ICT Survey Q1 2015

ICT Individual Q1 2015

TIMESSTAMP START OF Individual MODULE

OPENING FILTER if 16<=age, wave= 2, 3, 4, dir=1
Direct respondents aged 16 or over inclusive in waves 2, 3, 4.

THEN ASK PERMIND

PERMIND

I would like to ask you some questions relating to your usage of computers, mobile phones and the internet.

PRESS 1 to continue

Enable RF

IF PERMIND = RF then Exit Module

COMPUTER   **(B1)**

IF PERMIND = 1

When did you most recently use a computer?

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

Enable RF/DK

COMPAVG   **(B2)**

IF COMPUTER = 1
If respondent used a computer in the last 3 months

How often on average, have you used a computer in the last 3 months?

1.   Every day or almost every day
2.   At least once a week (but not every day)
3.   Less than once a week

Enable RF/DK

USEINT   **(C1)**

IF PERMIND = 1 or IF COMPUTER = RF/DK

When did you most recently use the internet?

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

INTAV   **(C2)**

IF USEINT = 1

On average how often did you use the internet in the last 3 months?

1.   Every day or almost every day
2.   At least once a week (but not every day)
3.   Less than once a week

Utilise RF /DK

INTMOB   **(C3)**

IF USEINT = 1
If respondent used the internet in the last 3 months

Do you use any of the following mobile devices to access the internet away from home or work in the last three months?

Note: Multiple responses to be recorded, where applicable.
Note: Option 4 implies no other option is selected

1.   Mobile phone (or Smart Phone)
2.   Portable Computer (e.g. Laptop, Tablet)
3.   Other devices (e.g. PDA MP3, watch, e-book reader)
4.   Don't use any mobile device to access the internet

Enable DK/RF

MOBTYP (C3a)

If INTMOB = 1
If respondent has used a mobile phone to access the internet.

How does the Mobile Phone that you use connect to the internet?

Note: Multiple responses to be recorded, where applicable.
Note: Option 3 implies no other option is selected

1. via Mobile Phone network (e.g. Vodafone , O2, 3)
2. via Wi-Fi
3. Don't know

WIFI   **3G, 4G**   these letters usually indicate the
                                           individual is using a phone network

TABTYP (C3b)

If INTMOB = 2
If respondent has used a portable computer to access the internet.

How does the portable computer that you use connect to the internet?

Note: Multiple responses to be recorded, where applicable.

1. via Mobile Phone network (e.g. Vodafone , O2,) by using a mobile phone, USB or (SIM) card
2. via Wi-Fi

Enable RF/DK

ICOMMUN **(C4)**

If USEINT = 1

Which if any of the following internet activities have you done in the last 3 months for **PRIVATE PURPOSES**?

Note: Multiple responses to be recorded, where applicable.
Note: Option 6 implies no other option is selected

1.   Sending / receiving emails
2.   Playing or downloading games, image, films or music
3.   Playing networked games with other people
4.   Uploading self-created content (text, photos, music, videos, software) to a website for the purposing of sharing the content.
5.   Participating in professional networks (creating user profile, posting message or other contributions to LinkedIn, Xing, etc.)
6.   None of the above

INTINFO **(C4)**

If USEINT = 1

Which if any of the following activities have you used the internet for in the last 3 months for **PRIVATE PURPOSES**?

Note: Multiple responses to be recorded, where applicable.
Note: Option 7 implies no other option is selected

1.   Reading or downloading online newspapers / news magazines
2.   Making an appointment with a Doctor or other medical practitioner
3.   Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.)
4.   Looking for information about education, training or course offers
5.   Finding information about goods or services
6.   Looking for a job or sending a job application
7.   None of the above

INTCIV **(C4)**

If USEINT = 1

Have you used the internet for any of the following activities in the last 3 months for **PRIVATE PURPOSES**?

