Community survey on
ICT usage in households and by individuals

2012

Eurostat Model Questionnaire (version 3.2)

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, PDA, excluding smart phone)

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? (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)

Fixed, fixed wireless broadband connections

a)   DSL, e.g. ADSL, SHDSL, VDSL.……………………………………………….☐

b)   Wired fixed (cable, optical fibre, Ethernet, PLC, etc)…………………………….☐

c)   Fixed wireless (satellite, public WiFi)……………………………………………☐

Mobile broadband connections

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

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

Other, narrowband connections

f)   Dial-up access over normal telephone line or ISDN ………………………….…☐

g)   Mobile narrowband 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) Physical or sensorial disability ……………………………………………□

    i) None of the above, but other ……………….…….………………………□

[-> go to B1]

Module B: Use of computers and mobile phones

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 B3]**

More than 1 year ago …………………………………………□   **[-> go to B3]**

Never used one …………………………………………………□   **[-> go to B4]**

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 **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 B4]

B4 **Did you use a mobile phone or smart phone in the last 3 months?**
(tick only one)

Yes ……………☐   **[-> go to B5]**

No ……………☐   **[-> go to C1]**

(for employed or self-employed persons)   **OPTIONAL QUESTION**

B5 **Did you use a mobile phone or smart phone for professional purposes
(to perform work related tasks) in the last 3 months?**
(tick only one)

Yes ……………☐

No ……………☐

[-> 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 E1]**

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

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

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 **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, social networking sites, blogs, newsgroups or online discussion forum, use of instant messaging... ☐

Access to information

d) Reading or downloading online news / newspapers / news magazines …………… ☐

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

Use of entertainment

f) Listening to web radios or watching web television... ☐

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 a 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: Mobile use of the internet and ubiquitous connectivity

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

D1   Did you use any of the following portable computers to access the internet away from home or work in the last 3 months?
(tick all that apply)

a) Laptop, notebook or netbook……………………………………………………… ☐

b) Tablet computer (with touch screen)…………………………………………… ☐

c) None of the above…………………………………………………………………… ☐   **[-> go to D4]**

[-> go to D2]

D2   Which of the following networks did you use to connect the portable computer to the Internet away from home or work in the last 3 months?
(tick all that apply)

a) Mobile phone network, using USB key or card (e.g. integrated SIM card)……… ☐

b) Wireless network (e.g. WiFi)……………………………………………………… ☐

[-> go to D3]

D3   On average, how often did you access the internet using a portable computer away from home or work in the last 3 months?
(tick one)

everyday or almost every day…………………………………………………… ☐

at least once a week (but not every day)…………………………………… ☐

less than once a week …………………………………………………………... ☐

[-> go to D4]

D4   Did you use any of the following handheld devices to access the Internet away from home or work in the last 3 months?
(tick all that apply)

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

b) Other handheld device (e.g. PDA, MP3 player, ………... ………………………… ☐
e-book reader, handheld games console; excluding tablet computer)

c) None of the above…………………………………………………………………… ☐

[if 'yes' to D4c _and_ D1c, go to D11]
[if 'yes' to D4c _and_ D1a and/or D1b, go to D9; otherwise go to question D5]

D5 **Which of the following networks did you use to connect the handheld device to the Internet away from home or work in the last 3 months?**
(tick all that apply)

    a) Mobile phone network (e.g. GPRS, UMTS)………………………………………… ☐

    If yes to a):

    a1): Broadband connection (at least 3G, e.g. UMTS)…………………………………… ☐

    b) Wireless network (e.g. WiFi)……………………………………………………… ☐

[-> go to D6]

D6 **On average, how often did you access the internet using a handheld device away from home or work in the last 3 months?**
(tick one)

    everyday or almost every day………………………………………………… ☐

    at least once a week (but not every day)……………………………………… ☐

    less than once a week ………………………………………………………… ☐

[-> go to D7]

D7 **For which of the following activities did you use the Internet via a handheld device in the last 3 months for private purpose?**
(tick all that apply)

    a) Sending / receiving e-mails …………………………………..…………………… ☐

    b) Reading or downloading online news, newspapers, news magazines……………… ☐

    c) Reading or downloading online books or e-books………………………………… ☐

    d) Playing or downloading games, images, video or music…………………………… ☐

    e) Using podcast service to automatically receive audio or video files of interest……… ☐

