

# ICATI-CAWI Questionnaire

**inf**as

**ICT 2025 - Official STATEC survey on Internet use 2025**

**STATEC**

**Englisch**

All

## Intro CAWI

## Text

You have now accessed the online form for the survey on the usage of Information and Communication Technologies (ICT) by the households and the individuals.

It is conducted by the infas Institute for Applied Social Sciences on behalf of STATEC, the National Institute of Statistics and Economic Studies of the Grand Duchy of Luxembourg.

The study is conducted in all the member states of the European Union. For more information on the study, please click [here](#).

The following information will help you while completing the survey.

You will need about 25 minutes to complete the form.

For further information about data protection, please click 'Privacy' in the black bar above.

All

## Information:

## Text

Information for answering the questionnaire:

For scrolling, please only use the buttons displayed below on each page of the questionnaire.

Please answer the questions in sequence and do not skip any questions.

There may be different ways of answering each question, depending on the type of question.

In most cases, you can enter your answer by clicking in the answer field. If you have made a mistake, just click again in the correct answer field. You can view the answers on the previous screen page by using the BACK button.

You can complete the questionnaire with your personal access code only once. You can also interrupt the questionnaire at any time and continue completing it later. Once you have completed your questionnaire and have confirmed on the last screen, you will no longer be able to access it.

All

## DEMOGRAPHICS - 1

## Begin block

### H1

### Numeric

What is your year of birth?

Please give your answer on 4 positions (e.g. 1980)

Please give your answer on 4 positions (e.g. 1980)

### H1b

### Single coded

Has your birthday already passed this year?

- 1 Yes
- 2 No

Calculation of the exact age of the target person:  
if G1b=1 then 2024-G1 = Age in years;  
if G1b=2 then 2023-G1 = Age in years

if AGE < 16 oder > 74

**T1**

**Text**

Unfortunately, we can only survey people who are between 16 and 74 years old. We must therefore stop the interview at this point. Thank you for your willingness to provide information.

Progr.: ENDE

All (ask if AGE >= 16 und <= 74)

**H2**

**Single coded**

SEX

Are you...?

- 1 Male
- 2 Female

**H12**

**Single coded**

IF CAWI : Which municipality (not town) do you live in?

IF CATI : Could you tell me which municipality (not town) you live in?

ONLY ONE ANSWER POSSIBLE

- 1 List of municipalities in Luxembourg

**H4a (h4a16open)**

**Single coded**

What is your nationality? If you have a second nationality, please indicate it in the next question.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 Spanish
- 8 Romanian
- 9 British
- 10 Polish
- 11 Dutch
- 12 Chinese
- 13 Greek
- 14 Montenegrin
- 15 Indian
- 16 Other, please specify \*Open

**H4b (H4b16open)**

Single coded

Do you have a second nationality? If so, which one?

Please make only one entry.

**ONLY ONE ANSWER POSSIBLE**

- 17 No second nationality
- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 Spanish
- 8 Romanian
- 9 British
- 10 Polish
- 11 Dutch
- 12 Chinese
- 13 Greek
- 14 Montenegrin
- 15 Indian
- 16 Other, please specify *\*Open*

**H3 (H316open)**

Single coded

In which country were you born?

Please make only one entry.

**ONLY ONE ANSWER POSSIBLE**

- 1 Luxembourg
- 2 Portugal
- 3 France
- 4 Italy
- 5 Belgium
- 6 Germany
- 7 Spain
- 8 Romania
- 9 United Kingdom
- 10 Poland
- 11 Netherlands
- 12 China
- 13 Greece
- 14 Montenegro
- 15 India
- 16 Other, please specify *\*Open*

All

**H6a**

Single coded

Are you professionally active?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **H6a=1**

**H7**

Single coded

Are you...?

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 an Employee/Civil-public servant
- 2 a Self-employed person with employees
- 3 a Self-employed person without employees
- 4 a Family worker (unpaid)

Ask only if **H6a=1**

**H9**

Single coded

Do you have ...?

ONLY ONE ANSWER POSSIBLE

- 1 a permanent job or contract of unlimited duration
- 2 a temporary job or contract of limited duration

Ask only if **H6a=1**

**H8**

Single coded

Are you working ...?

ONLY ONE ANSWER POSSIBLE

- 1 full time
- 2 part time

Ask only if **H6a=2** or 99

**H6b**

Single coded

So you do not have a job at the moment. *\*only show if H6a=2\**  
What best describes your situation?

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 You are unemployed
- 2 You are a student or a pupil (full-time, not in the labor force)
- 3 You are in maternal and parental leave
- 4 You are in apprenticeship
- 5 You are in paid internship
- 6 You are in sick leave
- 7 You are in retirement or early retirement or you have given up business
- 8 You are permanently disabled
- 9 You are fulfilling domestic tasks
- 10 You are an otherwise inactive person
- 11 Can not / Prefer not to answer

Ask only if **H6a=1**

**H10 (H1019open)**

Single coded

What economic sector do you work in?

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 Agriculture, Forestry and Fishing
- 2 Mining and Quarrying
- 3 Manufacturing
- 4 Electricity, Gas, Steam and Air Conditioning Supply
- 5 Water supply; sewerage, waste management and remediation activities
- 6 Construction
- 7 Wholesale and retail trade; repair of motor vehicles and motorcycles
- 8 Transportation and Storage
- 9 Accommodation and Food Service Activities
- 10 Information and Communication
- 11 Financial and Insurance Activities
- 12 Real Estate Activities
- 13 Professional, Scientific and Technical Activities
- 14 Administrative and Support Service Activities
- 15 Public Administration And Defence; Compulsory Social Security
- 16 Education
- 17 Human Health and Social Work Activities
- 18 Arts, Entertainment and Recreation
- 19 Other Service Activities, please specify *\*Open*

**H11 (H11open)****Single coded**

To which group does your occupation belong?

