

SIBIS+ – Workpackage 3: Extension of eEurope Surveys to NAS countries

All Topics

Task: Draft Questionnaire for General Population Survey

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No <i>Branching</i>	Question	Answer categories
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Structure of the questionnaire:

Module IN: Introduction and screening

- Age
- Educational attainment
- Employment status
- Occupation
- Type of organisation
- Main working place

Module A: Basic ICT equipment access and use

- Use of computer
- Use of e-mail
- Internet access and use
- Methods of Internet access
- Effects of Internet use
- Barriers to using the Internet
- Access to mobile phone
- Effects of mobile phone use

Module B: E-commerce and other uses of the Internet

- Online activities
- Barriers to buying online

Module D: Skills

- Internet user experience and know-how

Module J: Security

- Security concerns
- Reporting of security violations
- Security-related awareness and behaviour

Module K: e-Government

- Preference for e-Government services
- e-Government experience

Module E: Telework

- Home-based telework
- Intensity of home-based teleworking
- Interest in telework
- Perceived feasibility

No <i>Branching</i>	Question	Answer categories
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Module F: Mobile work

- Mobile work (Intensity):
- Mobile telework

Module G: Tele-cooperation/Tele-collaboration

- Co-operation with external contacts using ICTs

Module H: Outcomes of work

- Work-family balance
- Job quality
- Job satisfaction

Module C: Educational attainment and lifelong learning

- Company-provided training
- Training provided by other organisations
- Self-directed learning
- Modes of training (use of eLearning)

Module Z: Standard demography

- Household size
- Disability
- Income

No Branching	Question	Answer categories
Module IN: Introduction and Screener questions		GPS
INTRO TEXT ALL	Hello my name is ... We are presently conducting a scientific survey for the European Union in fifteen countries. I would like to talk to the person in your household, that is at least 15 years old, and whose birthday is up next. [INTERVIEWER: IF NECESSARY] The topic of this survey is the use of technology in everyday and working life. [INTERVIEWER: IF NECESSARY] Your answers will be held strictly confidential and will be used only for scientific purposes. [INTERVIEWER: IF NECESSARY] Your participation is very important to us, because you have been selected through a statistical procedure that will result in a typical selection of people in [COUNTRY] [PROMPT: The interview will last about 15 minutes]	
IN1 ALL	Would you please tell me in which year you were born?	_1_ _9_ _ _ [DK] → terminate interview
	<u>INTERVIEWER: IF respondent born after 1987 END INTERVIEW!</u>	
IN2 ALL	Have you finished your full-time education or are you still studying?	(1) finished education already → IN3 (2) Is still studying → X-IN1 (3) DK → X-IN1 (4) never went to school → X-IN1
IN3 IF IN2=1	At what age did you finish full-time education? [PROMPT: HOW OLD WERE YOU WHEN YOU STOPPED FULL-TIME EDUCATION]	_ _ years → X-IN1 (99) [DK]
Transition X-IN1 ALL	I would like to ask you a few questions regarding your employment situation.	→ IN4
IN4 ALL	At present are you in paid work either as an employee, civil servant or as self-employed? PROMPT: Parental leave should be coded as "no"	(1) yes → IN5a (2) no → IN7 (3) DK → IN7
IN5a IF IN4=1	Do you have one job or more than one job at present?	(1) only one job → IN6 (2) more than one job → X-IN2 (3) DK → X-IN2
Transition X-IN2 IF IN5a=2 or 3	For answering the following questions, please consider only your main job, i.e. the job you spend most of your working time on.	→ IN6
IN6 IF IN4=1	And are you ... [in your main job] [INTERVIEWER: Read out answer categories]	(1) self-employed → IN8 (2) in paid employment (including civil servants) → IN10 (3) DK → IN10
IN7 IF IN4=2,3	And are you ... [INTERVIEWER: Read out answer categories]	(1) temporarily not working, e.g. because of unemployment, paternal leave or illness → A19a (2) retired → IN13 (3) not working, because you are responsible for ordinary shopping and looking after the home. → IN13 (4) studying full-time → IN13 (5) DK → IN13