Note: Multiple responses to be recorded, where applicable.
Note: Option 7 implies no other option is selected

1. Creating a website or blogs
2. Consulting Wiki's to obtain knowledge on any subject
3. Participating in social networks (creating user profile, posting messages or other contributions to Facebook, twitter, bebo etc.)
4. Posting opinions on civic or political issues via websites
5. Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition.)
6. Listening to web radio
7. None of the above

INTCIV1

If INTCIV = 3

On average how often did you use the internet for participation in social networks in the last 3 months for **PRIVATE PURPOSES** ?

1. Every day or almost every day
2. At least once a week (but not every day)
3. Less than once a week

Enable RF/DK

INTOTHER **(C4)**

IF USEINT = 1

Have you done any of the following internet activities in the last 3 months for **PRIVATE PURPOSES**?

Note: Multiple responses to be recorded, where applicable.
Note: Option 6 implies no other option is selected

1. Using services related to travel or travel related accommodation
2. Selling of goods or Services (e.g. via Auction sites etc.)
3. Internet Telephoning / video calls
4. Internet Banking
5. Downloading software (other than games software)
6. None of the above

CLOUD1 **(C5)**

IF USEINT = 1

Did you use storage space on the internet to save documents, pictures, music, video, or other files? E.g. Google Drive, Dropbox, Windows SkyDrive, iCloud, Amazon Cloud Drive

Note: Storing files on email accounts should **not** be considered as a file storage facility for the purpose of answering the question

1.   Yes
2.   No

Utilise DK /RF

ILEARN **(C6)**

IF USEINT = 1

Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

Note: Multiple responses to be recorded, where applicable.

1.   Doing an online course
2.   Using online learning material other than participation in a complete online course (e.g. online learning software, electronic books)
3.   Communicated with instructors or students using educational websites/ portals
4.   Other
5.   I have not conducted any learning over the internet in the last 3 months

Enable RF/DK

INTPUB **(D1)**

IF USEINT = 1 or 2

Did you contact or interact with public authorities (e.g. motor tax, household charge, Bin charge) or public services (e.g. Revenue, HSE, Department of Education, Department of Social Protection) over the internet for **PRIVATE PURPOSES** in the last 12 months for the following activities

Note: Multiple responses to be recorded, where applicable.
Note: Option 4 implies no other option is selected

  1. Obtaining Information from Public Authorities' Websites
  2. Downloading official forms
  3. Submitting completed forms (not manually typed emails)
  4. None of the above

Enable RF/DK

FORMWHYNO **(D2)**

If INTPUB not equal to 3 or DK/refusal

Why did you not submit an official form on-line in the last 12 months?

Note: Multiple responses to be recorded, where applicable.
Note: Option 1 implies no other option is selected

1. Did not have to submit official forms
2. Service was not available
3. Didn't know how to do it on the website / it was too complicated
4. Concerns about protection and security of personal data
5. Another person submitted form on my behalf
6. Other

INTBUY **(E1)**

IF USEINT = 1, 2 or 3
If respondent ever used the internet

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

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 goods

Enable RF/DK

BUYTYP1 (E2)

IF INTBUY = 1 or2
If respondent purchased within the last year

Which of the following goods or services did you buy or order over the internet? (For **PRIVATE USE** in the last 12 months)

Note: Multiple responses to be recorded, where applicable.
Note: Option 8 implies no other option chosen
Note: IN THE LAST 12 MONTHS

1. Food or groceries
2. Household goods (e.g. Furniture, toys, etc.)
3. Medicine
4. Clothes, sports goods
5. Electronic equipment (incl. Cameras)
6. Share purchases, Insurance policies and other financial services
7. Other
8. None of the above

Enable RF/DK

BUYTYP2 (E2)

IF INTBUY = 1 or 2
If respondent purchased within the last year

Which of the following goods or services did you buy or order over the internet? (For **PRIVATE USE** in the last 12 months)

Note: Multiple responses to be recorded, where applicable.
Note: Option 9 implies no other option chosen

1. Films, music
2. Books, Magazines, newspapers (including e-books)
3. E-Learning material
4. Video Games and software and upgrades
5. Other computer software and upgrades
6. Computer hardware
7. Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)
8. Other
9. None of the above

Enable RF/DK

BUYTYP3 **(E2)**

IF INTBUY = 1 or 2
If respondent purchased within the last year

Which of the following goods or services did you buy or order over the internet? (For **PRIVATE USE** in the last 12 months)

