



EUROPEAN COMMISSION  
EUROSTAT

Directorate G : Business and trade statistics  
**Unit G-4: Innovation and digitalisation**

## ANNEX I

**EU SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS**

**2023**

**MODEL QUESTIONNAIRE**

# SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

**2023**

## General outline of the survey

<b>Title</b>	Eurostat Model Questionnaire for the Survey on the use of ICT in Households and by Individuals <b>2023</b>
<b>Creator</b>	Jadwiga Tudek
<b>Creation date</b>	17/3/2021
<b>Subject</b>	Information Society Statistics, Use of ICT in households and by individuals
<b>Status</b>	Draft
<b>Publisher</b>	Eurostat G4
<b>Type</b>	Text
<b>Description</b>	Draft proposal of a Model Questionnaire for the Survey on the use of ICT in households and by individuals <b>2023</b>
<b>Contributor</b>	DG CNECT, DG JUST, DG JRC, DG EAC, OECD
<b>Format</b>	MS Word
<b>Source</b>	Eurostat G4
<b>Rights</b>	Restricted access to members of the TF
<b>Identifier</b>	<b>xx ICT-HH_IND 2023 - Model Questionnaire V 1.2.docx</b>
<b>Language</b>	EN
<b>Relation</b>	Model Questionnaire for the Survey on the use of ICT in households and by individuals <b>2023</b>
<b>Coverage</b>	<b>2023</b>

### Version History

Version number	Date	Modified by	Comments
0.0	17/03/2021	J. Tudek	First structure of the 2023 MQ
0.1-0.3	7/06/2021	J. Tudek	Versions in view of preparation of the 1st TF meeting
0.4	11/06/2021	J. Tudek	Version for TF meeting 16-17 June 2021
0.5	18/06/2021	J. Tudek	Version after TF meeting
0.6	23/06/2021	J. Tudek	Written consultation of TF after the June meeting
0.7	15/10/2021	J. Tudek	Version after ISS WG October meeting
0.8	15/11/2021	J. Tudek	Version for TF meeting, 15, 16 November 2021
0.9	22/11/2021	J. Tudek	Version for TF meeting, 22 November 2021
1.0	6/12/2021	J. Tudek	Version for ISS Working Group December 2021 consultation
1.1	11/01/2022	J. Tudek	Version for ISS Working Group January 2022 consultation
1.2.	31/01/2022	J. Tudek	Version for the ISS Working Group meeting, February 2022

<b>2023</b> <b>Model Questionnaire version 1.2 - Response burden</b>
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Module	Description	Mandatory variables	Optional variables
A	Access to Information and Communication Technologies	1	0
B	Use of the internet	22	0
C	Use of e-government	15	2
D	Use of electronic identification (eID)	11	0
E	Use of e-commerce	51	1
F	E-skills	17	8
G	Privacy and protection of personal data	8	1
H	Socio-demographic background information	14	10
<hr/>			
<b>Total</b>	<b><i>Without socio-demographic background information</i></b>	<b>125</b>	<b>12</b>
<b>Total</b>	<b><i>With socio-demographic background information</i></b>	<b>139</b>	<b>22</b>

## SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS

**2023**

### **Model Questionnaire version 1.2**

#### **Module A: Access to Information and Communication Technologies**

Note: This module is directed to the household and asks about the internet access at home by all members of the household regardless of the device (e.g. desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).

**A1. Do you or anyone in your household have access to the internet at home?**

(by any device)

(tick one)

<b>a) Yes</b>	<input type="checkbox"/>
<b>b) No</b>	<input type="checkbox"/>
<b>c) Don't know</b>	<input type="checkbox"/>

[-> go to B1]

## Module B: Use of the internet

Note: This module asks about your internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

### B1. When did you last use the internet?

*(Filter question)*

a) Within the last 3 months	<input type="checkbox"/> -> go to B2
b) Between 3 months and a year ago	<input type="checkbox"/> -> go to C1
c) More than 1 year ago	<input type="checkbox"/> -> go to H1
d) Never used it	<input type="checkbox"/> -> go to H1

### B2. How often on average did you use the internet in the last 3 months?

*(tick one)*

a) Several times during the day	<input type="checkbox"/>
b) Every day or almost every day	<input type="checkbox"/>
c) At least once a week (but not every day)	<input type="checkbox"/>
d) Less than once a week	<input type="checkbox"/>

