

ICT Household Survey 2023

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 usage by households and individuals. The survey asks questions on the following topics:

- Household internet access
- Access to ICT and usage of the internet
- Use of the internet
- Use of e-government
- Use of electronic identification (eID)
- Type of purchases/activities online
- E-skills
- Privacy and protection of personal data
- Contact Details

If you have any queries, please contact:

Email: household_ict@cso.ie

LoCall: 1800 252 293

Website: www.cso.ie

Further information may be found here:

Website: <https://www.cso.ie/en/methods/tn/ictsurvey>

All information supplied to the CSO is treated as strictly confidential in accordance with National and EU Legislation.

The information will be used for statistical purposes only and will not be divulged to any other Government Department or body.

Section 1 - Household Information

Soc_Age What is your age?

Please enter a numeric value

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?

Please enter a numeric value.

Soc_GenHealth How is your health in general? Is it...

- Very good
- Good
- Fair
- Bad
- Very bad

HS2 Do you have any longstanding illness or longstanding health problem?

Note: Illnesses or health problems which have lasted, or are expected to last, for 6 months or more are considered long standing

- Yes
- No

HS3 To what extent have you been limited in everyday activities because of health problems?

- Severely limited
- Limited but not severely
- Not limited at all

Section 2 - Internet access at home

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

HH1 What types of the following internet connections are currently used in your home by either yourself or your household?

Selecting option 4 implies no other option selected.

Select all that apply

- Fixed broadband (e.g. cable providers such as Vodafone, Pure Telecom, Sky, Eir, Digiweb, Virgin Media, Cellnet, Imagine, IFA Telecom)
- Mobile broadband (e.g. 3G, 4G, 5G, data only Sim card, Wifi hotspot or dongle providers such as Vodafone, Eir, Virgin Media)
- A different type of connection
- This household does not have an internet connection currently.

Only answer this question if HH1 Contains Any 4 This household does not have an internet connection currently.

HH1_No From the following list, select why your household does not have internet access?

Select all that apply.

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)
- Lack of skills
- Privacy or security concerns
- Broadband internet is not available in your area
- A different reason than from the options given

A1_V2 Do you use the internet every day or almost every day?

Yes

No

Only answer this question if A1_V2 Contains Any 1 Yes

A2_V2 On average, how often do you use the internet?

Briefly, or 1 or 2 times a day

Several times a day

Nearly all the time every day

All the time every day

Only answer this question if A1_V2 Contains Any 2 No

A3_V2 On average how often do you use the internet?

At least once a week but not every day

Less than once a week but within the last 3 months

Between 3 months and a year ago

More than a year ago

Never used it

Section 3 - Internet use at any location

This module 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

B3 For which of the following activities did you use the internet (including via apps) in the last 3 months for private purposes?

Select all that apply

Selecting option 20 implies no other option selected

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, Zoom, MS Teams, Webex)

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

Finding information about goods or services

Reading online news sites / newspapers / news magazines

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)

Listening to music (e.g. web radio, music streaming) or downloading music

Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. RTE Player, Virgin Media Player)

Watching Video on Demand from commercial services (e.g. Netflix, HBO GO, Amazon Prime, Maxdome, Apple TV, Disney Plus)

Watching video content from sharing services (e.g. YouTube)

- Playing or downloading games
- Seeking health-related information (e.g. for injuries, diseases, nutrition, improving health, etc.)
- Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre)
- Accessing 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 online or an online consultation such as VHI Online Doctor, Laya GPLive, etc.)
- Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, Facebook Shops, Facebook buy/sell groups, Depop, Shpock)
- Internet banking (including mobile banking)
- None of the above

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

B4 Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

Select all that apply
Select all that apply

- Doing an online course
- Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)
- Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.)

Only answer this question if B4 Contains Any 1 Doing an online course or 2 Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms) or 3 Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.)

B5 What was the purpose of the learning activities you participated in the last 3 months

Select all that apply

For formal education (e.g. school or university)

For professional/work-related purposes

For private purposes

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), Local Property Tax (LPT) online, Passport online service, Motor Tax Online, National Driver Licence Service (NDLS) online booking of appointment, Department of Employment Affairs and Social Protection website, Intreo online service, etc.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C1 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

Select all that apply.

Selecting option 4 implies no other option selected.

Select all that apply

Accessed information stored about you by public authorities or public services (e.g. information regarding pension, health etc.)

Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)

Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)

Have not performed any of the mentioned activities

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C2 Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?

Yes

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C3 Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with Government Department or body or State healthcare provider) for private purpose in the last 12 months?

Select all that apply

Yes

No

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C5 Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?

Yes, I did it myself

No, it was done automatically (by Revenue, employer, other authority)

No, I delivered it to Revenue in paper format

No, someone else did it on my behalf (e.g. family member, tax adviser, accountant)

No, for other reasons (e.g. not subject to income tax)

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

C6 Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?

Select all that apply

Selecting option 4 implies no other option selected

Select all that apply

- Requested official documents or certificates (e.g. birth, baptismal, graduation, marriage, divorce, death, residence certificates, police or criminal records)
- Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities)
- Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, Ombudsman service)
- None of the above

Only answer this question if C6 Contains Any 4 None of the above

C7 What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?

Select all that apply.

Select all that apply

- I did not have to request any documents or to make any claims
- Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)
- Concerns about the security of personal data or unwillingness to pay online (credit card fraud)
- Another person did it on my behalf (e.g. consultant, tax adviser, relative)
- Other reason

Section 5 - Use of electronic identification (eID)

Electronic identification (eID) enables the identification of a person and secure login to online services in Ireland or other European countries.

Only answer this question if (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 Between 3 months and a year ago)

EID_Use Have you used your electronic identification (eID)(s) to access online services in the public or private sector in Ireland or other European countries for private purpose in the last 12 months?

Yes

No

Only answer this question if EID_Use Contains Any 1 Yes

EID_Types For what type(s) of services have you used your electronic identification (eID)(s) in the last 12 months?

Please select all that apply.

Select all that apply

Services provided by public authorities or public services of your country of residence (such as Revenue MyAccount for submitting your tax declaration or other services, MyGovID for applying for social benefits, requesting official certificates, NDLS, motor tax, etc.)

Services provided by public authorities or public services of other European countries (e.g. submitting your tax declaration, requesting official documents or certificates, if applicable)

Services provided by business sector (e.g. accessing banking services, login to transport services, identification via eID e.g. on a digital marketplace, (Facebook Marketplace, etc.)

None of the above

Only answer this question if EID_Use Contains Any 2 No

EID_No What are the reasons for not using the mentioned electronic identification (eID)(s) in the last 12 months?

Please select all that apply

I was not aware of the existence of electronic identification (eID)

I don't have an electronic identification (eID)

I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)

I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)

I could not use my electronic identification (eID) due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)

Section 6 - 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months or 3 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 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?

Select all that apply

Include online purchases from enterprises or private persons, including used goods

Selecting option 17 implies no other option 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 None of 17 None of the above

D3 From whom did you buy these goods via a website or app in the last 3 months?

Include online purchases from enterprises or private persons.

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 Contains None of 17 None of the above

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

Select all that apply

Selecting option 8 implies no other option 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?

Select all that apply

Selecting option 6 implies no other option 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, Facebook Shop, Facebook Buy/Sell etc.)
- None of the above

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:

Select all that apply

Selecting option 3 implies no other option selected.

- 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:

Select all that apply

Selecting option 3 implies no other option 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

Buy_Internet_Times 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

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

Select all that apply

Selecting option 10 implies no other option 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 right
- 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 D1 Contains Any 1 Within the last 3 months

D11 Did you carry out any of the following via a website or app for private purposes in the last 3 months?

Select all that apply

Selecting option 4 implies no other option 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

Section 7 - 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but within the last 3 months)

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

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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but 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 8 - 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but 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 (A1_V2 Contains Any 1 Yes) Or (A3_V2 Contains Any 1 At least once a week but not every day or 2 Less than once a week but 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

Section 9 - Household Income

G18a Can you estimate your net monthly household income (including social transfers and after tax)?

Yes

No

Only answer this question if G18a Contains Any 1 Yes

G18b Please indicate from the following the net household income?

- 0-140 euro
- 141-306 euro
- 307-465 euro
- 466-830 euro
- 831-1,250 euro
- 1,251-1,620 euro
- 1,621-2,160 euro
- 2,161-2,645 euro
- 2,646-3,695 euro
- 3,696 or more

Contact Details

Thank you for taking part in this survey today.

ICT_Email Can you please confirm your E-mail address?

This is the email address you would have given us in relation to the Labour Force Survey

Name Name

Phone Contact Phone Number