Eurostat model for a Community survey on ICT usage in households and by individuals 2004 (Rev. Version 10 of 23 February 2004)

General outline of the survey

Main survey subject:	ICT usage in households and by individuals
Survey type:	Household survey
Survey technique:	Recommended techniques: Face to face interviews (especially when fixed telephone penetration is low. However care should be taken to ensure a low rate of proxy response) or telephone surveys (in countries with a high telephone penetration. Care should be taken to ensure that mobile and ex-directory users in addition to fixed link users are sampled.)
Sampling unit:	Households and individuals questions A1-4 on the household level, questions A5 and modules B-D on an individual level Individuals can be targeted when drawing the sample.
Age limit:	Lower age limit: 16 years Upper age limit: 74 years Member States can widen these age bands but should report results outside these limits separately
Geographic breakdown:	The survey should allow for a breakdown of results into two spatial categories: objective 1 regions and other regions (see attachment to the glossary)
Survey period:	April/May 2004
Reference period:	First quarter 2004
Questions to be included:	At least the non-optional questions relating to eEurope 2005 benchmarking indicators that are marked with an asterisk (*). Member States can include additional questions.
Scaling of questions:	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)
Layout of questionnaire:	It is recommended to use the order and filtering shown in the list of variables enclosed. The questions in the national language should be sent to Eurostat early so that it can check for harmonisation across language versions.
Sample size, stratification:	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.
Glossary Interviewer instructions	A glossary and interviewer instructions linked to the questionnaire should be developed.
Tabulation scheme	Eurostat will prepare a tabulation scheme for reporting back results.

Reporting of results to Eurostat

The following reports should be provided to Eurostat in **English** except where otherwise specified. **Delivery dates: see contract annex 1.**

Interim report

Report should include:
Questionnaire in national language (in computer readable form), and, if available, in English; interviewer instructions; sample design, stratification, sampling universe, sample size, survey type, scope (age band, geographic breakdown); if survey is embedded in another survey vehicle, indication where it is inserted; pre-testing scheme and results of pre-tests, response rates, problems encountered, lessons to be learnt; **calendar for data release**.

Tabulated data

Submission of data in tabulated, computer readable form to Eurostat **until 15 October 2004 at the latest,** in the format of the tabulation scheme provided by Eurostat.

Draft Final report

Should include:
Methodology followed, gross/net sample size, sample design, sampling frame, stratification, information on reliability and confidence levels of the data, survey type, scope (NACE, enterprise size classes, geographic breakdown); response rates, if possible broken down by variable, data treatment (weighting, grossing up), quality arrangements; analysis of key results, including problems encountered with the survey, backed up by tables and graphs.
The draft final report should be of at least 10 pages.

Final Report

Should follow the former draft and include, if necessary, revisions following an intensive discussion of the results with Eurostat.

Eurostat model questionnaire for a Community survey on ICT usage in households and by individuals 2004

(Version 09a; questions relating to eEurope benchmark indicators are marked with an asterisk*)

Module A: Access to selected IC technologies

Questions directed to households

A1   **Does the household via one of its members have access to any of the following?** (Multiple choice)

	YES	NO
a) Internet enabled mobile phone/ "Communicator" – type device		
b) Other mobile phone		
c) TV		
If yes to c), does the household have		
c1) a satellite dish		
c2) cable TV		
d) Games console		
e) Personal computer		
f) Handheld computer (palmtop)		

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 A5)   Do not know ❏   (→go to B1)

A3*   **On which of these devices is the Internet accessed at home?** (Multiple choice)

	YES	NO
a) Personal computer		
b) Handheld computer		
c) TV set with specific Internet device		
d) Mobile phone alone (WAP, GPRS, UMTS)		
e) Games console		
f) Other means		
g) Don't know		

A4*   **What types of Internet connection are used?** (Multiple choice)

	YES	NO
a) Modem (dial-up access over normal telephone line)		
b) ISDN connection		
c) DSL (xDSL, ADSL, SDSL etc) < 2Mb/sec		
d) DSL (xDSL, ADSL, SDSL etc) ≥ 2Mb/sec		
e) Other broadband connection (e.g. cable etc)		
f) Wireless connection (e.g. satellite, mobile phone)		

→ Go to question B1

A5 **What are the main reasons for you not having access to the Internet at home?** (Multiple choice)

(optional question)

	YES	NO
a) Have access to Internet elsewhere		
b) Don't want Internet (because content harmful/not useful etc)		
c) Equipment costs too high		
d) Access costs too high (telephone etc.)		
e) Lack of skills		
f) Physical disability		
g) Privacy or security concerns		

Module B: Use of computers location, frequency of use, activities

B1 **When did you most recently use a computer?** (filter question)

Within the last 3 months ❏   Between 3 months and a year ago ❏   More than 1 year, or never used one ❏
                                                (→ go to B4)   (→ 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	

B3* **Where have you used a computer in the last 3 months?** (Multiple choice)

	YES	NO
a) At home		
b) At place of work (other than home)		
c) At place of education		
d) At other places (eg airport, hotel etc)		
- of which (optional)		
d1) at other peoples' houses		
d2) Internet café		