[-> 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	<input type="checkbox"/>
b) Laptop	<input type="checkbox"/>
c) Tablet	<input type="checkbox"/>
d) Mobile phone or smart phone	<input type="checkbox"/>
e) Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)	<input type="checkbox"/>

[-> go to B4]

**B4. For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose?**  
(tick all that apply)

**Communication**

a) Sending / receiving e-mails	<input type="checkbox"/>
b) Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex	<input type="checkbox"/>
c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, TikTok etc.)	<input type="checkbox"/>
d) Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat	<input type="checkbox"/>

**Access to information**

e) Reading online news sites / newspapers / news magazines	<input type="checkbox"/>
f) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)	<input type="checkbox"/>
g) Finding information about goods or services	<input type="checkbox"/>

**Civic and political participation**

h) Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)	<input type="checkbox"/>
i) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	<input type="checkbox"/>

**Professional life**

j) Looking for a job or sending a job application	<input type="checkbox"/>
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**Other on-line services**

k) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)	<input type="checkbox"/>
l) Internet banking (including mobile banking)	<input type="checkbox"/>

[-> go to B5 ]

**B5. 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	<input type="checkbox"/>
b) Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)	<input type="checkbox"/>
c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, [national examples], etc.)	<input type="checkbox"/>

[-> go to C1]

## Module C: Use of e-government

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

This module asks about the usage of websites or apps of public authorities (e.g. government and/or judiciary bodies at national, regional and local level) and the use of public services over the internet. Contacts through manually typed e-mails should be excluded.

Websites or apps of public authorities or 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 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**

*(tick all that apply or d))*

<b>a)</b> Accessed information stored about you by public authorities or public services (e.g. information regarding [pension], [health [including government health application]], [national examples])	<input type="checkbox"/>
<b>b)</b> Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)	<input type="checkbox"/>
<b>c)</b> Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)	<input type="checkbox"/>
<b>d)</b> Have not performed any of the mentioned activities	<input type="checkbox"/>

[-> go to C2]

### **C2 Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?**

*(tick one)*

<b>a)</b> Yes	<input type="checkbox"/>
<b>b)</b> No	<input type="checkbox"/>

[-> go to C3]

### **C3 Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with a government servant or a state healthcare provider) for private purpose in the last 12 months?**

*(tick one)*

<b>a)</b> Yes	<input type="checkbox"/>
<b>b)</b> No	<input type="checkbox"/>

[-> go to C4]

### **C4 Have you received any official communication/document by public authorities via your account on a website or app [name of the service - if applicable in the country] of public authorities or services (e.g. notification of fines or invoices, letters, service of court summons, court documents, [national examples]) for private purpose in the last 12 months? (optional)**

*(Exclude the usage of e-mail or SMS based information messages or notifications that a document is available)*

<b>a)</b> Yes	<input type="checkbox"/>
<b>b)</b> No	<input type="checkbox"/>

[-> go to C5]

**C5. Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?**  
(tick one)

<b>a)</b> Yes, I did it myself	<input type="checkbox"/>
<b>b)</b> No, it was done automatically (by the tax authority, employer, other authority) (if applicable)	<input type="checkbox"/>
<b>c)</b> No, I delivered it to the tax authority in paper format	<input type="checkbox"/>
<b>d)</b> No, someone else did it on my behalf (e.g. family member, tax adviser)	<input type="checkbox"/>
<b>e)</b> No, for other reasons (e.g. not subject to income tax)	<input type="checkbox"/>

[-> go to C6]

**C6. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**  
(tick all that apply)

<b>a)</b> Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, [national examples])	<input type="checkbox"/>
<b>b)</b> Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, [national examples])	<input type="checkbox"/>
<b>c)</b> Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, [national examples])	<input type="checkbox"/>

[If 'no' reply to all options in C6 -> go to C7; otherwise-> go to D1]

**C7. (Only for respondents who answered 'no' to all options in C6)**  
**What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?**  
(tick all that apply or a))

