

CATI-CAWI Questionnaire

Name of survey
ICT-HH_IND 2023

Author(s)
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English

Q022 - VBD: Intro CATI

Text

Not back

Hello, my name is ... of ILRES in Luxembourg.

May I speak to Mr/Mrs xxx?

We contact you about the Official STATEC survey on Internet use in 2023. You have received a letter about this. This European survey is carried out annually by STATEC (the national institute for statistics and economic studies), in collaboration with ILRES.

We would appreciate your taking the time to answer our questions.

This survey takes approximately 20-30 minutes.

Thank you for taking the time to answer this questionnaire. Your answers will help providing reliable and representative results on the usage of Information and Communications Technologies in Luxembourg.

B001 - BBB: DEMOGRAPHICS - 1

Begin block

Q001 - G1: H1_2023

Numeric

Not back | Min = 1948 | Max = 2007

What is your year of birth?

Please give your answer on 4 positions (e.g. 1980)

Q092 - G1b: H1_2023

Single coded

Not back

Has your birthday already passed this year?

Normal

- 1 Yes
- 2 No

Q002 - G2: H2_2023

Single coded

Not back

Are you...?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Male
- 2 Female

Q003 - G12: H12_2023

Single coded

Not back

IF CAWI : Which municipality (not town) do you live in?

IF CATI : Could you tell me which municipality (not town) you live in?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 List of municipalities in Luxembourg

[Not back](#)

What is your nationality? If you have a second nationality, please indicate it in the next question.

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 Spanish
- 8 Romanian
- 9 British
- 10 Polish
- 11 Dutch
- 12 Chinese
- 13 Greek
- 14 Montenegrin
- 15 Indian
- 16 Other, please specify **Open*

[Not back](#)

Do you have a second nationality? If so, which one?

ONLY ONE ANSWER POSSIBLE

Normal

- 17 No second nationality
- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 Spanish
- 8 Romanian
- 9 British
- 10 Polish
- 11 Dutch
- 12 Chinese
- 13 Greek
- 14 Montenegrin
- 15 Indian
- 16 Other, please specify **Open*

Q006 - G3: H3_2023

Single coded

Not back

In which country were you born?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Luxembourg
- 2 Portugal
- 3 France
- 4 Italy
- 5 Belgium
- 6 Germany
- 7 Spain
- 8 Romania
- 9 United Kingdom
- 10 Poland
- 11 Netherlands
- 12 China
- 13 Greece
- 14 Montenegro
- 15 India
- 16 Other, please specify **Open*

Q007 - G6a: H6_2023

Single coded

Not back

Are you professionally active?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q007 - G6a,1****Q008 - G7: H7_2023**

Single coded

Not back

Are you...?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 an Employee/Civil-public servant
- 2 a Self-employed person with employees
- 3 a Self-employed person without employees
- 4 a Family worker (unpaid)

Ask only if **Q007 - G6a,1**

Q012 - G9: H9_2023

Single coded

Not back

Do you have ...?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 a permanent job or contract of unlimited duration
- 2 a temporary job or contract of limited duration

Ask only if **Q007 - G6a,1**

Q013 - G8: H8_2023

Single coded

Not back

Are you working ...?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 full time
- 2 part time

Ask only if **Q007 - G6a,2**

Q009 - G6b: H8_2023

Single coded

Not back

So you do not have a job at the moment. What best describes your situation?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 You are unemployed
- 2 You are a student or a pupil (full-time, not in the labor force)
- 3 You are in maternal and parental leave
- 4 You are in apprenticeship
- 5 You are in paid internship
- 6 You are in sick leave
- 7 You are in retirement or early retirement or you have given up business
- 8 You are permanently disabled
- 9 You are fulfilling domestic tasks
- 10 You are an otherwise inactive person
- 11 Can not / Prefer not to answer

Ask only if **Q007 - G6a,1**

Q010 - G10: H10_2023

Single coded

Not back

What economic sector do you work in?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Agriculture, Forestry and Fishing
- 2 Mining and Quarrying
- 3 Manufacturing
- 4 Electricity, Gas, Steam and Air Conditioning Supply
- 5 Water supply; sewerage, waste management and remediation activities
- 6 Construction
- 7 Wholesale and retail trade; repair of motor vehicles and motorcycles
- 8 Transportation and Storage
- 9 Accommodation and Food Service Activities
- 10 Information and Communication
- 11 Financial and Insurance Activities
- 12 Real Estate Activities
- 13 Professional, Scientific and Technical Activities
- 14 Administrative and Support Service Activities
- 15 Public Administration And Defence; Compulsory Social Security
- 16 Education
- 17 Human Health and Social Work Activities
- 18 Arts, Entertainment and Recreation
- 19 Other Service Activities, please specify **Open*