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 Armed forces occupations  
*Progr: Akkordeon:*  
Commissioned armed forces officers, Non-commissioned armed forces officers, Armed forces occupations, other ranks
- 2 Managers  
*Progr: Akkordeon:*  
Chief executives, senior officials and legislators / Administrative and commercial managers / Production and specialised services managers / Hospitality, catering, retail and other services managers
- 3 Professionals  
*Progr: Akkordeon:*  
Science and engineering professionals / Health professionals / Teaching professionals / Business and administration professionals / Information and communications technology professionals / Legal, social and cultural professionals
- 4 Technicians and associate professionals  
*Progr: Akkordeon:*  
Science and engineering associate professionals / Health associate professionals / Financial and administrative associate professionals / Legal, social, cultural and related associate professionals / Information and communications technicians
- 5 Clerical support workers  
*Progr: Akkordeon:*  
General and keyboard clerks / Customer services clerks / Numerical and material recording clerks / Other clerical support workers
- 6 Service and sales workers  
*Progr: Akkordeon:*  
Personal service workers Sales workers / Personal care workers / Protective services workers  
EXCLUDING:  
- Cleaners and helpers  
- Food preparation assistants  
- Refuse workers and other elementary workers
- 7 Skilled agricultural, forestry and fishery workers  
*Progr: Akkordeon:*  
Market-oriented skilled agricultural workers / Market-oriented skilled forestry, fishery and hunting workers / Subsistence farmers, fishers, hunters and gatherers  
EXCLUDING  
Agricultural, forestry and fishery labourers
- 8 Craft and related trades workers  
*Progr: Akkordeon:*  
Building and related trades workers, excluding electricians / Metal, machinery and related trades workers / Handicraft and printing workers / Electrical and electronic trades workers / Food processing, wood working, garment and other craft and related trades workers
- 9 Plant and machine operators and assemblers  
*Progr: Akkordeon:*  
Stationary plant and machine operators / Assemblers / Drivers and mobile plant operators
- 10 Elementary occupations  
*Progr: Akkordeon:*  
Cleaners and helpers / Agricultural, forestry and fishery labourers / Labourers in mining, construction, manufacturing and transport / Food preparation assistants / Street and related sales and service workers / Refuse workers and other elementary workers
- 11 Other, please specify \*Open

Ask only if **H11=1**

**H111(H1114open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |   |  |
|---|--|
| 1 | Commissioned armed forces officers     |
| 2 | Non-commissioned armed forces officers |
| 3 | Armed forces occupations, other ranks  |
| 4 | Other, please specify *Open            |

Ask only if **H11=2**

**H1110 (H11015open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |   |
|----|---|
| 11 | Chief executives, senior officials and legislators        |
| 12 | Administrative and commercial managers                    |
| 13 | Production and specialised services managers              |
| 14 | Hospitality, catering, retail and other services managers |
| 15 | Other, please specify *Open                               |



**H1120 (H1112027open)****Single coded**

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

**ONLY ONE ANSWER POSSIBLE**

- |    |   |
|----|---|
| 21 | Science and engineering professionals<br><i>Progr: Akkordeon:</i><br>Physicists, chemists, mathematicians, life science specialists, engineers, architects, planners, surveyors, designers, etc.  |
| 22 | Health professionals<br><i>Progr: Akkordeon:</i><br>Medical doctors, nursing and midwifery professionals, traditional and complementary medicine professionals, paramedical practitioners, veterinarians, pharmacists, physiotherapists, etc.               |
| 23 | Teaching professionals<br><i>Progr: Akkordeon:</i><br>Teachers, primary-school teachers, early childhood teachers, etc.   |
| 24 | Business and administration professionals<br><i>Progr: Akkordeon:</i><br>Finance professionals, accountants, financial and investment advisers, Administration professionals, sales, marketing and public relations professionals, etc.                     |
| 25 | Information and communications technology professionals<br><i>Progr: Akkordeon:</i><br>Software and applications developers and analysts, database and network specialists, etc.  |
| 26 | Legal, social and cultural professionals<br><i>Progr: Akkordeon:</i><br>Legal professionals, lawyers, magistrates, archivists, librarians and similar positions, economists, sociologists, authors, journalists, linguists, creative and performing artists |
| 27 | Other, please specify <i>*Open</i>  |

Ask only if **H11=4**

**H1130 (H113036open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |   |
|----|---|
| 31 | Science and engineering associate professionals<br><i>Progr: Akkordeon:</i><br>Physical and engineering science technicians, manufacturing and construction supervisors, process control technicians, life science, agricultural and forestry technicians, ship and aircraft controllers and technicians and pilots |
| 32 | Health associate professionals<br><i>Progr: Akkordeon:</i><br>Medical and pharmaceutical technicians, nursing and midwifery associate professionals veterinary assistants, other health associate professionals (opticians, ambulance workers), etc.  |
| 33 | Financial and administrative associate professionals<br><i>Progr: Akkordeon:</i><br>Financial and mathematical associate professionals, sales and purchasing agents and brokers business services agents, administrative and specialised secretaries regulatory government associate professionals                  |
| 34 | Legal, social, cultural and related associate professionals<br><i>Progr: Akkordeon:</i><br>Legal, social and religious associate professionals, sports and fitness workers, artistic, cultural and culinary associate professionals   |
| 35 | Information and communications technicians<br><i>Progr: Akkordeon:</i><br>Information and communications technology operations and user support technicians, telecommunications and broadcasting technicians  |
| 36 | Other, please specify *Open   |

Ask only if **H11=5**

#### H1140 (H114045open)

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |   |
|----|---|
| 41 | General and keyboard clerks<br><i>Progr: Akkordeon:</i><br>General office clerks, secretaries, keyboard operators, etc.   |
| 42 | Customer services clerks<br><i>Progr: Akkordeon:</i><br>Tellers, money collectors and related clerks, client information workers, receptionists - Telephone operators, interviewers, etc. |
| 43 | Numerical and material recording clerks<br><i>Progr: Akkordeon:</i><br>Numerical clerks, material-recording and transport clerks  |
| 44 | Other clerical support workers<br><i>Progr: Akkordeon:</i><br>Coding, filing and copying clerks, mail carriers and sorting clerks, etc.   |
| 45 | Other, please specify *Open   |

Ask only if **H11=6**

#### H1150 (H115055open)

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |  |
|----|--|
| 51 | Personal service workers<br><i>Progr: Akkordeon:</i><br>Travel attendants, public transport conductors, travel guides, cooks, waiters and bartenders, hairdressers, beauticians and related workers, building and house-keeping supervisors, other personal services workers |
| 52 | Sales workers<br><i>Progr: Akkordeon:</i><br>Street and market salespersons, shop salespersons, cashiers, shop supervisors, etc.   |
| 53 | Personal care workers<br><i>Progr: Akkordeon:</i><br>Childcare workers and teachers' aides, personal care workers in health services   |
| 54 | Protective services workers<br><i>Progr: Akkordeon:</i><br>fire-fighters, police officers, prison guards, security guards, etc.  |
| 55 | Other, please specify *Open  |

Ask only if **H11=7**

**H1160 (H116064open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 61 Market-oriented skilled agricultural workers
- 62 Market-oriented skilled forestry, fishery and hunting workers
- 63 Subsistence farmers, fishers, hunters and gatherers
- 64 Other, please specify \*Open

Ask only if **H11=8**

**H1170 (H117076open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 71 Building and related trades workers, excluding electricians  
*Progr: Akkordeon:*  
Bricklayers, carpenters and joiners, roofers, tile setters, glaziers, painters, etc.
- 72 Metal, machinery and related trades workers  
*Progr: Akkordeon:*  
Blacksmiths, toolmakers, machinery and motor vehicle mechanics and repairers, etc.
- 73 Handicraft and printing workers
- 74 Electrical and electronic trades workers
- 75 Food processing, wood working, garment and other craft and related trades workers  
*Progr: Akkordeon:*  
Butchers, bakers, cabinet-makers, tailors, shoemakers, etc.
- 76 Other, please specify \*Open

Ask only if **H11=9**

**H1180 (H118084open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |  |
|----|--|
| 81 | Stationary plant and machine operators   |
| 82 | Assemblers<br><i>Progr: Akkordeon:</i><br>Mechanical machinery assemblers, electrical and electronic equipment assemblers, etc.  |
| 83 | Drivers and mobile plant operators<br><i>Progr: Akkordeon:</i><br>Locomotive engine drivers and relates workers, car and van drivers, heavy goods truck and bus drivers, taxi drivers, mobile plant operators, ships' deck crews, etc. |
| 84 | Other, please specify *Open  |

Ask only if **H11=10**

**H1190 (H119097open)**

Single coded

Could you please specify what you do?

