

# Questionnaire

ICT 2018 - European Union Survey on ICT usage in households and  
by individuals

STATEC

Englisch



Alle

**Einstieg:**

Text

You have accessed the online survey for the Survey on the usage of Information and Communication Technologies (ICT).

It is being 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 being conducted in all member states of the EU.

The following information will help you with the survey.

You will need about 15 minutes to complete the form.

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

Alle

**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. Once you have completed your questionnaire and have confirmed on the last screen, you will no longer be able to access it.

Alle

**G1:**

Number; Itemtyp: on

AGE

How old are you?

Age: \_\_ (2-stellig)

Wenn 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

Alle (d.h. wenn AGE >= 16 und <= 74)

**G2:**

Single coded; Itemtyp: ev

SEX

Are you...?

1 Male

2 Female

## Modul A

Alle

**T2:**

**Text**

The following questions relate to your household.

Alle

**A1:**

**Single coded; Itemtyp: ev**

IACC

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

- 1 Yes
- 2 No
- 8 don't know *Progr.: Nicht zusammen mit anderen Codes*

Wenn IACC=1

**A2:**

**Multi coded; Itemtyp: mv**

What types of Internet connections are used at home?

Please tick all that apply

- BBFIX** a Fixed broadband connections, e.g. DSL (e.g. LuxDSL Speedsurf), ADSL (e.g. Orange ADSL flat, Tango ADSL), VDSL (e.g. Orange VDSL classic), cable, optical fibre (e.g. Luxfibre, Tangoblue, Fiberboost ,VOfiber), satellite, public Wifi Connections (e.g. HotCity)
- BBMOB** b Mobile broadband connections (via mobile phone network, at least 3G, e.g. UMTS, using (SIM) card or USB key, mobile phone or smart phone as modem)
- DIALUP1** c Dial-up access over normal telephone line or ISDN (e.g. Classicsurf)
- MPHNAR1** d Mobile narrowband connection (less than 3G, e.g. 2G+-GPRS, using (SIM)card or USB key), used by mobile phone or smart phone or modem in laptop)

## Modul B

Alle

**T3:**

Text

The following questions relate to your own person and to your own use of the Internet **at any location** (home, work or other places). Any Internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers.

Alle

**B1:**

*Progr: Nur in CATI abfragen, für CAWI auf 1 setzen*

Single coded; Itemtyp: ev

IU

When did you last use Internet?

Please make only one entry.

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

Wenn IU=1

**B2:**

Single coded; Itemtyp: ev

IFU

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

Please make only one entry.

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

IFU=1

**B2.1:**

Single coded; Itemtyp: ev

IFU\_D

Did you use the internet several times during the day?

- 1 Yes
- 2 No

Wenn IU=1

**B3:**

**Multi coded; Itemtyp: mv**

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

Please tick all that apply

- IUG\_DKPC a Desktop Computer
- IUG\_LPC b Laptop or netbook
- IUG\_TPC c Tablet
- IUG\_SP d Smart Phone
- IUG\_MP1 e Mobile Phone
  
- IUG\_STV g Smart TV (directly connected to the Internet, e.g. via WiFi, not via a separate device using it as a larger screen)
- IUG\_GC h Games console
- IUG\_OTH f Other mobile devices (e.g. media Player, e-book reader, smart watch)

Wenn IU=1

**B4:**

**Multi coded; Itemtyp: mv**

Did you use any of the following mobile devices to access the Internet away from home or work in the last 3 months?

Please tick all that apply

- IUMP a Mobile phone or smart phone
- IUMC\_L b Laptop
- IUMC\_T c Tablet
- IUMD\_OTH d Other devices (e.g. media or games player, e-book reader, smart watch)
- IUMBX e I didn't access the internet via any mobile device away from home or work (Progr.: Item e nicht zusammen mit anderen Codes)

Wenn IU=1

**B5:**

**Multi coded; Itemtyp: mv**

For which of the following activities did you use the Internet in the last 3 months for private purpose?

Please tick all that apply

- IUEM a To send - receive e-mails
- IUPH1 b To telephone over the internet - to make video calls (via webcam) over the internet (using applications, e.g. Skype or Facetime)
- IUSNET c To participate in social networks (by creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)
- IUIF d To find information about goods or services
- IUMUSS e To listen to music (e.g. web radio, music streaming)
- IUSTV f To watch Internet streamed TV (live or catch-up) from TV broadcasts
- IUVOD g To watch Video on Demand from commercial services
- IUVSS h To watch video content from sharing services
- IUPDG i To play or to download games
- IHIF j To seek health-related information (e.g. injury, diseases, nutrition, improving health, etc.)
- IUMAPP k To make an appointment with a practitioner via a website or apps (e.g. of a hospital or a health care center)
- IUSELL l To sell goods or services, e.g. via auctions (e.g. eBay)
- IUBK m Internet Banking
- IU\_NO n none of the above.

