

Survey on the Equipment and Use of Information and Communications Technology in Households (ICT_H) 2025

Questionnaire

Nature, characteristics and purpose

The Survey on the Equipment and Use of Information and Communications Technology in Households (ICT_H 2025) is statistical research study conducted by the National Statistics Institute (INE), following the recommendations of the Statistical Office of the European Union (EUROSTAT).

This research targets households in order to obtain comparative data on the availability of this equipment in households for communicating and obtaining or sending information, as well as on household members' use of such technologies.

Legislation

Statistical Secrecy

The personal data obtained by the statistical services both directly from the informants and through administrative sources will be subject to protection and will be covered by **statistical secrecy** (art. 13.1 of the Law of the Public Statistical Function (LFEP for its Spanish initials) of 9 May 1989). All statistical staff will have the obligation to preserve statistical secrecy (art. 17.1 of the LFEP).

Obligation of providing data

Laws 4/1990 and 13/1996 establish the **obligation to provide data** requested for the compilation of this statistic.

The statistical services may request data from all individuals and legal entities, domestic or foreign, resident in Spain (Article 10.1 of the LFEP).

All natural and legal persons who provide data, whether their collaboration is mandatory or voluntary, **must answer in a truthful, exact, complete and timely manner the questions ordered in due form** by the statistical services (Article 10.2 of the LFEP)

Failure to comply with the obligations established in this Law, in relation to statistics for state purposes, **shall be sanctioned** in accordance with the provisions of the regulations contained in this Title (Art. 48.1 of the LFEP).

Very serious violations will be punished with fines of **3,005.07 to 30,050.61 euros**. Serious violations will be punished with fines of **300.52 to 3,005.06 euros**. Minor infractions will be punished with fines of **60.10 to 300.51 euros** (Art. 51.1, 51.2 and 51.3 of the LFEP).

I.- HOUSEHOLD COMPOSITION

Application. In 1st-interview dwellings or dwellings on successive interviews in which NO information is available for any household member, H1a will be formulated. For dwellings in successive interviews in which THERE IS information on persons in the previous interview, H1b will be formulated.

H1a. Please indicate the first and last names of all persons currently living in this household. Do not forget to include children and temporarily absent persons.

H1b. The people who live in this household are...?

Interviewer, read only the names.

Application. During questions H1, H2, and H3:

- The data for each person shall be recorded in three text boxes, one for the first name and the others for the two surnames.
- The application activates these buttons:
 - o "Add person" using text boxes
 - o "Delete person" by means of a X
 - o "Continue" to confirm all persons and move on to the next screen

H2. Please tell me if there is another person who currently has NO PRINCIPAL RESIDENCE and now is living in this household, even if only temporarily.

Interviewer: if there is anyone, they should be added below

H3. Indicate Respondent

Interviewer: Select the respondent for the household questionnaire from the following table. If the respondent is not a household member, select the option "other person".

Application: In this and subsequent questions, all persons included in the previous question (the table of household members up to this point) will be presented. In question H3, a new answer option "Other person" is included. Only one response will be accepted.

	<u>Respondent</u>
First name1 Surname 1 Surname 2.....	☐
First name2 Surname 1 Surname 2.....	☐
First name3 Surname 1 Surname 2.....	☐
First name4 Surname 1 Surname 2.....	☐
Other person.....	☐

Application: The person initially indicated as respondent in the household questionnaire (Block I) should not be changed. If the person indicated is changed, then the application will start again from question H4, causing the rest of the questions in the Block to be completed again.

H4. Do any of the people mentioned work as a domestic worker in another household?

	<u>YES</u>	<u>NO</u>
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6

Application: Persons marked YES in this question are NOT surveyable members and therefore no longer appear in the following questions.

H5. Do any of these people have another household that they consider their usual residence, but are living here temporarily for study, work, illness or travel?

	<u>YES</u>	<u>NO</u>
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6

Application: Persons marked YES in this question are NOT surveyable members and therefore no longer appear in the following questions.

H6. Sex

Interviewer: only ask if in doubt

	<u>MAN</u>	<u>WOMAN</u>
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2.....	☐ 1	☐ 6
First name Surname 1 Surname 2	☐ 1	☐ 6

H7. Please, tell me the year of birth of each person

Interviewer: try to collect the year of birth and whether the birthday has passed for each of the household members. If not possible, and the respondent does not remember the above information, fill in the age.