Ask only if **Q007 - G6a,1**

Q011 - G11: H11_2023

Single coded

Not back

To which group does your occupation belong?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Armed forces occupations
- 2 Managers (Chief executives, senior officials and legislators / Administrative and commercial managers / Production and specialised services managers / Hospitality, catering, retail and other services managers)
- 3 Professionals (Science and engineering professionals / Health professionals / Teaching professionals / Business and administration professionals / Information and communications technology professionals / Legal, social and cultural professionals)
- 4 Technicians and associate professionals (Science and engineering associate professionals / Health associate professionals / Financial and administrative associate professionals / Legal, social, cultural and related associate professionals / Information and communications technicians)
- 5 Clerical support workers (General and keyboard clerks / Customer services clerks / Numerical and material recording clerks / Other clerical support workers)
- 6 Service and sales workers (Personal service workers Sales workers / Personal care workers / Protective services workers EXCLUDING Cleaners and helpers, Food preparation assistants, Refuse workers and other elementary workers)
- 7 Skilled agricultural, forestry and fishery workers (Market-oriented skilled agricultural workers / Market-oriented skilled forestry, fishery and hunting workers / Subsistence farmers, fishers, hunters and gatherers EXCLUDING Agricultural, forestry and fishery labourers)
- 8 Craft and related trades workers (Building and related trades workers, excluding electricians / Metal, machinery and related trades workers / Handicraft and printing workers / Electrical and electronic trades workers / Food processing, wood working, garment and other craft and related trades workers)
- 9 Plant and machine operators and assemblers (Stationary plant and machine operators / Assemblers / Drivers and mobile plant operators)
- 10 Elementary occupations (Cleaners and helpers / Agricultural, forestry and fishery labourers / Labourers in mining, construction, manufacturing and transport / Food preparation assistants / Street and related sales and service workers / Refuse workers and other elementary workers)
- 11 Other, please specify *Open

Ask only if **Q011 - G11,1**

Q104 - G111:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Commissioned armed forces officers
- 2 Non-commissioned armed forces officers
- 3 Armed forces occupations, other ranks
- 4 Other, please specify *Open

Ask only if **Q011 - G11,2**

Q105 - G1110:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 11 Chief executives, senior officials and legislators
- 12 Administrative and commercial managers
- 13 Production and specialised services managers
- 14 Hospitality, catering, retail and other services managers
- 15 Other, please specify *Open

Ask only if **Q011 - G11,3**

Q106 - G1120:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 21 Science and engineering professionals (Physicists, chemists, mathematicians, life science specialists, engineers, architects, planners, surveyors, designers, etc.)
- 22 Health professionals (Medical doctors, nursing and midwifery professionals, traditional and complementary medicine professionals, paramedical practitioners, veterinarians, pharmacists, physiotherapists, etc.)
- 23 Teaching professionals (Teachers, primary-school teachers, early childhood teachers, etc.)
- 24 Business and administration professionals (Finance professionals, accountants, financial and investment advisers, Administration professionals, sales, marketing and public relations professionals, etc.)
- 25 Information and communications technology professionals (Software and applications developers and analysts, database and network specialists, etc.)
- 26 Legal, social and cultural professionals (Legal professionals, lawyers, magistrates, archivists, librarians and similar positions, economists, sociologists, authors, journalists, linguists, creative and performing artists)
- 27 Other, please specify *Open

Ask only if **Q011 - G11,4**

Q107 - G1130:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 31 Science and engineering associate professionals (Physical and engineering science technicians, manufacturing and construction supervisors, process control technicians, life science, agricultural and forestry technicians, ship and aircraft controllers and technicians and pilots)
- 32 Health associate professionals (Medical and pharmaceutical technicians, nursing and midwifery associate professionals veterinary assistants, other health associate professionals (opticians, ambulance workers), etc.)
- 33 Financial and administrative associate professionals (Financial and mathematical associate professionals, sales and purchasing agents and brokers business services agents, administrative and specialised secretaries regulatory government associate professionals)
- 34 Legal, social, cultural and related associate professionals (Legal, social and religious associate professionals, sports and fitness workers, artistic, cultural and culinary associate professionals)
- 35 Information and communications technicians (Information and communications technology operations and user support technicians, telecommunications and broadcasting technicians)
- 36 Other, please specify **Open*

Ask only if **Q011 - G11,5**

Q108 - G1140:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 41 General and keyboard clerks (General office clerks, secretaries, keyboard operators, etc.)
- 42 Customer services clerks (Tellers, money collectors and related clerks, client information workers, receptionists - Telephone operators, interviewers, etc.)
- 43 Numerical and material recording clerks (Numerical clerks, material-recording and transport clerks)
- 44 Other clerical support workers (Coding, filing and copying clerks, mail carriers and sorting clerks, etc.)
- 45 Other, please specify **Open*

Ask only if **Q011 - G11,6**

Q109 - G1150:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 51 Personal service workers (Travel attendants, public transport conductors, travel guides, cooks, waiters and bartenders, hairdressers, beauticians and related workers, building and house-keeping supervisors, other personal services workers)
- 52 Sales workers (Street and market salespersons, shop salespersons, cashiers, shop supervisors, etc.)
- 53 Personal care workers (Childcare workers and teachers' aides, personal care workers in health services)
- 54 Protective services workers (fire-fighters, police officers, prison guards, security guards, etc.)
- 55 Other, please specify *Open