Wenn IU=1

**B5.1:**

Single coded; Itemtyp: ev

CC

Did you use storage space on the Internet (cloud computing) to save documents, pictures, music, video or other files for private purposes in the last 3 months, e.g. Google Drive, Dropbox, Windows OneDrive (formerly Skydrive), iCloud, Amazon Cloud drive?

- 1 Yes
- 2 No

Wenn IU=1 oder IU=2

**B6:**

Multi coded; Itemtyp: mv

Have you used any website or app to arrange an accommodation (room, apartment, house, holiday cottage, etc.) from another private individual in the last 12 months?

Please tick all that apply.

- IUP2P\_ACCD a Yes, intermediary websites or apps dedicated to arranging accommodation (such as AIRBNB)
- IUP2P\_ACCO b Yes, other websites or apps (including social networks)
- IUP2P\_ACCX c No, I have not. (Progr.: Item c nicht zusammen mit anderen Codes)

Wenn IU=1 oder IU=2

**B7:**

Multi coded; Itemtyp: mv

Have you used any website or app to arrange a transport service (e.g. by car) from another private individual in the last 12 months?

Please tick all that apply.

- IUP2P\_TRAD a Yes, intermediary websites or apps dedicated to arranging transport services (such as BlaBlaCar)
- IUP2P\_TRAO b Yes, other websites or apps (including social networks)
- IUP2P\_TRAX c No, I have not. (Progr.: Item c nicht zusammen mit anderen Codes)

Wenn IU=1 oder IU=2

**B8:**

Single coded; Itemtyp: ev

IUP2P\_WRK

Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, TaskRabbit, Freelancer, Amazon Mechanical Turk) in the last 12 months?  
Websites of employment agencies are excluded

- 1 Yes
- 2 No

IUP2P\_WRK=1

**B8.1:**

Single coded; Itemtyp: ev

IUP2P\_WRKM

Could you please specify if the income of this work is ...

- 1 ... the main source of income.
- 2 ... an additional source of income.

## Modul C

Wenn IU=1 oder IU=2

T4:

Text

The following questions concern electronic contacts via the Internet with public authorities and some public services. Contacts through manually typed e-mails should be excluded. Contact and interaction with public authorities and public services include websites concerning citizens' obligations (e.g. guichet.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. santé.lu).

Wenn IU=1 oder IU=2

C1:

Multi coded; Itemtyp: mv

Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months for the following activities?

Please tick all that apply

- IGOV12IF a To obtain information from websites or apps
- IGOV12FM b To download/print official forms
- IGOV12RT c To submit completed forms online
- IGOV12NO d none of the above.

IGOV12RT=0

C2:

Multi coded; Itemtyp: mv

What were the reasons for not submitting completed forms to public authorities' websites or apps for private purposes in the last 12 months?

Please tick all that apply

- IGOV12RTX\_NAP a I did not have to submit official forms at all (*Progr.: Item a nicht zusammen mit anderen Codes*)
- IGOV12RTX\_SNA b There was no such website service available
- IGOV12RTX\_SKL c Lack of skills or knowledge (e.g. I did not know how to use website or use was too complicated)
- IGOV12RTX\_SEC d Concerns about protection and security of personal data
- IGOV12RTX\_ESIG e Lack of or problems with electronic signature or electronic ID-certificate (required for authentication-using the service) (e.g. Luxtrust)
- IGOV12RTX\_DEL f Another person did it on my behalf (e.g. consultant, tax advisor, relative or family member)
- IGOV12RTX\_OTH g Other reason *\*Open*

## Modul D

Wenn IU=1 oder IU=2

**T5:**

**Text**

The following questions concern the purchase of goods and services over the Internet (e-commerce) for private use via any device (desktop, portable or handheld, including mobile or smart phone).

Purchases refer to ordering goods or services over the internet for which payment is required; the payment does not have to be done online.

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

Orders via websites or apps should be considered.

Wenn IU=1 oder IU=2

**D1:**

**Single coded; Itemtyp: ev**

**IBUY**

When did you last buy or order goods or services for private use over the Internet?  
(excluding manually typed e-mails, SMS, MMS)

Please make only one entry.

- 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

Wenn IBUY=1 or IBUY=2

**D2:**

**Multi coded; Itemtyp: mv**

What types of goods or services did you buy or order over the Internet for private use in the last 12 months?

Please tick all that apply.

