

ICATI-CAWI Questionnaire

infas

ICT 2026 - Official STATEC survey on Internet use 2026

STATEC

Englisch

Stand: 29.04.2026

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

X1

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)

X1b

Single coded

Has your birthday already passed this year?

- 1 Yes
- 2 No

Calculation of the exact age of the target person:
if X1b=1 then $2026 - X1$ = Age in years;
if X1b=2 then $2025 - X1$ = Age in years

if AGE < 16 oder > 89

T1

Text

Unfortunately, we can only survey people who are between 16 and 89 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 <= 89)

X2

Single coded

SEX

Are you...?

- 1 Male
- 2 Female

X12

)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

X4a (X4a16open)

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

X4b (X4b16open)**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 <i>*Open</i> |

X3 (X316open)**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 <i>*Open</i> |

All

X6a

Single coded

Are you professionally active?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Ask only if **X6a=1**

X7

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 **X7=1**

X9

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 **X6a=1**

X8

Single coded

Are you working ...?

ONLY ONE ANSWER POSSIBLE

- 1 full time
- 2 part time

Ask only if **X6a=2 or 99**

X6b

Single coded

So you do not have a job at the moment. **only show if X6a=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

X10 (X1022open)

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 |
| 8 | Transportation and Storage |
| 9 | Accommodation and Food Service Activities |
| 10 | Publishing, broadcasting, and content production and distribution activities |
| 23 | Telecommunication, computer programming, consulting, computing infrastructure and other information service activities |
| 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, Sports and Recreation |
| 19 | Other Service Activities |
| 20 | Activities of Households as Employers; Undifferentiated goods- and Services-producing Activities of Households for own use |
| 21 | Activities of Extraterritorial Organisations and Bodies |
| 22 | Other, please specify <i>*Open</i> |

X11 (X111open)

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 **X11=1**

X111 (X1114open)

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 **X11=2**

X1110 (X11015open)

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 |

X1120 (X1112027open)

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

X1130 (X113036open)

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
<i>Progr: Akkordeon:</i>
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
<i>Progr: Akkordeon:</i>
Medical and pharmaceutical technicians, nursing and midwifery associate professionals veterinary assistants, other health associate professionals (opticians, ambulance workers) ... |
| 33 | Financial and administrative associate professionals
<i>Progr: Akkordeon:</i>
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
<i>Progr: Akkordeon:</i>
Legal, social and religious associate professionals, sports and fitness workers, artistic, cultural and culinary associate professionals |
| 35 | Information and communications technicians
<i>Progr: Akkordeon:</i>
Information and communications technology operations and user support technicians, telecommunications and broadcasting technicians |
| 36 | Other, please specify *Open |

Ask only if **X11=5**

X1140 (X114045open)

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

Ask only if **X11=6**

X1150 (X115055open)

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
<i>Progr: Akkordeon:</i>
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
<i>Progr: Akkordeon:</i>
Street and market salespersons, shop salespersons, cashiers, shop supervisors... |
| 53 | Personal care workers
<i>Progr: Akkordeon:</i>
Childcare workers and teachers' aides, personal care workers in health services |
| 54 | Protective services workers
<i>Progr: Akkordeon:</i>
fire-fighters, police officers, prison guards, security guards... |
| 55 | Other, please specify *Open |

Ask only if **X11=7**

X1160 (X116064open)

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 **X11=8**

X1170 (X117076open)

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

Ask only if **X11=9**

X1180 (X118084open)

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

Ask only if **X11=10**

X1190 (X119097open)

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

B1

Single coded

When did you last use the Internet?

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_u, B3_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

