

## Comparison Eurostat ICT usage household survey questionnaire 2003- SIBIS questionnaire

### Modular Structure

According to interview sequence

Community survey on ICT usage of enterprises (2003) (Selfadmin. PAPI)	SIBIS (2002) CATI
Module A: Access to selected IC technologies	Module IN: Introduction and screening
Questions directed to households	Module A: Basic ICT equipment access and use
Questions directed to individuals	Module B: E-commerce and other uses of the Internet
Module B: Use of computers location, frequency of use, activities	Module D: Skills
Module C: Use of the Internet	Module L: e-Health
(General questions)	Module J: Security
Purpose and nature of activities on the Internet	Module K: e-Government
Module D: Internet commerce details: activities and barriers	Module E: Telework
	Module F: Mobile work
Socio - demographic background variables	Module G: Tele-cooperation/Tele-collaboration
Household characteristics	Module H: Outcomes of work
Individual characteristics	Module C: Educational attainment and lifelong learning
	Module Z: Standard demography

## Synopsis of survey questions

Filters excluded for readability

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
Module A: Access to selected IC technologies	
Questions directed to households	
<p>A1</p> <p>Does your household have any of these at home?</p> <ul style="list-style-type: none"> <li>a) Internet enabled mobile phone</li> <li>b) Other mobile phone</li> <li>c) Conventional analogue (terrestrial) TV</li> <li>d) Digital terrestrial TV</li> <li>e) Satellite dish connected to TV</li> <li>f) Cable TV</li> <li>g) DVD player</li> <li>h) Desktop computer</li> <li>i) Portable computer</li> <li>j) Handheld computer (palmtop)</li> <li>k) Car with a traffic navigation system</li> </ul> <p>Multiple</p> <p>EACH Y or blank</p>	
<p>A2</p> <p>Does any member of this household have access to the world wide web (Internet) at home (regardless of whether it is used)?</p> <p>Y/N/DK</p>	<p>A5</p> <p>Do you have access to the Internet in your home?</p> <p>Y/N/DK</p> <hr/> <p>A6</p> <p>Did you once have Internet access in your home?</p> <p>Y/N/DK</p>
<p>A3</p> <p>If yes, on which device is the Internet accessed at home? (Multiple choice)</p> <ul style="list-style-type: none"> <li>a) Desktop computer</li> <li>b) Portable computer</li> <li>c) Handheld computer</li> <li>d) TV set (digital TV or set top box)</li> <li>e) Mobile phone alone (WAP, GPRS)</li> <li>f) Games console</li> <li>g) Other means</li> <li>h) Don't know</li> </ul> <p>Multiple</p> <p>EACH Y or blank</p>	

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<p>A4 What type of connection do you use?</p> <p>a) Dial-up -standard telephone line</p> <p>b) Dial up-ISDN line</p> <p>c) TV set-top box/modem</p> <p>d) Mobile phone (WAP, GPRS)</p> <p>e) broadband connection</p> <p>of which</p> <p style="padding-left: 20px;">e1) (ADSL, SDSL, etc)</p> <p style="padding-left: 20px;">e2) cable TV network (cable modem)</p> <p style="padding-left: 20px;">e3) Mobile phone (UMTS)</p> <p style="padding-left: 20px;">e4) other fixed connection</p> <p>h) Wireless LAN</p> <p>f) Don't know</p> <p>Multiple</p> <p>EACH Y or blank</p>	<p>A11a</p> <p>Do you know what technical method you use at home to connect to the Internet?</p> <p>Y/N/DK</p> <p>A11b</p> <p>I will read to you a number of methods to access the Internet. Which of these do you use at home?</p> <p>MULTIPLE ANSWERS</p> <p>(1) Dial-up with modem</p> <p>(2) Cable Modem</p> <p>(3) Leased line</p> <p>(4) xDSL</p> <p>(5) ISDN</p> <p>(6) T1 or T3 line [TRANSLATOR: Digital Multiplex connection]</p> <p>(7) Internet access via satellite</p> <p>(8) Other not mentioned (e.g. mobile)</p> <p>(9) DK</p> <p>A12</p> <p>At home, did you have a connection before which was slower than your current one?</p> <p>Y/N/DK</p> <p>A13</p> <p>Since moving to this faster type of connection, has the amount of time you spend online per week decreased, increased or remained roughly the same?</p> <p>(1) Decreased</p> <p>(2) Increased</p> <p>(3) Remained roughly the same</p> <p>(4) DK</p>
<p>Questions directed to individuals</p>	
<p>A5</p> <p>If no, what are the main reasons for you not having access to the Internet at home? (Multiple choice)</p> <p>a) Have access to Internet elsewhere</p> <p>b) Don't want/Internet content not useful</p> <p>c) Equipment costs too high</p> <p>d) Access costs too high (telephone etc.)</p> <p>f) Lack of skills</p> <p>g) Language barriers (optional)</p> <p>h) Physical disability (optional)</p> <p>i) Privacy or security concerns</p> <p>j) Other (Please, specify.....)</p> <p>k) Don't know</p> <p>Multiple</p> <p>EACH Y or blank</p>	<p>A18</p> <p>I Now I will read to you a list of statements about the Internet.</p> <p>Please tell me for each statement whether you agree completely, agree somewhat or do not agree.</p> <p>The Internet ... [item].</p> <p>(a) requires advanced computer skills,</p> <p>(b) is not easy enough to get access to,</p> <p>(c) is too time consuming,</p> <p>(d) is too expensive to use,</p> <p>(e) lacks useful or interesting information</p> <p>(f) is not something for me</p> <p>FOR EACH: Do you ...</p> <p>(1) agree completely</p> <p>(2) agree somewhat</p> <p>(3) or do you not agree</p> <p>(4) DK</p>
<p>A6</p> <p>Do you have a personal home page/web site on the Internet?</p> <p>Y/N/DK</p>	