No Branching	Question	Answer categories
IN8 IF IN6=1	What kind of work do you do? Are you a ... [INTERVIEWER: Read out answer categories]	(1) Professional (eg doctor, lawyer, accountant, architect) → IN10 (2) Farmer, fisherman → IN10 (3) Business proprietor, owner of company/shop, craftsmen, other self-employed person → IN9 (4) DK → IN10
IN9 IF IN8=3	How many employees do you have?	_ _ _ _ _ _ _ _ → IN10 (999999) [DK] → IN10
IN10 IF IN4=1	[In your main job,] Are you working full-time or part-time?	(1) full-time → IN11 (2) part-time → IN11 (3) DK → IN11
IN11 IF IN4=1	How many hours per week do you normally work in your main job, including paid overtime?	_ _ _ → Y-IN1 [DK] → Y-IN1
Y-IN1 BRANCHING		IF IN6=2,3 → IN12 IF IN6 = 1 → IN14
IN12 IF IN6=2,3	Are you employed ... [INTERVIEWER: Read out answer categories]	(1) on an unlimited permanent contract → IN14 (2) on a fixed term contract → IN14 (3) on a temporary employment agency contract → IN14 (4) on apprenticeship or other training scheme → IN14 (5) other → IN14 (6) DK → IN14
IN13 IF IN7=2,3,4,5	Would you like to be in paid work?	(1) yes → A19a (2) no → A19a (3) DK → A19a
IN14 IF IN4 = 1	What kind of work do you do? Are you ... [INTERVIEWER: Read out answer categories]	(1) working mainly at a desk → Y-IN2 (2) not working at a desk, but travelling (salesmen, driver, ...) → Y-IN2 (3) not working at a desk, but in a service job (retail shop, restaurant, ...) → Y-IN2 (4) doing some other kind of work → Y-IN2 (5) DK → Y-IN2
Y-IN2 BRANCHING		IF IN6=2,3 → IN15 IF IN6 = 1 → IN21
IN15 IF IN6=2,3	What position do you hold? [INTERVIEWER: Read out answer categories]	(1) Employed professional (employed lawyer, medical practitioner, accountant, architect etc.) → IN19 (2) Management → IN16 (3) Other non-manual employee → IN19 (4) Manual worker → IN17 (5) DK → IN19
IN16 IF IN15=2	And which of the following best describes your position? [INTERVIEWER: Read out answer categories]	(1) General management, director or top management (managing directors, director general, other director) → IN18 (2) Middle management, other management (department head, junior manager) → IN18 (3) DK → IN18

No <i>Branching</i>	Question	Answer categories
IN17 <i>IF IN15=4</i>	And which of the following best describes your position? <i>[INTERVIEWER: Read out answer categories]</i>	(1) Supervisor → IN19 (2) Manual worker, having received formal training to acquire work specific skills → IN19 (3) Other manual worker, not having received formal training to acquire work specific skills → IN19 (4) DK → IN19
IN18 <i>IF IN15=2</i>	How many employees you are responsible for?	_ _ _ _ _ _ _ → IN19 (999999) [DK] → IN19
IN19 <i>IF IN6=2</i>	For what kind of organisation do you work? <i>[INTERVIEWER: Read out answer categories]</i>	(1) a private firm or business or a limited company → IN20 (2) in the public sector or in a charity, voluntary organisation or trust → IN20 [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 → IN20
IN20 <i>IF IN6=2</i>	How many employees work in the company/organisation for which you work? <i>[INTERVIEWER: Read out answer categories]</i>	(1) <10 → IN21 (2) 10-49 → IN21 (3) 50-249 → IN21 (4) 250 and more → IN21 (5) DK → IN21
IN21 <i>IF IN4=1</i>	Do you work mainly ... <i>[INTERVIEWER: Read out answer categories]</i>	(1) in your own home → A19a (2) in the same grounds or buildings as your home → A19a (3) in different places using home as a base (e.g. travelling salesman, free insurance agent etc.) → A19a (4) somewhere quite separate from home → A19a (5) DK → A19a

