

**EU SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS
2022
QUESTIONNAIRE (AT)**

IKTPUeberleitung

F1) You received a letter from us, announcing additional voluntary questions regarding internet usage. Are you happy to answer our questions?

- Yes
- No

Einleitung_Internetzugang

F2) The next questions are about internet usage and internet access.

IKTPIFU

F3) On average, how often were you online in the last 3 months?

- Once a day or almost every day
- At least once a week
- Less than once a week
- Not at all

IKTPIFU_D

F4) On average, are you almost always online or several times during the day?

- Yes
- No

IKTPIU

F5) When did you last use the internet?

- In the last year but not in the last 3 months
- More than 1 year ago
- Never

IKTHIACC1

F6) Do you also use the internet from home?

It does not matter if the internet is used via smartphone, a desktop computer or another device.

- Yes
- No

IKTHIACC2

F7) Does someone else from your household use the internet from home?

It does not matter if the internet is used via smartphone, a desktop computer or another device.

- Yes
- No

IKTPUSE1

F8) Have you used the internet for the following activities for private purposes in the last 3 months? (Part 1/5)

A1. Sending / receiving e-mails

- Applies
- Does not apply

A2. Making phone calls / video calls over the internet, e.g. via Skype or Zoom

- Applies
- Does not apply

A3. Using social networks such as Facebook, Twitter, Instagram or TikTok

- Applies
- Does not apply

A4. Sending / receiving instant messages, e.g. via WhatsApp or Signal

- Applies
- Does not apply

IKTPUSE2

F9) Have you used the internet for the following activities for private purposes in the last 3 months? (Part 2/5)

A1. Searching for information about goods or services

- Applies
- Does not apply

A2. Reading online news sites / newspapers or news magazines

- Applies
- Does not apply

A3. Selling something, e.g. via Willhaben

- Applies
- Does not apply

A4. Online banking

- Applies
- Does not apply

IKTPUSE3

F10) Have you used the internet for the following activities for private purposes in the last 3 months? (Part 3/5)

A1. Listening to music or downloading music

- Applies
- Does not apply

A2. Watching TV-shows from TV broadcasters online

- Applies
- Does not apply

A3. Watching films, series or other content from commercial services

- Applies
- Does not apply

A4. Watching free videos, e.g. on portals such as YouTube

- Applies
- Does not apply

A5. Playing online games or downloading online gaming software

- Applies
- Does not apply

A6. Listening to or downloading podcasts

- Applies
- Does not apply

IKTPUSE4

F11) Have you used the internet for the following activities for private purposes in the last 3 months? (Part 4/5)

A1. Searching for health-related information, e.g. about diseases or healthy diet

- Applies
- Does not apply

A2. Making an appointment with a practitioner via a website or app, e.g. for a treatment or a health check-up

- Applies
- Does not apply

A3. Accessing medical reports or personal health data online, e.g. via ELGA or the website of a laboratory

- Applies
- Does not apply

A4. Using other online services instead of having to go to the doctor or hospital, e.g. an online consultation)

- Applies
- Does not apply

IKTPUSE6

F12) Have you used the internet for the following activities for private purposes in the last 3 months? (Part 5/5)

A1. Posting opinions on civic or political issues on social media or on websites

- Applies
- Does not apply

A2. Taking part in online consultations or voting on civic or political issues, such as signing an online petition or referendum

- Applies
- Does not apply

IKTPLEARN

F13) Have you used the internet for one of the following learning activities for private, professional or educational purposes in the last 3 months?

A1. Taking part in online courses or classes

- Applies
- Does not apply

A2. Using online learning material other than a complete online course, e.g. learning videos, online textbooks or learning apps

- Applies
- Does not apply

A3. Having calls/video calls with educators or learners via the internet, e.g. via Skype or Zoom

- Applies
- Does not apply

IKTPLEARNFORM

F14) Were the learning activities part of formal education such as an apprenticeship or education at a school or university?

- Yes
- No

IKTPLEARNPORP

F15) Did the learning activities have professional or private purposes?

- Professional purposes and private purposes
- Exclusively professional purposes
- Exclusively private purposes

Einleitung_OnlineEinkaufsverhalten

F16) The next questions are about your online shopping behaviour.

IKTPIBUY1

F17) Did you buy goods via websites or apps or pay for downloads or online services such as streaming services for private purposes in the last 3 months?

- Yes
- No

IKTPIBUY2

F18) When did you last buy goods via websites or apps or paid for downloads or online services such as streaming services for private purposes in the last 3 months?