	Communication
1 (B3_a)	Sending / receiving e-mails
2 (B3_b)	Making calls (including video calls) over the Internet, for example, via WhatsApp, LuxChat, Messenger, Facetime, Viber, Snapchat, Zoom, MS Teams, Webex
3 (B3_c1)	Participating passively in social media (creating user profile, consulting, reading or watching contents)
4 (B3_c2)	Participating actively in social media by posting messages or other contributions to Facebook, X (formerly Twitter), Instagram, Snapchat, TikTok....
5 (B3_d)	Using instant messaging, i.e. exchanging messages, for example, via WhatsApp, LuxChat, Messenger, Viber, Snapchat, Signal, Telegram...
	Access to information
6 (B3_e)	Finding information about goods or services
7 (B3_e1)	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)
8 (B3_f)	Reading online news sites / newspapers / news magazines
	Civic and political participation
9 (B3_g)	Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, X (formerly Twitter), Instagram, YouTube, E-Petition ...)
10 (B3_h)	Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)
	Use of entertainment
11 (B3_i)	Listening to music (e.g. web radio, music streaming) or downloading music
12 (B3_j)	Watching internet streamed TV programmes (live or catch-up) from TV broadcasters (e.g. RTL PLAY, Tango TV, PostTV...)
13 (B3_k)	Watching commercial streaming services (e.g. Netflix, Max, Amazon Prime Video, Disney+, Apple TV+, Sky, Showtime, Soonertv...)
14 (B3_l)	Watching video content from sharing services (e.g. YouTube, Instagram, TikTok...)
15 (B3_m)	Playing or downloading games
16 (B3_n)	Listening to podcasts or downloading podcasts
	Ehealth
17 (B3_o)	Seeking health-related information (e.g. injuries, diseases, nutrition, improving health...)
18 (B3_o1)	Information on physical health (e.g. about flu symptoms, high blood pressure, pain medication, surgical procedures, nutrition, health-promoting measures)
19 (B3_o2)	Information on mental health (e.g. about burnout, depression, anxiety, eating disorders, reducing stress)
20 (B3_p)	Making an appointment with a practitioner via a website or app (e.g. of a hospital, a health care centre, a physiotherapist, a psychotherapist)
21 (B3_q)	Accessing personal health records online
22 (B3_r)	Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)
	Professional life
23 (B3_s)	Looking for a job or sending a job application
	Other on-line services
24 (B3_t)	Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock, Vinted...)
25 (B3_u)	Internet banking (including mobile banking)
999 (B3_999)	None of the above <i>*Fixed *Exclusive</i>

Ask only if **B1=1****B4 (B4_a to B4_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 (B4_a) Doing an online course
- 2 (B4_b) Using online learning material other than a complete online course (e.g. video tutorials (including YouTube), webinars, electronic textbooks, learning apps or platforms, AI tools when used specifically for learning)
- 3 (B4_c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom...)
- 999 (B4_999) None of the above **Fixed *Exclusive*

Ask only if **B1=2,3,4****B5 (B5_a to B5_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

Random

- 1 (B5_a) No need (because the internet is not useful, not interesting...)
- 2 (B5_b) Somebody else did it for me
- 3 (B5_c) Use of the internet is too difficult/ lack of skills
- 4 (B5_d) Issues with accessibility for persons with impairments or disabilities (e.g. no compatibility with screen readers or other assistive technology, cluttered interfaces, no alt text for images)
- 5 (B5_e) Concerns about security or privacy, fear of being scammed or harassed online
- 6 (B5_f) Costs of the internet connection or equipment too high
- 7 (B5_g) I am opposed to the internet in general; I don't trust the information on the internet
- 8 (B5_h) Other **Fixed **

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...), 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) Issues with accessibility for persons with impairments or disabilities (e.g. no compatibility with screen readers or other assistive technology, cluttered interfaces, no alt text for images)
- 5 (c7_e) Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services) (e.g. Luxtrust)
- 6 (c7_f) Another person did it on my behalf (e.g. consultant, adviser, relative)
- 7 (c7_g) There was no such online service available
- 8 (c7_h) Other reason **Fixed*

Ask only if C1_a=1 or C1_b=1 or C1c=1 or C2=1 or C3=1 or C4=1 or C5=1 or C6_a=1 or C6_b=1 Or C6_c=1

C8 (C8_a to C8_g)

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (c8_a) Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)
- 2 (c8_b) Technical problems experienced when using website or app (e.g. long loading, website crashed)
- 3 (c8_c) Problems in using the electronic signature or electronic identification (eID)
- 4 (c8_d) Not able to pay via the website or app (e.g. due to lack of access to the payment methods required)
- 5 (c8_e) Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)
- 6 (c8_f) Other issue*Fixed
- 7 (c8_g) I have not encountered any issues *exclusive*Fixed

Module C: Use of e-government

End block

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

Module D: Use of e-commerce

Begin block

VBK

Text

The following question concerns 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...)

D1

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 |

Module E: Use of e-commerce

End block

Ask only if **B1=1,2,3****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.

