

Use of IT by individuals 2022

Internet access and technical equipment

1. **Do you or anyone in your household have access to the internet at home?**
A household can either consist of one person living alone or several people living together in the same home and have common finances. A person does not have to live in the home regularly to be included in the household.

By all types of equipment, including mobile phones.

Yes

No

Don't know

Use of the internet

2. **When did you last use the internet?**

Within the last 3 months

More than 3 months ago and up to 1 year → *Go to question 7*

More than 1 year ago

Never used the internet } *Go to question 37*

3. **How often on average did you use the internet in the last 3 months?**
This question covers any use of the internet (at home, at work or from anywhere else) and all type of IT equipment (computer, laptop, mobile and smartphone, game consoles, reading tablets) and whether for private or professional purposes.

Several times during the day

Once a day or almost every day

At least once a week (but not every day)

Less than once a week

4. For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose?

Several answers can be marked

- Sending / receiving e-mails
- Making calls or video calls over the internet for example via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MSTeams, Webex)
- Participating in social networks by creating user profile, sharing information and communicate for example via Facebook, Twitter, Instagram, Snapchat, etc.
- Writing instant message for example via Skype, Messenger, WhatsApp, Viber, Snapchat
- Seeking information about goods or services
- Reading news online via digital newspaper and magazines
- Expressed personal opinions on politics and social issues via social media, blogs, etc.
- Actively participated in official discussions to influence civiv or political topics (e.g. urban planning issues, polls or collections of names on the internet)
- Listening to music (e.g. web radio, music streaming) or downloading music
- Watching internet streamed TV (live or catch-up) from TV broadcasters It can be live broadcast or play from beginning (e.g. SVT, TV4)
- Watching Video on Demand from commercial services (e.g. Netflix, HBO Nordic, Viaplay, SFAnytime)
- Watching movies and clips via streaming sharing services (e.g. You Tube)
- Playing or downloading games
- Listening to podcasts or downloading podcasts
- Seeking health-relaed information (e.g. injuries, diseases, nutrition, improving health, etc.)
- Booking a doctor's appointment via a hospitals or health care centre's website or app
- Accessing your personal health records online
- 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)
- Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, Shpock)
- Conducting banking transaction over the Internet
- None of the above

5. Have you conducted either of the following learning activities, over the internet for educational, professional or private purpose in he last 3 months?

Several answers can be marked.

- Doing a course over the Internet
- Using online learning material or digitally for example school och educational materials, digital learnings material, software or apps
- Communicating with teachers or other students via educational websites or portals
- Have not conducted any training activities over the internet → *Go to question 7*

6. What was the purpose of the learning activities you participated in the last 3 months?

Several answers can be marked

- Formal education (e.g., school or university)
- Professional/work-related purpose
- Private purpose

Communication with authorities and public sector via the internet

This module asks about whether you as a private person have used government authorities, municipalities, regions or the public sector websites in the last 12 months. It can e.g. be The Swedish Social Insurance Agency, The Swedish Tax Agency, schools (school websites) and universities, public health care (1177), The Swedish Police Authority, The Swedish Pensions Agency, CSN and others.

Contacts via e-mail should not be included.

7. Have you, as a private person, in the last 12 months, accessed information stored about you by public authorities or public services on any such website or app?

For example information regarding pension or health.

- Yes
- No
- Don't know

8. Have you, as a private person, in the last 12 months, accessed information from public databases or registers?

For example information about availability of books in public libraries, cadastral register, enterprise register.

- Yes
- No
- Don't know

9. Have you, as a private person, in the last 12 months, obtained information on any such website or app?

For example, information about services, benefits, entitlements, laws, opening hours.

- Yes
- No
- Don't know

10. Have you, as a private person, in the last 12 months, downloaded or printed any official forms from any such website or app?

For example, downloaded or printed a form Tax Office or local authority.

- Yes
- No

11. Have you, as a private person, in the last 12 months made any appointment or reservation via any such website or app?
For example, reservation of a book in a public library, appointment with a government servant or local authority.

- Yes
- No

12. Have you, as a private person, in the last 12 months, received any official communication/document by public authorities via your account on for example, Kivra, Min Myndighetspost, Digimail or E-Boks?
Exclude the usage of e-mail or SMS based information messages or notifications that a document is available

- Yes
- No

13. Have you, as a private person, in the last 12 months, submitted your tax declaration?
I.e., filled your tax declaration via any such website or app.

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

14. Have you, as a private person, in the last 12 months, performed any of the following activities?
Several answers can be marked.

- Requested official documents or certificates via any such website or app (e.g., diploma, birth certificate, marriage or divorce certificate, death certificate, Residence certificate, criminal record extracts)
 - Requested benefits or entitlements via any such website or app (e.g., pension, unemployment, child benefits, enrolment in schools, universities)
 - Made other requests, claims or complaints via any such website or app (e.g., report theft to the police, launch a legal complaint, request legal aid)
 - None of the above
- } Go to question 16

15. What were the reasons why you did not request any official documents or not making any claims via any authorities' websites or apps in the last 12 months?
Several answers can be marked.