- In the last year but not in the last 3 months
- More than one year ago
- Never

IKTPIBUY_THINGS1

F19) Did you buy any of the following goods via a website or app for private purposes in the last 3 months? (Part 1/4)

A1. Food or beverages from stores

- Applies
- Does not apply

A2. Meal-kits such as HelloFresh

- Applies
- Does not apply

Note: If F19.A1 or F19.A2 applies, BFDS = 1.

A3. Food orders from restaurants or food delivery services

- Applies
- Does not apply

A4. Cleaning products, washing detergents or personal hygiene products such as handkerchiefs or toothbrushes

- Applies
- Does not apply

A5. Cosmetics, beauty or wellness products

- Applies
- Does not apply

IKTPIBUY_THINGS2

F20) Did you buy any of the following goods via a website or app for private purposes in the last 3 months? (Part 2/4)

A1. CDs, vinyls

- Applies
- Does not apply

A2. DVDs, Blu-rays

- Applies
- Does not apply

A3. Printed books, magazines or newspapers

- Applies
- Does not apply

A4. Computers, tablets, mobile phones or accessories

- Applies
- Does not apply

A5. Consumer electronics such as TV, gaming console, camera

- Applies
- Does not apply

Note: If F20.A5 or F22.A4 applies, BEEQU1 = 1.

IKTPIBUY_THINGS3

F21) Did you buy any of the following goods via a website or app for private purposes in the last 3 months? (Part 3/4)

A1. Clothes including sport clothing, shoes or accessories such as bags or jewellery

- Applies
- Does not apply

A2. Sports goods excluding sport clothing

- Applies
- Does not apply

A3. Children toys

- Applies
- Does not apply

A4. Other childcare items such as nappies, bottles or baby strollers

- Applies
- Does not apply

Note: If F21.A3 or F21.A4 applies, BCG = 1.

A5. Medicine or dietary supplements such as vitamins

- Applies
- Does not apply

IKTPIBUY_THINGS4

F22) Did you buy any of the following goods via a website or app for private purposes in the last 3 months? (Part 4/4)

A1. Furniture or home accessories such as curtains or other decoration

- Applies
- Does not apply

A2. Gardening products such as tools or plants

- Applies
- Does not apply

Note: If F22.A1 or F22.A2 applies, BFURN1 = 1.

A3. Vehicles such as cars or bikes including spare parts

- Applies
- Does not apply

A4. Household appliances such as washing machines or fridges

- Applies

- Does not apply

Note: If F20.A5 or F22.A4 applies, BEEQU1 = 1.

A5. Other physical goods - except for downloads or online services

- Applies
- Does not apply

IKTPIBUY_THINGS_P2P

F23) Did you buy at least one of the previously mentioned goods online from a private person?

- Yes
- No

IKTPIBUYORIGIN

F24) Was at least one of the previously mentioned goods bought from enterprises or private persons ...

A1. ... from Austria?

- Applies
- Does not apply

A2. ... from another EU country?

- Applies
- Does not apply

A3. ... from a country outside the EU?

- Applies
- Does not apply

A4. ... from an unknown country?

- Applies
- Does not apply

IKTPIBUYOSERV1

F25) Did you buy or subscribe to the following online services for a fee in the last 3 months? (Part 1/2)

A1. Streaming/downloading music

- Applies
- Does not apply

A2. Streaming/downloading films or series

- Applies
- Does not apply

A3. E-books, online-magazines or online-newspapers

- Applies
- Does not apply

A4. Online games or downloads

- Applies
- Does not apply

IKTPIBUYOSERV2

F26) Did you buy or subscribe to the following online services for a fee in the last 3 months? (Part 2/2)

A1. Software downloads or software upgrades

- Applies
- Does not apply

A2. Apps related to health or fitness including in-app purchases

- Applies
- Does not apply

A3. Other apps for a fee including in-app purchases

- Applies
- Does not apply

IKTPIBUY_TICKETS

F27) Did you buy any of the following via a website or app for private purposes in the last 3 months?

A1. Tickets to sports events

- Applies
- Does not apply

A2. Tickets to cultural or other events such as tickets to the cinema, concerts or fairs

- Applies
- Does not apply

A3. Tickets for public transport such as the bus, train or subway

- Applies
- Does not apply

Note: If F27.A3 or F27.A4 or F31.A1 or F31.A2 applies, BTPS_E = 1.