Ask only if **B1=1****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

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

Ask only if **IP_AI1=1****IP_AI1a****Multi coded**

What kind of training on how to use generative Artificial Intelligence (AI) tools did you follow?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

- | | |
|--------------|---|
| 1 (IP_AI1a1) | Formal training provided by a training institute |
| 2 (IP_AI1a2) | Informal training through online videos, podcasts, books, or explanatory articles |
| 3 (IP_AI1a3) | Self-learning through personal practice and experimentation |

Ask only if **B1=1 & X6a=1****SMC01****Single coded**

Does your employer provide AI-related trainings or encourage employees to follow such trainings?

ONLY ONE ANSWER POSSIBLE

- | | |
|---|--|
| 1 | Yes, my employer provides AI-related trainings |
| 2 | Yes, my employer encourages employees to follow AI-related trainings |
| 3 | No |

Ask only if **E1=1**

E1

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 **E1=1**

SMC02

Single coded

How frequently do you use generative AI tools?

ONLY ONE ANSWER POSSIBLE

- 1 Daily
- 2 Weekly
- Rarely

Ask only if **E1=1**

E2 (E2_a to E2_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 (E2_a) For private purposes
- 2 (E2_b) For professional (work) purposes
- 3 (E2_c) For formal education (e.g. school or university)

Ask only if **E1=1**

SMC03 (SMC03_a to SMC03_i, SMC03_oth)

Multi coded

For which purposes did you use generative AI tools?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (SMC03_a) Writing and/or reviewing text (e.g. emails, articles, translation)
- 2 (SMC03_b) Creating learning material (e.g. career paths, CV's, application letters)
- 3 (SMC03_c) Programming or coding
- 4 (SMC03_d) Generating images or artwork
- 5 (SMC03_e) Creating videos or animations
- 6 (SMC03_f) Producing music or audio
- 7 (SMC03_g) Staying updated on national and international news
- 8 (SMC03_h) For looking up information or finding out more about a topic (health, holidays, history, law ...)
- 9 (SMC03_i) Other, please specify: **Fixed*Open*

Ask only if **E1=1**

SMC04 (SMC04_a to SMC04_e, SMC04_oth)

Multi coded

What benefits have you experienced from using generative AI tools?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (SMC04_a) To improve productivity / save time
- 2 (SMC04_b) To turn ideas or bullet points into polished text
- 3 (SMC04_c) To improve creativity
- 4 (SMC04_d) To help with learning or research
- 5 (SMC04_e) Other, please specify: **Fixed*Open*

Ask only if **E1=1**

E7_SMC (E7_SMC_a to E7_SMC_g, E7_SMC_oth)

Multi coded

What challenges or concerns do you face when using generative AI?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (E7_SMC_a) Quality, accuracy or truthfulness of content
- 2 (E7_SMC_b) Ethical concerns (e.g. perpetuating of stereotypes, no accountability, unauthorised use of intellectual property)
- 3 (E7_SMC_c) Concerns about data protection, privacy, security, or safety
- 4 (E7_SMC_d) Complexity of tools
- 5 (E7_SMC_e) Dependence or over-reliance
- 5 (E7_SMC_f) Energy consumption and environmental impact
- 5 (E7_SMC_g) Other, please specify: **Fixed*Open*

Ask only if **E1=2**

E3 (E3_a to E3_f)

Single coded

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

MULTIPLE ANSWERS POSSIBLE

- 1 (E3_a) I didn't know they existed
- 2 (E3_b) There was no need
- 3 (E3_c) I didn't know how to use them
- 4 (E3_d) Concerns about data protection, privacy, security, or safety
- 5 (E3_e) Ethical concerns (e.g. perpetuating of stereotypes, no accountability, unauthorised use of intellectual property)
- 6 (E3_f) 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 & X6a=1**

SMC05

Single coded

Concerning your job, 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

Module E: Use of the Internet (AI)

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.

Ask only if **B1=1**

IP2_B9 (IP2_B9_a to IP2_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 (IP2_B9_a) | I didn't have any problems <i>*Fixed *Exclusive</i> |
| 2 (IP2_B9_b) | I asked someone to help me with the problem |
| 3 (IP2_B9_c) | I fixed or tried to fix the problem myself |
| 4 (IP2_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 (IP2_B9_oth) | Other |

Ask only if **IP2_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

Random

- | | |
|-----------|---|
| 1 (IP3_1) | Communication (email, Making calls via Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, social media) |
| 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...) |
| 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>*Fixed **Open</i> |

Ask only if **B1** is not 4

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 |

Ask only **B1** is not 4

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 |

Ask only **B1** is not 4

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 **Fixed *Exclusive*

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

Random

- 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 (IP6_A) Taking part in the activities of a sports club or association
- B (IP6_B) Have your say, express your opinion
- C (IP6_C) Apply for a job
- D (IP6_D) Following a training course
- E (IP6_E) Booking a doctor's appointment
- F (IP6_F) Getting medical results
- G (IP6_G) Buying goods or services
- H (IP6_H) Filling in an administrative form
- I (IP6_I) Making an appointment with an administration
- J (IP6_J) Applying for a social benefit or assistance
- K (IP6_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...).