<p>Community survey on ICT usage of households (2003) CATI or face-to-face recommended</p>	<p>SIBIS (2002) CATI</p>
<p>A7 Do you have a personal e-mail address (multiple choice) ?  Y/N/DK</p>	<p><i>Re e-mail usage cf. A3 - A4b</i></p>
<p>A8 If yes, what type of e-mail address do you have a) Company related e-mail address b) Private e-mail address  Multiple EACH Y or blank</p>	
<p>A8 Do you have a personal home page/web site on the Internet?  Y/N/DK</p>	
<p><b>Module B: Use of computers location, frequency of use, activities</b></p>	
<p>Questions directed to individuals</p>	
<p>B1 Have you ever used a computer?  Y/N</p>	
<p>B2 Have you ever taken any training courses (of 1 day or longer) on any aspect of computing? (either in school or out of it)  In the last 12 months More than one year ago No training courses taken</p>	<p><i>Re skills using internet cf. D1</i></p>
	<p>A1 Have you used a PC, Mac or any other computer, for work or for private purposes - in the last four weeks?  Y/N/DK</p>
<p>B3 On average how often and where did you use a computer in the last 3 months? At all places - (Of which) At home - (Of which) At place of work (others than home) - (Of which) At place of education - (Of which) At other places  FOR EACH At least once a day At least once a week but not every day At least once a month but not every week Less than once a month Not used in last 3 months</p>	

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<p>B4</p> <p>For which of the following activities did you use a computer for in the last 3 months ? (all locations and purposes)</p> <ul style="list-style-type: none"> <li>a) Word processing</li> <li>b) Spreadsheets</li> <li>c) Database</li> <li>d) Presentation</li> <li>e) Photo/Video/DVD viewing and editing</li> <li>f) Gaming</li> <li>g) Other</li> </ul> <p>Multiple EACH Y or blank</p>	
<p>B5</p> <p>Which of the following computer related activities have you already carried out ?</p> <ul style="list-style-type: none"> <li>a) Using icons and windowing interface to launch applications</li> <li>b) Copying a file</li> <li>c) Using copy and paste tools to duplicate information within a document</li> <li>d) Merging a mailing list with a letter document or a label document</li> <li>e) Using basic arithmetic formulas to add, subtract, multiply and divide figures in a spreadsheet</li> <li>f) Producing charts and graphs from spreadsheet figures to analyse data</li> <li>g) Creating a web page</li> <li>h) Writing a computer programme</li> </ul> <p>EACH Y or blank</p>	
	<p>D1</p> <p>IF A7=1 or A8=1</p> <p>I would like to ask you a few questions about your skills in using the Internet. How confident would you feel... [item]</p> <p>Please tell me whether you feel..</p> <ul style="list-style-type: none"> <li>(a) using a search engine (such as Google or Yahoo) to find information on the Internet [TRANSLATORS: List two most widely used search engine brands in your country ]</li> <li>(b) identifying the source of information provided on the Internet</li> <li>(c) using e-mail to communicate with others</li> <li>(d) using Internet chat-rooms to contact other people</li> <li>(e) using the Internet to make telephone calls</li> <li>(f) creating a personal web / Internet page</li> <li>(g) downloading and installing software onto a computer</li> </ul> <p>[PROGRAMMING: Do not ask item (h) in UK, IRL, USA]</p> <ul style="list-style-type: none"> <li>(h) understanding the content of websites written in English</li> </ul> <p>FOR EACH</p> <ul style="list-style-type: none"> <li>(1) very confident</li> <li>(2) fairly confident</li> <li>(3) not confident</li> <li>(4) Do not know what this means [DO NOT READ OUT]</li> <li>(5) DK</li> </ul>
<p><b>Module C: Use of the Internet</b></p>	
<p>C1</p> <p>In the last 3 months, did you access the Internet?</p> <p>Y/N</p>	<p>A7</p> <p>Have you used the Internet at least once in the last four weeks, at home, at school or work or at any other place?</p> <p>Y/NDK</p>