A4. Flight tickets

- Applies
- Does not apply

Note: If F27.A3 or F27.A4 or F31.A1 or F31.A2 applies, BTPS_E = 1.

IKTPIBUY_CONTRACTS

F28) Did you subscribe to or renew the following subscriptions online for private purposes in the last 3 months?

A1. Subscription to the internet or mobile phone connections

- Applies
- Does not apply

A2. Subscriptions to electricity, water or heating supply, waste disposal or similar services

- Applies
- Does not apply

IKTPIBUY_HH_SERVICES

F29) Did you book household services such as cleaning services, babysitting or repair work online for private purposes in the last 3 months?

- Yes
- No

IKTPIBUY_HH_SERVICES_P2P

F30) Did you book at least one of these household services online from a private person?

- Yes
- No

IKTPIBUY_TRANSPORT

F31) Did you use the following transport services via a website or app for private purposes in the last 3 months?

A1. Booked a taxi or Uber, Bolt

- Applies
- Does not apply

Note: If F27.A3 or F27.A4 or F31.A1 or F31.A2 applies, BTPS_E = 1.

A2. Rented a car, bicycle, scooter or other vehicle

- Applies

- Does not apply

Note: If F27.A3 or F27.A4 or F31.A1 or F31.A2 applies, BTPS_E = 1.

A3. Organised a ride from a private person for a fee

- Applies
- Does not apply

IKTPIBUY_ACCOMMODATION

F32) Did you book accommodation via websites or apps from one of the following providers in the last 3 months?

A1. Accommodation directly from a travel operator, travel portal or hotel

- Applies
- Does not apply

A2. Private accommodation, e.g. via Airbnb

- Applies
- Does not apply

IKTPBFIN1

F33) Did you conclude any of the following bank or insurance business dealings via websites or apps for private purposes in the last 3 months?

A1. Insurance policies, including travel insurance

- Applies
- Does not apply

A2. Credits or loans from banks or other financial providers

- Applies
- Does not apply

IKTPBFIN2

F34) Did you conclude any of the following investment business dealings via websites or apps for private purposes in the last 3 months?

A1. Bought or sold bitcoins or other cryptocurrency

- Applies
- Does not apply

A2. Bought or sold shares, bonds, units in funds or made other investments transactions

- Applies
- Does not apply

F35) Did you buy any other paid services online for private purposes in the last 3 months?

- Yes
- No

Einleitung_EGovernment

F36) The next questions are about e-government. E-Government offers the opportunity to interact with public authorities or public services online.

*Examples of **public authorities** are the tax office, municipal authorities or district authorities.
Examples of **public services** are public libraries, hospitals or education facilities.*

IKTPGOV1

F37) Have you used websites or apps of public authorities or public services for private purposes in the last 12 months to ...

A1. Access information about your person, e.g. your tax information via FinanzOnline or your health information via ELGA?

- Applies
- Does not apply

A2. Access information from public databases or registers, e.g. check the online business register or the land register, or check the availability of library books?

- Applies
- Does not apply

A3. Search for other information, e.g. general legal information, information about services offered or the opening hours of public facilities?

- Applies
- Does not apply

Note: Item C1d (Have not performed any of the mentioned activities) of the model questionnaire is being calculated if C1a to C1b do not apply.

IKTPGOV2

F38) Have you used websites or apps of public authorities or public services to download or print official forms for private purposes in the last 12 months?

- Yes
- No

IKTPGOVAPPOINT

F39) Have you used websites or apps of public authorities or public services for private purposes in the last 12 months to...

A1. Make an appointment with public authorities or public services online?

- Applies
- Does not apply

A2. Make a reservation online, e.g. a book from a public library?

- Applies
- Does not apply

IKTPGOVMESSAGE

F40) Have you received any official communication or documents via your online account on websites or apps of public authorities or public services for private purposes in the last 12 months – e.g. via your FinanzOnline account or the Digitales Amt app?

- Yes
- No

IKTPGOVTAX1

F41) Have you submitted your tax declaration via the FinanzOnline website or app in the last 12 months?

- Yes
- No

IKTPGOVTAX2

F42) Why didn't you submit your tax declaration via the FinanzOnline website or app in the last 12 months?

- It was done automatically via the "antragslose Arbeitnehmerveranlagung" and I didn't have to add anything
- I submitted my tax declaration in paper format
- Someone else takes care of my tax issues, e.g. a family member or a tax advisor
- Other reasons, e.g. not subject to income tax

What is an "antragslose Arbeitnehmerveranlagung"?