	<u>Year of birth</u>	<u>In the current year, has your birthday already passed?</u>		<u>Age</u>
		<u>YES</u>	<u>NO</u>	
First name Surname1 Surname 2.....		☐ 1	☐ 6	
First name Surname1 Surname 2.....		☐ 1	☐ 6	
First name Surname1 Surname 2.....		☐ 1	☐ 6	
First name Surname1 Surname 2.....		☐ 1	☐ 6	

Application: In order to move on to the next question, either the year of birth and if their birthday has passed, or the "Age" must be filled in for each person. If for a person both data (year of birth and past birthday, and age) are filled in and are not consistent, an error message will be displayed and no further action will be allowed.

H8. Please, for the following persons in your household, tell me what their employment situation was

Interviewer: Only for people aged 16 and over. If more than one activity is indicated, indicate the one that they consider to be the main one.

	<u>Working</u>	<u>Unemployed</u>	<u>Student</u>	<u>Other situation</u>
First name Surname 1 Surname 2 (age).	☐ 1	☐ 2	☐ 3	☐ 4
First name Surname 1 Surname 2 (age).	☐ 1	☐ 2	☐ 3	☐ 4
First name Surname 1 Surname 2 (age).	☐ 1	☐ 2	☐ 3	☐ 4
First name Surname 1 Surname 2 (age).	☐ 1	☐ 2	☐ 3	☐ 4

Application: Question H9 on Type of household (TIP_H) is then added. The situation will be treated according to the number of existing household members (i.e. those for whom NO has been answered in questions H4 and H5).

If the number of household members is 1, then question H9 will not be asked - option 1) of the question will be ticked. If the number of household members is 2, options 2), 3) and 5) are shown, and finally, if the number of household members is 3 or more, options 2), 4) and 5) are shown. Formally, we have:

- If TOT_MH = 1 => TIP_H = 1 → go to selecting the person to be surveyed
- If TOT_MH = 2 → options 2, 3 and 5 will be asked (disable 1 and 4)
- If TOT_MH >= 3 → options 2, 4 and 5 will be asked (disable 1 and 3)

H9. For the purpose of describing your household type, could you indicate which of the following alternatives best represents the composition of your household?

- | | |
|--|----------------------------|
| Single-person household..... | ☐ 1 |
| Single parent living with a child... | ☐ 2 |
| Couple living together without children..... | ☐ 3 |
| Couple living together with children..... | ☐ 4 |
| Other type of household..... | ☐ 5 |

H10. SELECTION OF THE PERSON TO BE SURVEYED

Application: Once H9 is marked, the Household Questionnaire is completed and Block I ends. At this point, the application proceeds to sort the surveyable persons by age and selects one of them (the person to be surveyed) according to the programmed Kish Table, displaying the identity of the person on the screen.

Interviewer, read to the respondent **'The person randomly selected to answer the individual questionnaire is:'**

1. NAME
2. PERSON No.
3. Dwelling identifier
4. Total number of surveyable people
5. SURVEYABLE No.

Accordingly:

A) If the selected person matches the one you are interviewing, proceed.

B) If it is not the person you are interviewing, let them know. Ask them which of the two knows more about the blocks on equipment and the Internet use in the home and the children's use of the computer and the Internet. If it is the informant, complete those blocks with them. If it is the person selected and they are not present, ask for the right time to ask the questions, and before ending the interview, do not forget to ask for a contact telephone number.

II.- INFORMATION AND COMMUNICATION TECHNOLOGY EQUIPMENT IN THE MAIN RESIDENCE

Interviewer, read to the informant: 'In the following, I will ask you if the residence has access to certain information and communication technology products such as computers, Internet, etc. Please note that we only refer to the main residence and that you should include equipment that is being repaired as well as purchased or commissioned, even if it is not yet installed. They are also included if they are rented or otherwise made available to the residence'.

'The dwelling is considered to have some of these products if they are available to some of its members, even if they are not available to all of them.'

1. Do you have any of the following products in your home?

	<u>YES</u>	<u>NO</u>	<u>NK/NR</u>
a) Desktop or laptop computer (not including tablets)	☐ 1	☐ 6	☐ 9
b) Tablet	☐ 1	☐ 6	☐ 9
c) Landlines	☐ 1	☐ 6	☐ 9
d) Mobile phone	☐ 1	☐ 6	☐ 9

III.- INTERNET ACCESS IN THE DWELLING

Interviewer, read to the informant: *“This module is aimed at households and deals with Internet access for all household members, regardless of the type of device used (computer, tablet, mobile phone or other internet-connected device).”*

If any member of the household has access to the Internet from home, e.g. via mobile phone.... the household is considered to have access to the Internet.