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	<p>A8 Have you used it in the last 12 months at least once?</p> <p>Y/N/DK</p> <hr/> <p>A10 When did you use the Internet for the first time?</p> <p>(1) &lt; 6 months ago (2) 6 - 12 months ago (3) 1 year - 2 years ago (4) 2 years + ago (5) DK</p> <hr/> <p>A13 Since moving to this faster type of connection, has the amount of time you spend online per week decreased, increased or remained roughly the same?</p> <p>(1) Decreased (2) Increased (3) Remained roughly the same (4) DK</p> <hr/> <p>A15 Which devices did you use for that: Did you use ...</p> <p>MULTIPLE ANSWERS</p> <p>(1) Digital TV*, (2) a PDA or palmtop, (3) a mobile phone with WAP or 2.5G** capability, (4) a game console (5) other (6) DK</p>
<p>C2 How often and where did you access the Internet in the last 3 months?</p> <p>At all places</p> <p>- (Of which) At home</p> <p>- (Of which) At place of work (others than home)</p> <p>- (Of which) At place of education</p> <p>- (Of which) At other places</p> <p>FOR EACH</p> <p>At least once a day</p> <p>At least once a week but not every day</p> <p>At least once a month but not every week</p> <p>Less than once a month</p>	
<p>C3 At which of these other places did you access the Internet in the last 3 months?</p> <p>a) Public Library</p> <p>b) Postal Office</p> <p>c) Public Office, town hall, government agency</p> <p>c) Community or voluntary organisation</p> <p>d) Internet Café</p> <p>e) Neighbour, friend or relative's house</p> <p>EACH Y or blank</p>	

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<p>C4</p> <p>Approximately how many hours per week did you spend on the Internet (active usage) at home or elsewhere in the last 3 months?</p> <p>num</p>	<p>A9</p> <p>How much time do you spend in a typical week on using the Internet ... [item] [INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) at home? (b) at the workplace? (c) at school, university or another educational institution? (d) at a public place where Internet access is free? (e) at an Internet café or other place where you have to pay for access? (f) at another place not mentioned yet</p> <p>FOR EACH</p> <p>(1) none (2) less than 1 hour (3) between 1 and 5 hours (4) between 6 and 10 hours (5) between 11 and 20 hours (6) more than 20 hours (7) DK</p>
<p>C5</p> <p>While using the Internet have you ever encountered any of the following security problems?</p> <p>a) Unsolicited e-mails (spamming) b) Computer virus c) Fraudulent credit card use d) Exposure to illegal/harmful content e) Never experienced problems</p> <p>EACH Y or blank</p>	<p><b>Module J: Security</b></p> <p>J1</p> <p>How concerned are you about .[item]: Are you ...</p> <p>(a) data security on the Internet, i.e. the loss or manipulation of your data? (b) privacy and confidentiality on the Internet, i.e. personal information about you being misused by third parties?</p> <p>FOR EACH</p> <p>(1) very concerned (2) somewhat concerned (3) not concerned (4) DK</p> <p>J2</p> <p>Are these concerns stopping you from using the Internet to buy goods or services online: often, sometimes, or never?</p> <p>(1) often (2) sometimes (3) never (4) DK</p>
	<p>J3</p> <p>Would you report violations of your on-line security, privacy and confidentiality to a third independent party, for example a public agency created for this task?</p> <p>(1) yes, very likely (2) maybe (3) no (4) DK</p> <p>J4</p> <p>Would it be easier for you to do so if you could do it anonymously?</p> <p>Y/N/DK</p>

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	<p>J5 How often are you aware of security features of websites when you use the Internet to buy online: often, sometimes or never?</p> <p>(1) often (2) sometimes (3) never (4) DK</p> <p>J6 And how often do you take security features of websites into account when deciding about whether to buy online: often, sometimes or never?</p> <p>(1) often (2) sometimes (3) never (4) DK</p>
<b>Purpose and nature of activities on the Internet</b>	
<p>C6 For which of the following activities did you use the Internet (all places of use, incl. work) in the last 3(12) months? (Communication)</p> <p>a) Sending / receiving e-mails b) Telephoning over the Internet / Videoconferencing c) Other (use of chat sites etc.) (Information search and on-line services)</p> <p>d) Finding information about goods and services e) Using services related to travel and accommodation (optional) f) Using services related to training / education g) Using health related services h) Listening to Web radios / watching web television i) Playing/downloading games and music j) Reading/downloading online newspapers/news magazines (Purchase of goods and services, banking)</p> <p>k) Internet Banking l) Other financial services (e.g. share purchasing) m) Purchasing / ordering goods or services (excl. shares / financial services) n) Selling goods and services (e.g. via auctions) (Interaction with public authorities)</p> <p>o) Obtaining information from public authorities web sites p) Downloading official forms q) Sending filled in forms</p> <p>EACH: For work related purposes: Y or blank For private purposes: Y or blank</p>	<p>A3 Have you sent or received any e-mail messages, for work or for private purposes, during the last four weeks?  Y/N/DK</p> <p>A4a How many of your friends and relatives have their own email address?</p> <p>(1) all or almost all (2) about three quarters (3) about half (4) about one quarter (5) only few or no-one (6) DK</p> <p>A4b And with how many of your friends and relatives do you communicate regularly via email?</p> <p>(1) all or almost all (2) about three quarters (3) about half (4) about one quarter (5) only few or no-one (6) DK</p>