- |                |   |   |
|----------------|---|---|
| <b>BFOOD</b>   | a | Food or groceries   |
| <b>BFURN</b>   | b | Household goods (e.g. furniture, toys, etc; excluding consumer electronics)   |
| <b>BMED</b>    | c | Medicine  |
| <b>BCLOT</b>   | d | Clothes, sports goods   |
| <b>BHARD</b>   | e | Computer hardware (including accessories such as printer, modem, mouse, scanner)  |
| <b>BEEQU</b>   | f | Electronic equipment (incl. cameras)  |
| <b>BTS</b>     | g | Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.) |
| <b>BHOLAC</b>  | h | Holiday accommodation (hotel etc.)  |
| <b>BOTA</b>    | i | Other travel arrangements (transport tickets, car hire, etc.)   |
| <b>BTICK</b>   | j | Tickets for events  |
| <b>BFILM</b>   | k | Films, music  |
| <b>BBOOKNL</b> | l | Books, magazines, newspapers  |
| <b>BELRN</b>   | m | e-learning material   |
| <b>BSOFT</b>   | n | Video games software, other computer software and software upgrades   |
| <b>BOTHTH</b>  | o | Other   |



Wenn IBUY=1 or IBUY=2

D3:

Multi coded; Itemtyp: mv

From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months?

Please tick all that apply

- BFDOM a National sellers
- BFEU b Sellers from other EU countries
- BFWRLD c Sellers from the rest of the world
- BFUNK d Country of origin of sellers is not known

Wenn IBUY=1

D4:

Single coded; Itemtyp: ev\_ot

How many times did you order or buy goods or services over the Internet for private use in the last 3 months?

Please make only one entry.

- BF\_ABS \_\_\_\_\_ times
- or
- BF 1 1-2 times
- 2 3-5 times
- 3 6-10 times
- 4 > 10 times

Wenn IBUY=1

D5:

Single coded; Itemtyp: ev\_ot

How much as an estimate did you spend buying or ordering goods or services over the Internet (excluding shares or other financial services) for private use in the last 3 months?

Please make only one entry.

- IBV\_ABS \_\_\_\_ euro
- or
- IBV 1 less than 50 euro
- 2 50 to less than 100 euro
- 3 100 to less than 500 euro
- 4 500 to less than 1000 euro
- 5 1000 euro and more
- 7 don't know
- 8 refuse to answer

Wenn IU = 1 oder IU=2

D6:

Multi coded; Itemtyp: mv

Did you carry out any of the following financial activities over the internet (excluding e-mail) for private purposes in the last 12 months?

Please tick all that apply

- BFIN\_SH a Buying or selling shares, bonds, funds or other investment services
- BFIN\_IN b Buying or renewing existing insurance policies including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)
- BFIN\_CR c Taking a loan or mortgage or arranging credit from banks or other financial providers
- BFIN\_NO d none of the above.

## Modul E

Wenn IU=1 oder IU=2

**E1:** Multi coded; Itemtyp: mv

Have you used the following identification procedures for online services (e.g. online banking, public services, ordering or buying goods or services online) for private purposes in the last 12 months?

Please tick all that apply

- IUID\_UP a simple login with username and password
- IUID\_SM b social media login used for other services
- IUID\_ST c a security token
- IUID\_CCRD d electronic identification certificate or card used with a card reader
- IUID\_MP e procedure involving your mobile phone (a code received via a message)
- IUID\_PCL f single use pin code list or random characters of a password
- IUID\_OTH g other electronic identification procedure
- IUID\_NO h I have not used any electronic identification procedure

Wenn IU=1 oder IU=2

**E2:** Single coded; Itemtyp: ev

MPP

Do you use a smartphone for private purposes?

- 1 Yes
- 2 No

Wenn MPP = 1

**E3:** Multi coded; Itemtyp: mv

Does your smartphone have any kind of security software or service like antivirus, antispyware or firewall?

Please tick all that apply

- MPP\_SSA a Yes, installed automatically or provided with the operating system
- MPP\_SSM b Yes, I installed it or subscribed to it or somebody else did it
- MPP\_SSX c No (*Progr.: Nicht in Kombination mit anderen Nennungen*)
- MPP\_SSZ d I do not know (*Progr.: Nicht in Kombination mit anderen Nennungen*)

Wenn MPP = 1

**E4:** Single coded; Itemtyp: ev

MPP\_LST

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

- 1 Yes
- 2 No
- 8 I do not know

Wenn MPP = 1

E5:

Single coded; Itemtyp: ev

MPP\_RA

When using or installing an application (app) on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list)?