2. Do you or any member of your household have access to the Internet at home, through any fixed or mobile device? (Includes any mobile phone in the home with Internet access, e.g. WhatsApp, YouTube...)

YES ☐ 1 → go to question 3

NO ☐ 6 → if THERE ARE children aged 10-15 years, go to Block IV; if NOT, go to Block V

NK/NR ☐ 9 → if THERE ARE children aged 10-15 years, go to Block IV; if NOT, go to Block V

3. What type of Internet connection is used in the home?

- a) Fixed broadband connection (ADSL, cable, fibre, satellite, public Wi-Fi, WiMax), ☐ 1
regardless of whether there is also a mobile data connection
- b) Only broadband connection via mobile data by mobile telephone, USB modem or card, ☐ 2
(e.g. in laptops)
- c) Does not know / No reply ☐ 9

Application: *If there are minors between 10 and 15 years of age, move on to Block IV; if there are no persons in that age range, move on to Block V.*

IV: CHILDREN'S USE OF COMPUTERS AND THE INTERNET (AGED 10-15)

Interviewer, read to the informant: “Next I am going to ask you some questions about the use of computers and the Internet by children between 10 and 15 years of age.”

Application: This block of questions (4-6) will be shown for all household members aged 10-15 years inclusive. The 3 questions relating to the first minor will be asked, then to the second and so on.

Introduction: The following questions refer to... (First name+Surname1+Surname2 of the minor no. [])

4. Has he/she used a computer/tablet anywhere in the last 3 months? (At home, at school, ...)

YES ☐ 1

NO ☐ 6

NK/NR ☐ 9

5. Has he/she used the Internet anywhere in the last 3 months? (At home, at school, ...)

YES ☐ 1

NO ☐ 6

NK/NR ☐ 9

6. Does (Name of child) have a mobile phone?

YES ☐ 1

NO ☐ 6

NK/NR ☐ 9

Application: If there is another minor, move on to the Introduction of the next minor and successive questions 4 to 6. If not, go to Block V.

V.- MOBILE PHONE AND INTERNET USE BY THE PERSON SELECTED

Interviewer, read to the interviewee: 'The following questions of the survey are addressed to the selected person, (Name+Surname1+Surname2+age), on the use that he/she makes of the Internet and different activities. Only that person may answer the rest of the questions in the questionnaire, please.'

7. Do you use a mobile phone?

YES ☐ 1

NO ☐ 6

Interviewer, read to the interviewee: 'Next I am going to ask you questions related to your use of the Internet. Please note that we refer to accessing the Internet from anywhere and with any device (personal computer, laptop or handheld device, including mobile phone of any kind).'

If the interviewee is in doubt about what is considered 'using or accessing the Internet', read the following: 'it is the use of devices with access to the Internet communication network to search for, consult, send or receive information and to buy or order products by scrolling through web pages.'

8. When was the last time you used the Internet?

- a) In the last 3 months ☐ 1 → go to question 9
- b) More than 3 months and less than 1 year ago ☐ 2 → go to question 22
- c) More than 1 year ago ☐ 3 → go to question 22
- d) I have never used it ☐ 4 → go to question 22

9. On average, how often have you used the Internet in the last 3 months?

- a) Several times a day ☐ 1
- b) Daily or almost daily (but not several times a day) ☐ 2
- c) At least once a week, but not daily ☐ 3
- d) Less than once a week ☐ 4

10. Which of the following devices have you used to connect to the Internet in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) Desktop computer	☐ 1	☐ 6
b) Laptop computer	☐ 1	☐ 6
c) Tablet	☐ 1	☐ 6
d) Mobile phone	☐ 1	☐ 6
e) Other mobile devices (e.g. Internet-connected TV, smart speakers (Alexa, Google Home), game consoles, e-readers, smart watches)	☐ 1	☐ 6

'Please tell me if in the last 3 months you have used the Internet through any device (including applications) to carry out any of the following activities for personal reasons:'

11. Related to communication:

	<u>YES</u>	<u>NO</u>
a) Receive or send emails	☐ 1	☐ 6
b) Making calls or video calling over the Internet (using apps such as WhatsApp, Skype, Zoom, Facetime, MS Teams, Webex)	☐ 1	☐ 6
c) Spending time on social media (creating a user profile, viewing content, posting messages or other contributions on Facebook, TikTok, X, Instagram, Second Life)	☐ 1	☐ 6
d) Using instant messaging (e.g. WhatsApp, Skype, Messenger)	☐ 1	☐ 6