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	Module B: E-commerce and other uses of the Internet
	<p>B1</p> <p>You can use the Internet for many purposes. I'm going to read you a list of things you can do online and ask you whether you have done this online for your private purposes. For your private purposes, have you used it in the last 12 months...</p> <p>(a) to find information about a product or service  (b) to order a product or service  (c) to conduct online-banking or to buy financial products  (d) to search for any health-related information  (e) to look for a job</p> <p>FOR EACH: Y/N/DK</p>
	<p>B2</p> <p>[FOR EACH B1 ITEM] Have you done so in the last four weeks?</p> <p>FOR EACH: Y/N/DK</p>
	<p>B5</p> <p>Many people in this country still do not have access to the Internet yet. Now please imagine our country were without the Internet for one month. What would it mean for your everyday life?</p> <p>Please tell me how much you agree that if our country were without the Internet for a month you would (ITEM). Would you say that you would ...</p> <p>(a) be less well informed as a consumer  (b) feel socially excluded  (c) not receive some of the information you need for your job  (d) have less communication with some of your contacts at work / your business contacts  (e) have less contact with some of your friends  (f) have less fun</p> <p>FOR EACH:</p> <p>(1) agree completely  (2) agree somewhat  (3) do not agree  (4) DK</p>
<p>C7</p> <p>Did you use the Internet for work related activities carried out outside the premises of your employer in the last 3 (12) months?</p> <p>Y/N</p>	
<p>C8</p> <p>If yes, which ones ?</p> <p>a) Finding information relating to your work or business  b) Looking for a job / sending job applications  c) Sending work to work place  d) Accessing files on the enterprise server  e) Communication (exchanging and accessing e-mails)  f) Other work related activities</p> <p>EACH:</p> <p>At home: Y or blank  At other places outside employers premises: Y or blank</p>	

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<b>Module D: Internet commerce details: activities and barriers</b>	
<p>D1</p> <p>In the last 3 months, did you buy or order goods and services for non-work use over the Internet?</p> <p>Y/N</p>	<p><i>cf. B1b, B2b</i></p>
<p>D2</p> <p>If no, have you ever bought or ordered goods or services for private use over the Internet?</p> <p>Y/N</p>	
<p>D3</p> <p>What were the main reasons for not buying / ordering any goods or services for your own private use? (Optional question)</p> <p>(multiple choice)</p> <ul style="list-style-type: none"> <li>a) Have no need</li> <li>b) Prefer to shop in person, like to see product</li> <li>c) Force of habit / customer loyalty to shops /or suppliers</li> <li>d) Too expensive</li> <li>e) Too long delivery times</li> <li>f) Problematic to receive ordered goods at home</li> <li>g) Goods and services needed not available on the Internet</li> <li>h) Security concerns, worried about giving credit card details over the Internet</li> <li>i) Privacy concerns / worried about giving personal details over the Internet</li> <li>j) Trust concerns / concerned about receiving or returning goods</li> <li>k) Complaint / redress concerns, worried about difficulty for redress</li> <li>l) Other (Please, specify.....)</li> </ul> <p>EACH: Y or blank</p>	
<p>D4</p> <p>Via which technology did you access the Internet for buying or ordering goods and services in the last three months? (Optional question)</p> <p>(Multiple choice)</p> <ul style="list-style-type: none"> <li>a) Via PC (desktop, portable, palmtop)</li> <li>b) Via mobile phone (WAP, GPRS)</li> <li>c) Other technologies (TV with Internet access, Minitel, etc)</li> </ul> <p>EACH: Y or blank</p>	

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<p>D5</p> <p>What types of goods and services did you buy or order over the Internet for non-work use in the last 3 (12) months?</p> <p>a) Food / Groceries b) Films, music c) Books / Magazines/ E-learning material d) Clothes, sports goods e) Computer software (incl. Video games) f) Computer hardware g) Electronic equipment (incl. cameras) h) Share purchases / Financial services/Insurance i) Travel and holiday accommodation j) Tickets for events k) Lotteries and betting l) Other (Please, specify .....)</p> <p>EACH: Y or blank</p> <p>Additional: Estimated number of purchases (Optional) EACH num</p>	
<p>D6</p> <p>What was the total value of goods and services (excluding financial investments) you bought or ordered (non-work use) over the Internet in the last 3 months?</p> <p>num (currency)</p>	
<p>D7</p> <p>Did you pay for any of those goods or services by giving your credit card details over the Internet?</p> <p>Y/N (--&gt; breakdown by types of payment mean)</p>	
<p>D8</p> <p>Did you buy or order goods over the Internet for private use from:</p> <p>a) Retailers you knew from outside the Internet (physical store, catalogues) b) Retailers known from the Internet or found on the Internet</p> <p>EACH: Y or blank</p>	
<p>D9</p> <p>What % of your purchases / orders in the last 3 months would you estimate were (Optional question)</p> <p>a) From companies based in your own country b) From companies based in other European Union countries c) From rest of world</p> <p>EACH: num (%)</p>	