*Progr: Set the following text in grey*

In case you cannot relate your occupation to one of the indicated groups, please choose "other" and describe your occupation as detailed as possible within the text field.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |  |
|----|--|
| 91 | Cleaners and helpers<br><i>Progr: Akkordeon:</i><br>Domestic, hotel and office cleaners and helpers, window cleaners, hand launderers and pressers, other cleaning workers, etc. |
| 92 | Agricultural, forestry and fishery labourers   |
| 93 | Labourers in mining, construction, manufacturing and transport   |
| 94 | Food preparation assistants<br><i>Progr: Akkordeon:</i><br>Fast food preparers, kitchen helpers, etc.  |
| 95 | Street and related sales and service workers   |
| 96 | Refuse workers and other elementary workers<br><i>Progr: Akkordeon:</i><br>garbage collectors, luggage porters, package deliverers, odd job persons, etc.                        |
| 97 | Other, please specify *Open  |

**DEMOGRAPHICS - 1**

**End block**

All

**Module A: Access to Information and Communication Technologies**

**Begin block**

**A1**

**Single coded**

Do you or anyone else in your household have/has access to the Internet at home? (by any device)

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No
- 3 Don't know

**Module A: Access to Information and Communication Technologies**

**End block**

All

**Module B: Use of the Internet**

**Begin block**

**VBH:**

**Text**

The following questions relate to your own person and your Internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).

**B1:**

**Single coded**

When did you last use the Internet?

*Progr: Query only in CATI, set to 1 for CAWI*

ONLY ONE ANSWER POSSIBLE

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

Ask only if **B1=1**

**B2**

**Single coded**

How often on average did you use the Internet in the last 3 months?

ONLY ONE ANSWER POSSIBLE

- 1 Several times during the day
- 2 Once a day or almost every day
- 3 At least once a week (but not every day)
- 4 Less than once a week

Ask only if **B1=1**

**B3 (B3\_a to B3\_e)**

Multi coded

On which of the following devices did you use the internet in the last 3 months?

Please tick all that apply.

ONLY ONE ANSWER POSSIBLE

- 1 (B3\_a) Desktop computer
- 2 (B3\_b) Laptop
- 3 (B3\_c) Tablet
- 4 (B3\_d) Smartphone or any other mobile phone which allows you to connect to the internet
- 5 (B3\_e) Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Ask only if **B1=1**

**B4 (B4\_a to B4\_l, B4\_999)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

<b>Communication</b>	
1 (B4_a)	Sending / receiving e-mails
2 (B4_b)	Making calls (including video calls) over the Internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex
3 (B4_c1)	Participating passively in social networks (creating user profile, consulting, reading or watching contents)
4 (B4_c2)	Participating actively by posting messages or other contributions to Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok, etc.
5 (B4_d)	Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat
<b>Access to information</b>	
6 (B4_e)	Reading online news sites / newspapers / news magazines
7 (B4_f)	Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)
8 (B4_f1)	Information on physical health (e.g. about flu symptoms, high blood pressure, pain medication, surgical procedures, nutrition, health-promoting measures)
9 (B4_f2)	Information on mental health (e.g. about burnout, depression, anxiety, eating disorders, reducing stress)
10 (B4_g)	Finding information about goods or services
11 (B4_g1)	Finding information about the safety of products (information on associated risks or health hazards, composition, instructions for safe usage, contact details to report safety issues)
<b>Civic and political participation</b>	
12 (B4_h)	Expressing opinions on civic or political issues on websites or in social networks (e.g. Facebook, Twitter, Instagram, YouTube)
13 (B4_i)	Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)
<b>Professional life</b>	
14 (B4_j)	Looking for a job or sending a job application
<b>Other on-line services</b>	
15 (B4_k)	Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)
16 (B4_l)	Internet banking (including mobile banking)
999 (B4_999)	None of the above <i>*Fixed *Exclusive</i>



Ask only if **B4\_C1=1** or **B4\_C2=1**

**SN1 (SN1\_a to SN1\_h)**

Multi coded

In which social networks do you participate (passively or actively)?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (SN1\_a) Facebook
- 2 (SN1\_b) X (formerly Twitter)
- 3 (SN1\_c) Instagram
- 4 (SN1\_d) TikTok
- 5 (SN1\_e) Pinterest
- 6 (SN1\_f) LinkedIn
- 7 (SN1\_g) Tumblr
- 8 (SN1\_h) Others, please specify *\*Open*

Ask only if **B4\_C1=1** or **B4\_C2=1**

**SN2**

Single coded

How many times a day do you look at social networks for private purpose?

ONLY ONE ANSWER POSSIBLE

- 1 Not every day
- 2 Once a day
- 3 2 – 5 times a day
- 4 6 – 10 times a day
- 5 More than 10 times a day

Ask only if **B4\_C1=1** or **B4\_C2=1**

**SN3**

Single coded

How much time per day do you spend on average on these social networks?

ONLY ONE ANSWER POSSIBLE

- 1 Less than an hour
- 2 1 – 3 hours
- 3 3 – 5 hours
- 4 More than 5 hours
- 5 Don't know

Ask only if **B4\_C1=1** or **B4\_C2=1**

**SN4**

Single coded

Do you share pictures and/or videos/clips on sharing platforms (e.g. TikTok, Youtube, Byte) or social networks (e.g. Facebook, Instagram) for private purpose?

ONLY ONE ANSWER POSSIBLE

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

Ask only if **SN4=1**

**SN5 (SN5\_a to SN5\_i)**

Multi coded

On which sharing platforms or social networks do you post pictures and/or videos/clips?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- |           |                                     |
|-----------|-------------------------------------|
| 1 (SN5_a) | Facebook                            |
| 2 (SN5_b) | Instagram                           |
| 3 (SN5_c) | Youtube                             |
| 4 (SN5_d) | TikTok                              |
| 5 (SN5_e) | Twitch                              |
| 6 (SN5_f) | Vimeo                               |
| 7 (SN5_g) | Byte                                |
| 8 (SN5_h) | Dailymotion                         |
| 8 (SN5_i) | Others, please specify <i>*Open</i> |

Ask only if **B4\_C1=1** or **B4\_C2=1**

**SN6**

Single coded

How long could you manage without social networking?