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

Random

- 1 (IP9_1) Communication (email, Making calls via Messenger, WhatsApp, Facetime, Viber, Snapchat, Zoom, MS Teams, social media)
- 2 (IP9_2) Social Media
- 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...)
- 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...):

_____ *open*

Module IP: Internet Perception

End block

Ask only if **B1=1**

Module F: E-skills

Begin block

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...).

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 media in the last 3 months?

E.g. on news sites, social media (e.g. Facebook, Instagram, YouTube, X, TikTok), or generated by AI (e.g. ChatGPT, Copilot, Gemini, LLaMA, Midjourney, Claude, DeepSeek)

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 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 ...)

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

Module F: E-skills

End block

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**

SMC06

Single coded

Have you heard about the existence of a public authority in Luxembourg responsible for protecting your rights regarding your personal data (CNPD)?

ONLY ONE ANSWER POSSIBLE

- 1 Yes
- 2 No

Module G: Privacy and protection of personal data

End block

Ask only if **B1=1** and if AGE < 75)

Module H: Internet of Things

Begin block

VBP:

Text

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

H1 (H1_a to H1_e)

Multi coded

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (H1_a) Internet-connected (smart) thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home
- 2 (H1_b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home
- 3 (H1_c) Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines, gardening, or irrigation tools
- 4 (H1_d) A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby
- 5 (H1_e) I have not used any of the above **Fixed *Exclusive*

Ask only if **H1_e=1**

H2 (H2_a to H2_i)

Multi coded

What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes in the last 3 month?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (H2_a) I didn't know such devices or systems exist **Fixed *Exclusive*
- 2 (H2_b) I had no need to use those connected devices/systems
- 3 (H2_c) Costs too high
- 4 (H2_d) Lack of compatibility with other devices or systems
- 5 (H2_e) Lack of skills to use those devices or systems
- 6 (H2_f) Concerns about the privacy and protection of data about me generated by those devices or systems
- 7 (H2_g) Concerns about security (e.g. that the device or system will be hacked)
- 8 (H2_h) Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)
- 9 (H2_i) Other reasons

Ask only if **B1=1** and if **AGE < 75**)

H3 (H3a to H3_c, H3_999)

Multi coded

Have you used the internet on any of the following devices in your home for private purposes in the last 3 month?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (H3_a) An internet-connected TV
- 2 (H3_b) An internet-connected game console
- 3 (H3_c) An internet-connected home audio system, smart speakers
- 999 None of the above **Fixed *Exclusive*
- (H3_999)

Ask only if **B1=1** and if **AGE < 75**)

H4 (H4_a to H4_d, H4_999)

Multi coded

Have you used any of the following internet-connected devices for private purposes in the last 3 month?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (H4_a) A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes
- 2 (H4_b) Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales), care robots or other internet-connected devices for health and medical care
- 3 (H4_c) Toys connected to the internet (including for children or adults), such as robot toys, drones, or dolls
- 4 (H4_d) A car with built-in wireless internet connection
- 999 None of the above **Fixed *Exclusive*
- (H4_999)

Ask only if H1_a=1 or H1b=1 or H1_c=1 or H1_d=1 or H3_a=1 or H3_b=1 or H3_c=1 or H4_a=1 or H4_b=1 or H4_c=1 or H4_d=1

H5 (H5_a to H5_e)

Multi coded

Have you encountered any of the following problems with the mentioned internet-connected devices or systems in the last 3 month?

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 Security or privacy problems
Progr: Akkordeon:
e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems
- 2 Safety or health problems
Progr: Akkordeon:
e.g. the use of the device or system led to an accident, injury or health problem
- 3 Difficulties with using the device
Progr: Akkordeon:
e.g. setting-up, installing, connecting, pairing the device
- 4 Other problems
Progr: Akkordeon:
e.g. connection problems, support problems **Fixed*
- 5 I have not encountered any problem **Fixed *Exclusive*

Module E: Internet of Things

End block

Ask only if B1=1 and if AGE < 75)

Module I: Green ICT

Begin block

I1

Single code

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

Please make only one entry.