Ask only if **Q011 - G11,7**

Q110 - G1160:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 61 Market-oriented skilled agricultural workers
- 62 Market-oriented skilled forestry, fishery and hunting workers
- 63 Subsistence farmers, fishers, hunters and gatherers
- 64 Other, please specify *Open

Ask only if **Q011 - G11,8**

Q111 - G1170:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 71 Building and related trades workers, excluding electricians (Bricklayers, carpenters and joiners, roofers, tile setters, glaziers, painters, etc.)
- 72 Metal, machinery and related trades workers (Blacksmiths, toolmakers, machinery and motor vehicle mechanics and repairers, etc.)
- 73 Handicraft and printing workers
- 74 Electrical and electronic trades workers
- 75 Food processing, wood working, garment and other craft and related trades workers (Butchers, bakers, cabinet-makers, tailors, shoemakers, etc.)
- 76 Other, please specify *Open

Ask only if **Q011 - G11,9**

Q112 - G1180:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 81 Stationary plant and machine operators
- 82 Assemblers (Mechanical machinery assemblers, electrical and electronic equipment assemblers, etc.)
- 83 Drivers and mobile plant operators (Locomotive engine drivers and relates workers, car and van drivers, heavy goods truck and bus drivers, taxi drivers, mobile plant operators, ships' deck crews, etc.)
- 84 Other, please specify **Open*

Ask only if **Q011 - G11,10**

Q113 - G1190:

Single coded

Not back

Could you please specify what you do?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

ONLY ONE ANSWER POSSIBLE

Normal

- 91 Cleaners and helpers (Domestic, hotel and office cleaners and helpers, window cleaners, hand launderers and pressers, other cleaning workers, etc.)
- 92 Agricultural, forestry and fishery labourers
- 93 Labourers in mining, construction, manufacturing and transport
- 94 Food preparation assistants (Fast food preparers, kitchen helpers, etc.)
- 95 Street and related sales and service workers
- 96 Refuse workers and other elementary workers (garbage collectors, luggage porters, package deliverers, odd job persons, etc.)
- 97 Other, please specify **Open*

B001 - BBB: DEMOGRAPHICS - 1

End block

Ask only if **Q007 - G6a,1**

B015 - BBS: Télétravail

Begin block

Q154 - T1:

Single coded

Not back

What is the size of the company you are working for?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Less than 10 employees
- 2 10 to 49 employees
- 3 50 to 100 employees
- 4 More than 100 employees

Q155 - T2:

Single coded

Not back

Do you currently telework from home, either regularly or occasionally?

The term "teleworking from home" defines a working arrangement where work tasks are performed away from the employer's offices using information and communication technologies.

Normal

- 1 Yes
- 2 No

Ask only if **Q155 - T2,2**

Q156 - T3:

Single coded

Not back

Why do you not telework from home?

ONLY ONE ANSWER POSSIBLE

Random

- 1 Teleworking from home is not suitable for my company's activity
- 2 My employer is against teleworking from home
- 3 Personal choice
- 4 I am not entitled to it because teleworking from home is not suitable to my activity
- 5 Other reason **Fixed*

Ask only if **Q155 - T2,1**

Q157 - T4:

Single coded

Not back

How often do you telework from home?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Occasionally
- 2 Up to 25% of my working hours
- 3 25 to 50% of my working hours
- 4 More than 50% of my working hours
- 5 100% of my working hours

Ask only if **Q155 - T2,1**

Q158 - T5:

Single coded

Not back

Are you satisfied with your teleworking from home arrangement?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Very satisfied
- 2 Moderately satisfied
- 3 Not very satisfied
- 4 Not at all satisfied

Ask only if **Q155 - T2,1**

Q159 - T6:

Multi coded

Not back | Min = 1

What are the main difficulties you encounter when teleworking from home?

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Too much autonomy, difficulties in organising without my line manager
- 2 Lack of social interactions
- 3 Lack of adequate material or equipment
- 4 Lack of training and feeling at ease with IT tools
- 5 Difficulties with work/life balance
- 6 Perceived increased workload
- 7 Problems accessing the company's internal network (applications, working documents, etc.)
- 8 Other **Fixed*
- 9 No difficulties encountered **Fixed *Exclusive*

Ask only if **Q155 - T2,1**

Q160 - T7:

Multi coded

Not back | Min = 1

What are the main advantages of teleworking from home for you?

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Less time spent on the road
- 2 Better efficiency at work
- 3 Overall reduced stress
- 4 Better work/life balance
- 5 Better time management
- 6 More autonomy
- 7 Other **Fixed*
- 8 No advantage **Fixed *Exclusive*

Ask only if **Q155 - T2,1**

Q161 - T8:

Single coded

Not back

Finally, which work arrangement do you prefer?

ONLY ONE ANSWER POSSIBLE

Random

- 1 100% working at the office
- 2 100% teleworking from home
- 3 Hybrid formula working at the office and teleworking from home

B015 - BBS: Télétravail

End block

B002 - BBC: Module A: Access to Information and Communication Technologies

Begin block

Q024 - A1:

Single coded

[Not back](#)

Do you or anyone else in your household have/has access to the Internet at home? (by any device)

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No
- 3 Don't know

B002 - BBC: Module A: Access to Information and Communication Technologies

End block

B003 - BBD: Module B: Use of the Internet

Begin block

Q027 - VBH:

Text

[Not back](#)

The following questions relate to your own person and your Internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).