<b>a)</b> I did not have to request any documents or to make any claims	<input type="checkbox"/>
<b>b)</b> Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)	<input type="checkbox"/>
<b>c)</b> Concerns about the security of personal data or unwillingness to pay online (credit card fraud)	<input type="checkbox"/>
<b>d)</b> Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) [national examples] <b>(optional)</b>	<input type="checkbox"/>
<b>e)</b> Another person did it on my behalf (e.g. consultant, adviser, relative)	<input type="checkbox"/>
<b>f)</b> Other reason	<input type="checkbox"/>

[->Go to D1]



## Module D: Use of electronic identification (eID)

[**Note:** The wording of D1 and D2 is to be adapted to the kind of advanced eID system(s) established in your Member State. Advanced eIDs are defined as eIDs, which are officially recognized by public authorities or public services and which are of high or substantial level of assurance under the eIDAS Regulation.]

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

Electronic identification (eID) enables the identification of a person and secure login to online services in your country of residence/ [other European countries].

**D1. Have you used your electronic identification (eID)(s) [national list of all country-specific eIDs, which are in line with the definition as referred to in the note above] to access online services for private purpose in the last 12 months?**

*(Filter question)*

a) Yes	<input type="checkbox"/> -> go to D2
b) No	<input type="checkbox"/> -> go to D3

**D2. For what type(s) of services have you used your electronic identification (eID)(s) [national list of all country-specific eIDs, which are in line with the definition as referred to in the note above] in the last 12 months?**

*(tick all that apply)*

a) Services provided by public authorities or public services of your country of residence (e.g. submitting your tax declaration, applying for social benefits, requesting official certificates, accessing your health records, [national examples])	<input type="checkbox"/>
b) Services provided by public authorities or public services of other European countries (e.g. submitting your tax declaration, requesting official documents or certificates, [national examples]) (if applicable)	<input type="checkbox"/>
c) Services provided by business sector (e.g. accessing banking services, login to transport services, identification via eID e.g. on a digital marketplace, [national examples]) (if applicable)	<input type="checkbox"/>

[-> go to E1]

**D3. What are the reasons for not using the mentioned electronic identification (eID)(s) in the last 12 months?**

*(tick all that apply or a), b))*

a) I was not aware of the existence of electronic identification (eID)	<input type="checkbox"/>
b) I don't have an electronic identification (eID)	<input type="checkbox"/>
c) I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)	<input type="checkbox"/>
d) I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)	<input type="checkbox"/>
e) I could not use my electronic identification (eID) due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)	<input type="checkbox"/>

<b>f)</b> I could not use my electronic identification (eID) to access the service via a smartphone or tablet	<input type="checkbox"/>
<b>g)</b> I have an electronic identification (eID), but I'm not using it for other reasons	<input type="checkbox"/>
[-> go to E1]	

## Module E: Use of e-commerce

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1.

*Note:* The following questions concern buying for private use over the internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]).

### E1. When did you last buy or order goods or services for private use over the internet?

(tick one)

a) Within the last 3 months	<input type="checkbox"/> -> go to E2
b) Between 3 months and a year ago	<input type="checkbox"/> -> go to E12
c) More than 1 year ago	<input type="checkbox"/> -> go to E12
d) Never bought or ordered over the internet	<input type="checkbox"/> -> go to E12

### E2. Did you buy any of the following goods via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.

(tick all that apply)

a) Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)	<input type="checkbox"/>
b) Sports goods (excluding sport clothing)	<input type="checkbox"/>
c) Children toys or childcare items (e.g. nappies, bottles, baby strollers)	<input type="checkbox"/>
d) Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)	<input type="checkbox"/>
e) Music as CDs, vinyls etc. <sup>1</sup>	<input type="checkbox"/>
f) Films or series as DVDs, Blu-ray etc. <sup>1</sup>	<input type="checkbox"/>
g) Printed books, magazines or newspapers	<input type="checkbox"/>
h) Computers, tablets, mobile phones or accessories	<input type="checkbox"/>
i) Consumer electronics (e.g. TV-sets, stereos, cameras, sound bars or smart speakers, virtual assistants) or household appliances (e.g. washing machines)	<input type="checkbox"/>
j) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)	<input type="checkbox"/>
k) Deliveries from restaurants, fast-food chains, catering services	<input type="checkbox"/>
l) Food or beverages from stores or from meal-kits providers	<input type="checkbox"/>
m) Cosmetics, beauty or wellness products	<input type="checkbox"/>
n) Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	<input type="checkbox"/>
o) Bicycles, mopeds, cars, or other vehicles or their spare parts	<input type="checkbox"/>
p) Other physical goods	<input type="checkbox"/>

[-> go to E3]

<sup>1</sup> Reply options E2 e) and f) will be merged in the implementing act into one variable to be collected.