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

    g) Other…………………………………………………………………………… ☐

[-> go to D8]

D8 **Did you use internet applications (apps) on a handheld device exploiting the information about where you are (e.g. GPS) in the last 3 months?**
(tick only one)

    Yes ………………………………………… ☐

    No…………………………………………… ☐

    Don't know………………………………… ☐

[-> go to D9]

(for employed or self-employed persons)

D9 **Did you use a portable computer or handheld device to access the internet for professional purposes (to perform work related tasks) away from home or work in the last 3 months?**
(tick only one)

Yes ....☐

No ....☐

[-> go to D10]

D10 **In the last 3 months, did you encounter any of the following problems when using a portable computer or handheld device away from home or work to access the internet?**
(tick all that apply)

a) Difficulty in obtaining information about cost of accessing the internet............................☐

b) Unexpected high bills (e.g.after moving outside local tariff area or roaming to foreign service)☐

c) Frequent difficulties with mobile phone network signal...☐
(unavailability of broadband or low speed, at least once a week)

d) Difficulties in setting or changing parameters for internet access.....................................☐
(e.g. switching from mobile to WiFi, activation of location aware application
or activation of internet access)

e) Inconvenience of using small screen or entering text on handheld device.........................☐

f) Other ....☐

[-> go to E1]

(for respondents who answered "none of the above" in D1 and D4)

D11 **What are the reasons for not accessing the internet with a portable computer or handheld device away from home or work in the last 3 months?**
(tick all that apply)

a) Do not need internet access away from home or work...☐

b) Do not know how to use or use is too complicated ....☐

c) Inconvenience of using small screen on a handheld device...☐

d) Too expensive (the device and/or the internet subscription)..☐

e) Unavailability of broadband or connection too slow..☐

f) Security or privacy concerns..☐

g) Other...☐

[-> 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)

E1   **Did you interact with public authorities over the internet for private purposes
in the last 12 months for the following activities ?**
(via any device, desktop, portable or handheld, including mobile or smart phones)
(tick all that apply)

    a)   Obtaining information from public authorities' web sites …………………………………. ☐

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

    c)   Sending filled in forms ……………………………………...………………………… ☐

[*if 'no' to category **c) in E1, go to E2** ; otherwise go to question **F1**]

E2   **What were the reasons for not sending filled-in forms to public authorities
over the internet 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-f)** of question **E2**]

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

    c)   Technical failure of website during filling-in or sending the form……………………….......... ☐

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

    e)   Concerns about protection and security of personal data………………………………..…. ☐

    f)   None of the above, but other……………………………………………………….………..…. ☐

[-> go to F1]

Module F: Use of e-Commerce

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

F1   **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 F2]**

    Between 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) …………………………………………… ☐

    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 …………………………………………………………………………………… ☐

[-> go to F3]

F3 **Did you buy or order goods or services for private use over the Internet using a handheld device in the last 12 months (connection to web browser or web app; excluding SMS, MMS and manually typed e-mails)?**

    Yes……………………………………… ☐   **[-> go to F4]**

    No………………………………………… ☐   **[-> go to F5]**

F4 **What types of goods or services did you buy or order for private purpose using a handheld device in the last 12 months?**
(if 'yes' to question F3)
(tick all that apply)

    a) Digital content (downloaded/accessed from website or web app), e.g. films, music,……………… ☐
       e-books, e-newspapers, games, paid applications for mobile phone or other handheld device

    b) Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CD/DVDs) ……………… ☐

    c) Services (e.g. transport services, tickets for events, insurance)……………………………………… ☐

[-> go to F5]

F5 **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 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:**
OPTIONAL
☐ Unmarried (i.e. never married)
☐ 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:**
OPTIONAL
☐ Person living in a consensual union (partners are not married to each other)
☐ 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 **Type of locality:** ☐ Densely-populated area

☐ Intermediate 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:
< to be recoded at least into size bands compatible with income quintiles >