

# Use of IT by individuals 2024

## 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 13
- ☐ More than 1 year ago
- ☐ Never used it      } Go to question 40

3. **How often on average did you use the internet in the last 3 months?**
- It applies in all places (home, work or other places) and all IT equipment (computers, laptop, tablet, mobile- and smartphone, game consoles, reading tablets) and regardless of whether it is private or at work/studies.*
- ☐ Several times during the day
- ☐ Sometime per day or almost every day
- ☐ At least one day 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

Now comes some questions about using AI tools.

Generative AI (artificial intelligens) is a kind of technology/tool that can (on its own) create new content such as text, programming code, images, or movies. This is made possible by generative AI “learning” the patterns and structure of different types of content by analyzing large amount of data. The tool can then create new content with the same characteristics, by the user asking a question, giving instructions or a certain topic to focus on.

**5. Have you used any generative AI tool to create content in the form of text, images, programming code, or video in the last 3 months?**

*For example, ChatGPT, Microsoft Copilot, Bard, LLaMA, Midjourney, DALL-E – “generativ AI”.*

☐ Yes

☐ No → Go to question 7

**6. What was the purpose of your use of generative AI tools in the last 3 months?**

*Several answers can be marked.*

☐ Private purpose

☐ Professional/work-related purpose

☐ Formal education (e.g., school or university)

} Go to question 8

**7. What were the reasons why you did not use generativ AI tools in the last 3 months?**

☐ Didn't know such tools existed

☐ Too complicated / don't know how to do

☐ For privacy or security reasons

☐ Had no use for such tools

☐ Other reasons

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

*Several answers can be marked.*

☐ Doing a course over the Internet

☐ Used other study material on the Internet, e.g., video lectures or webinars, digital learning materials, school or educational materials via apps or learning platforms

☐ Communicating with teachers or other students via educational websites or portals

☐ Have not conducted any training activities over the internet → Go to question 10

**9. 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

**10. Have you ever created an account or signed up for a free app or free service over the internet?**  
*E.g. an account on social media, apps for buying tickets, music, games, parking, local transport, etc.*

☐ Yes

☐ No —————> Go to question 13

**11. Have you deleted or tried to delete/close an account on a free app or free service in the last 3 months?**

☐ Yes

☐ No —————> Go to question 13

**12. Have you encountered any problems trying to delete your account on a free app or free service in the last 3 months?**

*E.g. difficulties in deleting the account, spending too long time to do it, technical problems or unacceptable conditions for closing.*

☐ Yes

☐ No

## Communication with authorities and public sector via the internet

Nu kommer några frågor om användning av statliga myndigheters, kommuners, regioners eller offentlig sektors webbplatser. Det kan t.ex. vara Försäkringskassan, Skatteverket, skolor (skolwebb) och universitet, offentlig sjukvård (1177), Polisen, Pensionsmyndigheten, CSN m.fl.

Kontakt via manuellt skriven e-post ska inte räknas med.

**13. 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

**14. 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

**15. 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

**16. 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

**17. 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

**18. 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

**19. Have you, as a private person, in the last 12 months, submitted your tax declaration?**

☐ Yes

☐ No

**20. 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 21

Go to question 22

**21. 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)
- ☐ There was no such service
- ☐ Other reason

**22. Which of the following problems, if any, have you encountered when när 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.

**23. 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 1 year ago
  - ☐ Have never bought or ordered over the internet
  - ☐ Don't know
- } Go to question 31

24.	<p><b>Which of the following goods have you ordered or bought via the internet for private use in the last 3 months?</b></p> <p>Include online purchases from companies or private persons and second-hand goods. Several answers can be marked.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)</li><li><input type="checkbox"/> Sports goods (excluding sport clothing)</li><li><input type="checkbox"/> Children toys or childcare items (e.g. nappies, bottles, baby strollers)</li><li><input type="checkbox"/> Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)</li><li><input type="checkbox"/> CDs or vinyl</li><li><input type="checkbox"/> Films or series as DVDs or Blu-ray</li><li><input type="checkbox"/> Printed books, magazines or newspapers</li><li><input type="checkbox"/> Computers, tablets, mobile phones or accessories</li><li><input type="checkbox"/> Consumer electronics or household appliances for example TV-sets, stereos, cameras, washing machines</li> <li><input type="checkbox"/> None of the above</li></ul>
25.	<p><b>Which of the following goods have you ordered or bought via the internet for private use in the last 3 months?</b></p> <p>Include online purchases from companies or private persons and second-hand goods. Several answers can be marked.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)</li><li><input type="checkbox"/> Deliveries from restaurants, fast-food chains, catering services</li><li><input type="checkbox"/> Food or beverages from stores or from meal-kits providers</li><li><input type="checkbox"/> Cosmetics, beauty or wellness products</li><li><input type="checkbox"/> Cleaning products or personal hygiene products for example toothbrushes, handkerchiefs, washing detergents, cleaning cloths)</li><li><input type="checkbox"/> Bicycles, mopeds, cars, or other vehicles or their spare parts</li><li><input type="checkbox"/> Other physical goods</li> <li><input type="checkbox"/> Inget av ovanstående</li></ul>
26.	<p><b>Have you bought any of the following via the internet for private use in the last 3 months?</b></p> <p>Several answers can be marked.</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Subscriptions to the internet or mobile phone connections</li><li><input type="checkbox"/> Subscriptions to electricity, water or heating supply, waste disposal or similar services</li> <li><input type="checkbox"/> None of the above</li></ul>