**E3.** *(Only for respondents who answered 'yes' to any item in E2)*  
**From whom did you buy the mentioned goods via a website or app in the last 3 months? Include online purchases from enterprises or private persons.**  
*(tick all that apply)*

<b>a)</b> National sellers	<input type="checkbox"/>
<b>b)</b> Sellers from other EU countries	<input type="checkbox"/>
<b>c)</b> Sellers from the rest of the world	<input type="checkbox"/>
<b>d)</b> Country of origin of sellers is not known	<input type="checkbox"/>

[-> go to E4]

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**E4.** *(Only for respondents who answered 'yes' to any item in E2)*  
**Did you buy any of the mentioned goods from private persons via a website or app (e.g. on eBay, Facebook Marketplace, [national examples])?**  
*(tick one)*

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

[-> go to E5]

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**E5.** *(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)*  
**Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?**  
*(tick all that apply)*

<b>a)</b> Music as a streaming service or downloads	<input type="checkbox"/>
<b>b)</b> Films or series as a streaming service or downloads	<input type="checkbox"/>
<b>c)</b> E-books, online-magazines or online-newspapers	<input type="checkbox"/>
<b>d)</b> Games online or as downloads for smartphones, tablets, computers or consoles	<input type="checkbox"/>
<b>e)</b> Computer or other software as downloads including upgrades	<input type="checkbox"/>
<b>f)</b> Apps related to health or fitness (excluding free apps)	<input type="checkbox"/>
<b>g)</b> Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)	<input type="checkbox"/>

[-> go to E6]

<b>E6.</b>	<p><i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i></p> <p><b>Did you buy any of the following via a website or app for private use in the last 3 months?</b></p> <p><i>(tick all that apply)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a) Tickets to sports events</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>c) Subscriptions to the internet or mobile phone connections</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>d) Subscriptions to electricity, water or heating supply, waste disposal or similar services</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to E7]</p>	a) Tickets to sports events	<input type="checkbox"/>	b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)	<input type="checkbox"/>	c) Subscriptions to the internet or mobile phone connections	<input type="checkbox"/>	d) Subscriptions to electricity, water or heating supply, waste disposal or similar services	<input type="checkbox"/>	e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])	<input type="checkbox"/>
a) Tickets to sports events	<input type="checkbox"/>										
b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)	<input type="checkbox"/>										
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e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])	<input type="checkbox"/>										
<b>E7.</b>	<p><i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i></p> <p><b>Did you buy any transport service via a website or app for private use in the last 3 months from:</b></p> <p><i>(tick all that apply)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples], UBER<sup>2</sup>)</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>b) A private person (e.g. [national examples])</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to E8]</p>	a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples], UBER <sup>2</sup> )	<input type="checkbox"/>	b) A private person (e.g. [national examples])	<input type="checkbox"/>						
a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples], UBER <sup>2</sup> )	<input type="checkbox"/>										
b) A private person (e.g. [national examples])	<input type="checkbox"/>										
<b>E8.</b>	<p><i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i></p> <p><b>Did you rent accommodation via website or app for private use in the last 3 months from:</b></p> <p><i>(tick all that apply)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a) Enterprises such as hotels or travel agencies</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>b) A private person (e.g. Airbnb, [national examples])</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to E9]</p>	a) Enterprises such as hotels or travel agencies	<input type="checkbox"/>	b) A private person (e.g. Airbnb, [national examples])	<input type="checkbox"/>						
a) Enterprises such as hotels or travel agencies	<input type="checkbox"/>										
b) A private person (e.g. Airbnb, [national examples])	<input type="checkbox"/>										
<b>E9.</b>	<p><i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i></p> <p><b>Did you buy any other services (excluding financial and insurance services) than those mentioned previously via a website or app for private use in the last 3 months? (optional)</b></p> <p><i>(tick one)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">a) Yes</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>b) No</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to E10]</p>	a) Yes	<input type="checkbox"/>	b) No	<input type="checkbox"/>						
a) Yes	<input type="checkbox"/>										
b) No	<input type="checkbox"/>										
<b>E10.</b>	<p><i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i></p> <p><b>How many times have you bought goods or services over the internet for private use in the last 3 months?</b></p> <p>_____ times (please provide an estimate)</p> <p>Or <i>(tick one)</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">1-2 times</td> <td style="width: 20%; text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>3-5 times</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td>6-10 times</td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	1-2 times	<input type="checkbox"/>	3-5 times	<input type="checkbox"/>	6-10 times	<input type="checkbox"/>				
1-2 times	<input type="checkbox"/>										
3-5 times	<input type="checkbox"/>										
6-10 times	<input type="checkbox"/>										