12. Related to accessing information:

	<u>YES</u>	<u>NO</u>
a) Reading news, newspapers or current affairs magazines online	☐ 1	☐ 6
b) Searching for information on health issues (e.g. injuries, diseases, nutrition, health improvement, etc.)	☐ 1	☐ 6
Application: If ticking YES in option b), questions b1 and b2) are asked. If the information is related to both physical and mental health, please tick both answer options.		
b.1) Seeking information on physical health (e.g. flu symptoms, hypertension, side effects of medication, surgical interventions, nutrition, health improvement measures, etc.)	☐ 1	☐ 6
b.2) Seeking information on mental health (e.g. burnout, depression, anxiety, eating disorders, lowering stress, etc.)	☐ 1	☐ 6
c) Searching for information on goods or services	☐ 1	☐ 6
Application: If ticking YES in option c), question c1) is asked.		
c.1) Seeking information on product safety (e.g. health risks or hazards, composition, instructions for safe use, contact details for reporting safety problems, etc.)	☐ 1	☐ 6

13. Related to political and social participatory activities:

	<u>YES</u>	<u>NO</u>
a) Declaring opinions on civic or political issues on websites or social media (e.g. Facebook, X (previously Twitter), Instagram, YouTube)	☐ 1	☐ 6
b) Taking part in online consultations or surveys on civic or political matters (e.g. urban planning consultations, signing a petition, etc.)	☐ 1	☐ 6

Interviewer, read to the interviewee: 'Remember that we asked if you have used the Internet to conduct the following activities in the last 3 months and for personal reasons.'

14. Please now tell me if during the last 3 months, you have used the internet to look for work or to send a job application. The use of e-mail is excluded:

YES	☐ 1
NO	☐ 6

15. Other Internet activities (in the last three months and for personal reasons):

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Selling goods or services (transaction or deal made online, e.g. through Amazon, Vinted, Wallapop, MilAnuncios, eBay, Facebook Marketplace) | ☐ 1 | ☐ 6 |
| b) Internet banking (including mobile banking.) | ☐ 1 | ☐ 6 |

16. And if so, for educational, professional or private purposes, have you undertaken any of the following e-learning activities in the last 3 months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Taking an online course (fully or partially online) | ☐ 1 | ☐ 6 |
| b) Using e-learning material that is not a full course (e.g. audio-visual material, e-texts, learning platforms) | ☐ 1 | ☐ 6 |
| c) Communicating with teachers or students using online audio or video tools (for example, Zoom, Microsoft Teams, Google Meet) | ☐ 1 | ☐ 6 |

GENERATIVE ARTIFICIAL INTELLIGENCE

Interviewer, read to the interviewee: 'You will now be asked a series of questions related to Generative Artificial Intelligence (GAI). This tool can create 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, an input or a prompt from the user is required, such as asking a question or providing instructions or indicating a topic to focus on.'

17. Have you used any Generative AI tools (ChatGPT, Copilot, Gemini, LLaMA, Midjourney, etc.) in the last three months to create content such as text, images, programming code or videos?

YES ☐ 1 → go to question 18

NO ☐ 6 → go to question 19

18. What have you used Generative AI tools for in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) For personal purposes	☐ 1	☐ 6
b) For professional or work-related purposes	☐ 1	☐ 6
c) For formal education (school, university, etc.)	☐ 1	☐ 6

Application: Go to question 20

19. What were the reasons you did not use Generative AI tools in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) It was not necessary	☐ 1	☐ 6
b) I did not know they existed	☐ 1	☐ 6
c) I did not know how to use them	☐ 1	☐ 6
d) Because of privacy, safety or security concerns	☐ 1	☐ 6
e) Other reasons	☐ 1	☐ 6

PROBLEMS ENCOUNTERED WHEN USING THE INTERNET

20. Have you had any problems in using the services of the public administration in the last 3 months? (e.g. did not know how to proceed with the service you needed, connection problems, computer viruses, etc.)

YES ☐ 1 → go to question 21

NO ☐ 6 → go to Block VI

21. How have you tried to solve the problem or difficulty?

Application: If the option a) the respondent answers YES, skip to Block VI.

YES **NO**

- | | | |
|--|----------------------------|----------------------------|
| a) I did not make any attempt to solve the problem | ☐ 1 | ☐ 6 |
| b) I managed or tried to solve the problem myself | ☐ 1 | ☐ 6 |
| c) I asked someone else for help | ☐ 1 | ☐ 6 |
| d) Other | ☐ 1 | ☐ 6 |

Application: If the respondent answered b), c) or d) in question 8, go to question 22. Otherwise, go to Block VI.

