

ICT Household Survey 2020

ICT 2020

Label	
ICT 2020	
Type	Order
Sequence	InOrderOfAppearance

Household ICT access and Individual frequency of internet use.

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Type	Order
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ICT_ind_intro - Introduction to ICT

Name	Label	Location
ICT_ind_intro	Introduction to ICT	
Type	Selection Type	Display Style
Multiple Choice	SelectOne	

Condition

All direct respondents aged 15 and over and direct and in wave 1-5
 Display if WAVE in 1,2,3,4,5 and Dir = 1 and age GE 15

Question

I would now like to ask you some questions about internet activities

Instructions

Note: Press 1 to continue

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow RF only

Choices

1	Continue
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HH1 - Household internet access

Name HH1	Label Household internet access	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › Household ICT access and Individual frequency of internet use.
Type Multiple Choice	Selection Type SelectAllThatApply	Display Style

Condition

Asked of first direct interview in household
 ICT_ind_intro Contains Any 1 Continue

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 4 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTION: DK/RF

Blaise: Allow DK and RF

Choices

1	Fixed broadband (e.g. cable providers such as Vodafone, Pure, Sky, eir, Digiweb, Virgin)
2	Mobile broadband (e.g. 3G, 4G or dongle providers such as Vodafone, eir, Virgin)
3	A different type of connection
4	This household does not have an internet connection currently.

MAZ_3b - Reasons for not having household internet access

Name MAZ_3b	Label Reasons for not having household internet access	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › Household ICT access and Individual frequency of internet use.
Type Multiple Choice	Selection Type SelectAllThatApply	Display Style
Condition HH1 Contains Any 4 This household does not have an internet connection currently.		

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option.

BLAISE INSTRUCTION: Scree note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	You have access to the internet elsewhere
2	You don't need the internet
3	Equipment costs too high
4	Access costs too high (telephone, DSL, subscription etc.)
5	Lack of skills
6	Privacy or security concerns

7	Broadband internet is not available in your area
8	A different reason than from the options given

A1 - Broad indicator of most recent internet use

Name A1	Label Broad indicator of most recent internet use	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › Household ICT access and Individual frequency of internet use.
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition All direct respondents aged 15 and over in Waves 1-5 ICT_ind_intro Contains Any 1 Continue		

Question

When did you last use the internet?

Instructions

Running prompt.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Within the last 3 months
2	Between 3 months and a year ago
3	More than a year ago
4	Never used it

A2 - Broad indicator of frequency of recent internet use

Name A2	Label Broad indicator of frequency of recent internet use	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › Household ICT access and Individual frequency of internet use.
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Type Multiple Choice	Selection Type SelectOne	Display Style
Condition A1 Contains Any 1 Within the last 3 months		

Question

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

Instructions

Running prompt

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Every day or almost every day
2	At least once a week (but not every day)
3	Less than once a week

A3 - Broad indicator of frequency of daily internet use

Name A3	Label Broad indicator of frequency of daily internet use	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › Household ICT access and Individual frequency of internet use.
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition A2 Contains Any 1 Every day or almost every day		

Question

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

Instructions

Running prompt

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Briefly or 1 or 2 times a day
2	Several times a day
3	Nearly all the time
4	All the time

ICT questions to individuals

Label ICT questions to individuals	Location Changes to Q1 2020 LFS › ICT › ICT 2020
Type Sequence	Order InOrderOfAppearance

Description

The ICT individual questionnaire is directed towards Wave 5 LFS direct respondents in Quarter 1 who are participating in CATI LFS and direct WAVE 5 direct respondents participating in CATI LFS in Quarter 2 on 2020. The age target for the respondents should be aged 15 or over who are also participating in the LFS WAVE 5. The questions are primarily designed for the CATI telephone interview.

The ICT questions need to be placed at the end of the LFS just before the thanks question in Exit.

ICT_Contact

Name ICT_Contact	Label	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition Wave 5 and Direct and CATI (ICT_ind_intro Contains Any 1 Continue) And ((A1 Not Refused) Or (A1 Not Don't Know) Or (A1 Not Empty))		

Question

Interviewer Note: Please select the person you are speaking to.