<sup>2</sup> "UBER" is to be mentioned in the list of examples only in countries where UBER offers its services in a way, which can be assimilated to a taxi service.

> 10 times	<input type="checkbox"/>
[-> go to E11]	
<b>E11.</b> <i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question E1)</i> <b>Did you encounter any of the following problems when buying via a website or with an app in the last 3 months?</b> <i>(tick all that apply or j)</i>	
<b>a)</b> Website was difficult to use, or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.)	<input type="checkbox"/>
<b>b)</b> Difficulties in finding information concerning guarantees or other legal rights	<input type="checkbox"/>
<b>c)</b> Speed of delivery slower than indicated	<input type="checkbox"/>
<b>d)</b> Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)	<input type="checkbox"/>
<b>e)</b> Wrong or damaged goods/services delivered	<input type="checkbox"/>
<b>f)</b> Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)	<input type="checkbox"/>
<b>g)</b> Complaints and redress were difficult or no satisfactory response after complaint	<input type="checkbox"/>
<b>h)</b> Foreign retailer did not sell to my country	<input type="checkbox"/>
<b>i)</b> Other	<input type="checkbox"/>
<b>j)</b> I have not encountered any problem	<input type="checkbox"/>
[-> go to E12]	

<b>E12.</b> <i>(Only for respondents who answered 'yes' to 'Within the last 3 months' in question B1)</i> <b>Did you carry out any of the following via a website or app for private purposes in the last 3 months?</b> <i>(tick all that apply)</i>	
<b>a)</b> Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket	<input type="checkbox"/>
<b>b)</b> Take a loan, mortgage or arrange credit from banks or other financial providers	<input type="checkbox"/>
<b>c)</b> Buy or sell shares, bonds, units in funds or other financial assets	<input type="checkbox"/>
[-> go to F1]	

## Module F: E-skills

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1  
Note: The questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

### F1. Which of the following activities have you carried out in the last 3 months?

(tick all that apply)

a) Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud	<input type="checkbox"/>
b) Downloading or installing software or apps	<input type="checkbox"/>
c) Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)	<input type="checkbox"/>

[-> go to F2]

### F2. Which of the following software related activities have you carried out in the last 3 months?

(tick all that apply)

a) Using word processing software	<input type="checkbox"/>
b) Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound	<input type="checkbox"/>
c) Using spreadsheet software	<input type="checkbox"/>
if 'yes' to c)	
c1) Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data	<input type="checkbox"/>
d) Editing photos, video or audio files	<input type="checkbox"/>
e) Writing code in a programming language	<input type="checkbox"/>

[-> go to F3 ]