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<p>D10</p> <p>What, if any, problems have you encountered when making purchases over the Internet?</p> <p>a) Speed of delivery longer than indicated</p> <p>b) Delivery costs higher than indicated</p> <p>c) Final price higher than indicated</p> <p>d) Wrong goods delivered</p> <p>e) Damaged goods delivered</p> <p>f) Lack of security of payments</p> <p>g) Uncertainty concerning guarantees</p> <p>h) Complaints and redress were difficult</p> <p>i) No satisfactory response received after complaint</p> <p>j) Others (Please, specify.....)</p> <p>EACH: Y or blank</p>	
	<p>A19</p> <p>Do you have a mobile phone for your own personal use?</p> <p>Y/N/DK</p>
	<p>A20</p> <p>How many of your friends and relatives have a mobile phone for their personal use?</p> <p>(1) all or almost all</p> <p>(2) about three quarters</p> <p>(3) about half</p> <p>(4) about one quarter</p> <p>(5) only few or no-one</p> <p>(6) DK</p>
	<p>A23</p> <p>Have you used your mobile phone to view webpages or WAP pages, or to read your email, at least once in the last 4 weeks?</p> <p>[TRANSLATORS: Confusion with SMS* to be avoided!]</p> <p>Y/N/DK</p>
	<p>A26</p> <p>Have you used your mobile phone at least once in the last 12 months to make any purchases in the Internet, to download online information you are charged for or to make online payments?</p> <p>Y/N/DK</p>
	<p>A27</p> <p>Have you, in the last four weeks, used SMS* messages for ...</p> <p>(a) communication with other people?</p> <p>(b) paying for purchases, admission tickets or something similar?</p> <p>(c) paying for downloads such as ringing tones?</p> <p>(d) receiving financial information, sport results or other subscription services?</p> <p>[* TRANSLATOR: Check if another term is more common in your country]</p> <p>FOR EACH: Y/N/DK</p>

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	<p>A30</p> <p>Now, think about what your everyday life would be like if you didn't have a mobile phone. Please tell me how much you agree that if you didn't have a mobile phone (ITEM). Would you say that you ...</p> <p>[INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) you would often not be able to contact your friends and family, or be reached by them (b) you would be less exposed to dangerous electromagnetic radiation (c) you would be more helpless in case of emergencies (d) you would not receive some of the information you need for your job (e) you would have less exchange with some of your business contacts (f) you would have less fun</p> <p>FOR EACH:</p> <p>(1) agree completely (2) agree somewhat (3) do not agree (4) DK</p>
	<p><b>Module L: e-Health</b></p>
	<p>L1</p> <p>You said before, that you have used the Internet to search for health-related information: Have you been able to find health related information on the Internet?</p> <p>Y/N/DK</p>
	<p>L2</p> <p>Was the information suitable for your needs?</p> <p>Y/N/DK</p>
	<p>L3</p> <p>Websites with health related information are available in many languages. When you searched, did you find Websites in your mother tongue sufficient or did you have to expand your search and consult sites in other languages, or did you even have to rely solely on sites in other languages?</p> <p>(1) Websites in mother tongue were sufficient (2) Had to expand my search and consult websites in other languages too (3) Had to rely solely on websites in other languages (4) DK</p>
	<p>L4</p> <p>IF B1(d)=1 And for what reasons did you search health-related information on the Internet?</p> <p>Did you search health-related information on the Internet to ...[item]</p> <p>(a) seek a second opinion on your own, a family member's, or a friend's medical diagnosis? (b) be better informed on your general health? (c) gather additional information since you care for an ill person or a person with a disability?</p> <p>FOR EACH: Y/N/DK</p>

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	<p>L5</p> <p>IF B1(d)=1 How trustworthy would you consider each of the following providers of health-related information:</p> <p>[Item] : Are those ...</p> <p>[INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) Universities and other non-profit organisations active in the health sector / the health field</p> <p>(b) pharmaceutical companies</p> <p>(c) private health insurance providers</p> <p>(d) patient advocacy and self-help groups</p> <p>(e) hospitals</p> <p>(f) professional medical associations</p> <p>FOR EACH</p> <p>(1) very trustworthy</p> <p>(2) fairly trustworthy</p> <p>(3) not trustworthy</p> <p>(4) DK</p>
	<p><b>Module K: e-Government</b></p>
	<p>K1</p> <p>Now I would like to ask you a few questions about the contact to government agencies through the Internet.</p> <p>Here is a list of activities that require citizens to get in touch with public administration. For each activity, please answer whether you would prefer to use the Internet or prefer to use the traditional way, that is face-to-face, by postal mail, fax or phone:</p> <p>[INTERVIEWER: Repeat answer categories for the first 2 items]</p> <p>(a) Tax declaration / filing your income tax return</p> <p>(b) Use of job search services of public employment service</p> <p>(c) Request for passport, driver's licence, birth certificates or other personal documents</p> <p>(d) Car registration</p> <p>(e) Declaration to the police, e.g. in case of reporting theft</p> <p>(f) Searches for books in public libraries</p> <p>(g) Announcement of change of address</p> <p>FOR EACH</p> <p>(1) Internet</p> <p>(2) traditional way</p> <p>(3) do not use this service [DO NOT READ OUT]</p> <p>(4) DK</p>
	<p>K2</p> <p>IF K1=1 FOR EACH: Is it possible to use the Internet for this in the area you live?</p> <p>FOR EACH Y/N/DK</p>
	<p>K3</p> <p>IF K2=1 FOR EACH Have you ever tried using the Internet for this?</p> <p>FOR EACH Y/N/DK</p>

