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# ICT Survey Q1 2016

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**ICT Individual Q1 2016**

**TIMESTAMP 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

**USEINT**

**(B1)**

**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

Utilise RF /DK

**INTAV**

**(B2)**

**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

**INTDEV****(B3)****IF USEINT = 1**

On which of the following devices did you use the internet in the last 3 months?

**Note: Multiple responses to be recorded, where applicable.**

**Note: Option 7 implies no other option is selected**

1. Desktop computer
2. Laptop or netbook
3. Tablet computer
4. Mobile phone or smart phone
5. Other type of mobile device (e.g. media or games player, e-book reader, smart watch)
6. Smart TV (a TV that is directly connected to the internet e.g. via WIFI and not connected via a separate internet enabled device).
7. None of the above but other device

**INTTV****(B4)****IF INTDEV =6**

Which of the following activities did you use the SMART TV for in the last 3 months?

**Note: Multiple responses to be recorded, where applicable.**

**Note: Option 4 implies no other option is selected**

1. Watching internet streamed TV (live or catch up)
2. Watching other video content (on demand or from video sharing services)
3. Internet browsing through a browser (e.g. Internet explorer, Google Chrome or Firefox)
4. Using other apps (e.g. Skype, Facebook, gaming, online shopping)
5. None of the above

**INTMOB****(B5)****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****(B5a)***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

Enable DK/RF

**TABTYP****(B5b)***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****(B6)***If USEINT = 1*Which if any of the following internet activities have you carried out 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. Internet Telephoning / video calls
3. Participating in social networks (creating user profile, posting messages or other contributions to Facebook, twitter, etc.)
4. Uploading self-created content (text, photos, music, videos, software) to a website for the purposing of sharing the content.
5. Creating a website or blogs
6. None of the above

**INTINFO****(B6)***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 5 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. Finding information about goods or services
5. None of the above

**INTCIV****(B6)***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 6 implies no other option is selected**

1. Listening to music (e.g. web radio)
2. Playing or downloading games
3. Watching internet streamed TV (live or catch-up) from TV broadcasters
4. Watching video on demand from commercial services (e.g. Netflix, HBO)
5. Watching video content from sharing services (e.g. YouTube)
6. None of the above

**INTOTHER****(B6)***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 5 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 Banking
4. Using payment accounts (e.g. Paypal) to pay for goods and services
5. None of the above

**CLOUD1****(B7)****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****(B8)****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****(C1)****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****(C2)***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 at all (neither online or on paper)
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****(D1)***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****(D2)***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 7 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. Other
7. None of the above

Enable RF/DK

### BUYTYP2

(D2)

**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 8 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. Computer hardware
6. Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)
7. Other
8. None of the above

Enable RF/DK

### BUYTYP3

(D2)

**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****(D3)*****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****(D4)*****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 to 10 times
4. Greater than 10 times

Enable RF/DK

**BUYFREQ2****(D5)*****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. Between 500 and 1000 euro
5. Over 1000 euro
6. I don't know

Enable RF/DK

**BUYPROB****(D6)****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

**BUYPROB2****(D7)****IF INTBUY = 1 or 2***If respondent purchased from the internet within the last year*

How often did you use the following online information before you bought or ordered goods or services over the internet for private use in the last 12 months?

1. Information from several retailers, producer or service provider websites (i.e. websites owned directly by producers. e.g. Ryanair)
  - a. Every time or almost every time I purchased
  - b. Sometimes when I purchased
  - c. Rarely or never when I purchased
2. Price product comparison websites or apps (e.g. WHICH , flight scanner )
  - a. Every time or almost every time I purchased
  - b. Sometimes when I purchased
  - c. Rarely or never when I purchased
3. Customer reviews on websites or blogs (e.g. Trip advisor)
  - a. Every time or almost every time I purchased
  - b. Sometimes when I purchased
  - c. Rarely or never when I purchased

Utilise DK /RF

**BUYPROB3****(D8)*****IF INTBUY = 1 or 2****If respondent purchased from the internet within the last year*

Have you bought or ordered any good or service for private use over the internet by “clicking”/ buying straight away through an advertisement on a social media website or app in the last 12 months?

1. Yes
2. No

Utilise DK /RF

**BUYPROB4****(D9)*****IF INTBUY = 1 or 2****If respondent purchased from the internet within the last year*

Did you carry out any of the following financial activities over the internet (excluding using email) for private purposes in the last 12 months?

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

1. Buying or selling shares, bonds, funds or other investment services
2. Buying or renewing existing insurance policies ( including those offered as a package together with another service e.g. travel insurance sold with a plane ticket)
3. A loan or credit facility from a bank or other lending provider
4. I did not carry out any of the activities

Utilise DK /RF

**ILEARN2****(E1)*****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****(E2)***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 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

**SECURITY****(F1)***If USEINT = 1, 2***Note: Multiple responses to be recorded, where applicable.****Note: Option 5 implies no other option is selected**

What type of personal information did you provide / submit over the Internet in the last 12 months?

1. Personal identification details (e.g. name, date of birth, identity card number)
2. Contact details (e.g. home address, phone number, e-mail address)
3. Payment details (e.g. credit or debit card number, bank account number)
4. Other personal information (e.g. photos of you, current location, information related to health, employment, income)
5. None, I did not provide any personal information

Utilise DK /RF

**SECURITY1****(F2)***If USEINT = 1, 2***Note: Multiple responses to be recorded, where applicable.****Note: Option 7 implies no other option is selected**

Have you carried out any of the following to manage access to your personal information on the internet in the last 12 months?

1. Read privacy policy statements before providing personal information
2. Restricted access to your geographical location
3. Limited access to your profile or content on a social network you are using
4. Refused allowing the use of personal information for advertising purposes
5. Checked that a website where you needed to provide personal information was secure (e.g. https sites, sites with safety logo or certificates)
6. Asked websites or search engines to access the information they hold about you to update or delete it.
7. None of the above

Utilise DK /RF

**SECURITY2****(F3)***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

**SECURITY3****(F4)***If USEINT = 1, 2*

How do you feel about your online activities being recorded and used to provide you with tailored advertising?.

1. Very concerned
2. Somewhat concerned
3. Not concerned at all

Utilise DK /RF

**SECURITY4**

**(F5)**

*If USEINT = 1, 2*

Have you ever changed the settings in your internet browser to prevent or limit the amount of cookies put on your computer?.

1. Yes
2. No

Utilise DK /RF

**SECURITY5**

**(F6)**

*If USEINT = 1, 2*

Do you use anti-tracking software (software that limits the ability of third parties to track your internet activities)?

1. Yes
2. No

Utilise DK /RF

**TIMESTAMP for END OF INDIVIDUAL ICT MODULE QUESTIONS REQUIRED**

**END OF MODULE**

**ICT Household 2016****TIMESTAMP START OF HOUSHOLD MODULE**

*ALL = If House contains one member where  $16 \leq \text{age} \leq 74$ , 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

**HOUINT****(A1)**

***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****(A2)*****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****(A3)*****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**