<b>F3.</b>	<p><b>Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, Twitter) in the last 3 months?</b></p> <p><i>(tick one)</i></p> <table border="1"> <tr> <td><b>a) Yes</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>b) No</b></td> <td><input type="checkbox"/></td> </tr> </table> <p>[if 'Yes' -&gt; go to F4; if 'No' -&gt; go to F7]</p>		<b>a) Yes</b>	<input type="checkbox"/>	<b>b) No</b>	<input type="checkbox"/>		
<b>a) Yes</b>	<input type="checkbox"/>							
<b>b) No</b>	<input type="checkbox"/>							
<b>F4.</b>	<p><i>(Only for respondents who answered 'yes' to question F3)</i></p> <p><b>Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months?</b></p> <p><i>(tick one)</i></p> <table border="1"> <tr> <td><b>a) Yes</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>b) No</b></td> <td><input type="checkbox"/></td> </tr> </table> <p>[if 'Yes' -&gt; go to F5; if 'No' -&gt; go to F6]</p>		<b>a) Yes</b>	<input type="checkbox"/>	<b>b) No</b>	<input type="checkbox"/>		
<b>a) Yes</b>	<input type="checkbox"/>							
<b>b) No</b>	<input type="checkbox"/>							
<b>F5.</b>	<p><i>(Only for respondents who answered 'yes' to question F4)</i></p> <p><b>How did you check truthfulness of the information or content found on the internet?</b></p> <p><i>(tick all that apply)</i></p> <table border="1"> <tr> <td><b>a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>b) Following or taking part in discussion on the internet regarding the information</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>c) Discussing the information offline with other persons or using sources not on the internet</b></td> <td><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to F7]</p>		<b>a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)</b>	<input type="checkbox"/>	<b>b) Following or taking part in discussion on the internet regarding the information</b>	<input type="checkbox"/>	<b>c) Discussing the information offline with other persons or using sources not on the internet</b>	<input type="checkbox"/>
<b>a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)</b>	<input type="checkbox"/>							
<b>b) Following or taking part in discussion on the internet regarding the information</b>	<input type="checkbox"/>							
<b>c) Discussing the information offline with other persons or using sources not on the internet</b>	<input type="checkbox"/>							
<b>F6.</b>	<p><i>(Only for respondents who answered 'no' to question F4)</i></p> <p><b>Why did you not check truthfulness of the information or content found on the internet?</b></p> <p><i>(tick all that apply)</i></p> <table border="1"> <tr> <td><b>a) You already knew that information, content or source was not reliable</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)</b></td> <td><input type="checkbox"/></td> </tr> <tr> <td><b>c) Other reasons</b></td> <td><input type="checkbox"/></td> </tr> </table> <p>[-&gt; go to F7]</p>		<b>a) You already knew that information, content or source was not reliable</b>	<input type="checkbox"/>	<b>b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)</b>	<input type="checkbox"/>	<b>c) Other reasons</b>	<input type="checkbox"/>
<b>a) You already knew that information, content or source was not reliable</b>	<input type="checkbox"/>							
<b>b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)</b>	<input type="checkbox"/>							
<b>c) Other reasons</b>	<input type="checkbox"/>							



<b>F7.</b>	<p><b>Have you encountered messages online that you consider to be hostile or degrading towards groups of people or individuals in the last 3 months, e.g. in videos, blogs, vlogs, on social media or news sites (incl. in comment sections)? (optional)</b></p> <p><i>(tick one)</i></p>	
	<b>a) Yes</b>	<input type="checkbox"/> -> go to F8
	<b>b) No</b>	<input type="checkbox"/> -> go to G1
<b>F8.</b>	<p><i>(Only for respondents who answered 'yes' to question F7)</i></p> <p><b>Were these groups of people or individuals attacked/targeted because of: (optional)</b></p> <p><i>(tick all that apply)</i></p>	
	<b>a) Political or social views</b>	<input type="checkbox"/>
	<b>b) Sexual orientation (LGBTIQ identities)</b>	<input type="checkbox"/>
	<b>c) Sex</b>	<input type="checkbox"/>
	<b>d) Racial or ethnic origin</b>	<input type="checkbox"/>
	<b>e) Religion or belief</b>	<input type="checkbox"/>
	<b>f) Disability</b>	<input type="checkbox"/>
	<b>g) Other personal characteristics</b>	<input type="checkbox"/>
[-> go to G1]		

## Module G: Privacy and protection of personal data

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

*Note:* The following questions concern the provision and protection of personal data for activities carried out over the internet for any private or work-related purpose, using websites or apps.

