

# **17<sup>th</sup> meeting of the Voorburg Group on Service Statistics**

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Session: Information Society Statistics

## **The EU surveys on ICT usage of households**

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# Community household surveys on ICT usage 2002

## 1. Background

The rapid technological development, the growing use of Information and Communication technologies and especially the fast development and diffusion of the Internet have in the last decade induced a growing need for data on what is perceived as the Information Society.

The information Society has in the recent past developed into an increasingly important European policy area. In December 1999 the European Commission launched the eEurope initiative and in March 2000, the Lisbon European Council set the goal of making Europe the most competitive knowledge based economy in the World by 2010. As part of this strategy, the European Commission developed the eEurope 2002 Action Plan during Spring 2000, and the Feira European Council endorsed this in June 2000. The Action Plan proposed a number of specific targets for 2002, and a corresponding set of benchmark indicators to monitor progress towards these targets. This strongly increased the amount of Information Society related data needed by the European Commission.

Currently (second half of 2002) a new set of indicators for benchmarking the eEurope 2005 Action Plan is being developed, including many indicators related to the ICT usage of households and individuals.

## 2. Preparation of Eurostat survey on ICT usage in households

After developing enterprise surveys on ICT usage and e-commerce in 2000, Eurostat started in spring 2001 the preparation of European surveys on ICT usage in households in order to better cover within the European Statistical System the data needs on the level of ICT usage by households and individuals. A first draft list of variables for the survey was prepared by Eurostat in May 2001.

Starting point for the list of variables was the proposal for an OECD model questionnaire on ICT usage of households as presented in the WPIIS meeting in April 2001 by Ms Sheridan Roberts from the Statistical Office of Australia.

After consulting Commission Services and discussions on the list of variables/questionnaire in the Information Society Statistics Task Force in June and the Working Group in October the questionnaire was finalised in November 2001. A tabulation scheme and a short glossary was prepared and sent to countries in January 2002.

## 3. Participation in 2002 survey round

11 EU Member States are participating in the 2002 household surveys (all except France, Netherlands, Ireland and Belgium). 9 Member States have sent out questionnaires in the second quarter of 2002, 2 countries (Portugal, Italy) in the second half of 2002. First results (2 countries) became available in August 2002, results for most countries participating will be available by the end of 2002.

## 4. 2003 survey round

The 2003 round of European ICT usage surveys is currently in preparation. The questionnaire and timetable will be similar to the 2002 survey round. The survey will, however, be adapted to cover needs coming from the eEurope 2005 benchmarking exercise, for example as regards e-security and broadband access.

## 5. Methodology and sample size

Most countries participating in the 2002 survey round link the survey to an existing survey vehicle (e.g.: Labour Force Survey in Portugal and Spain, the Mikrocensus in Austria, monthly consumer-survey in Finland, Annual 'Aspects of daily life survey in Italy, NS Omnibus survey in the UK). Face-to-face and telephone surveys are mostly used. Countries were asked to pre-test the questionnaire (it was recommended that countries with a common language co-operate in the pre-tests).

According to the grant applications received and the contracts concluded at the end of 2002 the total sample size amounts to about 120 000 households and 200 000 individuals.

