## COMMUNITY SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

### 2019 Model Questionnaire version 1.1 - Response burden

Module	Description	Mandatory responses	Optional responses
А	Access to ICT	11	2
В	Use of the internet	30	3
С	Use of e-Government	8	0
D	Use of e-Commerce	45	2
E	E-skills	10	0
F	Internet security	15	2
G	Background characteristics	13	16

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

#### COMMUNITY SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

### 2019 Model Questionnaire version 1.1

\* Annual \*\* biennial in MFHH

	Module A: Access to Information and Comm Technologies	unication
	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 	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, public Wi-Fi connections	
	<ul> <li>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)</li> </ul>	
	Other, narrowband connections	
	c) Dial-up access over normal telephone line or ISDN (optional)	
	<b>d)</b> 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]	
A3.**	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	

	Module B: Use of the Internet	
	Note: This module asks about your internet use at any location (home Any internet enabling device should be considered. Examples are des tablet computers as well as smart phones, games consoles or e-book re-	ktop, laptop, netbook or
B1.*	When did you last use the internet? (Filter question)	
	a) Within the last 3 months	□ -> go to B2
	<b>b)</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>b)</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 D NO D
	[-> go to B3]	
B3.*/**	Did you use any of the following mobile devices to access the interr work in the last 3 months? (tick all that apply or e)	net away from home or
	a) Mobile phone or smart phone	
	b) Laptop	
	c) Tablet	
	d) Other devices (e.g. media or games player, e-book reader, smart watch)	
	e) I didn't access the internet via any mobile device away from home or work	
	[-> go to B4]	

B4.	For which of the following activities did you use the intern private purpose?	et in the last 3	months for
	(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		
	* 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		
	Access to information		
	** e) Reading online news sites / newspapers / news magazines		
	** f) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)		
	*/** g) Finding information about goods or services		
	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)		
	Professional life		
	*** j) Looking for a job or sending a job application		
	Creativity		
	** k) Uploading self-created content (text, photos, music, videos, software, etc.) to any website to be shared		
	Use of entertainment		
	<ul> <li>** I) Listening to music (e.g. web radio, music streaming)</li> <li>(optional)</li> </ul>		
	Other on-line services		
	* m) Selling of goods or services, e.g. via auctions (e.g. eBay)		
	* n) Internet Banking		
	[-> go to B5]		
В5	Did you interact via the internet with household equipment or appliances (such as thermostat, light bulb, robot vacuum or security system) in the last 3 months? (optional)	Yes 🗆	No 🗆
	[->Go to B6]		
B6.*	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)?	Yes 🗆	No 🗆
	[->Go to B7]		

B7.**	Have you conducted any of the following learning activ educational, professional or private purposes in the last 3 mo ( <i>tick all that apply</i> )			internet for
	a) Doing an online course			
	<ul> <li>b) Using online learning material other than a complete online cou (e.g. audio-visual materials, online learning software, electro textbooks)</li> </ul>			
	<ul> <li>c) Communicating with instructors or students using education websites/portals</li> </ul>	onal		
	d) Other (optional)			
For respo	ondents who answered 'yes' to B1a			
B8.**	Have you used any website or app to arrange an accommon house, holiday cottage, etc.) from another private individual (tick all that apply or c)			
	a) Yes, intermediary websites or apps dedicated to arranging accommodation such as AIRBNB, other national examples			
	b) Yes, other websites or apps (including social networks)			
	c) No, I have not.			
[-> go to	 39]			
B9.**	Have you used any website or app to arrange a transport ser another private individual in the last 12 months? (tick all that apply or c)	vice (	e.g. by car	) from
	a) Yes, intermediary websites or apps dedicated to arranging transport services (national examples)			
	b) Yes, other websites or apps (including social networks)			
	c) No, I have not.			
[-> go to	-			
	<u>Introduction</u> : The following question concerns paid work obtained via onl or enterprises. 'Work' in this context can consist of physical tasks or servi paid work (not only freelance work) should be included.			
B10.**	Have you obtained paid work by using an intermediary website or apps <u>(e.g. Upwork, TaskRabbit, Freelancer,</u> <u>Amazon Mechanical Turk) in the last 12 months?</u> Websites of employment agencies are excluded		∕es □ o to B10.1]	No □ [-> go to C1]
B10.1**	If Yes to B10: Could you please specify if the income of this w (tick one)	vork is	5:	
	a) the main source of your income			
	b) an additional source of income			
[-> 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 a Contacts through manually typed e-mails should be excluded.	and some public services.
	Contact and interaction with public authorities and public services include websites cor (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official docu certificate), public educational services (e.g. public libraries, information on the enrolment public health services (e.g. services of public hospitals).	ments (e.g. ID card, birth
C1.*	Did you contact or interact with public authorities or public services private purposes in the last 12 months for the following activities? (tick all that apply)	over the internet <u>for</u>
	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 at apps for private purposes in the last 12 months?	uthorities' websites or
	(tick all that apply or a))	
	<b>a)</b> I did not have to submit official forms at all -> if 'yes' to C2a), go to question D1; if 'no', go to b)-f) of question C2	
	<b>b)</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) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	
	f) Other reason	
	[-> go to D1]	