<p>Community survey on ICT usage of households (2003) CATI or face-to-face recommended</p>	<p>SIBIS (2002) CATI</p>
	<p>K4</p> <p>For each of the following statements about online services of public administration, please indicate whether you agree. Public services on the Internet ...[item]. [INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) are not useful enough (b) are faster than the traditional way (c) require that you install special equipment or software (d) reduce the number of mistakes public authorities make (e) do not seem as safe as using the traditional way (f) make it possible to deal with the authorities at more convenient times (g) make it possible to deal with the authorities at more convenient locations, e.g. from home or from the workplace (h) are difficult to use</p> <p>FOR EACH</p> <p>(1) agree completely (2) agree somewhat (3) do not agree (4) DK</p>
	<p><b>Module E: Telework</b></p>
	<p>E1</p> <p>Now let's talk about another topic: With the help of telephone, fax and computer, many types of work can be done from home. If work results are transferred electronically, this is sometimes called telework. Do you presently telework from home, for at least some of your working time?</p> <p>Y/N/DK</p>
	<p>E2</p> <p>Have you teleworked on a regular basis before, in the last five years?</p> <p>Y/N/DK</p>
	<p>E3</p> <p>Did you spend, on average, at least one full working day a week at home when you were teleworking?</p> <p>Y/N/DK</p>
	<p>E4</p> <p>Do you spend, on average, at least one full working day a week teleworking from home?</p> <p>Y/N/DK</p>
	<p>E5</p> <p>You indicated before that you work on average [PROGRAMMER: Insert result from IN5b, if blank insert result from IN11] hours per week. How many of these do you spend at home in a typical week?</p> <p>numerical / [DK] [PROGRAMMER: Insert check with IN5b or IN11]</p>
	<p>E7</p> <p>Has the equipment you use for teleworking at home been mainly, not mainly but partly, or not at all been paid for by your employer? (1) mainly paid for by employer (2) not mainly, but partly paid for by employer (3) not at all paid for by employer (4) DK</p>

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
	<p>E8</p> <p>If it was offered to you, how interested would you be in ... [item]. Would you be ... [INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) doing almost all your work teleworking at home (b) telework where you did not spend all your working time, but at least one full working day per week at home (c) work in an office provided near your home which would allow you to reduce commuting?</p> <p>FOR EACH</p> <p>(1) very interested (2) somewhat interested (3) not interested (4) DK</p>
	<p>E9a</p> <p>Would you say that your job is feasible for telework, under the assumption that you spend at least one full working day per week at home?</p> <p>(1) yes (2) no (3) DK</p>
	<p>E9b</p> <p>What are the main reasons why you consider your current job not to be feasible for telework? Is it because ... [INTERVIEWER: Read out answer categories and code all that apply]</p> <p>MULTIPLE ANSWERS</p> <p>(1) your company does not permit telework? (2) your superior does not approve of telework? (3) your job requires face-to-face contact with customers, colleagues or other persons (4) your job requires access to machines or other things which cannot be accessed from home (5) Other reasons (DO NOT READ OUT) (6) DK</p>
	<p>E10</p> <p>For what reasons did you start teleworking? Please indicate for each of the following aspects how important it was for your decision to start teleworking. [item] Was this ... for you. [INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) I needed a more peaceful working environment (b) I want to participate more in family life (c) I want to be closer to clients or customers (d) I need to look after a child or an other person who needs care (e) My company asked me to start teleworking (f) I want to reduce commuting (g) I wanted to have more flexibility in how to organise my work</p> <p>(1) very important (2) somewhat important (3) not important (4) DK</p>



<p>Community survey on ICT usage of households (2003) CATI or face-to-face recommended</p>	<p>SIBIS (2002) CATI</p>
	<p>E11</p> <p>Most working people are not allowed to work from home. Please consider you would not be allowed to telework from home, for whatever reasons.</p> <p>What would that mean for your ability to do your job? Would it mean that you...[item]. Do you ...</p> <p>[INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) could not be in paid work at all (b) could not do your job as well as with telework (c) would have to look for another job which is located closer to your home (d) would have to reduce your working hours per week</p> <p>FOR EACH:</p> <p>(1) agree completely (2) agree somewhat (3) do not agree (4) DK</p>
	<p><b>Module F: Mobile work</b></p>
	<p>F1</p> <p>Now let's talk about the topic of mobile working.</p> <p>In the last four weeks, have you spent any of your working time away from your home and from your main place of work, e.g. on business trips, in the field, travelling or on customer's premises?</p> <p>Y/N/DK</p>
	<p>F2</p> <p>You indicated before that you work on average [PROGRAMMER: Insert result from IN5b, or if blank result from IN11] hours per week. How many of these do you spend away from home and your main place of work?</p> <p>num / [DK]</p>
	<p>F3</p> <p>In the last four weeks, have you used online computer connections when travelling? By this I mean have you accessed the Internet for business purposes, or electronically transferred data to colleagues?</p> <p>Y/N/DK</p>
	<p>F4</p> <p>For what purpose did you use these online connections? Have you used these to ...</p> <p>(a) access the Internet (b) send or read e-mails (c) connect to your company's internal computer system</p> <p>FOR EACH: Y/N/DK</p>
	<p>F5</p> <p>Where did you use an online computer connection? Have you used it in the last four weeks at ...</p> <p>(a) a hotel, conference site or similar location? (b) another company's premises? (c) an Internet café or an other commercial teleservice center? (d) or on the move, using a mobile device for data transfer?</p> <p>FOR EACH: Y/N/DK</p>