Note: Multiple responses to be recorded, where applicable.
Note: Option 5 implies no other option chosen

1. Holiday accommodation
2. Other travel arrangements (transport tickets, car hire etc.).
3. Tickets for events
4. Other
5. None of the above

Enable RF/DK

BUYWH **(F4)**

IF INTBUY = 1 or 2
If respondent purchased from the internet within the last year

From whom did you buy or order goods or services? (For **PRIVATE PURPOSES** over the internet in the last 12 months)

Note: Multiple responses to be recorded, where applicable.

1. National seller
2. Sellers from another EU country
3. Sellers from rest of the world
4. Unknown origin

BUYFREQ **(E4)**

IF INTBUY = 1

How many times did you order or buy goods or services over the internet **for PRIVATE USE** in the last 3 months?

1. 1 or 2 times
2. 3 to 5 times
3. 6 to10 times
4. Greater than 10 times

Enable RF/DK

BUYFREQ2 (E5)

IF INTBUY = 1

How much as an estimate did you spend over the internet when buying or ordering goods or services in the last 3 months?

1. Less than 50 euro
2. Between 50 and 100 euro
3. Between 100 and 500 euro
4. Over 1000 euro
5. I don't know

Enable RF/DK

BUYPROB (E6)

IF INTBUY = 1 or 2
If respondent purchased from the internet within the last year

Did you encounter any of the following problems when buying or ordering goods or services over the Internet in the last 12 months?

Note: Multiple responses to be recorded, where applicable.
Note: Option 10 implies no other options selected

1. Technical failure of website during order or payment
2. Difficulties in finding information concerning guarantees and other legal rights
3. Speed of delivery slower than indicated
4. Final costs of purchase were higher than indicated (e.g. higher delivery costs or unexpected transaction fees)
5. Damaged or incorrect goods delivered
6. Problems with fraudulent activity (e.g. no goods received at all, misuse of credit card details etc.)
7. Poor customer service or unsatisfactory response to product related query
8. Preferred goods or services not available for sale in your country
9. Other reasons
10. I have not encountered any problems
Utilise DK /RF

COMPUTERACT1 **(E7)**

If INTBUY = 3, 4

What were the reasons for not buying or ordering any goods or services for your own private use in the last 12 months?

Note: Multiple responses to be recorded, where applicable.
Note: Option 9 implies no other option is selected

1. Preference to shop in person, to physically view products, loyalty to shops or force of habit.
2. Lack of skills or knowledge (e.g. did not know how to use websites)
3. Delivery of goods is too problematic
4. Concerns over security of payment using the internet
5. Concerns about customer service quality when purchasing online goods
6. I don't possess a method of payment that allows me to purchase online
7. The goods or services I want do not supply to my country
8. Others
9. None of the above

Utilise DK /RF route

ILEARN2 **(F1)**

If USEINT = 1, 2

Note: Multiple responses to be recorded, where applicable.
Note: Option 4 implies no other option is selected

Which of the following computer or mobile device related activities have you carried out in the last 12 months?

1. Transferring files between computers or other devices
2. Installing software or applications (apps)
3. Changing the settings of any software, including operation systems or security settings
4. None of the above

Utilise DK /RF

ILEARN3   **(F2)**

If USEINT = 1, 2

Note: Multiple responses to be recorded, where applicable.
Note: Option 7 implies no other option is selected

Which of the following software related activities have you carried out in the last ~~twelve~~ 12 months?

1. Copying or moving files or folders
2. Using word processing software
3. Creating presentations or documents, integrating text, pictures, tables or charts
4. Using spreadsheet software
5. Using software to edit photos, videos or audio files
6. Writing code in a programming language
7. None of the above

Utilise DK /RF

ILEARN4   **(F2a)**

If ILEARN3 = 4

When using spreadsheet software did you use advanced functions to organise and analyse data, such as filtering, using formula or creating charts?