- Have not had to apply or make inquiries
- Too complicated / don't know how to do
- For privacy or security reasons
- Have not any electronic identification (e.g., BankID, Freja eID)
- Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)
- Other reason

16. Which of the following problems, if any, have you encountered when using any such website or app of public authorities or public services in the last 12 months?

Several answers can be marked.

- Website or app was difficult to use or it was not user-friendly
- Technical problems experienced when using website or app (e.g., long loading, website crashed)
- Problems in using the electronic signature or electronic identification
- Website or app was not compatible for smartphone or tablet
- Other issue

- Have not encountered issues

Internet Commerce

The following questions concern shopping or ordering via the internet for private use. It applies to all types of goods and services, including also purchases from private persons on e-commerce sites like Tradera, Facebook Marketplace, Blocket, Sellpy, Shpock, Airbnb.

17. When did you last order or buy goods or services via the internet for private use?

- Within the last 3 months
 - Between 3 months and a year ago
 - More than 12 months ago
 - Have never bought or ordered over the internet
 - Don't know
- } *Gå till fråga 28*

18. Which of the following goods have you ordered or bought via the internet for private use in the last 3 months?

*Include online purchases from companies or private persons and second-hand goods.
Several answers can be marked.*

- Clothes (including sport clothing), shoes or accessories (e.g., bags, jewellery)
- Sports goods (excluding sport clothing)
- Children toys or childcare items (e.g., nappies, bottles, baby strollers)
- Furniture, home accessories (e.g., carpets or curtains) or gardening products (e.g. tools, plants)
- CDs or vinyl
- Films or series as DVDs or Blu-ray
- Printed books, magazines or newspapers
- Computers, tablets, mobile phones or accessories

- None of the above

19. Which of the following goods have you ordered or bought via the internet for private use in the last 3 months?

*Include online purchases from companies or private persons and second-hand goods.
Several answers can be marked.*

- Consumer electronics or household appliances for example TV-sets, stereos, cameras, washing machines
- Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)
- Deliveries from restaurants, fast-food chains, catering services
- Food or beverages from stores or from meal-kits providers
- Cosmetics, beauty or wellness products
- Cleaning products or personal hygiene products for example toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- Bicycles, mopeds, cars, or other vehicles or their spare parts
- Other physical goods

- None of the above

20. From which country or countries did you order or buy the mentioned goods via the internet during the last 3 months?

*Include purchases via the internet from companies and private persons.
Several answers can be marked.*

- Sweden
- Other EU-countries
- Non-EU countries
- Not sure what country it was

EU countries are:

Belgium	Malta
Bulgaria	Netherlands
Republic of Cyprus	Austria
Denmark	Poland
Estonia	Portugal
Finland	Romania
France	Slovakia
Greece	Slovenia
Ireland	Spain
Italy	Sweden
Croatia	Czech
Latvia	Germany
Lithuania	Hungary
Luxembourg	

21. Did you buy any of the mentioned goods from private persons via the internet?

For example, via Blocket, Tradera, Facebook Marketplace, Shpock, E-bay

- Yes
- No

22. Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

Several answers can be marked.

- Music as a streaming service or downloads
- Films or series as a streaming service or downloads
- E-books, online-magazines or online-newspapers
- Games online or as downloads for smartphones, tablets, computers or consoles
- Computer or other software as downloads including upgrades
- Apps related to health or fitness (excluding free apps)
- Other apps for example related to learning languages, travelling, weather

- None of the above

23. Did you buy any of the following via a website or app for private use in the last 3 months?

Several answers can be marked.

- Tickets to sports events
- Tickets to cultural or other events (cinema, concerts, fairs, etc.)
- Subscriptions to the internet or mobile phone connections
- Subscriptions to electricity, water or heating supply, waste disposal or similar services
- Household services for example cleaning, babysitting, repair work, gardening,
Include also when you bought from private persons
via for example Blocket, Facebook, Marketplace } *Go to question 24*

- None of the above \longrightarrow *Go to question 25*

24. Did you buy any of the mentioned household services via a website or app from private persons?

For example via Blocket, Facebook Marketplace

- Yes
- No

25. Did you buy any transport service via the internet for private use in the last 3 months?

- Yes, from a transport enterprise for example tickets to local bus, train, taxi ride (incl. UBER) or longer journeys by bus, train or plane
- Yes, from private persons via for example CarpoolWorld, Skjutsgruppen, Haxi, Freelway, GoMore
- No, I did not buy a transport service

26. Did you rent accommodation via the internet for private use in the last 3 months?

- Yes, from an enterprise for example via booking website, hotels or travel agencies
- Yes, from private person for example via Airbnb, Homeway, Blocket, Facebook, Marketplace
- No, I did not rent any accommodation

27. Did you carry out any of the following via a website or app for private purposes in the last 3 months?

Several answers can be marked.