B4 **Which of the following computer related activities have you carried out within the last 12 months?**
(Multiple choice, optional question)

	YES	NO
a) Using a mouse to launch programs such as an Internet browser or word processor		
b) Copying or moving a file or folder		
c) Using copy or cut and paste tools to duplicate or move information on screen		
d) Sending e-mail with attached files		
e) Using basic arithmetic formulas to add, subtract, multiply or divide figures in a spreadsheet		
f) Creating a web page or an electronic presentation		
g) Writing a computer program using a specialised programming language		

B5 **Have you taken any training courses (of 3 hours or longer) on any aspect of computer use?**
(either in an educational establishment or not) (optional question)

In the last 12 months ❏   More than one year ago ❏   No training courses taken❏

Module C: Use of the Internet

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

Within the last 3 months ❑   Between 3 months and a year ago ❑   More than 1 year, or never used it ❑
                                                    (→ go to C10)   (→ end of survey)

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	

C3* **Where have you used the Internet in the last 3 months (using a computer or any other means)?** (Multiple choice)

	YES	NO
a) At home		
b) At place of work (other than home)		
c) At place of education		
d) At other places		
Of which (optional)		
d1) Public Library		
d2) Postal Office		
d3) Public Office, town hall, government agency		
d4) Community or voluntary organisation		
d5) Internet Café		
d6) Neighbour, friend or relative's house		

C4 **Approximately how many hours per week did you spend on the Internet at home or elsewhere (including work) in the last 3 months?** (Tick one. Note average period of active usage by respondent, not simply time device was connected.) optional question

1 hour or less	
more than 1, up to 5 hours	
more than 5, up to 20 hours	
more than 20 hours	

C5* **In the last 3 months, have you taken any of the following security precautions?**

	YES	NO
a) Installed a virus checking program		
b) Updated a virus checking program (including automatic updating)		
c) Used online authentication (such as a password, PIN, or a digital signature) on the Internet		
d) Installed or upgraded a hardware or software firewall		

Purpose and nature of activities on the Internet

C6* **For which of the following activities did you use the Internet in the last 3 months for private use?**

Communication

	YES	NO
a) Sending / receiving e-mails		
b) Telephoning over the Internet / Videoconferencing		
c) Other (use of chat sites etc.)		

Information search and on-line services

	YES	NO
d) Finding information about goods and services		
e) Using services related to travel and accommodation		
f) Listening to Web radios / watching web television		
g) Playing or downloading games, images or music		
h) Reading/downloading online newspapers/news magazines		
i) Looking for a job or sending a job application		

Ordering and selling of goods and services, banking

	YES	NO
j) Internet Banking		
k) Other financial services (e.g. 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

	YES	NO
n) Obtaining information from public authorities web sites		
o) Downloading official forms		
p) Sending filled in forms		

Training and education

	YES	NO
q) Formalised educational activities (school, university etc.)		
r) Post educational courses		
s) Other educational activities related specifically to employment		

C7 **Did you use the Internet for work-related activities outside the premises of your employer (e.g. at home) in the last 3 months?** optional question

Yes ❒ No ❒ (→ go to C9)

C8 **Which ones ?** (multiple choice, optional question)

	YES	NO
a) Finding information relating to your work or business		
b) Accessing the employer's IT systems		
c) Communication (exchanging and accessing e-mails)		

C9* **How frequently have you used the Internet for the following health related activities, for private purposes, in the last 3 months?**
(including on behalf of other family members or friends)

	Daily	Weekly	Monthly	Sometimes	Never
a) Seeking health-related information (e.g. injury, disease, nutrition, improving health etc)					
b) Making an appointment online with a practitioner					
c) Requesting a prescription online from a practitioner					
d) Seeking medical advice online from a practitioner					

C10* **In the last 12 months, have you encountered any of the following security problems through using the Internet?**

	YES	NO
a) Computer virus resulting in loss of information or time		
b) Fraudulent payment (credit or debit) card use		
c) Abuse of personal information sent on the Internet		
d) 'Spam' – unsolicited emails sent to you		

Module D: Internet commerce details: activities and barriers

D1* **When did you most recently order goods or services for private use over the Internet?**

Within the last 3 months [ ]   Between 3 months and a year ago []   More than 1 year, or never ordered []
                                         (→ go to question D3)   (→ go to question D7)

D2 **What was the total value of these goods and services (excluding financial investments)?** (optional question)

…………	Currency….