**Table 1:** Overview on parameters of 2002 survey round

	Sample size		Age limits	Survey technique	Survey period	Reference period
	Households	Individuals				
<b>Denmark</b>	-(3000)	3000	16-	Telephone (CATI)	Feb-March 02	1 <sup>st</sup> quarter 2002
<b>Germany</b>	4000	8000	10-	Postal/telephone	April-Jun 02	1 <sup>st</sup> quarter 2002
<b>Greece</b>	5000	5000	16-74	Telephone (CATI)	May 02- Jun02	1 <sup>st</sup> quarter 2002
<b>Spain</b>	20 000	42 000	16-	Telephone (CATI) +Face to face	May-June 02	1 <sup>st</sup> quarter 2002
<b>Italy</b>	24 000	60 000	6-	Face to face	Nov-Dec 02	Last quarter 2002
<b>Luxembourg</b>	2500	1500	16-	Face to face	Mar-Aug 02	1 <sup>st</sup> quarter 2002
<b>Austria</b>	32 000	60 000	16-	Face to face	Jun 02	March-May 02
<b>Portugal</b>	20 000	40 000	15-	Face to face	July-Sep 02	2nd quarter 2002
<b>Finland</b>	-(4400)	4 400	15-74	Telephone (CATI)	April-May02	1 <sup>st</sup> quarter 2002
<b>Sweden</b>	-(4400)	4 400	16-74	Telephone (CATI)	Apr-June 02	1 <sup>st</sup> quarter 2002
<b>UK</b>	3 700	3700	16-	Face to face	Apr-July 02	1 <sup>st</sup> quarter 2002
<b>EU</b>	<b>123 000</b>	<b>232 000</b>	Tabulation <b>16-74</b>	Mostly face to face or telephone	<b>2<sup>nd</sup> quarter</b>	<b>1<sup>st</sup> quarter 2002</b>

## 6. Availability of reports and results

By October 2002 quantitative results should be available from about half of the countries participating. By January 2003 all but one Member State are expected to have reported results.

A Statistics in Focus publication (8 pages) on the results, is foreseen for January 2003. It will be available on the Eurostat website (<http://europa.eu.int/comm/eurostat/>). The results will also be included in the 2003 issue of the Information Society statistics publication in the 'Detailed Tables' series (March 2003) and the pocket book on Information Society statistics (June 2003) Data will be made available in NewCronos from November 2002.

**Table 2: Availability of reports**

	<b>Availability of quantitative results</b>	<b>Final report</b>
<b>Denmark</b>	August 2002	October 2002
<b>Germany</b>	September 2002	November 2002
<b>Greece</b>	December 2002	March 2003
<b>Spain</b>	January 2003	April 2003
<b>Italy</b>	May 2003	September 2003
<b>Luxembourg</b>	December 2002	March 2003
<b>Austria</b>	October 2002	December 2002
<b>Portugal</b>	December 2002	March 2003
<b>Finland</b>	August 2002	October 2002
<b>Sweden</b>	October 2002	January 2003
<b>UK</b>	October 2002	January 2003

## 7. Questionnaire and tabulation scheme

The model questionnaire for the surveys is given in annex 2. There are for some countries deviations from the model questionnaire (see table 4). Especially the optional questions were not included in the questionnaires of all countries.

**Table 3: Overview of variables included in national questionnaires**

Country Question ( <i>optional questions in italic</i> )	DK	D	EL	E	I	L	A	P	FIN	S	UK
A1 Household equipment	x	x	x	x	x	x	x	x	x	x	x
A2 Access to Internet	x	x	x	x	x	x	x	x	x	x	x
A3 How is the Internet accessed	x	x	x	x	-	x	x	x	x	x	x
<i>A4 Main reason for no Internet access</i>	x	x	x	x	-	x	x	x	(x)	x	(x)
A5 Own web site	x	x	x	x	-	x	x	-	x	x	x
B1 Use of computer	(x)	x	x	x	x	x	x	x	x	x	x
B2 Computer use: how often/where	(x)	x	x	x	x	x	x	x	x	x	x
B3 Using the Internet	(x)	x	x	x	x	x	x	x	x	x	x
B4 Internet use: how often/where	(x)	x	x	x	x	x	x	x	x	x	x
B5 Access at other places	x	x	x	x	-	x	x	x	x	x	x
B6 Hours per week on Internet	x	x	x	x	x	x	x	-	x	x	(x)
C1 Usage for private purposes	x	x	x	x	x	x	x	(x)	x	x	(x)
C2 Work related activities	x	x	x	x	x	x	x	x	x	x	x
D1 Purchases of goods (3 months)	(x)	x	x	x	-	x	x	x	x	x	x
D2 Purchases of goods (ever)	-	x	x	x	x	x	x	x	x	x	x
<i>D3 Main reason for not buying</i>	x	x	x	x	-	x	-	x	x	-	(x)
<i>D4 Technology for access</i>	-	x	x	-	-	-	-	-	-	-	-
D5 Types of goods bought	x	x	x	x	x	x	x	(x)	(x)	x	(x)
D6 Total value	x	x	x	x	-	x	x	x	x	x	(x)
D7 Type of payment	(x)	x	x	x	-	x	x	-	x	x	x
<i>D8 Source of information</i>	x	x	x	-	-	-	-	-	-	-	x
<i>D9 Purchases by destination</i>	(x)	x	x	-	-	-	-	-	(x)	-	(x)
<i>D10 Problems encountered</i>	x	x	x	-	-	x	-	-	-	-	-

On the other hand in several countries the survey included additional ICT related questions.

