

ICT Household Survey 2021

Survey on the use of ICT in Households and by Individuals

The purpose of this survey is to collect data on the level of ICT use by households and individuals. The survey asks questions on the following topics:

Household internet access
Access to ICT and usage of the internet
Type of purchases/activities online
ICT skills and online learning
Internet security

Contact Details

If you have any queries, please contact:

Email: socialmodules@cso.ie

LoCall: 1890 313 414 (Republic of Ireland) 087 0876 0256 (UK/Northern Ireland)

Phone: +353 21 4535000, +353 1 4984000

Website: www.cso.ie

Section 1 - Household Information

Soc_Age What is your age?

Soc_Sex What is your sex?

Male

Female

Soc_Resid What is your County of Residence?

Soc_NumResid How many people (including yourself) live in this household?

Please include all persons including children.

Only answer this question if Soc_NumResid Greater than 1

Soc_NumTeen How many children under 18 live in this household?

Children under 18 resident in the household.

Section 2 - Internet access at home

The following questions relate to the type of internet access at home.

A1 Do you or anyone in your household have access to the internet at home?

(by any device)

Yes

No

Don't know

Only answer this question if A1 Contains Any 2 No

A1_No_Why From the following list, please select why your household does not have internet access?
Select all that apply

- You have access to the internet elsewhere
- You don't need the internet
- Equipment costs too high
- Access costs too high (telephone, DSL, subscription etc.)
- Lack of skills
- Privacy or security concerns
- Broadband internet is not available in your area
- A different reason than from the options given

Only answer this question if A1 Contains Any 1 Yes

A2 What types of the following internet connections are currently used in your home by either yourself or your household?
Select all that apply

- Fixed broadband (e.g. cable providers such as Vodafone, Pure, Sky, Eir, Digiweb, Virgin)
- Mobile broadband (e.g. 3G, 4G or dongle providers such as Vodafone, Eir, Virgin)
- A different type of connection

B1 When did you last use the internet?

Within the last 3 months

Between 3 months and a year ago

More than a year ago

Never used it

Only answer this question if B1 Contains Any 1 Within the last 3 months

B2 On average how often did you use the internet in the last 3 months?

Select one

Every day or almost every day

At least once a week (but not every day)

Less than once a week

Only answer this question if B2 Contains Any 1 Every day or almost every day

B2.1 On average how many times do you use the internet during the day?

Select one

Briefly or 1 or 2 times a day

Several times a day

Nearly all the time

All the time

Section 3 - Internet use at any location

This section asks about your internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

Only answer this question if B1 Contains Any 1 Within the last 3 months

B3 On which of the following devices did you use the internet in the last 3 months?

Select all that apply

Desktop computer

Laptop

Tablet

Mobile phone or smart phone

Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Only answer this question if B1 Contains Any 1 Within the last 3 months

B4 For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose?

Select all that apply

- Sending / receiving e-mails
- Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat
- Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)
- Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat
- Reading online news sites / newspapers / news magazines
- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)
- Finding information about goods or services
- Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)
- Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)
- Looking for a job or sending a job application
- Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, Shpock)
- Internet banking (including mobile banking)

Only answer this question if B1 Contains Any 1 Within the last 3 months

B5 Have you conducted either of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

Selecting option 3 means no other option may be selected.

Select all that apply

Doing an online course

Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks, learning apps)

None of the above

Section 4 - e-government

This section asks about your use of e-Government services (i.e. your contacts via the internet with public authorities and services)

Exclude contacts through manually typed e-mails.

Include use of websites concerning citizen information and rights, tax declaration, social benefits, online educational services (e.g. public library online services, information on enrolment in schools or universities), public health services, etc. Examples include Revenue Online Service (ROS), Motor Tax Online, National Driver Licence Service (NDLS) online booking of appointment, etc. Department of Employment Affairs and Social Protection website, Intreo online service, etc.

