

# Community survey on ICT usage in households and by individuals 2008

## Eurostat Model Questionnaire (v3.1)

### 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, palmtop)*

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?**

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

No .....  [ -> go to A5 ]

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

**A3 On which of the following devices is the Internet accessed at home?**

*(tick all that apply)*

a) Desktop computer .....

b) Portable computer (laptop) .....

c) Other mobile devices .....

of which: **(optional) c1** via Internet enabled mobile phone (GPRS, UMTS, etc.).....

**c2** via handheld computer (palmtop, PDA) .....

d) TV set with specific Internet device (e.g. digital TV or set top box) .....

e) Games console .....

f) Don't know .....

[ -> go to A4 ]

**A4 What types of Internet connection are used?**

*(tick all that apply)*

- a) Modem (dial-up access over normal telephone line) or ISDN .....
- b) DSL (e.g. ADSL, SHDSL, etc.) .....
- c) Other broadband connection (e.g. cable, UMTS, etc) .....
- d) Mobile phone over narrowband (GPRS, etc.) .....

[ -> go to B1 ]

**A5 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 want Internet (because content harmful, etc.) .....
- c) Don't need Internet (because not useful, not interesting, etc.) .....
- d) Equipment costs too high .....
- e) Access costs too high (telephone, etc.) .....
- f) Lack of skills .....
- g) Privacy or security concerns .....
- h) Physical disability .....
- i) None of the above, but 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? (filter question)**

- Within the last 3 months .....  [ -> go to B2 ]
- Between 3 months and a year ago .....  [ -> go to B4 ]
- More than 1 year ago .....  [ -> go to B4 ]
- 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) .....
- At least once a month (but not every week) .....
- Less than once a month .....

[ -> go to B3 ]

**B3 Where have you used a computer in the last 3 months?**

*(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) Other (e.g. public library, hotel, airport, internet café, etc.)

[ -> go to B4 ]

**B4 When did you last take a training course (of at least 3 hours) on any aspect of computer use?**

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

**OPTIONAL QUESTION**

- Within the last 3 months .....
- Between 3 months and a year ago .....
- Between 1 and 3 years ago .....
- More than 3 years ago .....
- Never taken one .....

[ -> go to C1 ]

**Module C: Use of the Internet**

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

- Within the last 3 months .....  [ -> go to C2 ]
- Between 3 months and a year ago .....  [ -> go to D8 ]
- More than 1 year ago .....  [ -> go to D8 ]
- Never used it .....  [ -> go to D8 ]

**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 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.).....

[ -> go to C4 ]

**C4 Do you use any of the following mobile devices to access the Internet?**  
(tick all that apply)

- a) Mobile phone via GPRS .....
- b) Mobile phone via UMTS (3G) .....
- c) Handheld computer (palmtop, PDA) .....
- d) Portable computer (laptop) via wireless connection away from home or work ....
- e) None of the above .....

[ -> go to C5 ]



**Module D: Use of Advanced Services**

**D1 Did you use the Internet in the past 3 months for private purposes for the following communication activities?**

*(tick all that apply)*

- a) Telephoning over the Internet.....
- b) Video calls (via webcam) over the Internet.....
- c) Posting messages to chat sites, newsgroups or on-line discussion forum.....
- d) Use of instant messaging (real-time communication with others by typed text).....
- e) Reading weblogs or blogs.....
- f) Creating or maintaining own weblog or blog.....
- g) None of the above.....

*[ If 'yes' to categories a) and b), go to question D2; otherwise go to question D3 ]*

**D2 Did you replace with your Internet calls the following other means of communication?**

*(if 'yes' to a and/or b in question D1)*

*(tick all that apply)*

- |  | Very much                | To some extent           | Not at all               |
|--|--------------------------|--------------------------|--------------------------|
| a) Mobile phone calls.....                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Use of fixed telephone line (not linked to Internet)..... | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Use of e-mail.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) No effect on other communication means.....               | <input type="checkbox"/> |                          |                          |

**[ -> go to D3 ]**

**D3 Did you use the Internet in the last 3 months for the following leisure activities related to obtaining and sharing audiovisual content?** *(filter question)*