Q028 - B1:

Single coded

[Not back](#)

When did you last use the Internet?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Within the last 3 months
- 2 Between 3 months and a year ago
- 3 More than 1 year ago
- 4 Never used it

Ask only if **Q028 - B1,1**

Q146 - B2_2022:

Single coded

[Not back](#)

How often on average did you use the Internet in the last 3 months?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Several times during the day
- 2 Once a day or almost every day
- 3 At least once a week (but not every day)
- 4 Less than once a week

Ask only if **Q028 - B1,1**

Q031 - B3:

Multi coded

Not back | Min = 1

On which of the following devices did you use the Internet in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 Desktop computer
- 2 Laptop
- 3 Tablet
- 4 Smartphone or any other mobile phone which allows you to connect to the Internet
- 5 Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Ask only if **Q028 - B1,1**

Q032 - B4:

Multi coded

Not back | Min = 1

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

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 Sending / receiving e-mails
- 2 Making calls (including video calls) over the Internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex
- 3 Participating passively in social networks (creating user profile, consulting, reading or watching contents)
- 4 Participating actively by posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, TikTok, etc.
- 5 Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat
- 6 Reading online news sites / newspapers / news magazines
- 7 Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)
- 8 Finding information about goods or services
- 9 Expressing opinions on civic or political issues on websites or in social networks (e.g. Facebook, Twitter, Instagram, YouTube)
- 10 Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)
- 11 Looking for a job or sending a job application
- ~~14 Listening to music (e.g. web radio, music streaming) or downloading music~~
- ~~15 Watching Internet streamed TV (live or catch up) from TV broadcasters (e.g. RTL PLAY, Tango TV, PostTV)~~
- ~~16 Watching Video on Demand from commercial services (e.g. Netflix, Amazon Prime, Apple TV)~~
- ~~17 Watching video content from sharing services (e.g. YouTube)~~
- ~~18 Playing or downloading games~~
- ~~19 Listening to podcasts or downloading podcasts~~
- ~~20 Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)~~
- ~~21 Accessing personal health records online~~
- ~~22 Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)~~
- 12 Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)
- 13 Internet banking (including mobile banking)
- 998 None of the above *Fixed *Exclusive

Ask only if **Q028 - B1,1**

Q033 - B5:

Multi coded

Not back | Min = 1

Have you conducted either of the following learning activities over the Internet for educational, professional or private purposes in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Doing an online course
- 2 Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)
- 3 Communicating with educators or learners using audio or video online tools (e.g. MS Teams)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q028 - B1,1,2,3**

B011 - BBN: Fraction digitale

Begin block

Q134 - FD4:

Single coded

Not back

On a scale of 0 to 10, does using the Internet make your life easier or more complicated?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 0 - easier
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5 - neutral
- 7 6
- 8 7
- 9 8
- 10 9
- 11 10 - more complicated

Q135 - FD5:

Multi coded

Not back | Min = 1

What are the benefit(s) you gained from using the Internet?

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Stay in touch or increase contact with my friends and/or family
- 2 Reconnect with people I had lost sight of
- 3 Get to know new people
- 4 Find and/or change job
- 5 Increase efficiency in my work/studies
- 6 Find and/or take free online training
- 7 Find good and/or services not available in traditional shops
- 8 Buy goods and/or services at a better price than in traditional shops
- 9 Be better informed of local and/or international news
- 10 Facilitate contacts with public administrations
- 11 Avoid boredom
- 12 Save time
- 13 Reduce my trips
- 14 Other benefit, please specify **Open *Fixed*
- 15 No benefit **Fixed *Exclusive*

Q136 - FD6:

Single coded

Not back

On a scale of 0 to 10, how would you rate your level of stress caused by using the Internet?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 0 - no stress
- 2 1
- 3 2
- 4 3
- 5 4
- 6 5 - intermediate level
- 7 6
- 8 7
- 9 8
- 10 9
- 11 10 - high stress level

Ask only if **Q136 - FD6,2,3,4,5,6,7,8,9,10,11**

Q137 - FD7:

Multi coded

Not back | Min = 1

For which Internet use(s) do you experience stress?

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Communication (email, Making calls via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, social network)
- 2 Looking for information and/or reading online news sites/ newspapers/ news magazines
- 3 Using health services over the Internet (Seeking health-related information, Making an appointment with a practitioner via a website or app, etc.)
- 4 Selling or buying goods or services over the Internet
- 5 Internet Banking
- 6 Usage of websites or apps of public authorities and the use of public services over the Internet
- 7 Other, please specify **Open *Fixed*

Q153 - FD8:

Multi coded

Not back | Min = 1

Please indicate 5 words or expressions that reflect your perception of the Internet.