Only answer this question if B1 Contains Any 1 Within the last 3 months or 2 Between 3 months and a year ago

C1 Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months for the following activities?

Selecting option 4 means that no other options may be selected.

Select all that apply

- Obtaining information from websites or apps
- Downloading/printing official forms
- Submitting completed forms online
- None of the above

Only answer this question if C1 Contains None of 3 Submitting completed forms online

C2 What were the reasons for not submitting completed forms to public authorities' websites or apps for private purposes in the last 12 months?

Select all that apply

- I did not have to submit official forms at all
- There was no such online service available
- Lack of skills or knowledge (e.g. did not know how to use the website or it was too complicated to use)
- Concerns about protection and security of personal data
- Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)
- Other reason

Section 5 - Online purchases

The following questions concern your purchases online, either via a website or app. Include also buying from private persons in marketplaces such as Airbnb, Facebook Marketplace, etc.

Only answer this question if B1 Contains Any 1 Within the last 3 months or 2 Between 3 months and a year ago

D1 When did you last buy or order goods or services for private use over the internet?

Within the last 3 months

Between 3 months and a year ago

More than 1 year ago

Never bought or ordered goods or services for private use over the internet

Only answer this question if D1 Contains Any 1 Within the last 3 months

D2 Did you buy any of the following 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.

Selecting option 17 means no other option may be selected.

Select all that apply

- 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)
- Music as CDs, vinyls etc.
- Films or series as DVDs, Blu-ray etc.
- Printed books, magazines or newspapers
- Computers, tablets, mobile phones or accessories
- Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. 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 (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- Bicycles, mopeds, cars, or other vehicles or their spare parts

Other physical goods

None of the above

Only answer this question if D2 Contains Any 1 Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery) or 2 Sports goods (excluding sport clothing) or 3 Children toys or childcare items (e.g. nappies, bottles, baby strollers) or 4 Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants) or 5 Music as CDs, vinyls etc. or 6 Films or series as DVDs, Blu-ray etc. or 7 Printed books, magazines or newspapers or 8 Computers, tablets, mobile phones or accessories or 9 Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines) or 10 Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included) or 11 Deliveries from restaurants, fast-food chains, catering services or 12 Food or beverages from stores or from meal-kits providers or 13 Cosmetics, beauty or wellness products or 14 Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths) or 15 Bicycles, mopeds, cars, or other vehicles or their spare parts or 16 Other physical goods

D3 From whom did you buy these goods online in the last 3 months

Select all that apply

National sellers

Sellers from other EU countries

Sellers from the rest of the world

Country of origin of sellers is not known

Only answer this question if D2 Not Empty

D4 Did you buy any of these goods from private persons via a website or app such as on eBay, Facebook Marketplace etc.?

Yes

No

Only answer this question if D1 Contains Any 1 Within the last 3 months

D5 Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?

Selecting option 8 means no other option may be selected.

Select all that apply

- 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 (e.g. related to learning languages, travelling, weather) (excluding free apps)
- None of the above

Only answer this question if D1 Contains Any 1 Within the last 3 months

D6 Did you buy any of the following via a website or app for private use in the last 3 months?

Selecting option 6 means no other option may be selected.

Select all that apply

- 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 (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace etc.)
- None of the above

Only answer this question if D6 Contains Any 5 Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace etc.)

D7 Did you buy any of these goods from private persons via a website or app such as on eBay, Facebook Marketplace etc.?

- Yes
- No

Only answer this question if D1 Contains Any 1 Within the last 3 months

D8 Did you buy any transport service via a website or app for private use in the last 3 months from:

Selecting option 3 means no other option may be selected.

Select all that apply

A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. MyTaxi, Uber)

A private person

None of the above

Only answer this question if D1 Contains Any 1 Within the last 3 months

D9 Did you rent accommodation via website or app for private use in the last 3 months from:

Selecting option 3 means no other option may be selected.