BLAISE INSTRUCTIONS: DK/RF

Blaise: No DK or RF

BLAISE INSTRUCTIONS: Contacts

Blaise: Display list of Contact Names

BLAISE INSTRUCTIONS: Extra fields

Blaise: Insert extra fields for Line number, name, gender, age

Choices

1	Name
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ICT_Intro2 - Introduction to further individual questions on ICT

Name ICT_Intro2	Label Introduction to further individual questions on ICT	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition This part of the survey is only to be asked of chosen direct person in WAVE 5 and CATI A1 Contains Any 1 Within the last 3 months or 2 Between 3 months and a year ago		

Question

We just have a few questions about your internet related activities

Instructions

Note: Press 1 to continue

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow RF only

Choices

1	Continue
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IA - Internet activities

Name IA	Label Internet activities	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (ICT_Intro2 Contains Any 1 Continue) And (A1 Contains Any 1 Within the last 3 months)		

Question

Which of the following internet activities have you carried out in the last 3 months for PRIVATE PURPOSES?

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 19 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Sending or receiving emails
2	Telephoning or video calling using the internet (e.g. skype, facetime, snapchat, Whatsapp, Viber, Messenger)
3	Social networking (e.g. facebook, Twitter, Snapchat etc.)
4	Instant messaging with apps such as Whatsapp, Viber, Messenger, Skype or Snapchat
5	Reading online news sites, newspapers or magazines
6	Seeking health-related information (e.g. for injury, disease, nutrition, improving health etc.
7	Looking for Information about goods or services
8	Uploading self-created content (e.g. text, photos, music, videos) to any website to be shared
9	Selling goods or services
10	Internet banking
11	Listening to music (e.g. web radio, music streaming)
12	Watching internet streamed TV live or catchup from TV broadcasters
13	Watching video on Demand from commercial services (e.g Netflix HBO GO Amazon Prime, Maxdome)

14	Watching video content from sharing services such as YouTube
15	Playing or downloading games
16	Making an appointment with a health care practitioner via a website or app
17	Using other health care services instead of having to visit a doctor (e.g. to get a prescription)
18	Accessing personal health records
19	No activities selected by respondent

Columns

1	Yes
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ZCC - Internet storage space (Cloud computing)

Name ZCC	Label Internet storage space (Cloud computing)	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

In the last 3 months and excluding emails, have you used internet storage space which is also referred to as cloud computing, to save, store or backup any of your own personal files. e.g. documents, pictures, contact lists, music, or videos.

Instructions

Note: Storing files on email accounts should not be considered as a file storage facility for the purpose of answering the question

Examples of storage providers: Google drive, Dropbox, Microsoft OneDrive, iCloud, Amazon Drive

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: allow DK and RF

Choices

1	Yes
2	No

B7 - Internet related learning activities

Name B7	Label Internet related learning activities	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 4 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Doing an online course
2	Using online learning material other than a complete online course for example audio-visual materials, online learning software, electronic textbooks
3	Communicating with instructors or students using educational websites/portals
4	No learning activities selected by respondent

Columns

1	Yes
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E1 - Introduction to e-commerce

Name E1	Label Introduction to e-commerce	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (A1 Contains Any 1 Within the last 3 months or 2 Between 3 months and a year ago) And (ICT_Intro2 Contains Any 1 Continue)		

Question

The following questions ask about the purchase of goods and services over the Internet for private use. For your answers please include:

- Purchases made from any internet connected device (smart phone, desktop computer, laptop etc.)
- Purchases that are made using 'apps' from smartphones or tablets.
- Orders of goods or services over the internet for which payment is required, but the payment does not have to be done online.

Please exclude:

- Orders via manually typed e-mails, SMS or MMS.

Instructions

Note: Press 1 to continue

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow RF only.

Choices

1	Continue
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E2 - Broad indicator of most recent internet purchases

Name E2	Label Broad indicator of most recent internet purchases	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

E1 Contains Any 1 Continue

Question

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

Instructions

Running prompt

BLAISE INSTRUCTION: Screen note

Blaise: Add screen note in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Within the last 3 months
2	Between 3 months and 1 year ago
3	More than 1 year ago
4	Never bought or ordered goods

E3 - Type of goods or services recently purchased using the internet

Name E3	Label Type of goods or services recently purchased using the internet	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

E2 Contains Any 1 Within the last 3 months

Question

In the last 3 months which of the following goods or services did you buy or order over the internet? Please include online purchases from companies and private persons, including second hand items.

