

ICT Household Survey 2024

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 e-government
Type of purchases/activities online
Smart technology
Green ICT considerations when purchasing/disposing of devices

Contact Details

If you have any queries, please contact:

Email: household_ict@cso.ie

Telephone - CSO Head Office 021-4535110

Website: www.cso.ie

Section 1 - Household Information

Soc_Age What is your age?

Please enter a numeric value

Only answer this question if Soc_Age Not Empty

Soc_Sex What is your sex?

☐

Male

☐

Female

Only answer this question if Soc_Sex Not Empty

Soc_Resid What is your County of Residence?

Only answer this question if Soc_Resid Not Empty

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

Under_Sixteen How many children under 16 live in this household?

Please enter a numeric value.

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, Rural WiFi)

☐

Mobile broadband (e.g. 3G, 4G, 5G, data only Sim card, WiFi hotspot or dongle providers such as Vodafone, Eir, Virgin Media, Eir Evo, Three)

☐

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 21 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/polling to define civic or political issues (e.g. urban planning, politics/social issues, signing a petition)
- ☐ Looking for a job or sending a job application
- ☐ 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 using your phone, tablet or other device)

☐

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

None of the above cannot be selected with any other option

☐

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.)

☐

None of the above

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

B6 Have you ever opened an account or registered with a free app or service?

For example a subscription/account for social media, apps for buying transport tickets, music streaming, games etc.

☐

Yes

☐

No

Only answer this question if B6 Contains Any 1 Yes

B7 Have you deleted or tried to delete (or close) your account of a free app or service in the last 3 months?

☐

Yes

☐

No

Only answer this question if (B6 Contains Any 1 Yes) And (B7 Contains Any 1 Yes)

B8 Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

For example difficulty to find a way to delete the account, spending a disproportionate amount of time to do it, technical issues, unacceptable conditions for withdrawal, inability to succeed...

☐

Yes

☐

No

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 (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, your pay/tax paid, social welfare records, cadastral registers(land/property), 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 (such as online booking of COVID-19 test, BreastCheck, CervicalCheck, online booking of appointment, etc.) 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 completed, edited, reviewed or approved your tax declaration via a website or app 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)

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

Only answer this question if (C1 Contains Any 1 Accessed information stored about you by public authorities or public services (e.g. information regarding pension, health etc.) or 2 Accessed information from public databases or registers (e.g. information about availability of books in public libraries, your pay/tax paid, social welfare records, cadastral registers(land/property), enterprise registers) or 3 Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)) Or (C2 Contains Any 1 Yes) Or (C3 Contains Any 1 Yes) Or (C5 Contains Any 1 Yes) Or (C6 Contains Any 1 Requested official documents or certificates (e.g. birth, baptismal, graduation, marriage, divorce, death, residence certificates, police or criminal records) or 2 Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities) or 3 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))

C8 Have you encountered any of the following issues when using a website or app of public authorities or public services in the last 12 months?

Select all that apply

Option 5 cannot be selected with any other option

Select all that apply

☐

Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)

☐

Technical problems experienced when using website or app (e.g. long loading, website crashed)

☐

Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)

☐

Other issue

☐

I have not encountered any issues

Section 5 - Online purchases

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.

None of the above cannot be selected with any other option.

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. or 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, sound bars or smart speakers, virtual assistants) 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 D1 Contains Any 1 Within the last 3 months

D3 Did you buy any of the following services via a website or app for private use in the last 3 months?

Select all that apply

None of the above cannot be selected with any other option

Select all that apply

☐

Subscriptions to the internet or mobile phone connections

☐

Subscriptions to electricity, water or heating supply, waste disposal or similar services

☐

None of the above

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

D4 Did you buy any of the following via a website or app for private use in the last 3 months?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

☐

Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. (e.g. FreeNow, Uber, Joemaxi, Bolt, etc.)))