**Table 4: Additional questions included by Member States**

<b>Germany</b>	<ul style="list-style-type: none"> <li>• Is household using a flat-rate for Internet access</li> <li>• Time spent on the Internet per dial up session per household</li> <li>• Time spent on Internet by 8-18h, weekends</li> <li>• Education level</li> <li>• Detailed employment status</li> <li>• Detailed demographic characteristics of household and its members</li> </ul>
<b>Greece</b>	<ul style="list-style-type: none"> <li>• Detailed educational level</li> <li>• Detailed activity status</li> </ul>
<b>Spain</b>	<ul style="list-style-type: none"> <li>• Fixed line telephone services in household, expenditure by type of call</li> <li>• Mobile phone services: type of subscription, expenditure, etc</li> <li>• Awareness of telecommunication operators and their services</li> <li>• Satisfaction with services of operators</li> </ul>

<b>Luxembourg</b>	<ul style="list-style-type: none"> <li>• Type of connection to Internet (broadband etc)</li> <li>• Plans in 2002 for having access to Internet</li> </ul>
<b>Austria</b>	No additional questions
<b>Portugal</b>	No additional questions
<b>Finland</b>	<ul style="list-style-type: none"> <li>• Access to Internet web pages/WAP through mobile phone</li> <li>• Use of SMS</li> <li>• Questions on e-mail</li> <li>• Split of time spent on Internet by all/leisure</li> <li>• Experience with net commerce</li> <li>• Questions on purchases through telephone salesperson</li> <li>• Ordering via mail order houses</li> <li>• Number of purchases over the Internet</li> <li>• Ordering of ringing tones and logos for mobile phone</li> <li>• Playing gambling games on Internet (e.g. Veikkaus)</li> </ul>
<b>United Kingdom</b>	<ul style="list-style-type: none"> <li>• Whether the household has a broadband connection</li> <li>• When first used the Internet</li> <li>• When last used the Internet</li> <li>• Time usually spent on-line</li> <li>• Whether people have experienced security problems</li> </ul>

A tabulation scheme for reporting back results to Eurostat was prepared at the beginning of 2002. A short glossary linked to the questionnaire was set up in addition.

## 8. Experience with 2002 survey round

Tabulated results from only two countries (Finland, Denmark) are available so far. It is thus too early to show results on a European level or to arrive at methodological conclusions.

According to the Danish survey (data for first quarter 2002) 77% of the danish population have a computer at home, 61 % have Internet access at home, 64 % used the Internet in the last 3 months and 24 % had bought or ordered goods or services over the Internet for private purposes in the last 3 months. The Finish survey showed that (in the first quarter 2002) 55% of households had a computer, 44% Internet access at home, 62 % of individuals used the Internet in the last 3 months and 11% had bought or ordered goods or services over the Internet for private purposes in the last three months.

While face to face surveys, which are expected to provide more precise results than telephone surveys, were carried out in 5 countries (Italy, Luxembourg, Austria, Portugal, UK), 4 countries did computer aided telephone surveys (CATI) (Denmark, Greece, Finland and Sweden) and 2 countries applied a mix of face to face and household surveys (Germany, Spain). In Germany the survey tool varied between regions (the German Länder), but this was found to have had no impact on the quality of the results.

Some technical categories had to be adapted in some countries because the non-availability of a certain case (no digital terrestrial TV in Austria, no Internet access via post offices in Sweden). A glossary and interviewer instructions were developed in the countries that carried out face to face interviews. A pretest in Germany had shown that in postal surveys there is no need to explain technical terms in great detail, these are either known or unknown, detailed explanations only confused respondents who don't know the technology.