No Branching	Question	Answer categories
Module A: Basic ICT equipment access and use		GPS
A19a ALL	Do you have access to a fax machine in your household?	(1) yes → A19b (2) no → A19b (3) DK → A19b
A19b ALL	Do you have access to a telephone in your household?	(1) yes → A19c (2) no → A19c (3) DK → A19c
A19c ALL	Do you have a mobile phone for your own personal use? <i>PROMPT: Includes office phone which can be used for own personal use</i>	(1) yes → A20 (2) no → A20 (3) DK → A20
A20 ALL	How many of your friends and relatives have a mobile phone for their personal use? <i>[INTERVIEWER: Read out answer categories]</i>	(1) all or almost all → Y-A1 (2) about three quarters → Y-A1 (3) about half → Y-A1 (4) about one quarter → Y-A1 (5) only few or no-one → Y-A1 (6) DK → Y-A1
Y-A1 BRANCHING		IF A19c=1 → A27 IF A19c=2,3 → X-A1
A27 IF A19c=1	Have you, in the last four weeks, used SMS* messages for communicating with other people? [* TRANSLATOR: Check if another term is more common in your country]	(1) yes → A30 (2) no → A30 (3) DK → A30
A30 IF A19c=1 but see (d) and (e)	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 ... <i>[INTERVIEWER: Read out answer categories for the first 2 items]</i> (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 <i>[IF in4=1]</i> (d) you would not receive some of the information you need for your job <i>[IF in4=1]</i> (e) you would have less exchange with some of your business contacts (f) you would have less fun	FOR EACH: (1) agree completely (2) agree somewhat (3) do not agree (4) DK / not applicable → X-A1
Transition X-A1 ALL	Now we would like to ask you a few questions about computers and the Internet	
A1 ALL	Have you used a PC, Mac or any other computer, for work or for private purposes - in the last four weeks?	(1) yes → A5a (2) no → A5a (3) DK → A5a
A5a ALL	Have you ever heard of the Internet? <i>PROMPT: The Internet is a worldwide computer network that allows you to access information through a computer</i>	(1) yes → A5b (2) no → Y-E1 (3) DK → A5b
A5b IF A5a=1,3	Do you have access to the Internet in your home?	(1) yes → A11a (2) no → A6 (3) DK → A6

No Branching	Question	Answer categories
A6 IF A5b=2,3	Did you once have Internet access in your home?	(1) yes → A7 (2) no → A7 (3) DK → A7
A11a IF A5b=1	Do you know what technical method you use at home to connect to the Internet?	(1) yes → A11b (2) no → A7 (3) NA → A11b
A11b IF A11a=1,3	I will read to you a number of methods to access the Internet. Which of these do you use at home? [INTERVIEWER: Read out and code those that apply]	MULTIPLE ANSWERS (1) Dial-up with modem -(2) DSL (e.g. ADSL) (3) ISDN -(4) Other not mentioned (e.g. mobile, leased line, Internet via satellite) (5) DK → A7
A7 IF A5a=1,3	Have you used the Internet at least once in the last four weeks, at home, at school or work or at any other place?	(1) yes → A9 (2) no → A8 (3) DK → A8
A8 IF A7=2,3	Have you used it in the last 12 months at least once?	(1) yes → A10 (2) no → A3 (3) DK → A3
A9 IF A7=1	How much <u>time</u> do you spend in a typical week on using the Internet ... [item] [INTERVIEWER: Read out answer categories for the first 2 items] (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	FOR EACH (1) none (includes no usage there at all / not applicable) (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 → A10
A10 IF A7=1 or A8=1	When did you use the Internet for the first time? [INTERVIEWER: Read out answer categories]	(1) < 6 months ago (2) 6 - 12 months ago (3) 1 year - 2 years ago (4) 2 years + ago (5) DK → A3
A3 IF A1=1 and A5a=1,3	Have you sent or received any e-mail messages, for work or for private purposes, during the last four weeks?	(1) yes → A4a (2) no → A18 (3) DK → A18