Normal

- 1 1- **Open*
- 2 2- **Open*
- 3 3- **Open*
- 4 4- **Open*
- 5 5- **Open*
- 6 Don't know **Exclusive*

B011 - BBN: Fraction digitale

End block

B003 - BBD: Module B: Use of the Internet

End block

Ask only if **Q028 - B1,1,2**

B004 - BBF: Module C: Use of e-government

Begin block

Q051 - VBJ:

Text

Not back

The following questions concern 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 citizens' obligations (e.g. Guichet.lu, myguichet.lu for tax declaration, notification of moving etc.), rights (e.g. social benefits), official documents (e.g. macommune.lu for ID card, birth certificate), public educational services (public libraries, information on the enrolment in schools or universities), public health services (e.g. sante.lu).

Q119 - C1_2022:**Multi coded****Not back | Min = 1**

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? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Accessed information stored about you by public authorities or public services (e.g. information regarding health (esante.lu), myguichet.lu)
- 2 Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)
- 3 Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)
- 998 None of the above *Fixed *Exclusive

Q120 - C2_2022:**Single coded****Not back**

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?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Q121 - C3_2022:**Single coded****Not back**

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?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Q122 - C4_2022:**Single coded****Not back**

Have you received any official communication/document by public authorities via your account on a website or app (myguichet.lu, macommune.lu) of public authorities or services (e.g. notification of fines or invoices, letters, service of court summons, court documents) for private purpose in the last 12 months?
(Exclude the usage of e-mail or SMS based information messages or notifications that a document is available)

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Q123 - C5_2022:

Single coded

Not back

Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes, I did it myself
- 2 No, it was done automatically (by the tax authority, employer, other authority)
- 3 No, I delivered it to the tax authority in paper format
- 4 No, someone else did it on my behalf (e.g. family member, tax adviser)
- 5 No, for other reasons (e.g. not subject to income tax)

Q124 - C6_2022:

Multi coded

Not back | Min = 1

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? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, Covid certificates)
- 2 Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities)
- 3 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)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q124 - C6_2022,998**

Q125 - C7_2022:

Multi coded

Not back | Min = 1

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? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 I did not have to request any documents or to make any claims **Fixed *Exclusive*
- 2 Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)
- 3 Concerns about the security of personal data or unwillingness to pay online (credit card fraud)
- 4 Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) (e.g. Luxtrust)
- 5 Another person did it on my behalf (e.g. consultant, adviser, relative)
- 6 Other reason **Fixed*

B004 - BBF: Module C: Use of e-government

End block

Ask only if **Q028 - B1,1,2**

B014 - BBR: Module D_2023: Use of electronic identification (eID)

Begin block

Q147 - VBQ:

Text

Not back

The following questions concern the electronic identification (eID) which enables the identification of a person and secure login to online services in your country of residence.

Q148 - D1_2023:

Single coded

Not back

Have you used your electronic identification (eID)(s) (Luxembourg national identity card or Luxtrust) to access online services for private purpose in the last 12 months?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q148 - D1_2023,1**

Q149 - D2_2023:

Multi coded

Not back | Min = 1

For what type(s) of services have you used your electronic identification (eID)(s) (Luxembourg national identity card or Luxtrust) in the last 12 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 Services provided by public authorities or public services of your country of residence (e.g. filling-in your tax form (myguichet.lu), applying for social benefits, requesting certificates (macommune.lu), consulting your health records (sante.lu))
- 2 Services provided by public authorities or public services of other European countries (e.g. to pay one's taxes, applying for documents or certificates)
- 3 Services provided by business sector (e.g. accessing banking services, login to housing organization, login to transport services, eID-validation of an account e.g. on a digital marketplace)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q148 - D1_2023,2**

Q150 - D3_2023:

Multi coded

Not back | Min = 1

What are the reasons for not using the mentioned electronic identification (eID)(s) in the last 12 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 I was not aware of the existence of electronic identification (eID) **Fixed *Exclusive*
- 2 I don't have an electronic identification (eID) **Fixed *Exclusive*
- 3 I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)
- 4 I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)
- 5 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)
- 6 I could not use my electronic identification (eID) to access the service via a smartphone or tablet
- 7 I have an electronic identification (eID), but I am not using it for other reasons **Fixed*

Ask only if **Q028 - B1,1,2**

Q054 - VBK:

Text

Not back

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.

Ask only if **Q028 - B1,1,2**

Q055 - D1: E1_2023

Single coded

Not back

When did you last buy or order goods or services for private use over the Internet?