(optional: introduction of expenditure classes/tick boxes)

D3 **What types of goods and services did you order over the Internet**
for private use in the last 12 months? (optional question)

	YES	NO
a) Food / Groceries		
b) Films, music		
c) Books / Magazines/ Newspapers/ 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 or betting		

D4 **Did you pay for any of those goods or services by giving your payment card details (credit/debit card) over the**
Internet? **(optional question)**
        Yes ❑   (→ breakdown by types of payment means)   No ❑

D5 **Did you buy or order goods over the Internet from:** **(optional question)**

	YES	NO
a) Retailers known from outside the Internet (physical store, catalogues)		
b) Retailers known from the Internet or found on the Internet		

D6 **What problems, if any, have you encountered when making orders over the Internet?** **(optional question)**

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

(Survey ends)

D7 **What were the main reasons for not buying / ordering any goods or services for your own private use?**
(multiple choice) (Optional question, question could be split into two a-g, h-l)

	YES	NO
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…………………)		

Socio - demographic background variables (reference date: 31st March)

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)
Income (optional, provide data if already covered in survey anyhow)	Household income by income class (income to be further defined)

Home based business	-Household members running a
	  home based business (to be further defined)
	-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 Other inactive
Location* [1]	• Objective 1 region (incl. phasing out) – non-objective 1 region (DK and L have no objective 1 regions); • type of locality (urban/rural)

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[1] See list of objective 1 regions following glossary

Glossary

Module A

Internet enabled mobile phone:	Mobile phone that can access the world wide web (Internet) via GPRS, WAP or other standards
Personal computer:	Includes desktop computers, tower PCs and portable computers (laptops)
Handheld computer	Battery powered wallet-sized computer that can be held in one hand,

WAP also called palmtop computer, includes electronic organisers

(Wireless Application Protocol)	A license-free protocol for wireless communication that enables the creation of mobile telephone services and the reading of Internet pages form a mobile terminal, thus being the mobile equivalent of HTTP (Hyper Text Transfer Protocol).
GPRS (General Packet Radio Service)	An enhancement for GSM, based on packet-switched technology enabling high-speed data transmission (115 kbit/s).
UMTS (Universal Mobile Telecommunications System)	UMTS is a third generation technology of wireless telecommunications. It supports speeds of data transmission up to 2 Mbps, and can transmit voice, text and video data. UMTS is a broadband technology using packet switching.
DSL (Digital Subscriber Line)	A high-bandwidth (broadband), local loop technology to carry data at high speeds over traditional (copper) telephone lines.
xDSL, ADSL etc.	DSL technologies designed to increase bandwidth over standard copper telephone wires; includes ADSL (Asymmetric Digital Subscriber Line) etc.

Module C

Public authorities web sites:	Web sites of public authorities like central government, regional and local administration, police and social security organisations

Module D

Goods and services bought or ordered over the Internet	Goods and services bought or ordered via a site on the Internet.

Socio-demographic variables

Household:	Refers either to one person living alone or a group of people living together in the same dwelling unit with at least one person of the age of 16 – 74 years (see above: General outline of the survey, 'age limit').
Number of adults in household:	All persons in household that are not children
Number of dependent children:	Children < 16 years old and economically inactive children 16-24 years old)
Home based business:	Business mainly carried out at home.
Teleworking:	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
Education level:	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: (ISECD 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: (NUTS regions in relation to objective 1 zones following revision of NUTS regions July 2003, including phasing out objective 1 regions, marked in italic - these are phased out either at the end of 2005 or at the end of 2006**)**

Belgium: *Hainaut*

Germany: Brandenburg Nord-Ost, Brandenburg Süd-West, Mecklenburg-Vorpommern, Chemnitz, Dresden, Leipzig, Dessau, Halle, Magdeburg, and Thüringen, *Berlin (part: former East Berlin)*

Greece: the whole country

Spain: Galicia, Principado de Asturias, Castilla y Leon, Castilla-La Mancha, Extremadura, Comunidad Valenciana, Andalucía, Región de Murcia, Ceuta, Melilla and Canarias, *Cantabria*

France: Guadeloupe, Martinique, French Guyana and Réunion, *Corse,*
Nord - Pas-de-Calais (parts: arrondissements Avesnes, Douai, Valenciennes

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

Ireland: Border Midlands and Western, *Southern and Eastern*

The Netherlands: *Flevoland*

Austria: Burgenland

Portugal: Norte, Centro (parts: Baixo Vouga, Baixo Mondego, Pinhal Litoral, Pinhal Interior Norte, Dâo-Lafôes, Pinhal Interior Sul, Serra da Estrela, Beira Interior Norte, Beira Interior Sul, Cova da Beira), Alentejo (parts: Alentejo Litoral, Alto Alentejo, Alentejo Central, Baixo Alentejo), Algarve, Açores; Madeira, *Lisboa, Centro (parts: Oeste, Médio Tejo), Alentejo (part: Lezíria do Tejo).*

Finland: Itä-Suomi (all), Länsi-Suomi (part: northern part of Keski-Suomi), Pohjois-Suomi (parts: all of Lappi, part of Pohjois-Pohjanmaa, eastern part of Keski-Pohjanmaa)

Sweden: Norra Mellansverige (parts: northwestern part of Gävleborgs län, northern and western parts of Dalarnas län, northern part of Värmlands län), Mellersta Norrland (all, but coastal part is under the "Special Programme") and Övre Norrland (all, but coastal part is under the "Special Programme")

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

Countries with no objective 1 regions: Denmark, Luxembourg

The list of objective 1 regions was published in OJ L 194 p. 53 of 27.7.1999, annexes 1 and 2

The list of NUTS regions as of 2003 was published in OJ L 154 p. 1 of 21.6.2003