No Branching	Question	Answer categories
A4a IF A3=1	With how many of your friends and relatives do you communicate regularly via email? [INTERVIEWER: Read out answer categories]	(1) all or almost all → A4b (2) about three quarters → A4b (3) about half → A4b (4) about one quarter → A4b (5) only few or no-one → A4b (6) DK → A4b
A4b IF A3=1	And how many of your friends and relatives have their own email address? [INTERVIEWER: Read out answer categories]	(1) all or almost all (2) about three quarters (3) about half (4) about one quarter (5) only few or no-one (6) DK → A18
A18 A5a=1,3	Now I will read to you a list of statements about the Internet. Please tell me for each statement whether you agree completely, agree somewhat or do not agree. The Internet ... [item]. Do you ... (a) requires advanced computer skills, (b) is not easy enough to get access to, (c) is too time consuming, (d) is too expensive to use, (e) lacks useful or interesting information (f) is not something for me	FOR EACH (1) agree completely (2) agree somewhat (3) or do you not agree (4) DK → Y-B1

No Branching	Question	Answer categories
Module B: E-commerce and other uses of the Internet		GPS
Y-B1 BRANCHING		IF A8=2,3 → Y-E1 IF A7=1 or A8=1 → X-B1
Transition X-B1 IF A8=1 or A7=1	Now I would like to ask you a few questions about the Internet.	→ B1
B1 IF A8=1 or A7=1	<p><i>INTERVIEWER: B1 to B2: for each item in B1=1 ask directly B2, then go to next item in B1</i></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</p> <p>(1) yes → B2 (FOR EACH) (2) no → NEXT IN THE LIST B1 (3) DK → NEXT IN THE LIST B1</p>
B2 IF B1=1 and A7=1	[FOR EACH B1 ITEM] Have you done so in the last four weeks?	<p>(1) yes → NEXT IN THE LIST B1 (2) no → NEXT IN THE LIST B1 (3) DK → NEXT IN THE LIST B1</p> <p>→ B5</p>
B5 IF A8=1 or A7=1	<p>Many people in this country still do <u>not</u> 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><i>[INTERVIEWER: Read out answer categories for the first 2 items]</i></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 / not applicable</p> <p>→ D1</p>

No Branching	Question	Answer categories
Module D: Skills GPS		
D1 <i>IF A7=1 or A8=1</i>	<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> <p><i>[INTERVIEWER: Read out answer categories for the first 2 items]</i></p> <p>(a) using a search engine (such as Google or Yahoo) to find information on the Internet <i>[TRANSLATORS: List two most widely used search engine brands in your country¹]</i></p> <p>(b) identifying the source of information provided on the Internet</p> <p>(c) using e-mail to communicate with others</p> <p>(d) using Internet chat-rooms to contact other people</p> <p>(e) using the Internet to make telephone calls</p> <p>(f) creating a personal web / Internet page</p> <p>(g) downloading and installing software onto a computer</p> <p>(h) understanding the content of websites written in English</p>	<p>FOR EACH</p> <p>(1) very confident</p> <p>(2) fairly confident</p> <p>(3) not confident</p> <p>(4) Do not know what this means [DO NOT READ OUT]</p> <p>(5) (Do not know because) never tried to do it [DO NOT READ OUT]</p> <p>(6) DK</p> <p>→ X-J1</p>

¹ For example, check <http://www.jupitermxi.com/europelanding.html>

No Branching	Question	Answer categories
Module J: Security		GPS
Transition X-J1 <i>IF A7=1 or A8 = 1</i>	Now the topic is Internet security.	→ J1a
J1a <i>IF A7=1 or A8 = 1</i>	How concerned are you about data security on the Internet, i.e. the loss or manipulation of your data? Are you ... <i>[INTERVIEWER: Read out answer categories]</i>	(1) very concerned (2) somewhat concerned (3) not concerned (4) DK → J1b
J1b <i>IF A7=1 or A8 = 1</i>	How concerned are you about privacy and confidentiality on the Internet, i.e. personal information about you being misused by third parties? Are you ... <i>[INTERVIEWER: Read out answer categories]</i>	(1) very concerned (2) somewhat concerned (3) not concerned (4) DK → Y-J1
Y-J1		<i>IF J1a=1,2 or J1b=1,2 → J2</i> <i>IF J1a=3 and J1b=3 → J3</i>
J2 <i>IF J1(a)=1,2 or J1(b)=1,2</i>	Are these concerns stopping you from using the Internet to buy goods or services online: often, sometimes, or never?	(1) often → J3 (2) sometimes → J3 (3) never → J3 (4) DK → J3 (5) Never tried to buy on-line (DO NOT READ) → J3
J3 <i>IF A7=1 or A8 = 1</i>	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? <i>[INTERVIEWER: Read out answer categories]</i>	(1) yes, very likely → J4 (2) maybe → J4 (3) no → J4 (4) DK → J5
J4 <i>IF J3=1,2,3</i>	Would it be easier for you to do so if you could do it anonymously?	(1) yes → J5 (2) no → J5 (3) DK → J5
J5 <i>IF A7=1 or A8 = 1</i>	How often are you aware of security features of websites when you use the Internet to buy online: often, sometimes or never?	(1) often → J6 (2) sometimes → J6 (3) never → J6 (4) DK → J6 (5) Never tried to buy on-line (DO NOT READ) → X-K1
J6 <i>IF (A7=1 or A8 =1) & J5 ~5</i>	And how often do you take security features of websites into account when deciding about whether to buy online: often, sometimes or never?	(1) often → X-K1 (2) sometimes → X-K1 (3) never → X-K1 (4) DK → X-K1