<p>Community survey on ICT usage of households (2003) CATI or face-to-face recommended</p>	<p>SIBIS (2002) CATI</p>
	<p>Module G: Tele-cooperation/Tele-collaboration</p>
	<p>G1 And how about the use of telecommunication technology at your work place: When you communicate with external contacts, do you sometimes use e-mail, video conference or electronic data transfer? [PROGRAMMER: skip the following if IN6=1] By external persons we mean customers, clients, suppliers, other business contacts, but also colleagues working at other locations of the same company.  Y/N/DK</p>
	<p>G2 In a typical week, how often do you ...[item] for these external contacts? [INTERVIEWER: Read out answer categories for the first 2 items] (a) use e-mail (b) use video-conferencing (c) use e-mail attachments or other electronic data transfer  FOR EACH (1) 10 or more times a day, (2) at least once a day, (3) at least once a week (4) less often than once a week (5) never (6) DK</p>
	<p>G4 I would like to know about the role the Internet plays in your business. Do you sometimes attract new business through the Internet or via e-mail?  Y/N/DK</p>
	<p>G5 Do you sometimes deliver work results to your clients or customers through the Internet or via e-mail?  Y/N/DK</p>
	<p>G6 Does it sometimes happen that you communicate with clients or customers exclusively by electronic means, i.e. via Internet, e-mail, phone or fax and without meeting face-to-face?  Y/N/DK</p>

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
	Module H: Outcomes of work
	<p>H1</p> <p>I would like to ask you a few more questions about your work.</p> <p>Please tell me for each of the following, how often you experience this. How often do you .. [item]?</p> <p>[INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) Find your work stressful</p> <p>(b) Come home from work exhausted</p> <p>(c) Find your job prevents you from giving the time you want to your partner or family</p> <p>(d) Feel too tired after work to enjoy the things you would like to do at home</p> <p>(e) Find your partner/family gets fed up with the pressure of your job</p> <p>FOR EACH</p> <p>(1) often</p> <p>(2) sometimes</p> <p>(3) never</p> <p>(4) does not apply [DO NOT READ]</p> <p>(5) DK</p>
	<p>H2</p> <p>In your current work arrangement, do you agree with the following statements about your job? [item] Do you ...</p> <p>[INTERVIEWER: Read out answer categories for the first 2 items]</p> <p>(a) I have a lot of say over what happens in my job</p> <p>(b) I need to keep learning new things continuously</p> <p>(c) I have concerns about whether my job is secure</p> <p>(d) I have a high income</p> <p>(e) I can adapt my starting &amp; finishing times to my personal preferences</p> <p>(f) I can adapt the number of weekly working hours to my personal preferences</p> <p>FOR EACH:</p> <p>(1) strongly agree</p> <p>(2) somewhat agree</p> <p>(3) disagree</p> <p>(4) DK</p>
	<p>H3</p> <p>On the whole, are you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied with your job / your main job?</p> <p>(1) very satisfied</p> <p>(2) somewhat satisfied</p> <p>(3) neither satisfied nor dissatisfied</p> <p>(4) somewhat dissatisfied</p> <p>(5) very dissatisfied</p> <p>(6) DK</p>
	Module C: Educational attainment and lifelong learning
	<p>C2</p> <p>Now I would like to ask you a few questions about training and learning. Did you participate in some kind of work-related training activities that were provided either by your company or by an other organisation, in the last four weeks?</p> <p>Y/N/DK</p>

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
	C9b Did you participate in some kind of training activities with the aim of preparing you for a future job, in the last four weeks?  Y/N/DK
	C14a Apart from the training that may have been provided by others, did you engage in some kind of self-directed learning related to your work, in the last four weeks?  Y/N/DK
	C14b Apart from the training that may have been provided by others, did you engage in some kind of self-directed learning which was aimed at preparing you for a future job, in the last four weeks?  Y/N/DK
	C18 Did you use, in the course of your training and learning in the last four weeks, electronic learning materials such as learning programmes on CD-ROM, in company-internal computer systems or on the Internet?  Y/N/DK
	C19 What did you use? Did you use (a) CD-ROMs or other so-called offline media such as diskettes, audio or video tapes etc.? (b) online learning materials provided on the internal computer system of your organisation or through the Internet  FOR EACH Y/N/DK
	C20 Did you use, in the course of your studies in the last four weeks, electronic learning material such as learning programmes on CD-ROM, on the internal computer system of your school/university or through the Internet?  Y/N/DK
	C21 What did you use? Did you use (a) CD-ROMs or other so-called offline media such as diskettes, audio or video tapes etc.? (b) online learning material provided on the internal computer system of your school/university or through the Internet?  FOR EACH Y/N/DK
<b>Socio - demographic background variables</b>	
Number of adults in household  num	
Number of dependent children (Children <16 years old and economically inactive children 16-24 years old)  num	
Household income by income class (income to be further defined)	

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
Home based business -Household members running a home based business -Household members teleworking -No home based business and no teleworking  EACH Y/N (?, no info about)	
Age  num	IN1 Would you please tell me in which year you were born?  num 19_ _ / [DK]
Sex  m/f	Z21 Gender [INTERVIEWER: Ask only if in doubt]  (1) male (2) female
Education level  - Low: Primary education/lower secondary - Medium: Upper Secondary education - High: Tertiary (University) education	IN2 Have you finished your full-time education or are you still studying?  (1) finished education already (2) Is still studying (3) DK  IN3 At what age did you finish full-time education?  num / [DK]
Employment Situation  Student Employee Self employed Family worker In compulsory military service Fulfilling domestic tasks (housewife etc) Unemployed Retired person Other inactive person	IN4 At present are you in paid work either as an employee, civil servant or as self-employed?  Y/N/DK  IN5a Do you have one job or more than one job at present?  (1) only one job (2) more than one job (3) DK  IN5b IF IN5a=2,3 How many hours per week do you normally work, including paid overtime and taking all your jobs together?  num / [DK]  IN6 And are you ... [in your main job]  (1) self-employed (2) in paid employment (including civil servants) (3) DK