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 17 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Clothes including sports clothing, shoes or accessories
2	Sports goods
3	Furniture, home accessories or gardening products
4	Medicine or dietary supplements but not including medical prescriptions
5	Computers, tablets, mobile phones or associated accessories
6	Electronic equipment (incl. cameras, TV-sets, stereos, household appliances)
7	Childrens toys or childcare items (e.g. nappies, bottles, baby strollers)
8	Music as CD's, vinyls etc.
9	Films or series as DVD, Blu-ray etc.
10	Printed books, magazines or newspapers
11	Ready made food delivered from restaurants, fast food chains or catering delivery services.
12	Food or drinks from shops or from meal-kit providers
13	Cosmetics, beauty or wellness products
14	Cleaning products or personal hygiene products such as toothbrushes or washing detergents
15	Bicycles, mopeds, cars or other vehicles or spare parts
16	Another good not listed above
17	No option selected by respondent

Columns

1	Yes
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E4 - Broad indicator of nationality of internet goods providers

Name E4	Label Broad indicator of nationality of internet goods providers	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectAllThatApply	Display Style
Condition If E3 in (1-16). Do not ask if E3 = 17 E2 Contains Any 1 Within the last 3 months		

Question

From which of the following locations did you buy or order goods or services from?

Instructions

Note: Code all that apply

Read out each answer and ask Yes or No

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in BLUE

Choices

1	National sellers from the Republic of Ireland
2	Sellers from other EU countries
3	Sellers from the rest of the world
4	I cannot say where the seller was from

D4 - Indicator of internet goods being purchased from private individuals

Name D4	Label Indicator of internet goods being purchased from private individuals	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition If E3 in (1-16)		

Question

Were any of the goods you have purchased in the last 3 months purchased from a private individual rather than a business, for example by using websites like eBay or Facebook Marketplace?

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Yes
2	No

D5 - Internet purchases in the last 3 months

Name D5	Label Internet purchases in the last 3 months	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition E2 Contains Any 1 Within the last 3 months		

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 13 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Music as a streaming service or downloads
2	Films or series as a streaming service or downloads
3	eBooks, online magazines or online newspapers
4	Games online or as downloads for smartphones, tablets, computers or consoles
5	Computer or other software as downloads (including upgrades)

6	Apps related to health or fitness (excluding free apps)
7	Other apps e.g. related to learning languages, travelling, weather (excluding free apps)
8	Tickets for sports events
9	Tickets for cultural or other events (cinema, concerts, fairs, etc.)
10	Subscriptions to the internet or mobile phone connections
11	Subscriptions to electricity, water or heating supply, waste disposal or similar services
12	Household services e.g. cleaning, babysitting, repair work, gardening
13	No option selected by respondent

Columns

1	Yes
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D7 - Gig economy - Household cleaning / babysitting / repair work etc.

Name D7	Label Gig economy - Household cleaning / babysitting / repair work etc.	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition If D5 = 12 only		

Question

Did you buy any of the mentioned household services via a web-site or app from private persons (e.g. on Facebook Marketplace)?

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Yes
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2 No

B8 - The shared economy - Internet accommodation and travel arrangements

Name B8	Label The shared economy - Internet accommodation and travel arrangements	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition E2 Contains Any 1 Within the last 3 months		

Question

In the last 3 months, have you used a website or app to rent or arrange for private use any of the following accommodation, travel or other types of services?

Instructions

"Private individual" means not a business. An example of this is AIRBNB.

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting 6 option implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	A hotel, home, holiday home or room from a commercial accommodation provider
2	A home, holiday home or room from a private individual for example using AIRBNB
3	Transport such as a flight, train, bus or taxi from a commercial transport provider
4	Transport such as a car pool arrangement or lift from a private person using for example apps like UBER (excluding commercial taxi services)
5	Other services from a private individual

6	No booking activities selected by respondent
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Columns

1	Yes
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E6 - Broad indicator of volume of internet purchases

Name E6	Label Broad indicator of volume of internet purchases	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes E2 Contains Any 1 Within the last 3 months		

Question

Approximately how many times did you order or buy goods or services over the internet in the last 3 months?

Instructions

Running prompt

BLAISE INSTRUCTION: Screen note

Blaise: Add screen note in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Insert DK and RF

Choices

1	1 or 2 times
2	3 to 5 times
3	6 to 10 times
4	Greater than 10 times

E7 - Value of goods or services purchased in the last 3 months over the internet

Name E7	Label Value of goods or services purchased in the last 3 months over the internet	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes E2 Contains Any 1 Within the last 3 months		

Question

How much do you estimate you have spent buying or ordering goods or services over the internet in the last 3 months?