### Response rates

About 120 000 households and 230 000 individuals have been surveyed in total in the 11 countries participating in the surveys. The total response rate is expected to reach 80%, for telephone surveys response rates typically reach about 70%.

Response rates are currently available for 3 countries: Finland: 70%, Sweden: 70%, UK: 71%.

The target response rates were 50% in Germany and 80% in Greece. Response rates for similar surveys or for surveys in which the ICT usage enquiries were embedded reached in 2001: Denmark: 70%, Italy: 83%, Portugal: 89%, Luxembourg: 95%.

For Sweden response rates are available by age group. The data show that response rates tend to decline with age, probably a result of the decline of ICT usage with age.

### Swedish response rates by age class (%)

16-29: 73.9

30-49: 70.7

50-59: 68.9

60-74: 65.4

## **9. Outlook**

Eurostat intends to reach a closer harmonisation of survey periods and scope of surveys and questionnaire content in the future in order to improve comparability of results. The next round of European ICT usage household surveys will be carried out in the second quarter 2003. A legal act is currently in preparation to provide a basis for the collection of Information Society statistics on a European level. The legal act will cover data related to household and enterprise surveys.

## **Annex : General outline for Eurostat's planned household surveys on ICT usage**

<b>Main survey subject:</b>	ICT usage of households and individuals
<b>Survey type:</b>	Household survey
<b>Survey technique:</b>	Recommended techniques: Telephone survey (computer assisted) or face to face interview
<b>Sampling unit:</b>	Households and individuals (questions A1-3 on household level, questions A4-5 and modules B-D on individual level) Individuals can be targeted when drawing sample.
<b>Age limit:</b>	Lower age limit: 16 years Upper age limit: (at least) 74 years Member states can widen these age bands but should report results outside these limits separately
<b>Survey period:</b>	Second quarter 2002
<b>Reference period:</b>	First quarter 2002
<b>Questions to be included:</b>	At least those included in the Eurostat proposal enclosed Member States can include additional questions
<b>Scaling of questions:</b>	The scaling of some of the multiple choice questions (e.g. great importance, some importance, no importance) is optional (in some countries this might be necessary for telephone interviews)
<b>Layout of questionnaire:</b>	The order and layout in which the questions are set out is up to the contracting country. It is, however, recommended to use the order shown in the list of variables enclosed. A model layout will be made available.
<b>Sample size, stratification:</b>	The sample size should be appropriate for obtaining representative results for the socio-demographic groups shown at the end of the list of variables and for Internet users specifically. At least 4000 filled in questionnaires is recommended to be normally collected in total per country. Pre-test: a small pre-test of the questionnaire should be carried out by participating countries. Eurostat encourages Member States with a common language to co-operate in pre-testing.
<b>Glossary questionnaire Interviewer instructions</b>	A glossary and interviewer instructions linked to the should be developed.



# List of questions for Eurostat household surveys on ICT usage

(version 26/3/2002)

## Module A: Access to selected IC technologies

### Questions directed to households

**A1** Does your household have any of these at home?

a) Internet enabled mobile phone	
b) Other mobile phone	
c) Conventional analogue (terrestrial) TV	
d) Digital terrestrial TV	
e) Satellite dish connected to TV	
f) Cable TV	
g) Desktop computer	
h) Portable computer	
i) Handheld computer (palmtop)	
j) Car with a traffic navigation system	

**A2** Does any member of this household have access to the world wide web (Internet) at home (regardless of whether it is used)?