An "antragslose Arbeitnehmerveranlagung" that takes place automatically in the second half of the year if no tax declaration has been submitted by then.

Formatiert: Deutsch (Deutschland)

IKTPGOVTAX3

F43) Was an "antragslose Arbeitnehmerveranlagung" done before?

Formatiert: Schriftfarbe: Automatisch, Deutsch (Deutschland)

Formatiert: Deutsch (Deutschland)

- Yes
- No
- I don't know

What is an "antragslose Arbeitnehmerveranlagung"?

An "antragslose Arbeitnehmerveranlagung" that takes place automatically in the second half of the year if no tax declaration has been submitted by then.

Formatiert: Deutsch (Deutschland)

IKTPGOVOFFICE

F44) Have you used websites or apps of public authorities or public services for private purposes in the last 12 months to...

A1. ... request official documents e.g. graduation certificate, residence certificate, copy of one's criminal record, birth, marriage or death certificate?

- Applies
- Does not apply

A2. ... request benefits or entitlements, e.g. pension, unemployment benefit, child allowance, study grant?

- Applies
- Does not apply

A3. ... submit complaints, civil lawsuits, claims or other requests, e.g. report theft, sign a petition, request legal aid or report disruptions or dangers?

- Applies
- Does not apply

IKTPGOVNONEED

F45) Did you have to request any official documents or benefits or entitlements from public authorities or public services in the last 12 months?

- Yes
- No

IKTPGOVREAS

F46) Why have you not taken care of these official matters online?

A1. Don't know how it works

- Applies
- Does not apply

A2. Concerns about data protection

- Applies
- Does not apply

A3. Cannot or do not want to pay fees online

- Applies
- Does not apply

Note: If F46.A2 or F46.A3 applies, IRGOVSEC = 1.

A4. No Bürgerkarte or Handysignatur [national electronic signatures]

- Applies
- Does not apply

A5. Someone else did it on my behalf

- Applies
- Does not apply

A6. Other reasons

- Applies
- Does not apply

IKTPGOV_PROBLEMS

F47) Have you encountered any of the following problems when using a website or app of public authorities or public services in the last 12 months?

A1. The website or app was difficult to use

- Applies
- Does not apply

A2. Technical problems

- Applies
- Does not apply

A3. Problems with the Bürgerkarte or Handysignatur [national electronic signatures]

- Applies
- Does not apply

A4. No possibility to pay via the website or app

- Applies
- Does not apply

A5. Smartphone or tablet use not possible

- Applies
- Does not apply

A6. Other problems

- Applies
- Does not apply

Note: Item C8g (I have not encountered any issues) of the model questionnaire is being calculated if C8a to C1f do not apply.

Einleitung_IoT

F48) The next questions are about the use of smart devices.

IKTPIOTHH

F49) Have you used any of the following internet-connected devices or systems for private purposes?

A1. Smart energy management systems such as internet-connected thermostats, utility meters, plugs, heaters, lights

- Applies
- Does not apply

A2. Smart security/safety systems such as internet-connected home alarm systems, smoke detectors, security cameras, motion sensors or door locks

- Applies
- Does not apply

A3. Smart household or garden appliances such as internet-connected ovens, washing machines, robot vacuums or robot lawn mowers

- Applies
- Does not apply

Note: Item E1e (I have not used any of the above) of the model questionnaire is being calculated if E1a to E1d do not apply.

IKTPIOTVA

F50) Have you used a virtual assistant such as Alexa or Amazon Echo, Google Home or Siri?

- Yes
- No

IKTPIOTREAS

F51) Why haven't you used a smart home device or system or a virtual assistant?

A1. Didn't know such devices existed

- Applies

- Does not apply

A2. No need

- Applies
- Does not apply

A3. Costs too high

- Applies
- Does not apply

A4. Problems when using it with my other devices

- Applies
- Does not apply

A5. Set up or use is too difficult

- Applies
- Does not apply

A6. Concerns about data protection

- Applies
- Does not apply

A7. Concerns about IT security

- Applies
- Does not apply

A8. Concerns about potential accidents, injuries or other health problems

- Applies
- Does not apply

A9. Other reasons

- Applies
- Does not apply

IKTPIOTENT

F52) Have you used one of the following entertainment devices in your home for private purposes?

