents, pictures, music, video or other files for private purposes in the last 3 months, e.g. Google Drive, Dropbox, Windows OneDrive (formerly Skydrive), iCloud, Amazon Cloud Drive?**

- Yes.....
- No.....

[ -> go to C6 ]

**C6 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.....

[ -> go to D1 ]

## **Module D: 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).*

**D1 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 D2, otherwise go to E1 ]

(for respondents who answered "no" to c) in D1)

**D2 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 E 1 ; if 'No', go to b)-g) of question D 2 ]

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 complicated).....

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 E1 ]

**Module E: 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 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.

**E1 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 E2 ]

Between 3 months and a year ago .....  [ -> go to E2 ]

More than 1 year ago .....  [ -> go to E7 ]

Never bought or ordered .....  [ -> go to E7 ]

**E2 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 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) Share purchases, insurance policies and other financial services.....
- i) Holiday accommodation (hotel etc.).....
- j) Other travel arrangements (transport tickets, carhire, etc.).....
- k) Tickets for events .....
- l) Films, music .....
- m) Books, magazines, newspapers (including e-books).....
- n) e-learning material.....
- o) Video games software, other computer software and software upgrades .....
- p) Other .....

[ -> go to E3 ]

**E3 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 E4 ]

(for respondents who answered "in the last 3 months" in question E1)

**E4 How many times did you order or buy 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.....

6-10 times.....

> 10 times.....

[ -> go to E5]

(for respondents who answered "in the last 3 months" in question E1)

**E5 How much as an estimate did you spend buying or ordering goods or services over the Internet (excluding shares or other financial services) 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 500 euro.....

500 to less than 1000 euro.....

1000 euro and more.....

don't know.....

[ -> go to E6 ]

**E6 Did you encounter any of the following problems when buying or ordering goods or services over the Internet in the last 12 months?**

(tick all that apply or j)

a) Technical failure of website during ordering or payment.....

b) Difficulties in finding information concerning guarantees and other legal rights .....

c) Speed of delivery slower 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) Foreign retailer did not sell to my country.....

i) Others .....

j) I have not encountered any problem.....

[ -> go to F1 ]

**E7 What were the reasons for not buying or ordering any goods or services for your own private use in the last 12 months?**

*(tick all that apply)*

- a) Prefer to shop in person, like to see product, loyalty to shops, force of habit .....
- b) Lack of skills or knowledge (e.g. did not know how to use website or .....  
use was too complicated) .....
- c) Delivery of goods ordered over the Internet is a problem  
(e.g. takes too long or is logistically difficult) .....
- d) Payment security or privacy concerns .....   
(e.g. giving credit card details or personal details over the Internet)
- e) Concerns about receiving or returning goods, complaint / redress concerns .....
- f) Don't have a payment card allowing to pay over the Internet .....
- g) Foreign retailer did not sell to my country .....  **(optional)**
- h) Others .....

[ -> go to F1 ]

**Module F: E-Skills**

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

**F1 Which of the following computer or mobile device related activities have you carried out in the last 12 months?**

*(tick all that apply)*

- a) Transferring files between computers or other devices .....
- b) Installing software or applications (apps) .....
- c) Changing the settings of any software, including operational system .....   
or security programs

[ -> go to F2 ]

**F2 Which of the following software related activities have you carried out in the last 12 months?**

*(tick all that apply)*

- a) Copying or moving files or folders .....
- b) Using word processing software .....
- c) Creating presentations or documents integrating text, pictures, tables or charts .....
- d) Using spreadsheet software .....   
*if yes to d)*  
d1) Using its advanced functions to organise and analyse data, such as sorting, .....   
filtering, using formulas, creating charts
- e) Using software to edit photos, video or audio files .....
- f) Writing code in a programming language .....

[ -> go to G1 ]

**Module G: Internet security**

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

**G1 Have you experienced any of the following security related incidents 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) 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)
- c) Financial loss as a result of receiving fraudulent messages ('phishing') .....   
or getting redirected to fake websites asking for personal information ('pharming')
- d) Financial loss due to fraudulent payment (credit or debit) card use.....
- e) Children accessing inappropriate websites.....

[ -> go to G2 ]

**G2 Have security concerns limited or 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 G3 ]

**G3 Do you make back up files (documents, pictures, etc.) from your computer on any external storage device (e.g. a CD, DVD, external hard disk, USB storage device), or to Internet storage space?**

(tick one)

- Yes (automatically or manually).....
- No.....

[ -> go to G4 ]

**G4 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 G5 ]**

**G5 Have you ever changed the settings in your internet browser to prevent or limit the amount of cookies put on your computer?**

*(tick one)*

Yes.....

No.....

**[ -> go to H1 ]**

## 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 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 ]

**H6 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**

**H7 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 >

**H8 Region of Residence** < description *NUTS 1* >

**H9 Region of Residence** < description *NUTS 2* > OPTIONAL

**H10 Geographical location:**  Less developed region  
 Transition region  
 More developed region

**H11 Degree of urbanisation**  Densely populated area  
 Intermediate density area  
 Thinly populated area

**H12 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

**H13 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

**H14 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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