Yes  No  (go to A4) Do not know

**A3** If yes, on which device is the Internet accessed at home? (Multiple choice)

a) Desktop computer	
b) Portable computer	
c) Handheld computer	
d) TV set (digital TV or set top box)	
e) Mobile phone alone (WAP, GPRS)	
f) Games console	
g) Other means	
h) Don't know	

### Questions directed to individuals

**A4** If no, what are the main reasons for you not having access to the Internet at home? (Multiple choice)

(Optional question)

a) Have access to Internet elsewhere	
b) Don't want/Internet content not useful	
c) Equipment costs too high	
d) Access costs too high (telephone etc.)	
e) Lack of confidence or skills	
f) Language barriers (optional)	
g) Physical disability (optional)	
h) Privacy or security concerns	
i) Other (Please, specify.....)	
j) Don't know	

**A5** Do you have a personal home page/web site on the Internet?

Yes  No  Do not know

**The following questions are directed to individuals**

**Module B: Use of computers and Internet: location, frequency of use**

**B1** In the last 3 months, did you use a computer?

Yes  No

**B2** On average how often and when did you use a computer in the last 3 months?

	At least once a day	At least once a week but not every day	At least once a month but not every week	Less than once a month
a) At home				
b) At place of work (others than home)				
c) At place of education				
d) At other places				

**B3** In the last 3 months, did you access the Internet?

Yes  No  (If no, end of survey)

**B4** How often and where did you access the Internet in the last 3 months?

	At least once a day	At least once a week but not every day	At least once a month but not every week	Less than once a month
a) At home				
b) At work				
c) At place of education				
d) At other places				

**B5** At which of these other places did you access the Internet in the last 3 months?

a) Public Library	
b) Postal Office	
c) Public Office, town hall, community centre	
d) Internet Café	
e) Neighbour, friend or relatives house	

**B6** Approximately how many hours per week did you spend on the Internet\* at home or elsewhere in the last 3 months?

..... hours (per week)

(\*active use only)

## **Module C: Purpose and nature of activities on the Internet**

**C1** For which of the following activities did you use the Internet (all places of use) in the last 3 months for private purposes?

### Communication

a) Sending / receiving e-mails	
b) Telephoning over the Internet / Videoconferencing	
c) Other (use of chat sites etc.)	

### Information search and on-line services

d) Finding information about goods and services	
e) Using services related to travel and accommodation (optional)	
f) Using services related to training / education	
g) Using health related services	
h) Listening to Web radios / watching web television	
i) Playing/downloading games and music	
j) Reading/downloading online newspapers/news magazines	

### Purchase of goods and services, banking

k) Financial services (e.g. Internet Banking, share purchasing)	
l) Purchasing / ordering goods or services (excl. shares / financial services)	
m) Selling goods and services (e.g. via auctions)	

### Interaction with public authorities

n) Obtaining information from public authorities web sites	
o) Downloading official forms	
p) Sending filled in forms	

**C2** For which of the following work related activities carried out at home did you use the Internet in the last 3 months?

### Employment related activities carried out at home

a) Internet not used for work related activities at home	
b) Finding information relating to your work or business	
c) Looking for a job / sending job applications	
d) Sending work carried out at home to work place (teleworking)	
e) Other work related activities	

(optional: adding a filter question on the use for work related activities)

## Module D: Internet commerce details: activities and barriers

**D1** In the last 3 months, did you buy or order goods and services for non-work use over the Internet?

Yes  (go to question D4)

No  (Survey ends after question D3)

**D2** If no, have you ever bought or ordered goods or services for non work use over the Internet?

Yes

No

**D3** What were the main reasons for not buying / ordering any goods or services for your own private use? (multiple choice) *(Optional question)*

a) Have no need	
b) Prefer to shop in person, like to see product	
c) Force of habit / customer loyalty to shops /or suppliers	
d) Too expensive	
e) Too long delivery times	
f) Problematic to receive ordered goods at home	
g) Goods and services needed not available on the Internet	
h) Security concerns, worried about giving credit card details over the Internet	
i) Privacy concerns / worried about giving personal details over the Internet	
j) Trust concerns / concerned about receiving or returning goods	
k) Complaint / redress concerns, worried about difficulty for redress	
l) Other (Please, specify.....)	