1. Yes
2. No

Utilise DK /RF

SECURITY1   **(G1)**

If USEINT = 1, 2

Note: Multiple responses to be recorded, where applicable.
Note: Option 6 implies no other option is selected

Have you experienced any of the following security related incidents, through using the Internet for PRIVATE PURPOSES in the last 12 months?

1. Problems with computer virus' or other infections (e.g. worm or Trojan horse)
2. Abuse of personal information sent on the internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data being uploaded to community websites
3. Financial loss as a result of fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming')
4. Financial loss due to fraudulent payments on your credit or debit card.
5. Children accessing inappropriate websites
6. None of the above

Utilise DK /RF

SECURITY2 **(G2)**

If USEINT = 1, 2

Note: Multiple responses to be recorded, where applicable.
Note: Option 7 implies no other option is selected

Have security concerns limited or kept you from doing the following activities via the internet for you own private purposes in the last 12 months?

1. Ordering or buying goods or services
2. Carrying out banking activities such as account management
3. Providing personal information to online communities for social and professional networking
4. Communicating with public services or administrations
5. Downloading software, music, video files, games or other data files
6. Using the internet with a mobile device (e.g. laptop) via a WIFI connections in locations away from your home
7. None of the above

Utilise DK /RF

SECURITY3 **(G3)**

If USEINT = 1, 2

Have you made back up files (documents, pictures, etc.) from your computer to any external storage device (e.g. Internet, CD, DVD, external hard disk, USB storage device)?

1. Yes (automatically or manually)
2. No

Utilise DK /RF route

SECURITY4 **(G4)**

If USEINT = 1, 2

Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored advertisement

1. Yes
2. No

Utilise DK /RF

SECURITY5 **(G5)**

If USEINT = 1, 2

Have you ever changed the settings in your internet browser to prevent or limit the amount of cookies that exist on your computer or mobile device?

1. Yes
2. No

Utilise DK /RF

TIMESTAMP for END OF INDIVIDUAL ICT MODULE QUESIONS REQUIRED

END OF MODULE

ICT Household 2015

TIMESSTAMP START OF HOUSHOLD MODULE

ALL = If House contains one member where 16<=age<=74, wave= 2,3,4 dir = 1 as
(Questions to be asked of only one member of any household)

Then ask PERMHH

PERMHH

Note on Screen
This is best answered by somebody who knows something about the type of internet connection the house has if it does have an internet connection

1.   Yes
2.   No

NOTE: If the household only contains a single person then skip note and proceed with household ICT questionnaire (as per WAVE 6 routing)

IF PERMHH = RF then EXIT Module

COMPUTER   **(A1)**

IF PERMHH = 1

Do you or anyone in your household have access to a computer at home? (Any device e.g. desktop, laptop, Netbook, **excluding smartphone**)

1.   Yes
2.   No

Utilise DK /RF

HOUINT (A2)

IF PERMHH = 1

Do you or anyone in your household have access to the internet at home? (Any device e.g. Mobile phone desktop, laptop, palmtop)

1. Yes
2. No

Utilise DK /RF

IF HOUINT = DK/ RF then end HH questionnaire (ask IND if not previously routed)

INTCONN (A3)

IF HOUINT = 1
If house has an internet connection

What types of internet connections are used at home?

Note: Multiple responses to be recorded, where applicable.

1. Fixed broadband connections e.g. cable, fibre optic
2. Mobile broadband connections (via mobile phone network that is at least 3G)
3. Other, narrowband connections (less than 3G , GPRS, dial-up access over older type telephone)

Enable RF/DK

INTNO (A4)

HOUINT = 2
If house has no internet connection

Note: Multiple responses to be recorded, where applicable.
NOTE: Option 8 implies no other option is selected

What are the main reasons you do not have internet access at home?

1. Have access to internet elsewhere
2. Do not need Internet (because not useful, not interesting etc.)
3. Equipment costs too high
4. Access costs too high (telephone, subscription etc.)
5. Lack of skills
6. Privacy or security concerns
7. Broadband internet is not available in our area
8. None of the above, but other

Thank you for taking the time to answer these questions on the Household

Press 1 to continue (TIMES STAMP END OF MODULE TIME)

END of HOUSEHOLD MODULE