#### Module D: Use of e-commerce

(tick all that apply)

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

<u>Note:</u> The following questions concern the purchase of goods and services over the Internet (ecommerce) 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.

## D1.\* When did you last buy or order goods or services for private use over the internet? (filter auestion)

Within the last 3 months	□ -> go to D2
Between 3 months and a year ago	□ -> go to D2
More than 1 year ago	□ -> go to D8
Never bought or ordered	□ -> go to D9

# D2.\* What types of goods or services did you buy or order over the Internet for private use in the last 12 months?

a) Food or groceries	
<ul> <li>b) Household goods (e.g. furniture, toys, etc; excluding consumer electronics)</li> </ul>	
c) Medicine	
d) Clothes, sports goods	
e) Computer hardware	
f) Electronic equipment (incl. cameras)	
<b>g)</b> Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)	
h) Holiday accommodation (hotel etc.)	
i) Other travel arrangements (transport tickets, car hire, etc.)	
j) Tickets for events	
k) Films, music	
I) Books, magazines, newspapers	
m) e-learning material	
n) Video games software, other computer software and software upgrades	
o) Other	

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D3.	Were any of the following products that you bought or ordered over the int downloaded or accessed from websites or apps in the last 12 months? ( <i>if</i> 'yes' to <i>k</i> , <i>l</i> , <i>n</i> in question D2) ( <i>tick all that apply or e</i> ))	ternet for private use
	a) Films, music	
	b) E-Books	
	c) E-Magazines, e-newspapers	
	d) Computer software (incl. computer and video games and software upgrades)	
	e) None of the above were downloaded or accessed online (optional)	
	[-> go to D4]	I
D4.*/**	From whom did you buy or order goods or services for private purpose ov last 12 months? (tick all that apply)	ver the Internet in the
	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	
	-> if 'yes' to "Within the last 3 months" in question D1 go to D5, otherwise D7	
D5.*	(for respondents who answered 'yes' to "Within the last 3 months" in question D1) How many times did you buy or order goods or services over the Internet last 3 months?	
	times (please provide an estimate)	
	Or <i>(tick one)</i>	
	1-2 times	
	3-5 times	
	6-10 times	
	> 10 times	
	[-> go to D6]	
D6. *	(for respondents who answered 'yes' to "Within the last 3 months" in question D1) How much as an estimate did you spend buying or ordering goods or serv (excluding shares or other financial services) for private use in the last 3 mo	ices over the Internet
	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 D7]	
	(for respondents who answered 'yes' to "Within the last 3 months" or 'yes' to "Betw year ago" in question D1)	
D7.*/**	Did you encounter any of the following problems when buying or ordering over the internet in the last 12 months? (tick all that apply or j))	goods or services
	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	
	<ul> <li>d) Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fees)</li> </ul>	n 🗆
	e) Wrong or damaged goods/services delivered	
	<ul> <li>f) Problems with fraud encountered (e.g. no goods/services received at all, misus of credit card details, etc.)</li> </ul>	e 🗆
	g) Complaints and redress were difficult or no satisfactory response after complain	t 🗆
	h) Foreign retailer did not sell to my country	
	i) Others	
	j) I have not encountered any problem	
	[-> go to D8]	I
D8.	(for respondents who answered 'yes' to "Within the last 3 months" in question B1) Did you carry out any of the following financial activities over the internet (e private purposes in the last 12 months?	
	(tick all that apply)	
	a) Buying or renewing existing insurance policies, including those offered as package together with another service (e.g. travel insurance offered together with a plane ticket)	
	b) Taking a loan or mortgage or arranging credit from banks or other financia providers	
	c) Buying or selling shares, bonds, funds or other investment services	
	-> for respondents who answered 'yes' to "Within the last 3 months" or 'yes' t "Between 3 months and a year ago" in question D1 -> go to E1; otherwise go t D9	
D9. */**	What were the reasons for not buying or ordering any goods or services fuse over the internet in the last 12 months?	or your own private
	(tick all that apply)	
	a) Prefer to shop in person, like to see product, loyalty to shops, force of habit	
	<ul> <li>b) Lack of skills or knowledge (e.g. did not know how to use website or use was to complicated)</li> </ul>	° 🗆
	c) Delivery of goods ordered over the internet is a problem (e.g. takes too long or logistically difficult)	is 🗆
	<ul> <li>d) Payment security or privacy concerns (e.g. giving credit card details or persona details over the internet)</li> </ul>	