**D4** Via which technology did you access the Internet for buying or ordering goods and services in the last three months? *(Optional question)*  
(Multiple choice)

a) Via PC (desktop, portable, palmtop)	
b) Via mobile phone (WAP, GPRS)	
c) Other technologies (TV with Internet access, Minitel, etc)	

**D5** What types of goods and services did you buy or order over the Internet for non-work use in the last 3 months?

		Estimated number of purchases <i>(Optional)</i>
a) Food / Groceries		
b) Films, music		
c) Books / Magazines/ E-learning material		
d) Clothes, sports goods		
e) Computer software (incl. Video games)		
f) Computer hardware		
g) Electronic equipment (incl. cameras)		
h) Share purchases / Financial services/Insurance		
i) Travel and holiday accommodation		
j) Tickets for events		
k) Lotteries and betting		
l) Other (Please, specify .....		

**D6** What was the total value of goods and services (excluding financial investments) you bought or ordered (non-work use) over the Internet in the last 3 months?

..... (currency.....) *(optional: introduction of expenditure classes/tick boxes)*

**D7** Did you pay for any of those goods or services by giving your credit card details over the Internet?  
 Yes  No  (Optional: breakdown by types of payment)

**D8** Did you buy or order goods over the Internet from:  
 (Optional question)

a) Retailers you knew from outside the Internet (physical store, catalogues)	
b) Retailers known from the Internet or found on the Internet	

**D9** What % of your purchases / orders in the last 3 months would you estimate were  
 (Optional question)

a) From companies based in your own country		
b) From companies based in other European Union countries <sup>1</sup>		%
c) From rest of world		%

**D10** What, if any, problems have you encountered when making purchases over the Internet?

(Optional question)

a) Speed of delivery longer than indicated	
b) Delivery costs higher than indicated	
c) Final price higher than indicated	
d) Wrong goods delivered	
e) Damaged goods delivered	
f) Lack of security of payments	
g) Uncertainty concerning guarantees	
h) Complaints and redress were difficult	
i) No satisfactory response received after complaint	
j) Others (Please, specify.....)	

<sup>1</sup> The EU countries are: Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, Netherlands, Austria, Portugal, Finland, Sweden and United Kingdom.

## Socio - demographic background variables

### Household characteristics

Household type	Number of adults in household Number of dependent children (Children <16 years old and economically inactive children 16-24 years old)
Home based business	-Household members running a home based business -Household members teleworking -No home based business and no teleworking

### Individual characteristics

Age	Concrete age should be asked, age classes will be aggregated later
Sex	Male Female
Education level	Low: Primary education/lower secondary Medium: Upper Secondary education High: Tertiary (University) education
Employment Situation	Student Employee Self employed Family worker In compulsory military service Fulfilling domestic tasks (housewife etc) Unemployed Retired person Other inactive person
Location	Objective 1 region / other region (DK,L,NL have no objective 1 regions)

## Glossary

### Module A

<b>Internet enabled mobile phone:</b>	Mobile phone that can access the world wide web (Internet) via GPRS, WAP or other standards
<b>Desktop computer:</b>	A non-portable personal computer that fits on top of a desk
<b>Portable computer:</b>	Battery powered easily transportable flat screen computer also called laptop or notebook computer; doesn't include handheld computers
<b>Handheld computer one hand</b>	Battery powered wallet-sized computer that can be held in one hand also called palmtop computer, includes electronic organisers
<b>Personal homepage/web site:</b>	Personal site on the web (www) with personal or non-work related information (e.g. hobby sites) and a specific URL

### Module C

<b>Public authorities web sites:</b>	Web sites of public authorities like central government, regional and local administration, police and social security organisations
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### Module D

<b>Goods and services Internet, bought or ordered over the Internet</b>	goods and services bought or ordered via a site on the Internet goods and services bought or ordered via manually typed e-mails should not be included
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### Socio-demographic variables

<b>Household:</b>	Refers either to one person living alone or a group of people living together in the same dwelling unit.
<b>Number of adults in household:</b>	All persons in household that are not children
<b>Number of dependent children:</b>	Children < 16 years old and economically inactive children 16-24 years old)
<b>Home based business:</b>	Business mainly carried out at home.
<b>Teleworking:</b>	Telework occurs when employees, who are expected to work normally from fixed locations, carry out all, or part of their work at home and transfer the product of their work to the employer using information and communication technologies. The person can either be the owner of the computer or not and it is not necessary that the totality of his work is produced and transmitted to the employer through a PC
<b>Education level:</b>	Low: (ISECD 1 and 2) primary education and lower secondary education, These two steps normally represent compulsory education

Medium: (ISCED 3 and 4) upper secondary education and post secondary non-tertiary education. This level generally begins at the end of compulsory education.