*Progr./Datenaufbereitung: Codes in Klammern gelten für die Enddaten, sind in der Datenaufbereitung zu setzen.*

1(1) Yes, at least once

2(0) No

3(2) I did not know it was possible

8(8) I do not use applications

## Modul G – Fragen zur Erwerbstätigkeit

Alle

**T7:**

Text

The following questions are about your employment status.

Alle

**G7a:**

Single coded; Itemtyp: ev

EMPST1

Are you professionally active?

- 1 Yes (including unemployment, maternal and parental leave, sick leave, apprenticeship, paid internship)
- 2 No

Wenn EMPST1 = 1

**G7b:**

Single coded; Itemtyp: ev

EMPST2

Could you please tell me whether you are self-employed, employed by a company, a civil-public servant or currently unemployed?

Please make only one entry.

- 1 Self-employed (including family worker)
- 2 Employee (former employee or worker)
- 3 Civil-public servant
- 4 Currently unemployed
- 5 Refuses to say

Wenn EMPST1 = 2 oder EMPST2 = 4

**G7c:**

Single coded; Itemtyp: ev

EMPST\_OTH1

So you do not have a job at the moment. What best describes your situation?

Please make only one entry.

- 1 You are unemployed
- 2 You are a student or a pupil (full-time, not in the labor force)
- 3 You are in retirement or early retirement or you have given up business
- 4 You are permanently disabled
- 5 You are fulfilling domestic tasks
- 6 You are an otherwise inactive person
- 7 Did not answer – Refuses to say

G7aa:

Single coded; Itemtyp:  
ev\_info

OCC\_GEN

For statistical reasons, please could you give us a clearer idea to which group your occupation belongs?

**Please make only one entry.**

- 1 Armed forces occupations
- 10 Managers  
*Progr: Info hinter Button:*  
Chief executives, senior officials and legislators / Administrative and commercial managers / Production and specialised services managers / Hospitality, catering, retail and other services managers
- 20 Professionals  
*Progr: Info hinter Button:*  
Science and engineering professionals / Health professionals / Teaching professionals / Business and administration professionals / Information and communications technology professionals / Legal, social and cultural professionals
- 30 Technicians and associate professionals  
*Progr: Info hinter Button:*  
Science and engineering associate professionals / Health associate professionals / Financial and administrative associate professionals / Legal, social, cultural and related associate professionals / Information and communications technicians
- 40 Clerical support workers  
*Progr: Info hinter Button:*  
General and keyboard clerks / Customer services clerks / Numerical and material recording clerks / Other clerical support workers
- 50 Service and sales workers  
*Progr: Info hinter Button:*  
Personal service workers Sales workers / Personal care workers / Protective services workers  
but not:  
- Cleaners and helpers  
- Food preparation assistants  
- Refuse workers and other elementary workers  
(see "Elementary occupations")
- 60 Skilled agricultural, forestry and fishery workers  
*Progr: Info hinter Button:*  
Market-oriented skilled agricultural workers / Market-oriented skilled forestry, fishery and hunting workers / Subsistence farmers, fishers, hunters and gatherers /  
but not:  
Agricultural, forestry and fishery labourers (see "Elementary occupations")
- 70 Craft and related trades workers  
*Progr: Info hinter Button:*  
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
- 80 Plant and machine operators and assemblers  
*Progr: Info hinter Button:*  
Stationary plant and machine operators / Assemblers / Drivers and mobile plant operators
- 90 Elementary occupations  
*Progr: Info hinter Button:*  
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
- 100 Other\*open

Wenn OCC\_GEN = 1

G7a1:

Single coded; Itemtyp:  
ev\_info

OCC\_1

Could you please specify what you do?

**Please make only one entry.**

- 1 Commissioned armed forces officers
- 2 Non-commissioned armed forces officers
- 3 Armed forces occupations, other ranks
- 4 Other\*open

Wenn OCC\_GEN = 10

G7a10:

Single coded; Itemtyp:  
ev\_info

OCC\_10

Could you please specify what you do?

Please make only one entry.

- 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\*open

Wenn OCC\_GEN = 20

G7a20:

Single coded; Itemtyp:  
ev\_info

OCC\_20

Could you please specify what you do?

Please make only one entry.

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

Wenn OCC\_GEN = 30

G7a30:

Single coded; Itemtyp:  
ev\_info

OCC\_30

Could you please specify what you do?

Please make only one entry.

- 31 Science and engineering associate professionals:  
*Progr: Info hinter Button:*  
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  
*Progr: Info hinter Button:*  
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  
*Progr: Info hinter Button:*  
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:  
*Progr: Info hinter Button:*  
Legal, social and religious associate professionals, sports and fitness workers, artistic, cultural and culinary associate professionals
- 35 Information and communications technicians  
*Progr: Info hinter Button:*  
Information and communications technology operations and user support technicians, telecommunications and broadcasting technicians
- 36 Other\*open

Wenn OCC\_GEN = 40

G7a40:

Single coded; Itemtyp:  
ev\_info

OCC\_40

Could you please specify what you do?