**G1. Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?**  
(tick all that apply)

<b>a)</b> Read privacy policy statements before providing personal data	<input type="checkbox"/>
<b>b)</b> Restricted or refused access to your geographical location	<input type="checkbox"/>
<b>c)</b> Limited access to profile or content on social networking sites or shared online storage	<input type="checkbox"/>
<b>d)</b> Refused allowing the use of personal data for advertising purposes	<input type="checkbox"/>
<b>e)</b> Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)	<input type="checkbox"/>
<b>f)</b> Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it	<input type="checkbox"/>

[-> go to G2]

**G2. Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?**  
(tick one)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

[-> go to G3]

**G3. Are you concerned with your online activities being recorded to provide you with tailored advertising? (optional)**  
(tick one)

Yes, very concerned	<input type="checkbox"/>
Yes, somehow concerned	<input type="checkbox"/>
No, I'm not concerned	<input type="checkbox"/>

[-> go to G4]

**G4. Do you use software that limits the ability to track your activities on the internet on any of your devices?**  
(tick one)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

[-> go to H1]

## Module H: Socio-demographic background information

### DEMOGRAPHY

#### H1. Age in completed years

Year of birth	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Passing of birthday at the reference date	Yes	No
Reference date <sup>3</sup>	(DD / MM / YYYY)	

#### H2. Sex

Male Female

### CITIZENSHIP AND MIGRANT BACKGROUND

#### H3. Country of birth

*Country of usual residence of the individual's mother at the time of the delivery, according to the current national boundaries (and not according to the boundaries in place at the time of birth)*

☐ ☐ or other .....

SCL GEO code<sup>4</sup> or "Foreign-born but country of birth unknown"

#### H4. Country of main citizenship

☐ ☐ or other .....

SCL GEO code<sup>4</sup>, "Stateless" or "Foreign citizenship but country unknown"

<sup>3</sup> The reference date is the time of the first interview (DD/MM/YYYY).

<sup>4</sup> The list of countries is defined according to the Eurostat Standard Code list (SCL) GEO: [http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST\\_NOM\\_DTL&StrNom=CL\\_GEO&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC](http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=CL_GEO&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC) (English version)

## EDUCATION ATTAINMENT AND BACKGROUND

**H5. Educational attainment level** (highest level of education successfully completed) according to the International Standard Classification of Education (ISCED 2011):

(tick only one)

<input type="checkbox"/> At most lower secondary education	[ISCED 0, 1 or 2]
<input type="checkbox"/> No formal education [ ISCED 0 ]	
<input type="checkbox"/> Primary education [ ISCED 1 ]	
<input type="checkbox"/> Lower secondary education [ ISCED 2 ]	
<input type="checkbox"/> Upper secondary and post-secondary non-tertiary education	[ISCED 3 or 4]
<input type="checkbox"/> Upper secondary education [ ISCED 3 ]	
<input type="checkbox"/> Post-secondary non-tertiary education [ ISCED 4 ]	
<input type="checkbox"/> Tertiary education	[ISCED 5, 6, 7 or 8]
<input type="checkbox"/> Short-cycle tertiary education [ ISCED 5 ]	
<input type="checkbox"/> Bachelor's or equivalent level [ ISCED 6 ]	
<input type="checkbox"/> Master's or equivalent level [ ISCED 7 ]	
<input type="checkbox"/> Doctoral or equivalent level [ ISCED 8 ]	

LABOUR MARKET PARTICIPATION	
<b>MAIN ACTIVITY STATUS (Employment situation)</b>	
<b>H6. Main activity status (self-defined)</b> <i>(tick only one)</i>	
Employed	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Unable to work due to a long-standing health problems	<input type="checkbox"/>
Student, pupil (not in the labour force)	<input type="checkbox"/>
Fulfilling domestic tasks	<input type="checkbox"/>
Compulsory military or civilian service (if applicable)	<input type="checkbox"/>
Other	<input type="checkbox"/>
<b>ELEMENTARY JOB CHARACTERISTICS and CAREER CONTINUITY AND BREAKS</b>	
<i>(Only for respondents who answered "yes" to "employed" in question H6)</i>	
<b>H7. Status in employment in the main job</b> <i>(tick only one)</i>	
Self-employed person with employees	<input type="checkbox"/>
Self-employed person without employees	<input type="checkbox"/>
Employee	<input type="checkbox"/>
Family worker (unpaid)	<input type="checkbox"/>
<i>(Only for respondents who answered "yes" to "employed" in question H6)</i>	
<b>H8. Full- or part-time main job (self-defined) (OPTIONAL)</b> <i>(tick only one)</i>	
Full-time job	<input type="checkbox"/>
Part-time job	<input type="checkbox"/>
<i>(Only for respondents who answered "yes" to "employee" in question H7)</i>	
<b>H9. Permanency of main job (OPTIONAL)</b> <i>(tick only one)</i>	
Permanent job	<input type="checkbox"/>
Fixed-term contract	<input type="checkbox"/>