High: (ISCED 5 and 6) tertiary programmes which normally require the successful completion of ISCED 3 or 4 and second stage tertiary education that leads to an advanced research qualification

**Objective 1 regions:**

(the inclusion of phasing out objective 1 regions has been requested by DG INFSO, these regions are shown in italics)

**Belgium:** *Hainaut*

**Germany:** Brandenburg, Mecklenburg-Western Pomerania, Saxony, Saxony-Anhalt and Thuringia, *East Berlin*

**Greece:** the whole country

**Spain:** Galicia, Principado de Asturias, Castille-Leon, Castille-La Mancha, Extremadura, Valencia, Andalusia, Murcia, Ceuta-Melilla and the Canary Islands, *Cantabria*

**France:** Guadeloupe, Martinique, French Guyana and Reunion, *Corsica, region bordering Hainaut*

**Italy:** Campania, Puglia, Basilicata, Calabria, Sicilia and Sardegna, *Molise*

**Ireland:** the whole country

**Austria:** Burgenland

**Portugal:** the whole country

**Finland:** East Finland, Central Finland (parts of) and North Finland (parts of)

**Sweden:** North-Central (parts of), Central Norrland (parts of) and Upper Norrland (parts of)

**United Kingdom:** South Yorkshire, West Wales and the Valleys, Cornwall and Isles of Scilly and Merseyside, *Scotland: Highlands and Islands*

**Countries with no objective 1 regions:** Denmark, Luxembourg, The Netherlands

**Ultra-peripheral regions:**

**France:** Guadeloupe, Martinique, French Guyana and Reunion

**Portugal:** Acores and Madeira

**Spain:** Canary Islands



## Interviewer instructions

A small pretest is recommended in order to identify questions difficult to understand and to develop interviewer instructions. A few points are listed here, where interviewer instructions seem necessary.

### Module A

**A1:** At home includes here mobile equipment (e.g. mobile phone) used at home or privately used elsewhere

### Module B

**B1:** Interviewer could assist by giving the starting date of the last 3 month period.

**B2, B4:** Interviewer should read the place and then mention the frequency alternatives line by line in order to allow answering line by line

**B6:** If it is difficult for the respondent to give an unassisted answer, interviewer should help by providing usage brackets (proposal: less than one hour, 1-2 hours, 3-5 hours, 6-10 hours, 11-14 hours, 15-21 hours, more than 21 hours)

### Module C

**C1:** Interviewer should make breaks between question blocks. To facilitate answering interviewer could ask to answer each line with yes or no.  
For lines n-p interviewer should give examples for public authorities (see definition)

### Module D

**D1:** Interviewer should mention that goods and services bought or ordered by manually typed e-mails should not be included.

**D3:** To facilitate answering interviewer could ask to answer each line with yes or no.

**D4:** The examples to be provided to illustrate 'other technologies' depend on the country.  
The example 'Minitel' should only be mentioned in France.

**D5:** To facilitate answering interviewer could ask to answer each line with yes or no. If the number of purchases is included in the questionnaire

**D6:** If it is difficult for the respondent to give an unassisted answer, interviewer should help by providing usage brackets, proposal of Eurostat

0-29 Euro  
30-99 Euro  
100-199 Euro  
200-299 Euro  
300-499 Euro  
500-999 Euro  
1000-2499 Euro  
2500- Euro

**D9:** If respondent has difficulties identifying 'EU countries' interviewer could help by giving a list of EU countries:  
**The EU countries are:** Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, Netherlands, Austria, Portugal, Finland, Sweden and United Kingdom.

### **Socio-demographic background variables**

Some of these background variables might be taken from the population register or when drawing the sample and do not need to be asked by the interviewer.

**Household type:** Interviewer should explain what 'dependent children' means

**Education level:** Interviewer should ask for the level achieved and classify it according to the highest level achieved