Please make only one entry.

- 41 General and keyboard clerks  
*Progr: Info hinter Button:*  
General office clerks, secretaries, keyboard operators, etc.
- 42 Customer services clerks  
*Progr: Info hinter Button:*  
Tellers, money collectors and related clerks, client information workers, receptionists - Telephone operators, interviewers, etc.
- 43 Numerical and material recording clerks  
*Progr: Info hinter Button:*  
Numerical clerks, material-recording and transport clerks
- 44 Other clerical support workers  
*Progr: Info hinter Button:*  
Coding, filing and copying clerks, mail carriers and sorting clerks, etc.
- 45 Other\*open

Wenn OCC\_GEN = 50

**G7a50:**

**Single coded; Itemtyp:  
ev\_info**

OCC\_50

Could you please specify what you do?

Please make only one entry.

- 51 Personal service workers  
*Progr: Info hinter Button:*  
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  
*Progr: Info hinter Button:*  
Street and market salespersons, shop salespersons, cashiers, shop supervisors, etc.
- 53 Personal care workers  
*Progr: Info hinter Button:*  
Childcare workers and teachers' aides, personal care workers in health services
- 54 Protective services workers  
*Progr: Info hinter Button:*  
fire-fighters, police officers, prison guards, security guards, etc.
- 55 Other\*open

Wenn OCC\_GEN = 60

**G7a60:**

**Single coded; Itemtyp:  
ev\_info**

OCC\_60

Could you please specify what you do?

Please make only one entry.

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

Wenn OCC\_GEN = 70

**G7a70:**

**Single coded; Itemtyp:  
ev\_info**

OCC\_70

Could you please specify what you do?

Please make only one entry.

- 71 Building and related trades workers, excluding electricians  
*Progr: Info hinter Button:*  
Bricklayers, carpenters and joiners, roofers, tile setters, glaziers, painters, etc.
- 72 Metal, machinery and related trades workers  
*Progr: Info hinter Button:*  
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: Info hinter Button:*  
Butchers, bakers, cabinet-makers, tailors, shoemakers, etc.
- 76 Other\*open



Wenn OCC\_GEN = 80

**G7a80:**

Single coded; Itemtyp:  
ev\_info

OCC\_80

Could you please specify what you do?

Please make only one entry.

- 81 Stationary plant and machine operators
- 82 Assemblers  
*Progr: Info hinter Button:*  
Mechanical machinery assemblers, electrical and electronic equipment assemblers
- 83 Drivers and mobile plant operators  
*Progr: Info hinter Button:*  
Locomotive engine drivers and related workers, car and van drivers, heavy goods truck and bus drivers, taxi drivers, mobile plant operators, ships' deck crews, etc.
- 84 Other\*open

Wenn OCC\_GEN = 90

**G7a90:**

Single coded; Itemtyp:  
ev\_info

OCC\_90

Could you please specify what you do?

Please make only one entry.

- 91 Cleaners and helpers  
*Progr: Info hinter Button:*  
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  
*Progr: Info hinter Button:*  
Fast food preparers, kitchen helpers, etc.
- 95 Street and related sales and service workers
- 96 Refuse workers and other elementary workers  
*Progr: Info hinter Button:*  
garbage collectors, luggage porters, package deliverers, odd job persons, etc.
- 97 Other\*open

Wenn EMPST2 = 2 oder 3

**G7f:**

Single coded; Itemtyp: ev

EMPST\_CONTR

Do you have ...?

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

Wenn EMPST2 = 1, 2 oder 3

**G7g:**

Single coded; Itemtyp: ev

EMPST\_WKT

Are you working ...?

- 1 full time
- 2 part time

## Modul Q

Wenn (IU=1 oder IU=2) und (EMPST2=1 , 2 oder 3)

**T9:**

**Text**

The following questions concern the usage of information and communication technologies (computers and the internet) for your working activities. In case of multiple activities, please always refer to your main paid job.

Wenn (IU=1 oder IU=2) und (EMPST2=1 , 2 oder 3)

**Q1:**

**Single coded; Itemtyp: ev**

**MCW**

Do you use computers, laptops, smartphones, tablets or other portable devices at work?

- 1 Yes
- 2 No

Wenn (IU=1 oder IU=2) und (EMPST2=1 , 2 oder 3)

**Q2:**

**Single coded; Itemtyp: ev**

**MCEW**

Do you use other computerised equipment or machinery such as those used in production lines, transportation or other services (including handheld devices such as those used for stock control) at work?