ONLY ONE ANSWER POSSIBLE

Normal

- | | |
|---|---|
| 1 | Within the last 3 months |
| 2 | Between 3 months and a year ago |
| 3 | More than 1 year ago |
| 4 | Never bought or ordered over the Internet |

Ask only if **Q055 - D1,1**

Q056 - D2: E2_2023

Multi coded

Not back | Min = 1

Did you buy any of the following physical 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. Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)
- 2 Sports goods (excluding sport clothing)
- 3 Children toys or childcare items (e.g. nappies, bottles, baby strollers)
- 4 Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)
- 5 Music as CDs, vinyls etc.
- 6 Films or series as DVDs, Blu-ray etc.
- 7 Printed books, magazines or newspapers
- 8 Computers, tablets, mobile phones or accessories
- 9 Consumer electronics (e.g. TV-sets, stereos, cameras, sound bars or smart speakers, virtual assistants) or household appliances (e.g. washing machines)
- 10 Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)
- 11 Deliveries from restaurants, fast-food chains, catering services
- 12 Food or beverages from stores or from meal-kits providers
- 13 Cosmetics, beauty or wellness products
- 14 Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- 15 Bicycles, mopeds, cars, or other vehicles or their spare parts
- 16 Other physical goods *Fixed
- 998 None of the above *Fixed *Exclusive

Ask only if **Q056 - D2,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16**

Q064 - D4: E4_2023

Single coded

Not back

Did you buy any of the mentioned goods from private persons via a website or app (e.g. on eBay, Facebook Marketplace, vinted, leboncoin, vestiaire collective)?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q056 - D2,1,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16**

Q057 - D3: E3_2023

Multi coded

Not back | Min = 1

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. Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Normal

- 1 National sellers
- 2 Sellers from other EU countries
- 3 Sellers from the rest of the world
- 4 Country of origin of sellers is not known

Ask only if **Q055 - D1,1**

Q065 - D5: E5_2023

Multi coded

Not back | Min = 1

Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Music as a streaming service or downloads
- 2 Films or series as a streaming service or downloads
- 3 E-books, online-magazines or online-newspapers
- 4 Games online or as downloads for smartphones, tablets, computers or consoles
- 5 Computer or other software as downloads including upgrades
- 6 Apps related to health or fitness (excluding free apps)
- 7 Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps) **Fixed*
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q055 - D1,1**

Q066 - D6: E6_2023

Multi coded

Not back | Min = 1

Did you buy any of the following via a website or app for private use in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Tickets to sports events
- 2 Tickets to cultural or other events (cinema, concerts, fairs, etc.)
- 3 Subscriptions to the Internet or mobile phone connections
- 4 Subscriptions to electricity, water or heating supply, waste disposal or similar services
- 5 Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q055 - D1,1**

Q068 - D8: E7_2023

Multi coded

Not back | Min = 1

Did you buy any transport service via a website or app for private use in the last 3 months from the following? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. Webtaxi)
- 2 A private person (e.g. BlaBlaCar, Copilote.lu)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q055 - D1,1**

Q069 - D9: E8_2023

Multi coded

Not back | Min = 1

Did you rent accommodation via website or app for private use in the last 3 months from the following? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Enterprises such as hotels or travel agencies
- 2 A private person (e.g. Airbnb)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q055 - D1,1**

Q070 - D10: E9_2023

Single coded

Not back

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?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q055 - D1,1**

Q071 - D11: E10_2023

Single coded

Not back

How many times have you bought goods or services over the Internet for private use in the last 3 months? Please indicate an estimate or choose one of the existing categories.

ONLY ONE ANSWER POSSIBLE

Normal

- 1 precise estimation, please specify **Open*
- 2 1-2 times
- 3 3-5 times
- 4 6-10 times
- 5 More than 10 times

Ask only if **Q055 - D1,1**

Q073 - D13: E11_2023

Multi coded

Not back | Min = 1

Did you encounter any of the following problems when buying via a website or with an app in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Website was difficult to use or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.)
- 2 Difficulties in finding information concerning guarantees or other legal rights
- 3 Speed of delivery slower than indicated
- 4 Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)
- 5 Wrong or damaged goods/services delivered
- 6 Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)
- 7 Complaints and redress were difficult or no satisfactory response after complaint
- 8 Foreign retailer did not sell to my country
- 9 Others **Fixed*
- 10 I have not encountered any problem **Exclusive*

Ask only if **Q028 - B1,1**

Q074 - D14: E12_2023

Multi coded

Not back | Min = 1

Did you carry out any of the following via a website or app for private purposes in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket
- 2 Take a loan, mortgage or arrange credit from banks or other financial providers
- 3 Buy or sell shares, bonds, units in funds or other financial assets
- 998 None of the above **Fixed *Exclusive*

B005 - BBG: Module E_2023: Use of e-commerce

End block

B006 - BBH: Module F_2023: E-Skills

Begin block

Ask only if **Q028 - B1,1**

Q078 - VBL:

Text

Not back

The following questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).