No Branching	Question	Answer categories
Module K: e-Government		GPS
Transition X-K1 IF A7=1 or A8 = 1	Now I would like to ask you a few questions about the contact to government agencies through the Internet.	→ K1
	<i>INTERVIEWER: K1 to K3: for each item in K1=1 ask directly K2, If K2=1 ask directly K3, then go to next item in K1</i>	
K1 IF A7=1 or A8 = 1	<p>Here is a list of activities that require citizens to get in touch with public administration.</p> <p>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><i>[INTERVIEWER: Repeat answer categories for the first 2 items]</i></p> <p>(a) Tax declaration / filing your income tax return (b) Use of job search services of PUBLIC employment service (c) Request for passport, driver's licence, birth certificates or other personal documents (d) Car registration (e) Declaration to the police, e.g. in case of reporting theft (f) Searches for books in public libraries (g) Announcement of change of address to PUBLIC institutions</p>	<p>FOR EACH</p> <p>(1) Internet (2) traditional way (3) do not use this service [DO NOT READ OUT] (4) DK</p> <p>→ K2</p>
K2 IF (A7=1 or A8 =) & K1=1	<p>FOR EACH</p> <p>Is it possible to use the Internet for this in the area you live, i.e. is it offered by the authorities responsible?</p>	<p>FOR EACH</p> <p>(1) yes (2) no (3) DK</p> <p>→ K3</p>
K3 IF (A7=1 or A8 = 1) & K2=1	<p>FOR EACH</p> <p>Have you ever tried using the Internet for this?</p>	<p>FOR EACH</p> <p>(1) yes → NEXT IN THE LIST K1 (2) no → NEXT IN THE LIST K1 (3) DK → NEXT IN THE LIST K1</p> <p>→ Y-E1 BRANCHING</p>

No Branching	Question	Answer categories
Module E: Telework		GPS
Y-E1 BRANCHING		IF IN4=1 → X-E1 IN13=1 or IN7=1 → X-E2 IF IN13 = 2,3 → Y-C1
Transition X-E1	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.	→ E1
Transition X-E2	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.	→ E8
E1 IF IN4=1	Do you presently telework from home, for at least some of your working time?	(1) yes → E4 (2) no → E2 (3) DK → E2
E2 IF E1=2,3	Have you teleworked on a regular basis before, in the last five years?	(1) yes → E3 (2) no → E8 (3) DK → E8
E3 IF E2=1	Did you spend, on average, at least one full working day a week at home when you were teleworking?	(1) yes → E8 (2) no → E8 (3) DK → E8
E4 IF E1=1	Do you spend, on average, at least one full working day a week teleworking from home?	(1) yes → E5 (2) no → E5 (3) DK → E5
E5 IF E1=1	You indicated before that you work on average [INTERVIEWER: Look up result from IN11] hours per week. How many of these do you spend at home in a typical week?	_ _ _ → E8 (999) [DK] → E8
E8 IF IN7=1 or IN13=1 or IN4 = 1	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] (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?	FOR EACH (1) very interested (2) somewhat interested (3) not interested (4) already practised (DO NOT READ OUT) (5) DK → Y-E2
Y-E2 BRANCHING		IF IN7=1 → X-C1 IF IN4=1 → E9a IF IN7=2,3,4 → Z17
E9a IF IN4 = 1	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?	(1) yes → X-F1 (2) no → E9b (3) DK → X-F1