Select all that apply

Enterprises such as hotels or travel agencies

A private person (e.g. Airbnb)

None of the above

Only answer this question if D1 Contains Any 1 Within the last 3 months

D11 How many times have you bought goods or services over the internet for private use in the last 3 months?

- 1-2 times
- 3-5 times
- 6-10 times
- >10 times

Only answer this question if D1 Contains Any 1 Within the last 3 months

D12 Estimate how much money you have spent in total on your purchases via a website or app for private use in the last 3 months.

- less than 50 euro
- 50 to less than 100 euro
- 100 to less than 300 euro
- 300 to less than 500 euro
- 500 to less than 700 euro
- 700 to less than 1000 euro
- 1000 euro and more
- Don't know

Only answer this question if D1 Contains Any 1 Within the last 3 months

D13 Did you encounter any of the following problems when buying via a website or app in the last 3 months?

Selecting option 10 means that no other option may be selected.

Select all that apply

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

Only answer this question if B1 Contains Any 1 Within the last 3 months

D14 Did you carry out any of the following via a website or app for private purposes in the last 3 months?

Selecting option 4 means no other option may be selected.

Select all that apply

- Buy insurance policies, including travel insurance, also as a package together with e.g. 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

**Only answer this question if (D1 Contains Any 2 Between 3 months and a year ago or 3 More than 1 year ago)
And (B1 Contains Any 1 Within the last 3 months)**

D15 What were the reasons for not buying anything via a website or app in the last 3 months?

Select all that apply

- Prefer to shop in person, like to see product, loyalty to shops, force of habit
- Perceived difficulty of ordering online (concerns about sufficiency of skills)
- Concerns about cost of delivery of goods
- Concerns about reliability or speed of delivery
- Payment security or privacy concerns
- Concerns about returning goods, complaints/ reimbursement
- There was no need to buy online in the last 3 months
- Other

Section 6 - Activities done for educational, professional or private purposes

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

Only answer this question if B1 Contains Any 1 Within the last 3 months

E1 Which of the following activities have you carried out in the last 3 months?

Selecting option 4 means no other option may be selected.

Select all that apply

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

Downloading or installing software or apps

Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)

None of the above

Only answer this question if B1 Contains Any 1 Within the last 3 months

E2 Which of the following software related activities have you carried out in the last 3 months?

Selecting option 7 means no other option may be selected.

Select all that apply

Using word processing software

Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound

Using spreadsheet software

Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data

Editing photos, video or audio files

Writing code in a programming language

None of the above

Only answer this question if B1 Contains Any 1 Within the last 3 months

E3 Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, Twitter) in the last 3 months?

Yes

No

Only answer this question if E3 Contains Any 1 Yes

E4 Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months?

Yes

No

Only answer this question if E4 Contains Any 1 Yes

E5 How did you check truthfulness of the information or content found on the internet?

Select all that apply

Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)

Following or taking part in discussion on the internet regarding the information

Discussing the information offline with other persons or using sources not on the internet

Another way

Only answer this question if E4 Contains Any 2 No

E6 Why did you not check truthfulness of the information or content found on the internet?

Select all that apply

You already knew that information, content or source was not reliable

Lack of skills or knowledge (e.g. Did not know how to check information on the internet or it was too complicated to do)

Other reasons

Section 7 - Internet privacy and protection of personal data

The following questions concern the provision and protection of personal data for activities carried out online (via website or app).

Only answer this question if B1 Contains Any 1 Within the last 3 months

F1 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?

Selecting option 7 means no other option may be selected.

Select all that apply

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

Only answer this question if B1 Contains Any 1 Within the last 3 months

F2 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 ads?

Yes

No

Only answer this question if B1 Contains Any 1 Within the last 3 months

F3 Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?

Yes

No

Only answer this question if B1 Contains Any 1 Within the last 3 months

F5 Do you use software that limits the ability to track your activities on the internet on any of your devices?

Yes

No

Contact Details

Thank you for taking part in this survey today.

Name

Phone Contact Phone Number