- 1 Yes
- 2 No

Wenn MCW = 1

**Q3:**

**Multi coded; Itemtyp: mv**

Do you carry out any of the following activities in your work at least once per week?

Please tick all that apply

- MCWA\_EMDB** a Exchange e-mails or enter data into databases
- MCWA\_ED** b Create or edit electronic documents (Word, Excel, etc.)
- MCWA\_SMW** c Use social media for work
- MCWA\_ATI** d Use applications to receive tasks or instructions (excluding e-mails)
- MCWA\_OSS** e Use occupational specific software (e.g. for design, data analysis, processing, etc.)
- MCWA\_IT** f Develop or maintain IT systems or software
- MDW\_NO** g I do not carry out any of the listed activities in my work at least once a week

Wenn MCW=1 or MCEW=1

**Q4:**

**Single coded; Itemtyp: ev**

**MDW\_JTC**

Have your main job tasks changed as a result of the introduction of new software or computerised equipment in the last 12 months?

- 1 Yes
- 2 No

Wenn MCW=1 or MCEW=1

**Q5:** Single coded; Itemtyp: ev

MDW\_LRN

Did you have to learn how to use new software or computerised equipment for your job in the last 12 months?

- 1 Yes
- 2 No

Wenn MCW=1 or MCEW=1

**Q6 OPTIONAL** Single coded; Itemtyp: ev

MDW\_INV

Have you been involved in choosing, modifying or testing the software or computerised equipment you use at work in the last 12 months?

- 1 Yes
- 2 No
- 99 can not / prefer not to answer

Wenn MCW=1 or MCEW=1

**Q7:** Single coded; Itemtyp: ev

MDW\_SKL

Which of the following statements best describes your skills relating to the use of computers, software or applications at work?

Please make only one entry.

- 1 I need further training to cope well with my duties
- 2 My skills correspond well with my duties
- 3 I have the skills to cope with more demanding duties

Wenn MCW=1 or MCEW=1

**Q8: OPTIONAL** Single coded; Itemtyp: ib\_resp

Has the usage of computers, laptops, smartphones, or other computerised equipment at work changed any of the following characteristics of your work in the last 12 months?

Please make only one entry for each characteristic.

Skala:

- 1: Increase
- 2: Decrease
- 3: No relevant change
- 99: can not / prefer not to answer

- MDW\_RT a The time spent on repetitive tasks
- MDW\_IND b The independence in organising my tasks
- MDW\_MP c The monitoring of my performance at work
- MDW\_ANS d The time spent on acquiring new skills needed for work
- MDW\_EC e The ease of collaboration with colleagues or business partners
- MDW\_IWH f The amount of irregular working hours (night, week-end, shift work)

Wenn MCW=1 or MCEW=1

**Q9:** Single coded; Itemtyp: ev

WHFU

How often did you work from home in the last 12 months?

Please make only one entry.

- 1 Every day or almost every day
- 2 At least once a week (but not every day)
- 3 Less than once a week
- 4 Never

Wenn WHFU=1, 2 oder 3

**Q9.1** Single coded; Itemtyp: ev

WHI

When working from home, did you use the Internet for your job?

- 1 Yes
- 2 No

Wenn MCW=1 oder MCEW=1

**Q10 OPTIONAL** Single coded; Itemtyp: ev

WMFU

How often did you work at an external site (e.g. construction site, agricultural field, other public/private spaces) or on the move (e.g. in a vehicle) in the last 12 months?

Please make only one entry.

- 1 Every day or almost every day
- 2 At least once a week (but not every day)
- 3 Less than once a week
- 4 Never
- 99 can not / prefer not to answer

Wenn WHFU=1, 2 oder 3

Wenn C

**Q10.1: OPTIONAL** Single coded; Itemtyp: ev

WMMC

When working at an external site or on the move did you use laptops, smartphones, tablets or other portable devices for your job?

- 1 Yes
- 2 No
- 99 can not / prefer not to answer

## Modul R

Wenn (IU=1 or IU=2)

**T10:**

**Text**

Please refer the following questions to both your private and your professional situation.

Wenn IU=1 or IU=2

**R1**

**Multi coded; Itemtyp: mv**

Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months?

Please tick all that apply

- SKTP\_FRE a Free online training or self-study
- SKTP\_SLF b Training paid by yourself
- SKTP\_PUB c Free training provided by public programs or organisations (other than your employer)
- SKTP\_EMP d Training paid or provided by your employer
- SKTP\_OTJ e On-the-job training (e.g. co-workers, supervisors)
- SKTP\_NO f none of the above.

