

European Union Survey on ICT usage in households and by individuals 2016

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 the Internet at home?
(by any device)

- Yes..... [-> go to A2]
No [-> go to A3]
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 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]

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.....

[-> go to B1]

Module B: Use of the Internet

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

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.

B1 When did you last use the Internet? (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 D1]
Never used it [-> go to G1]

B2 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 B3]

B3 On which of the following devices did you use the Internet in the last 3 months?

(tick all that apply)

- a) Desktop computer
b) Laptop or netbook
c) Tablet computer
d) Mobile phone or smart phone
e) Other mobile devices (e.g. media or games player, e-book reader,
smart watch)
f) Smart TV (directly connected to the Internet, e.g. via WiFi, not via
a separate device using it as a larger screen)

[If 'yes' to f), -> go to B4, if 'no', -> go to B5]

If 'yes' to f) in question B3

B4 For which of the following activities did you use the Smart TV in the last 3 months?

(tick all that apply)

- a) Watching internet streamed TV (live or catch-up)
- b) Watching other video content (on demand or from sharing services).....
- c) Internet browsing through a browser app.....
- d) Using other apps (e.g. Skype, Facebook, games, online shopping).....

[-> go to B5]

B5 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 mobile devices (e.g. media or games player, e-book reader, smart watch)....
- d) I didn't access the internet via any mobile device away from home or work.....

[-> go to B6]

B6 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) Playing or downloading games.....
- g) Listening to music (e.g. web radio, music streaming).....
- h) Watching internet streamed TV (live or catch-up) from TV broadcasters.....
- i) Watching video on demand from commercial services (e.g. Netflix, HBO).....
- j) Watching video content from sharing services (e.g. YouTube).....

Creativity

- k) Uploading self-created content (text, photos, music, videos, software etc.) to any website to be shared.....
- l) Creating websites or blogs.....

e-health

- m) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)
- n) Making an appointment with a practitioner via the website (e.g. of a hospital.....
or a health care centre)

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.....
- r) Using payment accounts (e.g. PayPal) to pay for goods or services.....
purchased over the internet

[-> go to B7]

B7 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, iCloud, Amazon Cloud Drive?

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

[-> go to B8]

B8 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..... (optional)

[-> go to C1]

Module C: Use of e-Government

(for respondents who didn't answer "more than 1 year ago" or "Never used it" in question B1)

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).

C1 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 C2, otherwise go to D1]

(for respondents who answered "no" to c) in C1)

C2 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, neither online nor on paper.....

[If 'Yes' to a), go to question D 1; if 'No', go to b)-g) of question C 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 D1]

Module D: Use of e-Commerce

(for respondents who didn't answer "Never used it" in question B1)

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.

D1 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 D2]

Between 3 months and a year ago [-> go to D2]

More than 1 year ago [-> go to D9 / if 'more than a year ago' in B1 -> go to G1]

Never bought or ordered [-> go to D9 / if 'more than a year ago' in B1 -> go to G1]

D2 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) Holiday accommodation (hotel etc.).....
- i) Other travel arrangements (transport tickets, carhire, etc.).....
- j) Tickets for events
- k) Films, music
- l) Books, magazines, newspapers (including e-books).....
- m) e-learning material.....
- n) Video games software, other computer software and software upgrades
- o) Other

[-> go to D3]

D3 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 D4]

(for respondents who answered "in the last 3 months" in question D1)

D4 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 D5]

(for respondents who answered "in the last 3 months" in question D1)

D5 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 D6]

D6 Did you encounter any of the following problems when buying or ordering goods or services over the Internet for private use in the last 12 months? (optional)

(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 D7]

D7 How often did you use the following online information before you bought or ordered goods or services over the Internet for private use in the last 12 months?

(tick all a-c items that apply)

	Every time or almost every time	Some times	Rarely or never
	...when I bought online		
a) Information from several retailer, producer or service provider websites.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Price or product comparison websites or apps.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Customer reviews on websites or blogs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[-> go to D8]

D8 Have you bought or ordered any good or service for private use over the Internet by clicking/buying straightaway through an advertisement on a social media website or app (e.g. Facebook) in the last 12 months?

Yes.....

No.....

[-> go to D9]

(for respondents who answered "in the last 3 months" or "between 3 months and a year ago" in question B1)

D9 Did you carry out any of the following financial activities over the internet (excluding e-mail) for private purposes in the last 12 months?

(tick all that apply)

a) Buying or selling shares, bonds, funds or other investment services.....

b) Buying or renewing existing insurance policies,.....
including those offered as a package together with another service
(e.g. travel insurance offered together with a plane ticket)

c) Taking a loan or arranging credit from banks or other
financial providers

[-> go to E1]

Module E: E-Skills

(for respondents who didn't answer "more than 1 year ago" or "Never used it" in question B1)

E1 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 E2]

E2 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 advanced functions of spreadsheet software 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: Privacy and protection of personal identity

(for respondents who didn't answer "more than 1 year ago" or "Never used it" in question B1)

The following questions concern the provision and protection of personal information in connection with activities carried out over the internet for any purpose, using websites or apps (excluding e-mail).
Personal information refers to information which you consider private and would not necessarily disclose to the public, e.g. personal details (e.g. first name, family name, date of birth, identity card number), contact details (e.g. home address/where you live, phone number, e-mail) or payment details (e.g. credit card number) or other personal information (e.g. photos, current location).

F1 What type of personal information did you provide over the internet in the last 12 months?

(tick all that apply or e)

- a) Personal details (e.g. name, date of birth, identity card number).....
- b) Contact details (e.g. home address, phone number, e-mail).....
- c) Payment details (e.g. credit or debit card number, bank account number).....
- d) Other personal information (e.g. photos of you, current location,.....
information related to health, employment, income)
- e) none, did not provide any personal information.....

[-> go to F2]

F2 Have you carried out any of the following to manage access to your personal information on the internet in the last 12 months?

(tick all that apply)

- a) Read privacy policy statements before providing personal information.....
- b) Restricted access to your geographical location.....
- c) Limited access to your profile or content on social networking sites
- d) Refused allowing the use of personal information for advertising purposes.....
- e) Checked that the website where you needed to provide personal information.....
was secure (e.g. https sites, safety logo or certificate)
- f) Asked websites or search engines to access the information they hold about.....
you to update or delete it

[-> go to F3]

F3 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 F4]

F4 How concerned are you with your online activities being recorded to provide you with tailored advertising?

(optional)

(tick one)

- Very concerned.....
- Somewhat concerned.....
- Not concerned at all.....

[-> go to F5]

F5 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 F6]

F6 Do you use anti-tracking software (software that limits the ability to track your activities on the internet)?

(tick one)

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

[-> 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 De facto marital status: Person living in a consensual union
OPTIONAL Person not living in a consensual union

G6 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 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]

G7 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**

G8 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 >

G9 Region of Residence *< description NUTS 1 >*

G10 Region of Residence *< description NUTS 2 >* OPTIONAL

G11 Geographical location: Less developed region
 Transition region
 More developed region

G12 Degree of urbanisation Densely populated area
 Intermediate density area
 Thinly populated area

G13 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

G14 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

G15 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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