ONLY ONE ANSWER POSSIBLE

- |   |                   |
|---|-------------------|
| 1 | Less than an hour |
| 2 | 1 – 3 hours       |
| 3 | 3 – 6 hours       |
| 4 | 6 – 12 hours      |
| 5 | One day           |
| 6 | Several days      |
| 7 | Don't know        |

Ask only if **B1=1****VBH:****Text**

Generative Artificial Intelligence (AI) can create new content, such as text, images, programming code, videos, or other data, based on available information and patterns it has learned from existing examples. To generate this content, it requires input or a prompt by the user, such as asking it a question or providing instructions or a topic to focus on.

**IP\_AI1****Single coded**

Have you followed training on how to use generative Artificial Intelligence (AI) tools (e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, DALL-E, Claude, DeepSeek, Le Chat - Mistral AI)?

ONLY ONE ANSWER POSSIBLE

- 4 No, I don't use AI.
- 1 No, I trained myself by experimenting, by exploring
- 2 Yes, I have followed training paid or provided by my employer, my school
- 3 Yes, I have followed online training

Ask only if **B1=1** & **IP\_AI1** ne 4**B5****Single coded**

Have you used any generative AI tools (e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, DALL-E, Claude, DeepSeek, Le Chat - Mistral AI) to create content like text, images, programming code, or videos in the last 3 months?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **B1=1** & **B5=1****B6 (B6\_a to B6\_c)****Multi coded**

What was the purpose of using generative AI tools in the last 3 months?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (B6\_a) For private purposes
- 2 (B6\_b) For professional (work) purposes
- 3 (B6\_c) For formal education (e.g. school or university)

Ask only if **B1=1** & (**B5=2** or **IP\_AI1=4**)

**B7**

Single coded

What is the main reason for not using generative AI tools in the last 3 months?

ONLY ONE ANSWER POSSIBLE

- 1 There was no need
- 2 I didn't know they existed
- 3 I didn't know how to use them
- 4 Concerns about privacy, security, or safety
- 5 Other

Ask only if **B1=1**

**IP\_AI2**

Single coded

Generally speaking, how do you assess generative AI tools?

ONLY ONE ANSWER POSSIBLE

- 1 Generative AI tools are rather a threat
- 2 Generative AI tools are rather an opportunity

Ask only if **B1=1**

**B8 (B8\_a to B8\_c, B8\_999)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (B8\_a) Doing an online course
- 2 (B8\_b) Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)
- 3 (B8\_c) Communicating with educators or learners using audio or video online tools (e.g. MS Teams)
- 999 None of the above *\*Fixed \*Exclusive*
- (B8\_999)

Ask only if **B1=1**

**B9 (B9\_a to B9e)**

Multi coded

If you had any difficulties when using the internet in the last 3 months, how did you try to solve them? (e.g. did not know how to proceed with the service I needed, connection problems, computer virus)

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- |              |   |
|--------------|---|
| 1 (B9_a)     | I didn't have any problems <i>*Fixed *Exclusive</i>                   |
| 2 (B9_b)     | I asked someone to help me with the problem                           |
| 3 (B9_c)     | I fixed or tried to fix the problem myself                            |
| 4 (B9_d)     | I did not make any attempt to fix the problem                         |
| 5 (IP2_B9_e) | I haven't solved the problem because I don't dare ask for help        |
| 6 (IP2_B9_f) | I haven't solved the problem because I don't know who to ask for help |
| 7 (B9_e)     | Other   |

Ask only if **B9\_b=1**

**IP3 (IP3\_1 to IP3\_7)**

Multi coded

For which of the following activities did you receive help?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- |           |  |
|-----------|--|
| 1 (IP3_1) | Communication (email, Making calls via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, social network)                      |
| 2 (IP3_2) | Looking for information and/or reading online news sites/ newspapers/ news magazines   |
| 3 (IP3_3) | Using health services over the internet (Seeking health-related information, Making an appointment with a practitioner via a website or app, etc.) |
| 4 (IP3_4) | Selling or buying goods or services over the internet  |
| 5 (IP3_5) | Internet Banking   |
| 6 (IP3_6) | Usage of websites or apps of public authorities and the use of public services over the internet   |
| 7 (IP3_7) | Other, please specify <i>*Open</i>   |

Ask only if **B1=2,3,4**

**B10 (B10\_a to B10\_g)**

Multi coded

What were the reasons for not using the internet in the last 3 months?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- |           |  |
|-----------|--|
| 1 (B10_a) | No need (because the internet is not useful, not interesting, etc.)  |
| 2 (B10_b) | Use of the internet is too difficult   |
| 3 (B10_c) | Physical or mental challenges to using the internet (including physical disability, visual impairment, dementia, special needs, or other disability) |
| 4 (B10_d) | Concerns about security or privacy, fear of being scammed or harassed online   |
| 5 (B10_e) | Costs of the internet connection or equipment too high   |
| 6 (B10_f) | I am opposed to the internet in general; I don't trust the information on the internet   |
| 7 (B10_g) | Other  |

**Module B: Use of the Internet**

End block

Ask only if **B1** is not 4

**Module IP: Internet Perception**

Begin block

This part of the questionnaire seeks to identify any difficulties you may encounter when using the Internet and how you perceive this technology.

**IP1**

Single coded

On a scale of 0 to 10, how competent are you in using the Internet?

ONLY ONE ANSWER POSSIBLE

- |    |                |
|----|----------------|
| 1  | 0 – very weak  |
| 2  | 1              |
| 3  | 2              |
| 4  | 3              |
| 5  | 4              |
| 6  | 5              |
| 7  | 6              |
| 8  | 7              |
| 9  | 8              |
| 10 | 9              |
| 11 | 10 – very high |

**IP1\_1****Single coded**

On a scale of 0 to 10, how would you rate your IT skills compared to your personal and professional peers?

ONLY ONE ANSWER POSSIBLE

- |    |                                |
|----|--------------------------------|
| 1  | 0 – My skills are much weaker  |
| 2  | 1                              |
| 3  | 2                              |
| 4  | 3                              |
| 5  | 4                              |
| 6  | 5 - My skills are similar      |
| 7  | 6                              |
| 8  | 7                              |
| 9  | 8                              |
| 10 | 9                              |
| 11 | 10 – My skills are much higher |

**IP2 (IP2\_1 to IP2\_5)****Multi coded**

In the past 12 months, have you engaged in any of the following training activities to improve your skills in using computers, software, or applications?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- |            |   |
|------------|---|
| 1 (IP2_1)  | Online training   |
| 2 (IP2_2)  | Self-learning through experimentation and exploration   |
| 3 (IP2_3)  | Free training provided by public programs or organizations (computer clubs, associations, any organizations other than your employer) |
| 4 (IP2_4)  | Training paid for or provided by my employer, my school   |
| 999(IP2_5) | None of the above <i>*Fixed *Exclusive</i>  |

Ask only **B1** is not 4

**IP4****Single coded**

On a scale of 0 to 10, does using the Internet make your life easier or more complicated?

