

# ICT Household survey

INSEE  
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**The questionnaire**



# ICT Household survey

## The questionnaire

Ten sections

- 1 opinions on new technologies
- 2 personal equipment
- 3 household equipment
- 4 IT skills
- 5 domestic use
- 6 professional use (present or past)
- 7 use at place of study
- 8 use in public places
- 9 social relations
- 10 use by the under-fifteens

- **Agree / disagree ?**

Relationship between opinions and practice.  
The questions posed come from opinion polls.

**New technologies** make life more convenient / more complicated

**New technologies** facilitate / slow down communication and exchanges

**New technologies** provide access to a lot of / too much information

**New technologies** create / destroy jobs

**Mobile phones should be banned**

**Computers are a threat to individual freedom**

**The development of the Internet should be encouraged**





## 2-1 Mobile phones

All mobile phones are taken into account:  
personal and work phones.

- How many mobiles do you have?
- How did you acquire the most recent one?
- Who pays the bills?
- Is it used by you exclusively or shared?
- Is it a personal or work phone?
- In the last month have you used it ?

to call someone

to receive calls

to communicate with a computer, electronic diary, the Internet

## 2-2 Bank cards

A method of payment via electronic networks  
Their use reveals attitudes to new technologies :  
trust in this type of payment method  
level of trust in security

Why?

To do what?

- withdraw cash
- buy goods in shops
- buy from self-service machines
- make remote purchases
- make remote reservations

- **Household**

This refers to collective equipment, located in the main residence or second home, available to the person freely (e.g. for private use), on a permanent basis ( for at least three months).

This is to draw a comparison with the results of the 1998 survey.

## 3-1 Household

### Wired Telephone

This is not an innovative piece of equipment

→ few questions

If household does not have one

But does have a mobile,

The interviewer ask wether this has replaced a wired telephone

### Minitel

Take into account the Minitel Functions

-Minitel terminals

-Minitel emulation software on PC

Yes

No      why not ?





## 3-2 Household

### Television set

Owning a TV set is no longer a differential factor in itself, so necessary to take into account:

- Number of sets and means of acquiring them,
- Associated equipment:
  - Video recorder
  - Canal Plus
  - Cable
    - subscription to one package only.
  - Satellite TV Satellite dish
  - Games console
    - consoles connecting only to the TV set.
  - DVD player

# 3-3 Household

## Home computing

### Do you own a PC?

yes / no

- Why not ?
- How many?
- How acquired?
- How long ago?
- Portable or not?

### Peripherals

yes / no

- Printer
- Modem
- Sound card
- Video card
- CD ROM / DVD drive
- Scanner
- CD writer
- Games joystick

# 3-4 Household

## The Internet

Home access in the broad sense.  
All subscriptions, free or otherwise

Since when ?

Using which medium?

- Computer
- Television
- Mobile phone
- Other

## 4-1 IT knowledge skills

In 1998, interviewees were simply asked whether they knew how to use a computer. This question is still part of the survey, in order to be able to make comparisons.

### Do you know how ?

to programme a **video recorder**

to look for a telephone number on **minitel**

to use **a computer** (how long have you known?)

to create, save and delete **files**

to copy documents on to a **floppy disk**

to enter and format **text**

to do calculations, enter **data**

to send and receive email **on the Internet**, to transfer, download documents, to search for information,

to create and maintain your own web page



## 4-2 IT knowledge Training

- Initial training.
  - (For comparison with the 1998 survey.)
  - Where did you learn? (work, school, private classes)
  - How did you learn?
  - Who taught you?
- Further training.
  - Using a tutorial program or on-line course
  - Alone, on the job
  - With help from a friend or colleague (work, school)
  - Taking a course (employer, school, self-financed)

# 5 & 6 Use

**This covers Minitel, IT and Internet**

## **At home**

## **At work**

Separate questions for the computer  
for the terminal

Has computerisation made work  
more or less interesting?  
more or less tiring?

## **Question scheme**

Equipment used previously or not  
Frequency of use over previous month  
Nature of use  
Actions



# Minitel use

Minitel is still an alternative to the Internet.  
It is still more widespread (in 2000) than the Internet.

- Looking for a telephone number
- or other information
- Messaging
- Purchasing
- Banking

# PC use

Questions enabling comparisons with the 1998 survey  
and Canadian and American surveys

- You don't use one: why not?
- You do use one:
  - How often during the last month?
  - How much time did you spend using it last week?
  - Personal or work use?
  - What do you use it for? (9 options)
  - Who usually helps you?
  - Who else in the household uses the computer?



# PC use (cont)

## At home

- Playing games
- Storing folders
- Listening to music
- Education
- Creative work (music, animation, designing, writing, etc.)
- Programming
- Working

## Professional uses

- Formatting documents
- Doing calculations, accounts
- Creating images, graphics
- Programming
- Organising meetings
- Training
- Communicating (internal email)
- Accessing documents
- Managing stock, placing orders

# The Internet use

- You don't use it: why not?
- You do use it:
  - How often in the last month?
  - How much time did you spend using it last week?
  - Personal or work use?
  - What do you use it for? (at home : 16 options)
  - Other questions to find out about the impact of the Internet on time spent on other activities (excluding time spent at work/sleeping, eating, etc.).

# The Internet use (cont)

## At home

- Using email
- Surfing
- Looking for a job
- Looking for specific information
- Playing on-line games
- Using chat rooms
- Participating in live discussions
- Accessing on-line banking
- Buying goods, making reservations
- Downloading software
- Downloading music, films
- Posting, responding to small ads
- Meeting people
- Visiting museums
- Filling in administrative forms
- Creating, maintaining own web page

## Professional uses

- Using email
- Surfing
- Looking for a job
- Looking for specific information
  
- Using chat rooms
- Participating in live discussions
- Accessing on-line banking
- Downloading software
  
- Posting small ads

# 7 Uses at place of study

For interviewees of 15 or older who are still in education.  
Include all training, initial or otherwise.

## **Access**

### **to computers**

- freedom of access
- initial year of access to computers during education
- frequency / nature of use
- mutual help relationships

### **to the Internet**

- freedom of access
- initial year of access at place of study
- frequency / nature of use

- **Use in public places**

More and more equipment is available on a self-service basis (free or otherwise) ; Minitel in post offices, Internet access points are to be installed in the Metro, cybercafés have developed, and people without their own PCs, etc. can use those of their friends.

Equipment :

**Minitel**

**Internet**

**PC**

Question scheme:

- **where have you used them?**
- **how often (in the last month)?**
- **awareness of public access ?**
- **amount of time spent ?**

- # Social relations

Is the Internet having an effect on social relations?

How often do you make contact by

- personal visit
- post
- telephone
- E-mail

with relatives, children, friends, neighbours?

- # Use by the under-fifteens

*Questions about the three eldest children*

The under-fifteens are some of the most likely to use technology.

The Canadian experience shows that parents can provide information.

This varies however: some parents can describe the ways in which their children use technology in great detail. Others know far less.

The questions therefore are limited

- possession and use of a mobile phone
- access to a computer at school and frequency of use
- if appropriate, the frequency of use of a PC and the Internet at home