Instructions

Running prompt

BLAISE INSTRUCTION: Scree note

Blaise: Add screen note in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Less than 50 euro
2	50 to less than 100 euro
3	100 to less than 300 euro
4	300 to less than 500 euro
5	500 to less than 700 euro
6	700 to less than 1000 euro
7	1000 euro or more

E8 - Financial activities in the last 3 months

Name E8	Label Financial activities in the last 3 months	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)

Question

In the last 3 months, which of the following financial activities have you carried out over the internet for private purposes?

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 4 implies no other option selected.

BLAISE INSTRUCTION: Scree note

Blaise: Add screen note in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Purchasing insurance policies, including policies offered as a package together with another service (e.g. travel insurance together with a plane ticket)
2	Arranging loans, mortgages or other credit products
3	Buying or selling shares, bonds or other investments products
4	No financial activities selected by respondent

Columns

1	Yes
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P1 - Contact with public services over the internet

Name P1	Label Contact with public services over the internet	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

(A1 Contains Any 1 Within the last 3 months or 2 Between 3 months and a year ago) And (ICT_Intro2 Contains Any 1 Continue)

Question

In the last 12 months did you contact or interact with public authorities or public services over the internet for PRIVATE PURPOSES for any of the following reasons?

Instructions

Examples to prompt: to pay motor tax, pay television licence, apply for the NCT, submit tax returns, request library books etc.

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 4 implies no other option selected.

BLAISE INSTRUCTION: Scree note

Blaise: Add screen note in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Obtaining information from websites or 'apps
2	Downloading/printing official forms
3	Submitting completed forms online
4	No interactions selected by respondent

Columns

1	Yes
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P2 - Reasons for not submitting official online forms

Name P2	Label Reasons for not submitting official online forms	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes and Direct= Yes and IF P1 does not contain Yes to submitting forms online. P1 ne 3		

Question

You have indicated that you didn't complete or submit forms to public authorities. Can I check, was that because of any of the following reasons:

Instructions

Read out each answer and ask Yes or No

If respondent selects option 1 "I did not have to submit official forms at all" then move onto the next question (no other options need to be read out)

BLAISE INSTRUCTION: Scree note

Blaise: Add screen note in blue

BLAISE INSTRUCTION: Validation

Blaise: If respondent selects the 1st option "I did not have to submit official forms at all" then no other options should be available

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	I did not have to submit official forms at all
2	There was no such online service available
3	A lack of skills or knowledge (e.g. did not knowhow to use the website or it was too complicated to use)
4	Concerns about protection and security of personal data
5	Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)
6	There was a different reason not mentioned so far

Columns

1	Yes
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F1 - Internet related security activities

Name F1	Label Internet related security activities	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes (A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

In the last 3 months, have you carried out any of the following security related activities?

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 8 implies no other option selected.

BLAISE INSTRUCTION: Scree note

Blaise: Add screen note in BLUE

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Taken time to read through privacy statements before providing personal information
2	Restricted information about your geographical location for privacy
3	Limited access to your profile or content on social networking sites
4	Refused the use of your personal information for advertising purposes
5	Checked the security of a website address before providing any personal information
6	Requested access, correction or deletion of information about yourself that is held by websites or internet search engines
7	Set up or used anti tracking software to restrict access to your internet use
8	No activity selected by respondent

Columns

1	Yes
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F2 - Indicator of understanding of the term Cookie

Name F2	Label Indicator of understanding of the term Cookie	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)

Question

Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored advertisements?

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Yes
2	No

F3 - indicator of cookie adjustment on computer

Name F3	Label indicator of cookie adjustment on computer	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)

Question

Have you ever changed the settings in your internet browser to prevent or limit the amount of cookies put on your computer?

Instructions

Blaise: Allow DK/RF

Choices

1	Yes
2	No

F4 - Online identification procedures

Name F4	Label Online identification procedures	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

In the last 3 months, which of the following identification procedures have you used to access online services such as banking, public websites or ordering goods or services?

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 8 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Logging in with a username and password
2	Social media logon for other services
3	Using a security token
4	Using an electronic identification certificate or card and card reader combination
5	Entered a code sent to you mobile phone by regular text (SMS)
6	Used a once only PIN code provided by a disposable card or scratch card
7	Another validation procedure not mentioned above
8	None selected by respondent

Columns

1	Yes
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F5 - Indicator of smartphone use

Name F5	Label Indicator of smartphone use	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes (A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

Do you use a smartphone for private purposes?

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Yes
2	No

F6 - Smartphone security provisions

Name F6	Label Smartphone security provisions	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition if WAVE = 5 and CATI = Yes and Direct= Yes F5 Contains Any 1 Yes		

Question

Does your smartphone have any of the following kinds of security software?