No Branching	Question	Answer categories
E9b IF E9a=2	What are the main reasons why you consider your current job not to be feasible for telework? Is it because ... <i>[INTERVIEWER: Read out answer categories and code all that apply]</i>	MULTIPLE ANSWERS (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 → X-F1

No Branching	Question	Answer categories
Module F: Mobile work		GPS
Transition X-F1 IF IN4=1	Now let's talk about the topic of mobile working.	→ F1
F1 IF IN4=1	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?	(1) yes → F2 (2) no → X-G1 (3) DK → X-G1
F2 IF F1=1	You indicated before that you work on average [INTERVIEWER: Look up result from IN11] hours per week. How many of these do you spend away from home and your main place of work?	_ _ _ → Y-F1 (999) [DK] → F3
Y-F1 BRANCHING		IF F2>5 or F2 = DK → F3 IF F2<=5 → Y-G1
F3 IF F2>5 or F2 = DK	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?	(1) yes → F4 (2) no → Y-G1 (3) DK → Y-G1
F4 IF F3=1	For what purpose did you use these online connections? Have you used these to ... (a) access the Internet (b) send or read e-mails (c) connect to your company's internal computer system	FOR EACH: (1) yes → F5 (2) no → F5 (3) DK → F5
F5 IF F3=1	Where did you use an online computer connection? Have you used it in the last four weeks at ... (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?	FOR EACH: (1) yes → Y-G1 (2) no → Y-G1 (3) DK → Y-G1

No Branching	Question	Answer categories
Module G: Tele-cooperation/Tele-collaboration		GPS
Y-G1 BRANCHING		IF IN4=1 and (A1=1 or A7=1) → X-G1 IF IN4=2,3 → Y-C1 IF IN4=1 and (A1=2,3 and A7=2,3) → X-H1
Transition X-G1 IF IN4=1 and A1=1	And how about the use of telecommunication technology at your work place:	→ G1
G1 IF IN4=1 and A1=1	When you communicate with external contacts, do you sometimes use e-mail, video conference or electronic data transfer? By external persons we mean customers, clients, suppliers, other business contacts, but also colleagues working at other locations of the same company.	(1) yes → G2 (2) no → X-H1 (3) DK → X-H1
G2 IF G1=1	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 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 → X-H1

No Branching	Question	Answer categories
Module H: Outcomes of work GPS		
Transition X-H1 IF IN4=1	I would like to ask you a few more questions about your work.	→ H1
H1 IF IN4=1	Please tell me for each of the following, how often you experience this. How often do you .. [item]? [INTERVIEWER: Read out answer categories for the first 2 items] (a) Find your work stressful (b) Come home from work exhausted (c) Find your job prevents you from giving the time you want to your partner or family (d) Feel too tired after work to enjoy the things you would like to do at home (e) Find your partner/family gets fed up with the pressure of your job	FOR EACH (1) often (2) sometimes (3) never (4) does not apply [DO NOT READ] (5) DK → H2
H2 IF IN4=1	In your current work arrangement, do you agree with the following statements about your job? [item] Do you ... [INTERVIEWER: Read out answer categories for the first 2 items] (a) I have a lot of say over what happens in my job (b) I need to keep learning new things continuously (c) I have concerns about whether my job is secure (d) I have a high income (e) I can adapt my starting & finishing times to my personal preferences (f) I can adapt the number of weekly working hours to my personal preferences	FOR EACH: (1) strongly agree (2) somewhat agree (3) disagree (4) DK → H3
H3 IF IN4=1	On the whole, are you very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, somewhat dissatisfied or very dissatisfied with your job / your main job?	(1) very satisfied (2) somewhat satisfied (3) neither satisfied nor dissatisfied (4) somewhat dissatisfied (5) very dissatisfied (6) DK → Y-C1