Ask only if **Q028 - B1,1**

Q079 - E1: F1_2023

Multi coded

Not back | Min = 1

Which of the following activities have you carried out in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 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
- 2 Downloading or installing software or apps
- 3 Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q028 - B1,1**

Q080 - E2: F2_2023

Multi coded

Not back | Min = 1

Which of the following software related activities have you carried out in the last 3 months? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Using word processing software (e.g. Microsoft WORD)
- 2 Creating files (e.g. document, image, video) incorporating several elements (e.g. text, picture, table, chart, animation, sound)
- 3 Using spreadsheet software (e.g. Microsoft EXCEL)
- 4 Editing photos, video or audio files
- 5 Writing code in a programming language
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q080 - E2,3**

Q081 - E2_bis: F2_2023

Single coded

Not back

You said that you used spreadsheet software in the last 3 months. Did you use its advanced functions to organise, analyse, structure or modify data, such as using functions, formulas, macros or Visual Basic?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q028 - B1,1**

Q082 - E3: F3_2023

Single coded

Not back

Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on Internet news sites or social networks (e.g. Facebook, Instagram, YouTube, Twitter) in the last 3 months?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q082 - E3,1**

Q083 - E4: F4_2023

Single coded

Not back

Have you checked the truthfulness of the information or content you found on Internet news sites or social networks in the last 3 months?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q083 - E4,1**

Q084 - E5: F5_2023

Multi coded

Not back | Min = 1

How did you check truthfulness of the information or content found on Internet news sites or social networks? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Checking the sources or finding other information on the Internet (e.g. other news sites, Wikipedia etc.)
- 2 Following or taking part in discussion on the Internet regarding the information
- 3 Discussing the information offline with other persons or using sources not on the Internet
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q083 - E4,2**

Q085 - E6: F6_2023

Multi coded

Not back | Min = 1

Why did you not check truthfulness of the information content found on Internet news sites or social networks? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 You already knew that information, content or source was not reliable
- 2 Lack of skills or knowledge (e.g. Did not know how to check information on the Internet or it was too complicated to do)
- 3 Other reasons **Fixed*

Ask only if **Q028 - B1,1**

Q151 - F7_2023:

Single coded

Not back

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)?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q151 - F7_2023,1**

Q152 - F8_2023:

Multi coded

Not back | Min = 1

Were these groups of people or individuals attacked/targeted because of the following? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Political or social views
- 2 Sexual orientation (LGBTIQ identities)
- 3 Sex
- 4 Racial or ethnic origin
- 5 Religion or belief
- 6 Disability
- 7 Other personal characteristics **Fixed*

B006 - BBH: Module F_2023: E-Skills

End block

B007 - BBJ: Module G_2023: Privacy and protection of personal data

Begin block

Ask only if **Q028 - B1,1**

Q086 - VBM:

Text

Not back

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.

Ask only if **Q028 - B1,1**

Q087 - F1: G1_2023

Multi coded

Not back | Min = 1

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? Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Read privacy policy statements before providing personal data
- 2 Restricted or refused access to your geographical location
- 3 Limited access to profile or content on social networking sites or shared online storage
- 4 Refused allowing the use of personal data for advertising purposes
- 5 Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)
- 6 Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it
- 998 None of the above **Fixed *Exclusive*

Ask only if **Q028 - B1,1**

Q089 - F3: G2_2023

Single coded

Not back

Have you changed the settings in your Internet browser to prevent or limit cookies on any of your devices?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

Ask only if **Q028 - B1,1**

Q090 - F4: G3_2023

Single coded

Not back

Are you concerned with your online activities being recorded to provide you with tailored advertising?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes, very concerned
- 2 Yes, somehow concerned
- 3 No, I'm not concerned

Ask only if **Q028 - B1,1**

Q091 - F5: G4_2023

Single coded

Not back

Do you use software that limits the ability to track your activities on the Internet on any of your devices?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes
- 2 No

B007 - BBJ: Module G_2023: Privacy and protection of personal data

End block

B008 - BBK: DEMOGRAPHICS - 2

Begin block

Q114 - VBN:

Text

Not back

In this last part you will find some questions about you and your household. These questions have at first sight little to do with your Internet usage, but they help us better understand the online behavior of residents and whether private Internet use shows differences in relation to demographic information.

Not back

What is the highest level of education you achieved? Please consider your school education as well as your vocational or training qualification.

In case you are still being educated, please indicate the highest level of education you achieved so far.

In case you have a foreign degree: If possible, please indicate the equivalent degree in the Grand Duchy of Luxembourg. If that is not possible, please specify your highest degree under "other degree".

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Less than primary education
- 2 Primary education
- 3 Lower secondary education (Lower cycle of post-primary education (technical or general) (9th / 5th grade passed, Examen de passage (transition exam between cycles)etc.), Certificate of junior secondary and technical secondary education (= 11th technical secondary or 3rd general secondary), Former 'Examen de passage', Former "Middle school")
- 4 Upper secondary education (12th,13th grade, general education, CCP (Certificat de capacité professionnelle), DAP (Diplôme d'aptitude professionnelle), Former CITP (Certificat d'Initiation technique et professionnelle), Former CCM (Certificat de capacité manuelle), Former CATP (Certificat d'aptitude technique et professionnelle), Former CAP (Certificat d'aptitude professionnelle, e.g. "Handwierschoul"(Trades school), Diplôme technicien (DT), Diplôme de fin d'études secondaires techniques ("Bac technique"), Diplôme de fin d'études secondaires ("Bac"), Former DAP (Diplôme d'aptitude professionnelle). Former CAP (Certificat d'aptitude professionnelle, e.g. "Handwierschoul"), Diplôme de technicien (DT), Diplôme de fin d'études secondaires techniques ("Bac technique"), Diplôme de fin d'études secondaires ("Bac"), Diplôme d'études supérieures en Gestion (ECG))
- 5 Post-secondary non-tertiary education (ex. Master Craftsman's Certificate)
- 6 Short-cycle tertiary education (2-3 years) (University or other higher institution (e.g.: Specialisation in health professions (15th und 16th grade), Technicien supérieur (BTS), University Degree in Technology (Diplôme Universitaire de Technologie - DUT), etc.), Former Diplôme d'études supérieures en gestion ("cycle court" - short cycle / Bac + 2 years))
- 7 Bachelor or equivalent (3-4 years) (For pre-Bologna diplomas: 1st university cycle (minimum bac+2), LTPES (Technical High School for Educational and Social Professions), Former ISERP (Higher Institute for Educational Studies and Research), Former IEES (Institute for Educational and Social Studies), Former IST (Industrial Engineering Diploma))
- 8 Master or equivalent (5 years) (DESS (Diplôme d'études supérieures spécialisées), for pre-Bologna diplomas: 2nd university cycle (minimum bac+4))
- 9 Doctoral or equivalent (more than 5 years)
- 10 Other degree, please specify *Open