ONLY ONE ANSWER POSSIBLE

A (I1mobile_) Mobile or smartphone

B (I1computer_) Desktop computer

C (I1laptop_) Laptop or tablet

- 1 (_a) It is still kept in my household, but it is currently not in use
- 2 (_b) I sold it or gave it to someone else
- 3 (_c) It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)
- 4 (_d) It was disposed of but not in electronic waste collection/recycling
- 5 (_e) It was never bought or is still in use
- 6 (_f) Other

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

Please tick all that apply.

MULTIPLE ANSWERS POSSIBLE

Random

- 1 (I2_a) Price
- 2 (I2_b) Brand, design or size
- 3 (I2_c) Hardware characteristics (e.g. storage, processor speed, camera, graphics card)
- 4 (I2_d) Ecodesign of the device e.g. durable, upgradeable and repairable designs that require fewer materials; environmentally friendly materials used for packaging, etc.
- 5 (I2_e) Possibility to extend the life span of the device by buying extra guarantee
- 6 (I2_f) Energy efficiency of the device
- 7 (I2_g) A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device)
- 8 (I2_h) Have not considered any of the mentioned characteristics **Fixed *Exclusive*
- 9 (I2_i) Never bought any of these devices **Fixed *Exclusive*

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.

X5

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
<i>Progr: Akkordeon:</i>
Lower cycle of post-primary education (technical or general) (9th / 5th grade passed, Examen de passage (transition exam between cycles)...), 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
<i>Progr: Akkordeon:</i>
12th, 13th grade, general education, CCP (Certificat de capacité professionnelle), DAP (Diplôme d'aptitude professionnelle), Former CIP (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
<i>Progr: Akkordeon:</i>
ex. Master Craftsman's Certificate |
| 6 | Short-cycle tertiary education (2-3 years)
<i>Progr: Akkordeon:</i>
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)...), Former Diplôme d'études supérieures en gestion ("cycle court" - short cycle / Bac + 2 years) |
| 7 | Bachelor or equivalent (3-4 years)
<i>Progr: Akkordeon:</i>
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)
<i>Progr: Akkordeon:</i>
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 *Open |

All

X20a

Single coded

Now let us turn to your health briefly.

Are you limited because of a health problem in activities people usually do?
Would you say you are...

ONLY ONE ANSWER POSSIBLE

- | | |
|---|--------------------------|
| 1 | severely limited |
| 2 | limited but not severely |
| 3 | not limited at all |

Ask only if X20a=1 or 2

X20b

Single coded

Have you been limited for at least the past 6 months?

ONLY ONE ANSWER POSSIBLE

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

All

X17

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 **X17 >= 2**

Prog: Check: Sum (X18_1, X18_2, X18_3, X17_1, X17_2, X17_3, X17_4) must correspond to number from X17.
Otherwise please show: "The number of persons in the age groups must correspond to the number of persons in the household."

X18

Multi coded

There are [number from X17a] 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 (X18_1) | persons aged less than or equal to 4 |
| 2 (X18_2) | persons aged from 5 to 13 |
| 3 (X18_3) | persons aged from 14 to 15 |
| 4 (X17_1) | persons aged from 16 to 24 |
| 5 (X17_2) | persons aged 25 to 64 |
| 6 (X17_3) | persons aged 65 to 74 |
| 7 (X17_4) | persons aged more than or equal to 75 |

Ask only if X17_1 >= 1

Prog: Check: Sum X18 must correspond to number from X17. Otherwise please show: "The number of persons in the age groups must correspond to the number of persons in the household."

X17_1S

Numeric

Min = 0 | Max = 10

There are [number from X18 Item 4 (X17_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
(HX17_1S_999)

All

X19

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 |

X19b

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 X: Socio-demographic background information

End block

ALL

pan1:

Single coded

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

- 1 Yes
- 2 No

Ask only if **pan1=1**

pan3:

Open

Please indicate your e-mail address:

All

pan4:

Open

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.

999 No comment *Fixed *Exclusive
(pan4_999)

You have now reached the end of the survey.
Thank you for your participation. To complete the survey, please click on the 'Complete survey' button. You will then no longer be able to return to the survey.