- Buy insurance policies, all types of insurance policies, also travel insurance or package together with a plane ticket
- Take a loan, mortgage or arrange credit from banks or other financial providers
- Buy or sell shares, bonds, units in funds or other financial assets
- None of the above

Internet of Things

The following questions concern the use of Internet-connected devices or systems for private use that can also be connected to each other to enable advanced services; for example, remotely control devices, adjust settings, give instructions for tasks to be performed, receive feedback from device etc.

28. Have you used any of the following internet-connected devices or systems for private purposes in the last 3 months?

Several answers can be marked.

- Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home
- Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home
- Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines
- A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby
- Have not used any of the above

} Go to question 30

29. What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes in the last 3 months?

Several answers can be marked.

- Didn't know such devices/systems exist
- Had no need to use those connected devices/systems
- Cost too high
- Did not work with existing devices or systems
- Don't know how to use such devices/systems
- Concerns about the privacy and protection of data about me generated by those devices or systems
- Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)
- Oro för att användning av enhet eller system kan leda till en olycka, skada eller hälsoproblem
- Other reasons

30. Have you used the internet on any of the following devices in your home for private purposes in the last 3 months?

Several answers can be marked.

- An internet-connected TV
- An internet-connected game console
- An internet-connected home audio system, smart speakers

- None of the above

31. What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes in the last 3 months?

Several answers can be marked.

- A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes
- Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care
- Toys connected to the internet, such as robot toys (including educational) or dolls
- A car with built-in wireless internet connection

- None of the above

32. Which of the following problems, if any, have you encountered when you have used mentioned internet-connected devices or systems in the last 3 months?

Several answers can be marked.

- Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems)
- Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem)
- Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device)
- Other problems

- Have not encountered any problems

Green IT

The following questions concern what you did with the old equipment when you bought a new one or stopped using the equipment you previously had.

33. What did you do with your old mobile / smartphone when you replaced it or were no longer using them?

- It is still kept in my household
- It was sold or given away
- It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)
- It was disposed of but not in electronic waste collection/recycling

- Have never changed or had any mobile or smartphone
- Other

34. What did you do with your old laptop / tablet when you replaced it or were no longer using them?

- It is still kept in my household
- It was sold or given away
- It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)
- It was disposed of but not in electronic waste collection/recycling

- Have never changed or had any laptop or tablet
- Other

35. What did you do with your old desktop computer when you replaced it or were no longer using them?

- It is still kept in my household
- It was sold or given away
- It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)
- It was disposed of but not in electronic waste collection/recycling

- Have never changed or had any desktop computer
- Other

36. When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important?
Several answers can be marked. .

- Price
- Hard drive characteristics (storage, speed), processor speed
- Ecodesign of the device e.g., durable, upgradeable, and repairable designs that require fewer materials; environmentally friendly materials used for packaging, etc.
- Possibility to extend the life span of the device by buying extra guarantee
- Energy efficiency of the device
- A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device)
- Have not considered any of the mentioned characteristics
- Never bought any of these devices

General questions about you

37. How many years have you attended a total of primary, secondary, vocational school or equivalent?

- 8 years or less
 - 9 years
 - 10 — 11 years
 - 12 years or more
- Go to question 39
- Go to question 38

38. How many years have you studied at a university, college or other post-secondary education?

- No post-secondary education
- Post-secondary education shorter than 1 year
- 1 year
- 2 years
- 3 years
- 4 years or longer without a doctoral degree (PhD)
- 4 years or more with a doctoral degree (PhD)

39. What is your main occupation?

If you have difficulty to determine what is your main occupation you can think what includes most your time, has lasted the longest or is best with your own opinion.

- Working → Go to question 40
 - Unemployed (or jobseekers)
 - Retired (age or contractual)
 - Unable to work due to long-term health problems
 - Student (or pupil)
 - Fulfilling domestic tasks (take care of home or children)
 - Compulsory military (civilian service even abroad)
- Go to question 47

45. Which of the following industries would you say fits best in your workplace?

- Agriculture, Forestry and Fishing
- Mining and Quarrying
- Manufacturing
- Electricity, Gas, Steam and Air Conditioning Supply
- Water supply; sewerage, waste management and remediation activities
- Construction
- Wholesale and retail trade; repair of motor vehicles and motorcycles
- Transportation and Storage
- Accommodation and Food Service Activities
- Information and Communication
- Financial and Insurance Activities
- Real Estate Activities
- Professional, Scientific and Technical Activities
- Administrative and Support Service Activities
- Public Administration and Defence; Compulsory Social Security
- Education
- Human Health and Social Work Activities
- Arts, Entertainment and Recreation
- Other Service Activities

46. To you who answered "Other" on question 39. What is your main occupation?

Type text in the box below.

47. Do you have, due to health problems, difficulty to coping with household chores or participating in activities that people usually do?

It concerns both work/study and leisure and can be caused by all types of physical and emotional health problems.

- Very difficult
- Quite difficult
- Not difficult at all
- Don't know

48. Approximately how long did it take to complete the survey?

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Thank you for your participation!