

**European Union survey on
ICT usage in households and by individuals
2013
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 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 connection are used at home?

(tick all that apply)

a) Broadband connection (e.g. DSL, cable, satellite, 3G/UMTS)..... **(optional)**

Fixed, fixed wireless broadband connections

b) DSL, e.g. ADSL, SHDSL, VDSL.....

c) Wired fixed (cable, optical fibre, Ethernet, PLC, etc).....

d) Fixed wireless (satellite, public WiFi).....

Mobile broadband connections

e) mobile phone network (at least 3G, e.g. UMTS) via a handset.....

f) mobile phone network (at least 3G, e.g. UMTS) via a card or USB key.....
(e.g. integrated SIM card)

Other, narrowband connections

g) Dial-up access over normal telephone line or ISDN

h) Mobile narrow band connection (less than 3G, e.g. 2G+/GPRS).....
used by mobile 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 elsewhere
- 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

B1 When did you last use a computer (at home, at work or any other place)? *(filter question)*

(any type: desktop, laptop, netbook, tablet, excluding smart phone)

- 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]

Module C: Use of the Internet

C1 When did you last use the Internet? *(filter question)*

(via any device, desktop, portable or handheld, including mobile or smart phones)

- 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 E1]
- Never used it [-> go to F3]

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)

Less than once a week

[-> 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.)

e7) Other

[-> go to C4]

C4 Do you use any of the following mobile devices to access the Internet away from home or work?

(tick all that apply)

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 as modem

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

c) Other devices

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

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

Access to information

- c) Reading online news sites / newspapers / news magazines
*if yes to c) c1) Have you subscribed to news services or products
to receive them regularly (including RSS)?*

Yes

No

- d) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)
- e) Looking for information about education, training or course offers
- f) Finding information about goods or services
- g) Downloading software (other than games software).....

Civic and political participation

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

Learning

- j) Doing an online course (in any subject)
- k) Consulting wikis to obtain knowledge on any subject.....
(e.g. Wikipedia, an online encyclopaedia)

Professional life

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

Other on-line services

- n) Using services related to travel or travel related accommodation
- o) Selling of goods or services, e.g. via auctions (e.g. eBay).....
- p) Telephoning over the internet / video calls (via webcam) over the internet.....
- q) Internet Banking.....

[-> 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)

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 ?

Includes 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 (public libraries, information on and enrolment in public schools or university), public health services (includes services of public hospitals).

Excludes manually typed e-mails.

(tick all that apply)

- a) Obtaining information from web sites
- b) Downloading official forms
- c) Submitting completed forms.....

[-> if "no" to a) and b) and c), go to D5, otherwise go to D2]

D2 Did you use websites of public authorities or public services in the last 12 months for any of the following?

(tick all that apply)

- a) Income tax declaration.....
- b) Claiming social security benefits (e.g. unemployment benefits, retirement, child allowance)
- c) Requesting personal documents (passport, ID card or driver's licence) or certificates (birth, marriage, death)
- d) Public libraries (availability of catalogues, search tools).....
- e) Enrolment in higher education or university.....
- f) Notification of change of address

[-> go to D3]

D3 Have you experienced any of the following problems when using websites of public authorities or public services for private purposes in the last 12 months?

(tick all that apply)

- a) Technical failure of website
- b) Insufficient, unclear or outdated information
- c) Support was needed but not found (on-line or off-line).....
- d) Other.....

[-> go to D4]

D4 Are you satisfied or dissatisfied with the following aspects of using websites of public authorities or public services in the last 12 months?

(tick all a-d items that apply)

	Mainly satisfied	Mainly dissatisfied	Not applicable
a) Ease of finding information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Usefulness of the information available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The information provided on the progress, follow-up..... of the request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Ease of using services on the website.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[-> go to D5]

D5 Did you contact public authorities or public services using methods other than websites for private purposes in the last 12 months?

(tick all that apply or e)

- a) yes, by telephone (excluding SMS).....
- b) yes, by e-mail.....
- c) yes, in person, by visits.....
- d) yes, by other means (e.g. post, SMS, fax).....
- e) no, did not have to contact public authorities or services in the last 12 months..... [-> go to E1]

[-> if "no" to c) in D1 go to D6, otherwise go to E1]

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

D6 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 E1; if 'No', go to b)-i) of question D6]

- b) There was no such website service available.....
- c) Personal contact is missing, prefer visits.....
- d) Immediate response is missing.....
- e) I trust submitting by paper more.....
- f) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated).....
- g) Concerns about protection and security of personal data.....
- h) The relevant services will require personal visits or paper submission anyway.....
- i) Lack of or problems with electronic signature or electronic ID/certificate.....
(required for authentication/using the service) (optional)
- j) Another person did it on my behalf (e.g. consultant, tax advisor, relative or family member).....
- k) Other reason.....

[-> go to E1]

Module E: Use of e-Commerce

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

E1 When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails, SMS, MMS) ? *(filter question)*

(via any device, desktop, portable or handheld, including mobile or smart phones)

- 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 F1]
- Never bought or ordered [-> go to F1]

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)
- 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 E2, go to E3; otherwise go to question E4]

E3 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 E2)

(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 E4]

E4 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 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
(e.g. on websites for social networking)
- 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) Uploading text, games, images, films or music to websites.....
(e.g. to websites for social networking)
- h) Modifying the security settings of internet browsers.....
- i) None of the above

[-> go to F2]

F2 Do you judge your current internet skills to be sufficient?

(optional)

(tick all that apply)

(for respondents who ticked at least one option (a to h) in F1)

- | | Yes | No | Not applicable |
|---|--------------------------|--------------------------|--------------------------|
| a) To communicate with relatives, friends, colleagues over the internet..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) To protect your personal data..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) To protect your private computer from virus or other computer infection..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[-> go to F3]

F3 Do you judge your current computer skills to be sufficient if you would need to take up a new job on the labour market or change your job within a year?

(for respondents who didn't answer "never used it" in question B1 and who are employees or self-employed or unemployed)

Yes No Not applicable

[-> go to G1]

Socio-demographic background characteristics

G1 Age:
(in completed years)

G2 Sex: Man
 Woman

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 Legal marital status: Unmarried (i.e. never married)
OPTIONAL Married (including registered partnership)
 Widowed and not remarried (incl. widowed from registered partnersh.)
 Divorced and not remarried (including legally separated and dissolved registered partnership)

G6 De facto marital status: Person living in a consensual union (partners are not married to each other)
OPTIONAL Person not living in a consensual union

G7 Educational level (highest level of education completed):
(tick only one)

- Primary or lower secondary education, no formal education [ISCED 0, 1 or 2]
- No formal education [ISCED 0]
- Primary education [ISCED 1]
- Lower secondary education [ISCED 2]
- Upper or post secondary education, but not tertiary [ISCED 3 or 4]
- Upper secondary education [ISCED 3]
- Post secondary education but not tertiary [ISCED 4]
- Tertiary education [ISCED 5 or 6]
- Tertiary education, first stage [ISCED 5]
- Tertiary education, second stage [ISCED 6]

G8 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**

G9 Occupation: *< description >*
< to be recoded into at least 2-digit ISCO-08 categories >

G10 Region of Residence *< description NUTS 1 >*

G11 Region of Residence *< description NUTS 2 >* OPTIONAL

G12 Geographical location: "Convergence" region
 "Regional competitiveness and employment" region

G13 Degree of urbanisation Densely populated area
 Intermediate density area
 Thinly populated area

G14 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

G15 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

G16 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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