ONLY ONE ANSWER POSSIBLE

- |    |                       |
|----|-----------------------|
| 1  | 0 – easier            |
| 2  | 1                     |
| 3  | 2                     |
| 4  | 3                     |
| 5  | 4                     |
| 6  | 5                     |
| 7  | 6                     |
| 8  | 7                     |
| 9  | 8                     |
| 10 | 9                     |
| 11 | 10 – more complicated |

Ask only **B1** is not 4

**IP5 (IP5\_1 to IP5\_15)**

Multi coded

What are the benefit(s) you gained from using the Internet?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (IP5\_1) Stay in touch or increase contact with my friends and/or family
- 2 (IP5\_2) Reconnect with people I had lost sight of
- 3 (IP5\_3) Get to know new people
- 4 (IP5\_4) Find and/or change job
- 5 (IP5\_5) Increase efficiency in my work/studies
- 6 (IP5\_6) Find and/or take free online training
- 7 (IP5\_7) Find good and/or services not available in traditional shops
- 8 (IP5\_8) Buy goods and/or services at a better price than in traditional shops
- 9 (IP5\_9) Be better informed of local and/or international news
- 10 (IP5\_10) Facilitate contacts with public administrations
- 11 (IP5\_11) Avoid boredom
- 12 (IP5\_12) Save time
- 13 (IP5\_13) Reduce my trips
- 14 (IP5\_14) Other benefit, please specify *\*Open \*Fixed*
- 15 (IP5\_15) No benefit *\*Fixed \*Exclusive*

Ask only **B1** is not 4

**IP6**

Single coded

Have you had to forgo any of the following activities because of the fact that it was necessary to use the Internet?

ONLY ONE ANSWER POSSIBLE

- A Taking part in the activities of a sports club or association
- B Have your say, express your opinion
- C Apply for a job
- D Following a training course
- E Booking a doctor's appointment
- F Getting medical results
- G Buying goods or services
- H Filling in an administrative form
- I Making an appointment with an administration
- J Applying for a social benefit or assistance
- K Other activity, please specify *\*Open \**

- 1 Yes
- 2 No
- 3 Not concerned



Ask only **B1** is not 4

**IP7**

Single coded

On a scale of 0 to 10, how do you perceive the speed of technological change?

*Definition: Technological change refers to the introduction of new hardware (computer, smartphone, 3D printer); new software (new version, new application); dematerialization/digitization of services; introduction of new technologies (artificial intelligence, facial recognition, connected objects, autonomous cars, augmented reality, etc.).*

ONLY ONE ANSWER POSSIBLE

- |    |                                      |
|----|--------------------------------------|
| 1  | 0 – Technological change too slow    |
| 2  | 1                                    |
| 3  | 2                                    |
| 4  | 3                                    |
| 5  | 4                                    |
| 6  | 5 – Technological change is bearable |
| 7  | 6                                    |
| 8  | 7                                    |
| 9  | 8                                    |
| 10 | 9                                    |
| 11 | 10 – Technological change too fast   |

Ask only **B1** is not 4

**IP8**

Single coded

On a scale of 0 to 10, how would you rate your level of stress caused by using the Internet?

ONLY ONE ANSWER POSSIBLE

- |    |                        |
|----|------------------------|
| 1  | 0 – no stress          |
| 2  | 1                      |
| 3  | 2                      |
| 4  | 3                      |
| 5  | 4                      |
| 6  | 5                      |
| 7  | 6                      |
| 8  | 7                      |
| 9  | 8                      |
| 10 | 9                      |
| 11 | 10 – high stress level |

Ask only if IP8 is not 1

**IP9 (IP9\_1 to IP9\_8)**

Multi coded

For which Internet use(s) do you experience stress?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (IP9\_1) Communication (email, Making calls via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams)
- 2 (IP9\_2) Social Network
- 3 (IP9\_3) Looking for information and/or reading online news sites/ newspapers/ news magazines
- 4 (IP9\_4) Using health services over the internet (Seeking health-related information, Making an appointment with a practitioner via a website or app, etc.)
- 5 (IP9\_5) Selling or buying goods or services over the internet
- 6 (IP9\_6) Internet Banking
- 7 (IP9\_7) Usage of websites or apps of public authorities and the use of public services over the internet
- 8 (IP9\_8) Other, please specify *\*Open \*Fixed*

Ask only if IP8 is not 1

**IP10**

open string

Please specify the nature of your stress (e.g. false information, harassment, data security, surveillance, etc.):

\_\_\_\_\_ \*open\*

**Module IP: Internet Perception**

**End block**

Ask only if **B1** =1 or 2

**Module C: Use of e-government**

**Begin block**

**VBJ:**

**Text**

The following questions concern the usage of websites or apps of public authorities (e.g. government and/or judiciary bodies at national, regional and local level) and the use of public services over the Internet.

**Contacts through manually typed e-mails should be excluded.**

**Websites or apps of public authorities or public services include:** websites concerning citizens' obligations (e.g. Guichet.lu, MyGuichet.lu for tax declaration, notification of moving etc.), rights (e.g. social benefits), official documents (e.g. macommune.lu for ID card, birth certificate), public educational services (public libraries, information on the enrolment in schools or universities), public health services (e.g. Sante.lu).

**C1 (C1\_a to C1\_d)**

**Multi coded**

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

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE**

- 1 (c1\_a) Accessed information stored about you by public authorities or public services (e.g. information regarding health (esante.lu), MyGuichet.lu)
- 2 (c1\_b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)
- 3 (c1\_c) Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)
- 4 (c1\_d) Have not performed any of the mentioned activities\*Fixed \*Exclusive

**C2**

**Single coded**

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

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**C3**

**Single coded**

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

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**C4****Single coded**

Have you received any official communication/document by public authorities via your account on a website or app (MyGuichet.lu, macommune.lu) of public authorities or services (e.g. notification of fines or invoices, letters, service of court summons, court documents) for private purpose in the last 12 months?  
*(Exclude the usage of e-mail or SMS based information messages or notifications that a document is available)*

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**C5****Single coded**

Have you completed, edited, reviewed or approved your tax declaration via a website or app for private purpose in the last 12 months?

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**C6 (C6\_a to C6\_c, C6\_999)****Multi coded**

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

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE**

- 1 (c6\_a) Requested official documents or certificates  
*Progr: Akkordeon:*  
e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records
- 2 (c6\_b) Requested benefits or entitlements  
*Progr: Akkordeon:*  
e.g. pension, unemployment, child allowance, enrolment in schools, universities
- 3 (c6\_c) Made other requests, claims or complaints  
*Progr: Akkordeon:*  
e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court
- 999(c6\_999) None of the above *\*Fixed \*Exclusive*

Ask only if **C6=999**

**C7 (C7\_a to C7\_g)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (c7\_a) I did not have to request any documents or to make any claims *\*Fixed \*Exclusive*
- 2 (c7\_b) Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)
- 3 (c7\_c) Concerns about the security of personal data or unwillingness to pay online (credit card fraud)
- 4 (c7\_d) Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) (e.g. Luxtrust)
- 5 (c7\_e) Another person did it on my behalf (e.g. consultant, adviser, relative)
- 6 (c7\_f) There was no such online service available
- 7 (c7\_g) Other reason *\*Fixed*

Ask only if **B1 =1 or 2**

**C8\_Min**

Single coded

What is your opinion about the following aspects of Guichet.lu\Myguichet.lu?