☐

Accommodation from businesses e.g. hotels or travel agencies

☐

Tickets to events (concerts, cinema, sports events, fairs, etc)

☐

E-books or audio books as downloads (including updates)

☐

Software as downloads (including upgrades)

☐

Games as downloads (including upgrades) or virtual in-game items

☐

None of the above

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

D5 Have you had a subscription (including existing and new subscriptions) to any of the following services in the last 3 months, which you paid for?

Select all that apply.

None of the above cannot be selected with any other option.

Select all that apply

☐

Music streaming service (e.g. Spotify, [national examples])

☐

Films, series or sports streaming service (e.g. Netflix, HBO Max, Amazon prime, Disney+, Maxdome, Apple TV, Sky, Showtime etc.)

☐

Online news sites, online newspapers (e-papers) or online magazines

☐

Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now etc.)

☐

Apps related to health or fitness

☐

Other apps (e.g. related to learning languages, travelling, weather)

☐

None of the above

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

D7 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

Note on Insurance Policies: Examples of insurance covered include motor, house, medical, dental, pet, travel insurance policies, etc. Insurances offered via another service or provider such as a bank, travel insurance offered together with a plane ticket, phone insurance for breakage/loss/theft, insurance for purchased household equipment, means of payment insurance when for example arranging finance for the purchase of a car, household furniture or equipment, etc. This category includes not only situations where you are the policyholder, but also where you are part of family medical or travel insurance.

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 6 - Internet of things

These questions concern the use of internet connected devices or systems for private purposes that can also be connected to each other to enable advanced services; e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device, 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 Have you used any of the following internet-connected devices or systems for private purposes?

Select all that apply.

Selecting option 5 means no other option may be selected.

Select all that apply

☐

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

☐

I have not used any of the above

Only answer this question if E1 Contains Any 5 I have not used any of the above

E2 What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

Select all that apply.

Select all that apply

☐

I didn't know such devices or systems exist

☐

I had no need to use those connected devices/systems

☐

Costs too high

☐

Lack of compatibility with other devices or systems

☐

Lack of skills to use those devices or systems

☐

Concerns about the privacy and protection of data about me generated by those devices or systems

☐

Concerns about security (e.g. that the device or system will be hacked)

☐

Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)

☐

Other reasons

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 used the internet on any of the following devices in your home for private purposes?

Select all that apply

Selecting option 4 implies no other option selected

Select all that apply

☐

An internet-connected TV

☐

An internet-connected game console

☐

An internet-connected home audio system, smart speakers

☐

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)

E4 Have you used any of the following internet-connected devices for private purposes?

Select all that apply

Selecting option 5 implies no other option selected.

Select all that apply

☐

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

Only answer this question if (E1 Contains Any 1 Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home or 2 Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home or 3 Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines or 4 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) Or (E3 Contains Any 1 An internet-connected TV or 2 An internet-connected game console or 3 An internet-connected home audio system, smart speakers) Or (E4 Contains Any 1 A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes or 2 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 or 3 Toys connected to the internet, such as robot toys (including educational) or dolls or 4 A car with built-in wireless internet connection)

E5 Have you encountered any of the following problems with the mentioned internet-connected devices or systems?

Select all that apply.

Selecting option 5 means no other option may be selected.

Select all that apply

☐

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 (e.g. connection problems, support problems)

☐

I have not encountered any problem

Section 7 - Green ICT

Green ICT

What did you do with any of the following devices when you replaced or were no longer using them?
(For each item, please refer to your personal, most recent device that you replaced/no longer use)

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)

F1a Mobile or smartphone

☐

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

☐

Not applicable as 'I am still using my old mobile or smartphone'

☐

Other

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)

F1b Laptop or tablet

☐

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

☐

Not applicable as 'I am still using my old laptop or tablet'

☐

Other

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)

F1c Desktop computer

☐

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

☐

Not applicable as 'I am still using my old desktop computer'

☐

Other

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)

F2 When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important?

Select all that apply.

Selecting option 8 or 9 implies no other option selected.

Select all that apply

☐

Price

☐

Brand, design or size

☐

Hardware characteristics (e.g. storage, processor speed, camera, graphics card)

☐

Eco-design of the device e.g. durable, upgradeable and repairable design that requires 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

Section 8 - 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