No Branching	Question	Answer categories
Module C: Educational attainment and lifelong learning		GPS
Y-C1 BRANCHING		IF IN6=2,3 → C2 IF IN7=1 or IN6 = 1 → C9b IF IN7=2,3,4, 5 → Z17
C2 IF IN6=2,3	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?	(1) yes → C14a (2) no → C14a (3) DK → C14a
C14a IF IN6=2,3	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?	(1) yes → Y-C2 (2) no → Y-C2 (3) DK → Y-C2
Y-C2 BRANCHING		IF C2=1 or C14a=1 → C18a IF C2=2,3 and C14a=2,3 → Z17
C18a IF (C2=1 or C14a=1)	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?	(1) yes → C19a (2) no → Z17 (3) DK → Z17
C19a IF C18a=1	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 (1) yes (2) no (3) DK → Z17
C9b IF IN7=1 or IN6=1	Now I would like to ask you a few questions about training and learning. Did you participate in some kind of training activities with the aim of preparing you for your occupational future, in the last four weeks?	(1) yes → C14b (2) no → C14b (3) DK → C14b
C14b IF IN7=1 or IN6=1	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?	(1) yes → Y-C3 (2) no → Y-C3 (3) DK → Y-C3
Y-C3 BRANCHING		IF C9b=1 or C14b=1 → C18b IF C9b=2,3 and C14b=2,3 → Z17
C18b IF C9b=1 or C14b=1	Now I would like to ask you a question about training and learning. 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?	(1) yes → C19b (2) no → Z17 (3) DK → Z17
C19b IF C18=1	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 (1) yes (2) no (3) DK → Z17

No Branching	Question	Answer categories
Module Z: Standard demography GPS		
Z17 ALL	Finally we would like to ask you a few more questions for statistical purposes: How many people live in your household, yourself included?	(1) only me → Z14 (2) 2 → Z18a (3) 3 → Z18a (4) 4 → Z18a (5) 5 → Z18a (6) 6 → Z18a (7) 7 → Z18a (8) 8 → Z18a (9) 9 → Z18a (10) 10 or more → Z18a (11) DK → Z14
Z18a IF Z17>1	How old is the youngest (yourself included)?	_ _ → Z18b (99) [DK] → Z18b
Z18b IF Z17>1	How many are 15 years and older (yourself included)?	_ _ → Z14 (99) [DK] → Z14 [INTERVIEWER: Check with Z17 and Z18a]
Z14 ALL	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.	(1) yes → Z19 (2) no → Z19 (3) DK → Z19
Z19 ALL	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.] Use standard question and procedure for asking household income (eg showcards)	use a minimum of 8 classes
Z20 ALL	Looking back over the last three years, has your household income increased, decreased, or remained roughly the same?	(1) increased → Z21 (2) decreased → Z21 (3) remained roughly the same → Z21 (4) DK → Z21 (5) Refusal → Z21
Z21 ALL	Gender [INTERVIEWER: Ask only if in doubt]	(1) male → END INTERVIEW. (2) female → END INTERVIEW.

No Branching	Question	Answer categories
	Data provided by survey organisation	Categories
P0	Survey Number	101438
P1	Country Code	_ _
P2	Interview Number	_ _ _
P3	Date of Interview:	Day _ _ , Month _ _
P4	Time of the beginning of the interview (USE 24 HOUR CLOCK):	Hour _ _ , Minute _ _
P5	Number of minutes the interview lasted	_ _ _
P6	Size of locality	_ _
P7	Region	_ _
P8a	Postal Code / Area code must be convertible into EUROSTAT equivalent to NUTS 2 regions²	_ _ _ _ _ _ _ _ _
P8b	Regional identifier³	_ _ _ _ _ _ _ _ _
P9	Interviewer Number	_ _ _ _ _
P10	Weighting Factor	_ . _ _ _ _ _ _
P11	Language of interview	_

² Regional identifier referring to level 2 regions as defined in the Eurostat publication "Statistical regions in the EFTA countries and the Central European Countries (CEC), November 2001"; level 3 is to be used in case level 2 regions are not defined for the respective country (Baltic states, Slovenia)" (cf. http://europa.eu.int/comm/eurostat/ramon/nuts/statistical_regions_t1_en.html).

³ See footnote above.