ONLY ONE ANSWER POSSIBLE

(c8\_Min1) A Guichet.lu\MyGuichet.lu is user-friendly and easy to use

(c8\_Min2) B Information provided by Guichet.lu\Myguichet.lu is useful and relevant

(c8\_Min3) C Guichet.lu\Myguichet.lu allows me to save time

- 1 I agree
- 2 I do not agree

Ask only if **B1 =1 or 2**

**C9 (C9\_Min1 to C9\_Min7)**

Multi coded

How could Guichet.lu\Myguichet.lu be improved?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (c9\_Min1) More user friendliness and user centricity
- 2 (c9\_Min2) Access to administrative procedures proposed according to different profiles
- 3 (c9\_Min3) More forms prefilled with data already detained by the government and even larger implementation of the Once only principle
- 4 (c9\_Min4) Regrouping available procedures by life-events (like: children: birth, education...)
- 5 (c9\_Min5) Creating a possibility to mandate a person to do the procedures online
- 6 (c9\_Min6) Chatbot
- 7 (c9\_Min7) Other (please specify) *\*Open*

**Module C: Use of e-government**

**End block**

Ask only if **B1** =1 or 2

## Module D: Use of electronic identification (eID)

Begin block

**VBK**

**Text**

The following questions concern the electronic identification (eID) which enables the identification of a person and secure login to online services in your country of residence.

**D1**

**Single coded**

Have you used your electronic identification (eID)(s) (Luxembourg national identity card or Luxtrust) to access online services for private purpose in the last 12 months?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **D1**=1

**D2 (D2\_a to D2\_c, D2\_999)**

**Multi coded**

For what type(s) of services have you used your electronic identification (eID)(s) (Luxembourg national identity card or Luxtrust) in the last 12 months?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

### Random

- 1 (D2\_a) Services provided by public authorities or public services of your country of residence (e.g. filling-in your tax form (MyGuichet.lu), applying for social benefits, requesting certificates (macommune.lu), consulting your health records (Sante.lu))
- 2 (D2\_b) Services provided by public authorities or public services of other European countries (e.g. to pay one's taxes, applying for documents or certificates)
- 3 (D2\_c) Services provided by business sector (e.g. accessing banking services, login to housing organization, login to transport services, eID-validation of an account e.g. on a digital marketplace)
- 999(D2\_999) None of the above *\*Fixed \*Exclusive*

Ask only if **D1=2**

**D3 (D3\_a to D3\_g)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (D3\_a) I was not aware of the existence of electronic identification (eID)
- 2 (D3\_b) I don't have an electronic identification (eID)
- 3 (D3\_c) I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)
- 4 (D3\_d) I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)
- 5 (D3\_e) I could not use my electronic identification (eID) due to usability/technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)
- 6 (D3\_f) I could not use my electronic identification (eID) to access the service via a smartphone or tablet
- 7 (D3\_g) I have an electronic identification (eID), but I am not using it for other reasons

**Module D: Use of electronic identification (eID)**

End block

Ask only if **B1 =1 or 2**

**Module E: Use of e-commerce**

Begin block

**VBK**

Text

The following questions concern buying for private use over the Internet, either via a website or with an app. Include also buying from private persons in marketplaces, e.g. Airbnb, Facebook Marketplace.

**E1**

Single coded

When did you last buy or order goods or services for private use over the Internet?

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 Within the last 3 months
- 2 Between 3 months and a year ago
- 3 More than 1 year ago
- 4 Never bought or ordered over the Internet

Ask only if **E1=1**

**E2**

Single coded

Did you buy any physical goods (some of the examples may be: clothes, books, deliveries from restaurants, cosmetics, furniture, or electronics) via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods.

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **E1=1**

**E3 (E3\_1 to E3\_2)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (E3\_1) Subscriptions to the internet or mobile phone connections
- 2 (E3\_2) Subscriptions to electricity, water or heating supply, waste disposal or similar services
- 999 None of the above *\*Fixed \*Exclusive*

Ask only if **E1=1**

**E4 (E4\_a to E4f):**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (E4\_a) Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. UBER, Webtaxi)
- 2 (E4\_b) Accommodation from businesses e.g. hotels or travel agencies
- 3 (E4\_c) Tickets to events (concerts, cinema, sports events, fairs, etc)
- 4 (E4\_d) E-books or audio books as downloads (including updates)
- 5 (E4\_e) Software as downloads (including upgrades)
- 6 (E4\_f) Games as downloads (including upgrades) or virtual in--game items
- 999 None of the above *\*Fixed \*Exclusive*



Ask only if **E1=1**

**E5 (E5\_a to E5\_f)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (E5\_a) Music streaming service (e.g. Spotify)
- 2 (E5\_b) Films, series or sports streaming service (e.g. Netflix, HBO Max, Amazon prime, Disney+, Maxdome, Apple TV, Sky, Showtime,)
- 3 (E5\_c) Online news sites, online newspapers (e-papers) or online magazines
- 4 (E5\_d) Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now)
- 5 (E5\_e) Apps related to health or fitness (excluding free apps)
- 7 (E5\_f) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps) *\*Fixed*
- 999 None of the above *\*Fixed \*Exclusive*

Ask only if **E1=1**

**E6 (E6\_a to E6\_d)**

Multi coded

Did you buy any of the following from private persons via a website or app in the last 3 months (e.g. on eBay, Facebook Marketplace, vinted, leboncoin, vestiaire collective)?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (E6\_a) Physical goods (e.g. on eBay, Facebook Marketplace, Vinted, Leboncoin, Vestiaire Collective)
- 2 (E6\_b) Transport service (e.g. BlaBlaCar, Copilote.lu)
- 3 (E6\_c) **Accommodation (e.g. on Airbnb)**
- 4 (E6\_d) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace)
- 999 None of the above *\*Fixed \*Exclusive*

Ask only if **E1=1**

**E7**

Single coded

Did you buy any other services (excluding financial and insurance services) than those mentioned previously via a website or app for private use in the last 3 months?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **E1=1**

**E8**

Single coded

How many times have you bought goods or services over the internet for private use in the last 3 months? Please indicate an estimate or choose one of the existing categories.