Instructions

Note: Option 1 and 2 can both be chosen. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 3,4 or 5 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Automatically installed or provided antivirus, antispam or firewalls
2	Manually installed or subscribed antivirus, antispam or firewalls
3	No antivirus, antispam or firewall that I am aware of
4	I don't know
5	No answer selected by respondent

Columns

1	Yes
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F7 - indicator of data loss from smartphone due to virus

Name F7	Label indicator of data loss from smartphone due to virus	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes F5 Contains Any 1 Yes		

Question

Have you ever lost information, documents, pictures or other kind of data on your smartphone as a result of a virus or other hostile type of program?

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow RF only as DK is in the question

Choices

1	Yes
2	No
3	I don't know

F8 - Indication of restriction of access to personal smart phone data

Name F8	Label Indication of restriction of access to personal smart phone data	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Multiple Choice	Selection Type SelectOne	Display Style
Condition if WAVE = 5 and CATI = Yes and Direct= Yes F5 Contains Any 1 Yes		

Question

When using or installing an application or an app on your smartphone, have you restricted or refused access to your personal data, for example your location or your contact list?

Instructions

Running prompt

BLAISE INSTRUCTION: Scree note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Choices

1	Yes
2	No
3	I did not know it was possible
4	I do not use apps (applications)

Z1 - Household devices internet of things

Name Z1	Label Household devices internet of things	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		

Condition

if WAVE = 5 and CATI = Yes and Direct= Yes

(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)

Question

Have you used any of the following internet-connected home devices or systems for private purposes in the last 3 months?

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 5 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTION: Validation

Blaise: If interviewer selects option 5 then no other option should be selected

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	Internet connected thermostats, lights, plugin devices or utility meters such as gas or water
2	Internet connected alarm system, smoke detectors, security cameras or door locking systems
3	Robot vacuums or hoovers, fridges, cookers or coffee machines
4	Virtual assistants such as Alexa, Google home, Siri, Cortana or Bixby
5	None selected by respondent

Columns

1	Yes
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Z3 - Internet related home entertainment

Name Z3	Label Internet related home entertainment	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
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Type		
Choice Grid		
Condition		
if WAVE = 5 and CATI = Yes and Direct= Yes		
(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 4 implies no other option selected.

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	An internet-connected Smart TV
2	An internet-connected game console or eBook or media player
3	An internet-connected home audio system, smart speakers
4	None selected by respondent

Columns

1	Yes
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Z4 - IOT personal devices

Name	Label	Location
Z4	IOT personal devices	Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type		
Choice Grid		
Condition		
if WAVE = 5 and CATI = Yes and Direct= Yes		
(A1 Contains Any 1 Within the last 3 months) And (ICT_Intro2 Contains Any 1 Continue)		

Question

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

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option. Selecting option 5 implies no other option selected.

BLAISE INSTRUCTION: Screen note

Blaise: Add note to screen in blue

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	A smart watch, a fitness band, connected goggles or headsets, safety trackers, internet-connected accessories, internet-connected clothes or shoes
2	Internet-connected devices for monitoring blood pressure, sugar level, body weight or health and medical care
3	Toys connected to the internet, such as robot toys including educational toys, or dolls
4	A car with built-in wireless internet connection
5	None selected by respondent

Columns

1	Yes
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Z2 - Reasons for not using IOT devices

Name Z2	Label Reasons for not using IOT devices	Location Changes to Q1 2020 LFS › ICT › ICT 2020 › ICT questions to individuals
Type Choice Grid		
Condition If Z1 = 5 and Z3 = 4 and Z4 = 5		

Question

You have indicated that you don't use any of these internet connected devices listed. Can I check, is this because of any of the following reasons:

Instructions

Note: Code all that apply. Read out each answer and ask Yes or No. If Yes, select that option.

Selecting option 1 means do not read out any other options. Selecting option 9 implies no other option selected.

BLAISE INSTRUCTIONS: Screen note

Blaise: Add note to screen in blue. If possible can you put instruction about option 1 in bold.

BLAISE INSTRUCTIONS: DK/RF

Blaise: Allow DK and RF

Rows

1	I didn't know such devices or systems existed
2	I had no need to use any of the devices
3	I'm concerned about my privacy and data being protected if I use these devices
4	I have concerns about the security in general of these devices
5	I have concerns about safety as the device or system could become harmful for other people or objects
6	I'm not sure how to get these devices working
7	The cost of these devices is too high
8	These devices are not compatible with other devices I use
9	None selected by respondent