**27. Köpte du något av följande via internet för privat bruk under de senaste 3 månaderna?**

*Flera svar kan markeras.*

- ☐ Transport from an enterprise for example tickets to local bus, train, taxi ride (incl. UBER) or longer journeys by bus, train or plane
- ☐ Accommodation from an enterprise for example via booking website, hotels or travel agencies
- ☐ Tickets to sports or cultural events (e.g. cinema, concerts, fairs, etc.)
- ☐ E-books or audio books (incl. updates)
- ☐ Downloaded softwares (incl. updates)
- ☐ Computer games, downloaded or online (incl. updates)
- ☐ None of the above

**28. Har du prenumererat på något av följande under de senaste 3 månaderna?**

*Räkna både befintliga och nystartade prenumerationer, räkna inte med gratisappar.  
Flera svar kan markeras.*

- ☐ Musik som en streamingtjänst (t.ex. Spotify, Tidal, Apple Music, YouTube Music)
- ☐ Filmer eller serier som en streamingtjänst (t.ex. Netflix, HBO Max, Viaplay, Amazon prime, Disney+, Apple TV, SF Anytime)
- ☐ Digitala tidningar, nyhetssidor eller magasin
- ☐ Dataspel som streamingtjänst (t.ex. GeForce Now, Google Stadia, Play Station Now, Nintendo Switch Online)
- ☐ Appar relaterade till hälsa och fitness (räkna inte med gratisappar)
- ☐ Andra appar (t.ex. för språkinlärning, resor, väder)
- ☐ Inget av ovanstående

**29. Did you buy any other services than those mentioned previously via a website or app for private use in the last 3 months? Excluding financial and insurance services**

- ☐ Ja
- ☐ Nej

**30. 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.

**31. 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 33

**32. 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

**33. 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

**34. 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

**35. 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.

**36. 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

**37. 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

**38. 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

**39. 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
- ☐ Brand, design or size
- ☐ 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

**40. In your household, how many persons are 16 - 24 years old?**

*Include yourself.*

personer

**41. How many of those inte households aged 16 - 24 are studying?**

personer

**42. 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 44

**43. 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)

**44. What is your main occupation?**

*If you have difficult 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.*

☐ Employed —————→ Go to question 45

☐ Unemployed (or jobseekers)

☐ Retired (age or contractual)

☐ Unable to work due to long-term health problems

☐ Studerande (eller är skolelev)

☐ Fulfilling domestic tasks (take care of home or children)

☐ Compulsory military (civilian service even abroad)

Go to question 52

☐ Other —————→ Go to question 51

☐ Don't know / Don't want answer —————→ Go to question 52

**45.** To you who answered "Employed" on question 44.

### Are you self-employed or an employee?

- ☐ Self-employed person with employees
- ☐ Self-employed person without employees
- ☐ Employee
- ☐ Family worker (unpaid)

**46. Do you work full-time or part-time?**

*If you are unsure, answer on your own opinion.*

- ☐ Fulltime
- ☐ Part time

**47. What form of employment do you have?**

- ☐ Permanent (employment without an end date)
- ☐ Temporary employment (temporary, project- or seasonal employment, fixed-term, as-needed, hourly based employment, probationary employment)

**48. What is your profession due to the work you do?**

Type text on the line below

**49. What are your main tasks?**

### What are your main tasks?

Describe your main tasks. If you are e.g. a project manager, then write what you do, for example, "is responsible for improving the working environment in elderly care". Are you e.g. factory worker then write what you manufacture. Are you a manager describe what type of manager you are and if you have other managers who are subordinate you. For example, department manager with three subordinate unit managers or store manager without subordinate managers. Type text in the box below

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**50. 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 Defense; Compulsory Social Security
- ☐ Education
- ☐ Human Health and Social Work Activities
- ☐ Arts, Entertainment and Recreation
- ☐ Other Service Activities
- ☐ Activities of Households as Employers; Undifferentiated goods- and Services-producing Activities of Households for own use
- ☐ Activities of Extraterritorial Organizations and Bodies

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

*Type text in the box below.*

**52. 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.*

☐ Yes, very difficult

☐ Yes, quite difficult

☐ No, not difficult at all

☐ Don't know



*Go to question 54*

**53. Have you had these difficulties for at least the last 6 months?**

☐ Yes

☐ No

☐ Don't know

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

minutes

**Thank you for your participation!**