ONLY ONE ANSWER POSSIBLE

E8\_0: precise estimation, please specify: *\*numeric (2-digits)*

- |   |                    |
|---|--------------------|
| 1 | 1-2 times          |
| 2 | 3-5 times          |
| 3 | 6-10 times         |
| 4 | More than 10 times |

Ask only if **E1=1**

**E9 (E9\_a to E9\_j)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- |           |  |
|-----------|--|
| 1 (E9_a)  | Website was difficult to use or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.) |
| 2 (E9_b)  | Difficulties in finding information concerning guarantees or other legal rights  |
| 3 (E9_c)  | Speed of delivery slower than indicated  |
| 4 (E9_d)  | Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)                           |
| 5 (E9_e)  | Wrong or damaged goods/services delivered  |
| 6 (E9_f)  | Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)                |
| 7 (E9_g)  | Complaints and redress were difficult or no satisfactory response after complaint  |
| 8 (E9_h)  | Foreign retailer did not sell to my country  |
| 9 (E9_i)  | Others   |
| 10 (E9_j) | I have not encountered any problem <i>*Fixed *Exclusive</i>  |

Ask only if **E1=1**

**E10**

Single coded

In the last 3 months, were there any safety or health problems caused by products you had previously bought online for private use (e.g. build, material or software of the product led to an accident, injury, or health issue)?

Examples: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue.

Exclude issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof).

ONLY ONE ANSWER POSSIBLE

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

Ask only if **B1=1**

**E11 (E11\_a to E11\_c, E11\_999)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- 1 (E11\_a) Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket
- 2 (E11\_b) Take a loan, mortgage or arrange credit from banks or other financial providers
- 3 (E11\_c) Buy or sell shares, bonds, units in funds or other financial assets
- 999 (E11\_999) None of the above *\*Fixed \*Exclusive*

**Module D: Use of e-commerce**

End block

Ask only if **B1=1**

**Module F: E-skills**

**VBP:**

Text

The following questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).

**F1 (F1\_a to F1\_c, F1\_999)**

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

**Random**

- 1 (F1\_a) Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud
- 2 (F1\_b) Downloading or installing software or apps
- 3 (F1\_c) Changing settings of software, app or device (e.g. adjusting language, colours, contrast, text size, toolbars/menu)
- 999 (F1\_999) None of the above *\*Fixed \*Exclusive*

Ask only if **B1=1**

**F2 (F2\_a to F2\_e, F2\_999)****Multi coded**

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

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE**

- 1 (F2\_a) Using word processing software (e.g. Microsoft WORD)
- 2 (F2\_b) Creating files (e.g. document, image, video) incorporating several elements (e.g. text, picture, table, chart, animation, sound)
- 3 (F2\_c) Using spreadsheet software (e.g. Microsoft EXCEL)
- 4 (F2\_c1) Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data
- 5 (F2\_d) Editing photos, video or audio files
- 6 (F2\_e) Writing code in a programming language
- 999 (F2\_999) None of the above *\*Fixed \*Exclusive*

**Ask only if B1=1****F3****Single coded**

Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social networks (e.g. Facebook, Instagram, YouTube, X (formerly Twitter)) in the last 3 months?

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**Ask only if F3=1****F4****Single coded**

Have you checked the truthfulness of the information or content you found on internet news sites or social media in the last 3 months?

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**Ask only if F4=1**

**F5 (F5\_a to F5\_c, F5\_999)****Multi coded**

How did you check truthfulness of the information or content found on the internet?

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE****Random**

- 1 (F5\_a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)
- 2 (F5\_b) Following or taking part in discussion on the internet regarding the information
- 3 (F5\_c) Discussing the information offline with other persons or using sources not on the internet
- 999 None of the above *\*Fixed \*Exclusive*
- (F5\_999)

**Ask only if F4=2****F6 (F6\_a to F6\_c)****Multi coded**

Why did you not check truthfulness of the information or content found on the internet?

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE**

- 1 (F6\_a) You already knew that information, content or source was not reliable
- 2 (F6\_b) Lack of skills or knowledge (e.g. did not know how to check information on the internet or it was too complicated to do)
- 3 (F6\_c) Other reasons

**Ask only if B1=1****F7****Single coded**

Have you encountered content online (including messages, comments, photos, memes, videos, etc.) that you consider to be hostile or degrading towards groups of people or individuals in the last 3 months, e.g. in blogs, vlogs, on social media or news sites (incl. in comment sections)?

**ONLY ONE ANSWER POSSIBLE**

- 1 Yes
- 2 No

**Ask only if F7=1**

**F8 (F8\_a to F8\_h)**

**Multi coded**

Were these groups of people or individuals attacked/targeted because of:

Please tick all that apply.

**MULTIPLE ANSWERS POSSIBLE**

- 1 (F8\_a) Political or social views
- 2 (F8\_b) Sexual orientation and/or gender identities (LGBTIQ+)
- 3 (F8\_c) Sex
- 3 (F8\_d) Racial or ethnic origin
- 3 (F8\_e) Religion or belief
- 3 (F8\_f) Disability
- 3 (F8\_g) Age
- 3 (F8\_h) Other personal characteristics

Ask only if **B1=1**

## Module G: Privacy and protection of personal data

## Begin block

### VBK

### Text

The following questions concern the provision and protection of personal data for activities carried out over the internet [u]for any private or work-related purpose[/u], using websites or apps.

### G1 (G1\_a\_a to G1\_f, G1\_999)

### Multi coded

Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

#### Random

- 1 (G1\_a) Read privacy policy statements before providing personal data
- 2 (G1\_b) Restricted or refused access to your geographical location
- 3 (G1\_c) Limited access to profile or content on social networking sites or shared online storage
- 4 (G1\_d) Refused allowing the use of personal data for advertising purposes
- 5 (G1\_e) Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)
- 6 (G1\_f) Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it
- 999 (G1\_999) None of the above *\*Fixed \*Exclusive*

Ask only if **B1=1**

### G2

### Single coded

Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **B1=1**

### G3

### Single coded

Are you concerned with your online activities being recorded to provide you with tailored advertising?

ONLY ONE ANSWER POSSIBLE

- 1 Yes, very concerned
- 2 Yes, somehow concerned
- 3 No, I'm not concerned

Ask only if **B1=1**

**G4**

Single coded

Do you use software that limits the ability to track your activities on the internet on any of your devices?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **B1=1**

**G5**

Single coded

Have you ever opened an account or registered with a free app or service?  
For example a subscription/account for e-mail, social media, web shops, apps for buying transport tickets, music streaming, games, ...

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **G5=1**

**G6**

Single coded

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

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **G6=1**

**G7**

Single coded

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?  
For example difficulty to find a way to delete the account, spending a disproportionate amount of time to do it, technical issues, unacceptable conditions for withdrawal, inability to succeed...

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No



All

## VBN:

## Text

In this last part you will find some questions about you and your household. These questions have at first sight little to do with your Internet usage, but they help us better understand the online behavior of residents and whether private Internet use shows differences in relation to demographic information.

## H5b

## Single coded

What is the highest level of education you achieved? Please consider your school education as well as your vocational or training qualification.

In case you are still being educated, please indicate the highest level of education you achieved so far.