Wenn SKTP\_FRE=1 (genannt) oder SKTP\_SLF=1 (genannt) oder SKTP\_PUB=1 (genannt) oder SKTP\_EMP=1 (genannt) oder SKTP\_OTJ=1 (genannt)

**R2: OPTIONAL**

**Multi coded; Itemtyp: mv**

In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months?

Please tick all that apply

- SKTS\_MKT a Online marketing or e-Commerce
- SKTS\_SM b Social media (e.g. google groups, Facebook, Jive)
- SKTS\_PLG c Programming languages, including design or management of websites
- SKTS\_DA d Data analysis or management of databases
- SKTS\_MCNS e Maintenance of computer networks, servers, etc.
- SKTS\_SEC f IT-security or privacy management
- SKTS\_SSA g Specific software applications for work
- SKTS\_OTH h Other fields of training related to the use of computers, software or applications
- SKTS\_NO i none of the above.

## Modul G

Alle

**T12:**

**Text**

Finally a few questions for statistical purposes.

Alle

**G5a:**

**Single coded; Itemtyp: ev**

Did you obtain your highest degree or qualification in the Grand Duchy of Luxembourg?

ISCED\_LUX

- 1 Yes
- 2 No

G5:

Single coded; Itemtyp:  
ev\_info

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".

## ISCEDD

- |    |   |
|----|---|
| 1  | Less than primary education / no graduation   |
| 2  | Enseignement fondamental/cycles2 à 4 - Primärschoul   |
| 3  | Enseignement primaire   |
| 4  | Cycle inférieur de l'enseignement post-primaire (technique ou général) (classe de 9e / Ve réussie, Passage-Examen etc.)   |
| 5  | Certificat du cycle moyen de l'enseignement secondaire et secondaire technique (= 11e secondaire technique ou 3e secondaire général)  |
| 6  | Ancienne école moyenne/ Mittelschule  |
| 7  | 12ième, 13ième générale   |
| 8  | CITP (Certificat d'Initiation technique et professionnelle/ Prüfungszeugnis zur technischen und beruflichen Einweisung)   |
| 9  | CCM (Certificat de capacité manuelle/ Prüfungszeugnis zur praktischhandwerklichen Befähigung)   |
| 10 | CCP (Certificat de capacité professionnelle/ Prüfungszeugnis über die berufliche Befähigung)  |
| 11 | CATP (Certificat d'aptitude technique et professionnelle/ Prüfungszeugnis zur technischen und beruflichen Reife)  |
| 12 | CAP (Certificat d'aptitude professionnelle/ Handwerkerschule)   |
| 13 | DAP (Diplôme d'aptitude professionnelle - Gesellenbrief)  |
| 14 | Diplôme de technicien/ Technikerdiplom (DT)   |
| 15 | Diplôme de fin d'études secondaires/ Abitur (« Bac »)   |
| 16 | Diplôme de fin d'études secondaires techniques/ Technisches Abitur (« Bac technique »)  |
| 17 | Diplôme d'études supérieures en Gestion (ECG)   |
| 18 | Maîtrise (artisanat)/ Meisterprüfung  |
| 19 | Spezialisatioun an de Gesondheitsberuffer (15ième a 16ième)   |
| 20 | BTS (Brevet de technicien supérieur/"Höheres Fachdiplom")   |
| 21 | DUT (Diplôme universitaire de technologie)  |
| 22 | Ancien Diplôme d'études supérieures en gestion (« cycle court » / Bac + 2 ans)  |
| 23 | Diplôme universitaire Bac+3 / Universitätsdiplom praktisch basierend  |
| 24 | Pour les diplômes pré-Bologna: 1er cycle universitaire (au moins bac+2)/Bachelor  |
| 25 | ISERP-Institut Supérieur d'Etudes et de Recherches Pédagogiques (Certification d'études pédagogiques (préscolaire et primaire)= instituteur préscolaire ou primaire/ Vorschulerzieher oder Primärschullehrer) |
| 26 | LTPES Lycée technique pour professions éducatives et sociales / IEES-Institut d'Etudes Educatives et Sociales (Diplôme d'éducateur gradué/ graduerter Erzieher)   |
| 27 | IST (Diplôme d'ingénieur industriel / "Industrieingenieur" früher "Höheres Institut für Technologie")   |
| 28 | Diplôme universitaire Bac+4 / Universitätsdiplom: theoretisch basierend   |
| 29 | Pour les diplômes pré-Bologna : 2nd cycle universitaire (au moins bac+4)/ Master  |
| 30 | Diplôme d'études supérieures spécialisées   |
| 31 | Doctorat / Doktorat   |
| 32 | Other degree *open  |

Alle

G4a:

Single coded; I temtyp:  
ev\_info

What is your nationality?