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) Someone did it on my behalf (optional)	
i) Others	

	Module E: E-Skills		
	(for respondents who didn't answer "more than 1 year ago" or "Never used it" in question	n B1)	
E1.*/**	*/** Which of the following computer or mobile device related activities have you carried out in t last 12 months? (tick all that apply)		
	a) Transferring files between computers or other devices		
	<b>b)</b> Installing software or applications (apps)		
	c) Changing the settings of any software, including operating system or security programs		
	[-> go to E2]		
E2.*/** Which of the following software related activities have you carried out in the last 12 r (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 spread sheet 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 F1]		

	Module F: Internet security			
	For respondents who didn't answer 'More than 1 year ago' or 'Never used it' in question B1 Note: the following questions refer to security-related issues that could occur when accessing Internet on any connected device, such as a desktop, laptop, tablet, smartphone or any other connected device.			
F1. ***	Have you experienced any of the following security related problems Internet for private purposes in the last 12 months? (tick all that apply)	s through using the		
	a) Fraudulent credit or debit card use			
	b) Loss of documents, pictures or other data due to a virus or other infection (e.g. worm or Trojan horse)			
	c) Misuse of your personal information available on the Internet resulting in e.g. discrimination, harassment, bullying			
	d) Your social network or e-mail account being hacked and content being posted or sent without your knowledge			
	e) Online identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)			
	f) Receiving fraudulent messages ('phishing')			
	<ul> <li>g) Getting redirected to fake websites asking for personal information ('pharming')</li> <li>h) Children accessing inappropriate websites (optional)</li> </ul>			
	if yes to items e), f) or g) then go to F2, otherwise go to F3			
F2. ***	Have you experienced financial loss, in the last 12 months, resulting from identity theft, receiving fraudulent messages or being redirected to fake websites? <i>(tick one)</i>			
	Yes			
	No			
	[-> go to F3]			
F3. ***	Have security concerns limited or prevented you from doing the following activities via the Internet for private purposes in the last 12 months? <i>(tick all that apply)</i>			
	a) Ordering or buying goods or services			
	b) Internet banking			
	c) Providing personal information to social or professional networking services			
	d) Communicating with public services or administrations			
	e) Downloading software or apps, music, video files, games or other data files			
	f) Using the Internet via public WiFi			
	g) Other (optional)			
	[-> go to F4]			

F4. ***	Do you make back-up copies of your files (documents, pictu storage device or to Internet storage space (cloud services) fo (tick one)	
	Yes, automatically or manually	
	No	
	I don't know	
	[-> go to G1]	L

	Module G: Socio-demogra	phic backgro	und informa	ation	
G1.	Age: (in complete years)			]	
G2.	Sex:		Man	Woman 🗆	
G3.	Country of birth < description >	< to be transmitted as n also: born in another country			
G4.	Country of citizenship < description >	< to be transmitted in nationals, for the latter: nationals of non-EU court	nationals of other EU		
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 o				
	Upper secondary education [ ISCED 3 ]				
	<ul> <li>Post-secondary non-tertiary education [ ISCED 4 ]</li> <li>Tertiary education [ISCED 5, 6, 7 or 8]</li> <li>Short-cycle tertiary education [ ISCED 5 ]</li> <li>Bachelor or equivalent [ ISCED 6 ]</li> </ul>				
	□ Master or equivalent [ ISCED 7 ]				
	Doctoral or equivalent [ ISCEI	D 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 <b>OPTIONAL</b>				
	With a temporary job or contract of limited duration <b>OPTIONAL</b>				
	Self-employed (incl. family workers) <b>OPTIONAL</b>				
	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 <b>OPTIONAL</b>				
	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				

G8.	Region of Residence	< description	1> <i>I</i>	IUTS 1
G9.	Region of Residence	< description	ז < <i>ו</i>	IUTS 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 mo	ore than or eq	ual to 6	5 🗆
G13.	of which, number of children	under 16:		
	of which: OPTIONAL			
	number persons aged from	14 to 15		
	number of persons aged fro	m 5 to 13		
	number of persons aged les	s than or equ	al to 4	
G14.	Household income: <	>	<curren< th=""><th>cy&gt;</th></curren<>	cy>
	(average net monthly income)			recoded at least into size bands compatible with quartiles >
	OPTIONAL			l, in addition: alised, transmitted in income quintiles >

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