In case you have a foreign degree: If possible, please indicate the equivalent degree in the Grand Duchy of Luxembourg. If that is not possible, please specify your highest degree under "other degree".

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |  |
|----|--|
| 1  | Less than primary education  |
| 2  | Primary education  |
| 3  | Lower secondary education<br><i>Progr: Akkordeon:</i><br>Lower cycle of post-primary education (technical or general) (9th / 5th grade passed, Examen de passage (transition exam between cycles)etc.), Certificate of junior secondary and technical secondary education (= 11th technical secondary or 3rd general secondary), Former 'Examen de passage', Former "Middle school"  |
| 4  | Upper secondary education<br><i>Progr: Akkordeon:</i><br>12th,13th grade, general education, CCP (Certificat de capacité professionnelle), DAP (Diplôme d'aptitude professionnelle), Former CITP (Certificat d'Initiation technique et professionnelle), Former CCM (Certificat de capacité manuelle), Former CATP (Certificat d'aptitude technique et professionnelle), Former CAP (Certificat d'aptitude professionnelle, e.g. "Handwierschoul"(Trades school), Diplôme technicien (DT), Diplôme de fin d'études secondaires techniques ("Bac technique"), Diplôme de fin d'études secondaires ("Bac"), Former DAP (Diplôme d'aptitude professionnelle). Former CAP (Certificat d'aptitude professionnelle, e.g. "Handwierschoul"), Diplôme de technicien (DT), Diplôme de fin d'études secondaires techniques ("Bac technique"), Diplôme de fin d'études secondaires ("Bac"), Diplôme d'études supérieures en Gestion (ECG) |
| 5  | Post-secondary non-tertiary education<br><i>Progr: Akkordeon:</i><br>ex. Master Craftsman's Certificate  |
| 6  | Short-cycle tertiary education (2-3 years)<br><i>Progr: Akkordeon:</i><br>University or other higher institution (e.g.: Specialisation in health professions (15th und 16th grade), Technicien supérieur (BTS), University Degree in Technology (Diplôme Universitaire de Technologie - DUT), etc.), Former Diplôme d'études supérieures en gestion ("cycle court" - short cycle / Bac + 2 years)  |
| 7  | Bachelor or equivalent (3-4 years)<br><i>Progr: Akkordeon:</i><br>For pre-Bologna diplomas: 1st university cycle (minimum bac+2), LTPES (Technical High School for Educational and Social Professions), Former ISERP (Higher Institute for Educational Studies and Research), Former IEES (Institute for Educational and Social Studies), Former IST (Industrial Engineering Diploma)  |
| 8  | Master or equivalent (5 years)<br><i>Progr: Akkordeon:</i><br>DESS (Diplôme d'études supérieures spécialisées), for pre-Bologna diplomas: 2nd university cycle (minimum bac+4)   |
| 9  | Doctoral or equivalent (more than 5 years)   |
| 10 | Other degree, please specify <i>*Open</i>  |

All

**H17**

Numeric

**Min = 1 | Max = 15**

How many people live in your household, yourself included?  
Please indicate the exact number.

Please indicate the exact number.

Ask only if **H17** >= 2

Prog: Check: Sum (H18\_1, H18\_2, H18\_3, H17\_1, H17\_2, H17\_3, H17\_4) must correspond to number from H17. Otherwise please show: "The number of persons in the age groups must correspond to the number of persons in the household."

**H18**

Multi coded

There are [number from H17a] people living in your household.

How are these household members spread across the following age groups?

Indicate a number of persons (not an age) by age group. Indicate 0 for all age groups that do not apply

Indicate a number of persons (not an age) by age group. Indicate 0 for all age groups that do not apply

- 1 (H18\_1) persons aged less than or equal to 4
- 2 (H18\_2) persons aged from 5 to 13
- 3 (H18\_3) persons aged from 14 to 15
- 4 (H17\_1) persons aged from 16 to 24
- 5 (H17\_2) persons aged 25 to 64
- 6 (H17\_3) persons aged 65 to 74
- 7 (H17\_4) persons aged more than or equal to 75

Ask only if H17\_1 >= 1

Prog: Check: Sum H17b must correspond to number from H17a. Otherwise please show: "The number of persons in the age groups must correspond to the number of persons in the household."

**H17\_1S**

Numeric

**Min = 0 | Max = 10**

There are [number from H17b Item 4 (H17\_1)] people aged 16 to 24 living in your household.

How many of the members aged 16 to 24 are students?

ONLY ONE ANSWER POSSIBLE

999 Can not / Prefer not to answer \*Fixed \*Exclusive  
(H17\_1S\_999)

Ask only if **H17a** >= 2

**H17d**

Single coded

Did other people in your household also participate this year in this survey on the use of telecommunication and information technologies?

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- 1 Yes, please indicate how many \*Number
- 2 No
- 3 Can not / Prefer not to answer

All

**H19**

Single coded

Please indicate the category in which your net monthly household (after tax) income belongs to. Information on household income is key in order to understand whether private Internet use shows differences in relation to household income. We can assure you that your answers will be treated in strict confidentiality in accordance with regulations. Your data is only treated in anonymised form with the data of other individuals. It will not be possible to identify you as an individual.

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

- |    |                                |
|----|--------------------------------|
| 1  | less than 2000 euros           |
| 2  | 2001 to 2500 euros             |
| 3  | 2501 to 3000 euros             |
| 4  | 3001 to 3500 euros             |
| 5  | 3501 to 4000 euros             |
| 6  | 4001 to 5000 euros             |
| 7  | 5001 to 6000 euros             |
| 8  | 6001 to 7000 euros             |
| 9  | 7001 to 8000 euros             |
| 10 | 8001 to 9000 euros             |
| 11 | 9001 to 10000 euros            |
| 12 | 10000 to 12500 euros           |
| 13 | 12500 to 15000 euros           |
| 14 | More than 15000 euros          |
| 15 | Can not / Prefer not to answer |

All

**H19b**

Single coded

To what extent do you feel you can make ends meet with the current net household income?

With "current net household income", we mean the sum per month of net incomes of all persons in your household, i.e. all income from work and capital, as well as but also other monthly revenues such as family allowances, unemployment benefits, pensions, and any other sources.

ONLY ONE ANSWER POSSIBLE

- |   |                                      |
|---|--------------------------------------|
| 1 | With great difficulty                |
| 2 | With difficulty                      |
| 3 | With just enough ease and difficulty |
| 4 | Easily                               |
| 5 | Very easily                          |

**Module H: Socio-demographic background information**

**End block**

**BBM: Questions panel**

**Begin block**

ALL

Would you like to get results of the survey by email?

- 1
- Yes
- 2
- No

Ask only if pan1=1

Please indicate your e-mail address:

All

If you have any comments, please do not hesitate to let us know in the box below. We are also happy to answer any further questions by phone at 00 800 66 66 11 44 or by e-mail: [tic@infas.lu](mailto:tic@infas.lu).

999

No comment \*Fixed \*Exclusive

(pan4\_999)