Not back | Min = 1 | Max = 15

How many people live in your household, yourself included?

Please indicate the exact number.

Ask only if **Q016 - G16a** ≥ 2

Q017 - G16bG17: H16H17_2023

Multi coded

Not back | Min = 1

How are these household members spread across the following age groups?

Indicate a number of persons (not an age) by age group. Indicate 0 for all age groups that do not apply

Normal

- 1 persons aged less than or equal to 4
- 2 persons aged from 5 to 13
- 3 persons aged from 14 to 15
- 4 persons aged from 16 to 24
- 5 persons aged 25 to 64
- 6 persons aged 65 to 74
- 7 persons aged more than or equal to 75

Q018 - G16c:

Numeric

Not back | Min = 0 | Max = 10

How many of the members aged 16 to 24 are students?

ONLY ONE ANSWER POSSIBLE

997 Can not / Prefer not to answer *Fixed *Exclusive

Ask only if **Q016 - G16a** ≥ 2

Q019 - G16d:

Single coded

Not back

Did other people in your household also participate this year in this survey on the use of telecommunication and information technologies?

ONLY ONE ANSWER POSSIBLE

Normal

- 1 Yes, please indicate how many *Open
- 2 No
- 3 Can not / Prefer not to answer

Not back

Please indicate the category in which your net monthly household (after tax) income belongs to. Information on household income is key in order to understand whether private Internet use shows differences in relation to household income. We can assure you that your answers will be treated in strict confidentiality in accordance with regulations. Your data is only treated in anonymised form with the data of other individuals. It will not be possible to identify you as an individual.

ONLY ONE ANSWER POSSIBLE**Normal**

- 1 less than 2000 euros
- 2 2001 to 2500 euros
- 3 2501 to 3000 euros
- 4 3001 to 3500 euros
- 5 3501 to 4000 euros
- 6 4001 to 5000 euros
- 7 5001 to 6000 euros
- 8 6001 to 7000 euros
- 9 7001 to 8000 euros
- 10 8001 to 9000 euros
- 11 9001 to 10000 euros
- 12 10000 to 12500 euros
- 13 12500 to 15000 euros
- 14 More than 15000 euros
- 15 Can not / Prefer not to answer

Not back

Would you like to get results of the survey by email?

Normal

- 1 Yes
- 2 No

Q101 - pan2:

Single coded

[Not back](#)

Are you interested in joining discussion groups or individual interviews to test and approve the surveys of STATEC?

STATEC discussion groups

STATEC (National Institute for Statistics and Economic Studies) **is looking for volunteers** to participate in focus groups or individual interviews. The objective is to collect the opinions of the participants and to better understand their attitudes and behaviors towards a specific social topic. These discussions also make it possible to reformulate certain statements of questions deemed too complex in the STATEC surveys.

No special training, skills or experience is required to participate in these studies. **Every volunteer is rewarded** for each participation in a focus group or individual interview.

Focus groups and interviews will take place when a project, survey or STATEC questions need to be tested. An email will then be sent to the volunteers on our list inviting them to meet. The length of the interviews depends on the subject in question.

Registered persons does not commit to anything and can unsubscribe at any time by email or telephone to the DPO service of STATEC (dpo@statec.etat.lu or 247 88492). Their personal data will then be immediately deleted. Registrants are always free to refuse or ignore an invitation to participate in a particular study. Registration on the list of volunteers ends after three years and personal data will be automatically deleted, unless a person expresses his wish to remain on the list for future studies.

Normal

- 1 Yes
- 2 No

Ask only if **Q100 - pan1,1** or **Q101 - pan2,1**

Q102 - pan3:

Open

[Not back](#)

Please indicate your e-mail address:

Q103 - pan4:

Open

[Not back](#)

If you have any comments, please do not hesitate to let us know in the box below. We are also happy to answer any further questions by phone at 247-84219 or by e-mail: tic-menages@statec.etat.lu.

999 No comment *Fixed *Exclusive

B010 - BBM: Questions panel

End block