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
	IN7 And are you ...  (1) temporarily not working, e.g. because of unemployment, paternal leave or illness (2) retired (3) not working, because you are responsible for ordinary shopping and looking after the home. (4) DK
	IN8 What kind of work do you do? Are you a ...  (1) Professional (eg doctor, lawyer, accountant, architect) (2) Farmer, fisherman (3) Business proprietor, owner of company/shop, craftsmen, other self-employed person (4) DK
	IN9 How many employees do you have?  num / [DK]
	IN10 [In your main job,] Are you working full-time or part-time?  (1) full-time (2) part-time (3) DK
	IN11 How many hours per week do you normally work in your main job, [PROGRAMMER: Skip the following if IN6=1] including paid overtime?  num / [DK]
	IN12 Are you employed ...  (1) on an unlimited permanent contract (2) on a fixed term contract (3) on a temporary employment agency contract (4) on apprenticeship or other training scheme (5) other (6) DK
	IN13 Would you like to be in paid work?  Y/N/DK
	IN14 What kind of work do you do? Are you ...  (1) working mainly at a desk (2) not working at a desk, but travelling (salesmen, driver, ...), (3) not working at a desk, but in a service job (retail shop, restaurant, ...) (4) doing some other kind of work (5) DK

Community survey on ICT usage of households (2003) CATI or face-to-face recommended	SIBIS (2002) CATI
	<p>IN15 What position do you hold?</p> <p>(1) Employed professional (employed lawyer, medical practitioner, accountant, architect etc.), (2) Management (3) Other non-manual employee (4) Manual worker (5) DK</p>
	<p>IN16 And which of the following best describes your position?</p> <p>(1) General management, director or top management (managing directors, director general, other director) (2) Middle management, other management (department head, junior manager, teacher, technician) (3) DK</p>
	<p>IN17 IF IN15=4 And which of the following best describes your position?</p> <p>(1) Supervisor (2) Skilled manual worker (3) Other (unskilled) manual worker, servant (4) DK</p>
	<p>IN18 How many employees you are responsible for?</p> <p>num / [DK]</p>
	<p>IN19 For what kind of organisation do you work?</p> <p>(1) a private firm or business or a limited company (2) in the public sector or in a charity, voluntary organisation or trust [PROMPT - DO NOT READ: (2) includes public companies, local or central government, civil service, armed forces, council, schools, universities or other grant funded education establishments, public authorities, charities, voluntary organisations] (3) DK</p>
	<p>IN20 How many employees work in the company/organisation for which you work?</p> <p>(1) &lt;10 (2) 10-49 (3) 50-249 (4) 250 and more (5) DK</p>
	<p>IN21 Do you work mainly ...</p> <p>(1) in your own home (2) in the same grounds or buildings as your home (3) in different places using home as a base (e.g. travelling salesman, free insurance agent etc.) (4) somewhere quite separate from home (5) DK</p>

<p>Community survey on ICT usage of households (2003) CATI or face-to-face recommended</p>	<p>SIBIS (2002) CATI</p>
<p>Location  Objective 1 region (excl. phasing out)/ of which ultra-peripheral regions (in E,F,P) (B,DK,L,NL have no objective 1 regions)</p>	<p>NUTS 2 region</p>
<p>Disability Type of disability (to be further defined)</p>	
	<p><b>Module Z: Standard demography</b></p> <p>Z17 Finally we would like to ask you a few more questions for statistical purposes:How many people live in your household, yourself included?  num / [DK]</p> <p>Z18a How old is the youngest?  num / [DK]</p> <p>Z18b How many are 15 years and older?  Num / [DK] [PROGRAMMER: Build in check with Z17 and Z18a]</p> <p>Z14 Do you have any long-standing illness, disability or infirmity that limits your activities in any way? By long-standing I mean anything that has troubled you over a period of time or that is likely to affect you for a period of time.  Y/N/DK</p> <p>Z19 We also need some information about the income of this household to be able to analyse this survey. What is your household's monthly net income (after tax)? Please count the total wages and salaries per month of all members of this household; all pensions and social security benefits; child allowances and any other income like rents etc. [ADD IF NECESSARY: Of course, your answer (as all other answers in this interview) will be treated confidentially and referring back to you or your household will be impossible.] Is it less or more than &lt;income 1&gt;, &lt;income 2&gt; or &lt;income 3&gt;.  (1) less than &lt;income 1&gt; (2) &lt;income 1&gt; to less than &lt;income 2&gt; (3)&lt;income 2&gt; to less than &lt;income 3&gt;. (4 &lt;income 3&gt; or more (5) DK (6) Refusal</p> <p>Z20 Looking back over the last three years, has your household income increased, decreased, or remained roughly the same?  (1) increased (2) decreased (3) remained roughly the same (4) DK (5) Refusal</p>