*(tick all that apply)*

- a) Listening to web radios and/or watching web television.....
- b) Downloading and/or listening to music (other than via web radio).....
- c) Downloading and/or watching movies, short films or video files (other than via web TV)..
- d) Using peer-to-peer file sharing for exchanging movies, music, video files.....
- e) Using podcast service to automatically receive audio or video files of interest?.....
- f) Downloading computer or video games or their updates.....
- g) Playing networked games with others.....
- h) Uploading self-created content (text, images, photos, videos, music etc.).....   
to any website to be shared
- i) Using browser based news feeds (e.g. RSS) for reading new content on websites.....
- j) None of the above .....

**[ -> go to D7 ]**

*[ If 'yes' to categories b), c), d) and/or e), go to question D4 ; otherwise go to question D5 ]*

**D4 On average how often did you download music and/or films in the last 3 months?**

(if 'yes' to b, c, d, and/or e in question D3)

(tick one)

- Everyday 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.....
- Not applicable (only listened to music and/or watched films)....

[ -> go to D5 ]

**D5 Did you pay in the last 3 months for online audiovisual content?**

(filter question)

- Yes .....  [ -> go to D7 ]
- No .....  [ -> go to D6 ]

**D6 What would make you pay for online audiovisual content?**

(tick all that apply)

- a) Lack of free available content.....
- b) Right to share legally protected content.....
- c) More convenient payment methods.....
- d) More advantageous prices compared to offline content.....
- e) Better quality of paid content than free services.....
- f) Wider range of choices, content more easily available.....
- g) None of the above, but other (e.g. to support artists work etc.).....
- h) Nothing, no willingness to pay.....

[ -> go to D7 ]

**D7 Did the use of the Internet replace your time spent with off-line media or other off-line activities?**

(tick all that apply)

- |   | Very much                | To some extent           | Not at all               |
|---|--------------------------|--------------------------|--------------------------|
| a) Reading of online news instead of printed news, newspapers, magazines                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Downloading music files instead of buying a CD.....  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Downloading films and videos instead of buying/renting a DVD.....                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Listening to web radio instead of listening to normal radio.....                                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Using online contacts instead of personal contacts with .....<br>public services and administrations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

[ -> go to D8 ]

**D8 Do you use a mobile phone?** (filter question)

(tick only one)

Yes .....  [ -> go to D9 ]

No .....  [ -> go to E1 ]

**D9 For which of the following activities did you use a mobile phone for private purposes in the last 3 months (other than involving voice calls or SMS)?**

(tick all that apply)

- a) Sending photographs or video clips.....
- b) Uploading photographs or video clips from your phones to websites.....
- c) Receiving subscription-paid information services.....   
(for example news, weather forecast, sports results etc.)
- d) Browsing the Internet.....
- e) Reading your e-mails.....
- f) Downloading and/or watching TV or video.....
- g) Paying for goods or services (instead of cash or credit card).....
- h) Personal navigation (for finding location or address), use of location-aware.....   
services (e.g. to receive nearby travel, shopping, event information)
- i) None of the above.....

[ -> go to D10 ]

**D10 Do you use pre-payment or post-payment for your mobile phone?**

(tick all that apply)

a) Pre-paid.....

b) Post-paid.....

**(Optional)** if yes to b)

**b1)** Do you pay a flat rate for Internet access via your mobile phone?

Yes...

No.....

[ -> 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) ?**  
(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 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) Films, music .....
- d) Books, magazines, newspapers or e-learning material .....
- e) Clothes, sports goods .....
- f) Computer software and upgrades (incl. computer and video games) .....
- g) Computer hardware .....
- h) Electronic equipment (incl. cameras) .....
- i) Share purchases, financial services or insurances .....
- j) Travel or holiday accommodation .....
- k) Tickets for events .....
- l) Lotteries or betting .....
- m) Other .....

[ If 'yes' to categories c), d) or f), go to question 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 c, d or f in question E2)

(tick all that apply)

- Films, music .....
- (Electronic) books, magazines, newspapers, e-learning material .....
- 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 ]