NATION1

Please make only one entry.

- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 British
- 8 Dutch
- 9 Spanish
- 10 Other EU *Infobutton: Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Ireland, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Sweden*
- 11 Other non-EU

Alle

G4b:

Single coded; I temtyp:  
ev\_info

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

NATION2

Please make only one entry.

- 1 Luxembourgish
- 2 Portuguese
- 3 French
- 4 Italian
- 5 Belgian
- 6 German
- 7 British
- 8 Dutch
- 9 Spanish
- 10 Other EU *Infobutton: Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Ireland, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Sweden*
- 11 Other non-EU
- 12 No second nationality

Alle

G9\_G11: Could you tell me which municipality you live in?

Single coded / Numeric;  
I temtyp: Idd\_ot

MUNIC

Please select the community from the list using the arrow or enter the first letter in the text box. Possible communities will then be proposed automatically.

Progr.: Liste der Gemeinden Luxemburg (s. gesonderte Excel-Datei)

Other (please specify): \_\_\_\_\_ (open)



Alle

G3:

Single coded; Itemtyp: ev\_info

CNTRYB\_DIFF

In which country were you born?

Please make only one entry.

- 1 Luxembourg
- 2 Portugal
- 3 France
- 4 Italy
- 5 Belgium
- 6 Germany
- 7 United Kingdom
- 8 Netherlands
- 9 Spain
- 10 Other EU *Austria, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Greece, Hungary, Ireland, Latvia, Lithuania, Malta, Poland, Romania, Slovakia, Slovenia, Sweden*
- 11 Other non-EU

Alle

G12\_1:

Numeric; Itemtyp:

Your household is made up of:

- HH\_CHILD\_LE\_4 \_\_\_ persons aged less than or equal to 4 (Progr.: Range 0 – 98)
- HH\_CHILD\_5\_13 \_\_\_ persons aged from 5 to 13 (Progr.: Range 0 – 98)
- HH\_CHILD\_14\_15 \_\_\_ persons aged from 14 to 15 (Progr.: Range 0 – 98)
- HH\_POP\_16\_24 \_\_\_ persons aged from 16 to 24 (Progr.: Range 0 – 98)
- HH\_POP\_25\_64 \_\_\_ persons aged 25 to 64 (Progr.: Range 0 – 98)
- HH\_POP\_65\_74 \_\_\_ persons aged 65 to 74 (Progr.: Range 0 – 98)
- HH\_POP\_75\_MAX \_\_\_ persons aged more than or equal to 75 (Progr.: Range 0 – 98)

Alle

G12\_2:

Single coded; Itemtyp: ev

PRUEF\_HH

i.e [Progr.: Summe aus G13\_1 einblenden] members in total (yourself included)

- 1 Exact
- 2 False -> Progr.: zurück zu HH\_CHILD\_LE\_4

Wenn HH\_POP\_16\_24 > 0 und PRUEF\_HH = 1

G13:

Numeric; Itemtyp: on

HH\_POP\_16\_24S

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

\_\_\_ (Progr.: Range 0 – 98)  
99: Can not / Prefer not to answer

Wenn Summe G13\_1 > 1

**G16:**

Single coded / Number;  
Itemtyp: ev\_ot

HHPART / HHPARTNR

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

- 1 Yes. How many: \_\_\_\_ (Number)
- 2 No
- 99 Can not / Prefer not to answer

Alle

**G14:**

Number; Itemtyp: ev\_on

HH\_INCOME1

Could you please tell me the approximate monthly revenue after tax of your household?

- Net monthly household income: \_\_\_\_ EUR (Number, 5-stellig)
- 99999 Can not / Prefer not to answer

Wenn HH\_INCOME1 = 99999

**G15:**

Single coded; Itemtyp: ev

HH\_INCOME2

If you don't want to indicate the exact amount, please indicate the category in which your net monthly household income belongs to.

Please make only one entry.

- 1 less than 2,000 euros
- 2 2,001 to 2,500 euros
- 3 2,501 to 3,000 euros
- 4 3,001 to 3,500 euros
- 5 3,501 to 4,000 euros
- 6 4,001 to 5,000 euros
- 7 5,001 to 6,000 euros
- 8 6,001 to 7,000 euros
- 9 7,001 to 8,000 euros
- 10 more than 8,000 euros
- 11 Can not / Prefer not to answer

**G17:**

Single coded; Itemtyp: ev

HH\_PROP

Do you own or does your household own the real estate in which you live?

Please make only one entry.

- 1 Yes
- 2 No
- 99 Can not / Prefer not to answer