(Only for respondents who answered "yes" to "employed" in question H6)

**H10. Economic activity of the local unit for the main job (OPTIONAL)**

(tick only one)

<b>A</b>	Agriculture, Forestry and Fishing	<input type="checkbox"/>
<b>B</b>	Mining and Quarrying	<input type="checkbox"/>
<b>C</b>	Manufacturing	<input type="checkbox"/>
<b>D</b>	Electricity, Gas, Steam and Air Conditioning Supply	<input type="checkbox"/>
<b>E</b>	Water supply; sewerage, waste management and remediation activities	<input type="checkbox"/>
<b>F</b>	Construction	<input type="checkbox"/>
<b>G</b>	Wholesale and retail trade; repair of motor vehicles and motorcycles	<input type="checkbox"/>
<b>H</b>	Transportation and Storage	<input type="checkbox"/>
<b>I</b>	Accommodation and Food Service Activities	<input type="checkbox"/>
<b>J</b>	Information and Communication	<input type="checkbox"/>
<b>K</b>	Financial and Insurance Activities	<input type="checkbox"/>
<b>L</b>	Real Estate Activities	<input type="checkbox"/>
<b>M</b>	Professional, Scientific and Technical Activities	<input type="checkbox"/>
<b>N</b>	Administrative and Support Service Activities	<input type="checkbox"/>
<b>O</b>	Public Administration And Defence; Compulsory Social Security	<input type="checkbox"/>
<b>P</b>	Education	<input type="checkbox"/>
<b>Q</b>	Human Health and Social Work Activities	<input type="checkbox"/>
<b>R</b>	Arts, Entertainment and Recreation	<input type="checkbox"/>
<b>S</b>	Other Service Activities	<input type="checkbox"/>
<b>T</b>	Activities of Households as Employers; Undifferentiated goods- and Services-producing Activities of Households for own use	<input type="checkbox"/>
<b>U</b>	Activities of Extraterritorial Organisations and Bodies	<input type="checkbox"/>

(Only for respondents who answered "yes" to "employed" in question H6)

**H11. Occupation in the main job**

< description >

☐☐

<Transmission of all 2-digit ISCO-08 occupations mandatory. In addition, transmission of: ICT professional/ Non-ICT professional; Manual worker/Non-manual worker>

SCL ISCO-08 2, digits code

<b>LOCALISATION</b>	
<b>H12. Region of Residence</b>	< description > <b>NUTS 1</b>
<b>H13. Region of Residence</b>	< description > <b>NUTS 2 OPTIONAL</b>
<b>H14. Geographical location</b> (tick only one)	
Less developed region	<input type="checkbox"/>
Transition region	<input type="checkbox"/>
More developed region	<input type="checkbox"/>
<b>H15. Degree of urbanisation</b> (tick only one)	
Cities (Densely populated area)	<input type="checkbox"/>
Towns and suburbs (Intermediate density area)	<input type="checkbox"/>
Rural areas (Thinly populated area)	<input type="checkbox"/>
<b>HOUSEHOLD COMPOSITION</b>	
<b>H16. Total number of members in the household</b> (household size)	< __ >
of which: <b>OPTIONAL</b>	
Number of persons aged from 16 to 24	< __ >
of which: <b>OPTIONAL</b>	
Number of students	< __ >
Number of persons aged 25 to 64	< __ >
Number of persons aged more than or equal to 65	< __ >
<b>H17. of which, number of children under 16:</b>	< __ >
of which: <b>OPTIONAL</b>	
Number of children aged from 14 to 15	< __ >
Number of children aged from 5 to 13	< __ >
Number of children aged less than or equal to 4	< __ >
<b>TOTAL MONTHLY HOUSEHOLD INCOME</b>	
<b>H18. Household income:</b> (total average net current monthly income)	< _____ > <national currency> or income bands  To be transmitted in one of the five equalised income quintiles' groups (for more information regarding the mode of collection of this variable, see methodological manual)
<b>INTERVIEW DURATION</b>	
<b>H19. Interview duration</b>	< __ __ __ > min
<b>Disclaimer:</b> References to third-party brands, products and trademarks are for the sake of clarification and are not intended to promote the use of such products	