A1. An internet-connected TV, smart TV

- Applies
- Does not apply

A2. An internet-connected game console, e.g. PlayStation, Nintendo

- Applies
- Does not apply

A3. An internet-connected audio system or an internet-connected speaker

- Applies
- Does not apply

IKTPIOTHEAL

F53) Have you used one of the following smart devices for private purposes?

A1. A smart watch, a fitness band, safety-trackers or other wearables such as virtual reality glasses, smart headphones or internet-connected clothes or accessories

- Applies
- Does not apply

A2. Internet-connected devices for monitoring health metrics such as blood pressure, sugar level or body weight

- Applies
- Does not apply

A3. Other internet-connected devices for health and personal care such as smart medicine pill boxes or smart toothbrushes.

- Applies
- Does not apply

IKTPIOTTOY

F54) Does anyone in your household use internet-connected toys, e.g. robot toys or internet-connected dolls?

- Yes
- No

IKTPIOTCAR

F55) Do you use a car with built-in internet connection for private purposes?

- Yes
- No

IKTPIOTPROB

F56) Did you have any of the following problems when using the previously mentioned smart devices or systems?

A1. Data protection problems or other IT security problems

- Applies
- Does not apply

A2. Accidents, injuries or other health problems

- Applies
- Does not apply

A3. Difficulties when using the device

- Applies
- Does not apply

A4. Other problems

- Applies
- Does not apply

Note: Item E5e (I have not encountered any problem) of the model questionnaire is being calculated if E5a to E1d do not apply.

Einleitung_Nachhaltigkeit

F57) The next questions are about sustainability.

IKTPSUSTDEV1

F58) What have you done with your last smartphone or mobile phone when you replaced it or were no longer using it?

A1. I never had a smartphone or mobile phone or I still use it

- Applies
- Does not apply

A2. I sold it or gave it away

- Applies
- Does not apply

A3. I recycled it, disposed of it in the electronic waste collection or returned it to the seller

- Applies
- Does not apply

A4. I disposed of it another way

- Applies
- Does not apply

A5. I kept it at home

- Applies
- Does not apply

A6. Other

- Applies

- Does not apply

IKTPSUSTDEV2

F59) What have you done with your last tablet or laptop when you replaced the device or were no longer using it?

A1. I never had a tablet or laptop or I still use the device

- Applies
- Does not apply

A2. I sold it or gave it away

- Applies
- Does not apply

A3. I recycled it, disposed of it in the electronic waste collection or returned it to the seller

- Applies
- Does not apply

A4. I disposed of it another way

- Applies
- Does not apply

A5. I kept it at home

- Applies
- Does not apply

A6. Other

- Applies
- Does not apply

IKTPSUSTDEV3

F60) What have you done with your last desktop computer when you replaced it or were no longer using it?

A1. I never had a desktop computer or I still use it

- Applies
- Does not apply

A2. I sold it or gave it away

- Applies
- Does not apply

A3. I recycled it, disposed of it in the electronic waste collection or returned it to the seller

- Applies
- Does not apply

A4. I disposed of it another way

- Applies
- Does not apply

A5. I kept it at home

- Applies
- Does not apply

A6. Other

- Applies
- Does not apply

IKTPSUSTSEL1

F61) Have you ever bought a smartphone, a mobile phone, a tablet, a laptop or a desktop computer?

- Yes
- No

IKTPSUSTSEL2

F62) What did you consider when you bought your last device?

A1. Price

- Applies
- Does not apply

A2. Technical characteristics such as hard drive space or processor speed

- Applies
- Does not apply

A3. Longevity of the product such as high product quality, good repair or upgrade options

- Applies
- Does not apply

A4. Possibility to buy a warranty extension

- Applies
- Does not apply

A5. Energy efficiency of the device

- Applies
- Does not apply

A6. A take-back scheme offered by manufacturers or sellers for obsolete devices

- Applies
- Does not apply

A7. Environmental friendliness of the product such as resource friendly production or use of environmentally friendly packaging materials

- Applies
- Does not apply

Note: Item F2g (Have not considered any of the mentioned characteristics) of the model questionnaire is being calculated if F2a to F2f do not apply.

Einleitung_Gesundheit

F63) The next questions are about your health.

IKTPHEALTH1

F64) Are you limited in normal everyday life activities because of a health problem? Would you say that you are...

A1. Severely limited

- Applies
- Does not apply

A2. Somewhat limited

- Applies
- Does not apply

A3. Not limited at all

- Applies
- Does not apply

IKTPHEALTH2

F65) Have you been limited for at least half a year?

- Yes
- No