REASONS FOR NOT USING THE INTERNET

22. What were the reasons you did not use the Internet in the last 3 months?

YES **NO**

- | | | |
|---|----------------------------|----------------------------|
| a) It is not necessary (not useful, not interesting, etc.) | ☐ 1 | ☐ 6 |
| b) It is too difficult to use the Internet | ☐ 1 | ☐ 6 |
| c) Physical or mental difficulties (physical, visual, mental disabilities, special needs, etc.) | ☐ 1 | ☐ 6 |
| d) Concern about privacy or security, fear of being scammed or harassed online | ☐ 1 | ☐ 6 |
| e) Costs of connection or equipment required too high | ☐ 1 | ☐ 6 |
| f) Mistrust of information on the web | ☐ 1 | ☐ 6 |
| g) Other reasons | ☐ 1 | ☐ 6 |

VI.- E-ADMINISTRATION

Interviewer, read to the interviewee: This module asks about the use of government websites or applications (e.g. government and/or justice at national, regional and local levels) and the use of public services via the Internet.

Contacts via manually typed e-mails should be excluded.

Websites or applications of authorities or public services that include websites related to citizens' obligations (e.g. tax returns, notification of change of address, etc.), rights (e.g. social benefits, etc.), official documents (e.g. your national identity document, birth certificate, etc.), public educational services (e.g. public libraries, information on enrolment in public schools or universities, etc.), health services (e.g. public hospital services, etc.).

23. Have you carried out any of the following activities, through a website or application of public administrations or services, for personal reasons, in the last 12 months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) Access the information stored <u>about you</u> by public authorities or services (e.g. pension, health, work life, fines) | ☐ 1 | ☐ 6 |
| b) Access to database information or public records (e.g. availability of books in public libraries, land registry records, company records, census) | ☐ 1 | ☐ 6 |
| c) Obtain information from General Government web pages or apps (e.g. services, benefits, rights, laws, taxes) | ☐ 1 | ☐ 6 |

24. Have you downloaded or printed any official forms from a website or application of the general government or public services, for personal reasons, in the last 12 months?

- YES ☐ 1
- NO ☐ 6

25. Have you requested/reserved an appointment, through a website or application of the general government or public services (for example, with an official, with a medical service, a reservation for activities in public centres, a book or the request for admission in selective tests of public employment) for personal reasons, in the last 12 months?

- YES ☐ 1
- NO ☐ 6

26. Have you filled in, edited, revised or approved your tax return through a website or app for personal purposes in the last twelve months?

YES ☐ 1

NO ☐ 6

27. Have you carried out any of the following activities, through a website or application of the general government or public services, for personal reasons, in the last 12 months?

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Requesting an official document or certificate (e.g. a certificate related to graduation, birth, marriage, divorce, death, or residence, police record, criminal record) | ☐ 1 | ☐ 6 |
| b) Apply for subsidies (benefits) or rights (e.g. pension, unemployment, child support, enrolment in colleges or universities) | ☐ 1 | ☐ 6 |
| c) Other requests, claims or complaints (e.g. reporting a theft, filing a legal claim, requesting legal assistance, filing a lawsuit) | ☐ 1 | ☐ 6 |

Application: If the answer to question 27 is '1' (YES) in any item, go to Block VII. If the answer is '6' (NO) to all items in question 27, go to question 28.

28. Did you need to request any official document or make any of the requests mentioned in the previous question, in the last 12 months?

YES ☐ 1

NO ☐ 6

Application: If the answer to question 28 is 'YES' (1), go to question 29. Otherwise, go to Block VII.

29. What were the reasons you have not requested any official document or made a claim in the last 12 months?

- | | <u>YES</u> | <u>NO</u> |
|--|----------------------------|----------------------------|
| a) For lack of skills or knowledge (e.g. the website/app was too complicated to use) | ☐ 1 | ☐ 6 |
| b) Concerns about the security of personal data or not wanting to make online payments (fear of credit card fraud) | ☐ 1 | ☐ 6 |
| c) Because it was processed by someone else on my behalf (an agent, tax advisor, family member or acquaintance) | ☐ 1 | ☐ 6 |
| d) For other reasons | ☐ 1 | ☐ 6 |

VII.- USE OF ELECTRONIC IDENTIFICATION (eID)

Interviewer, read to the interviewee: "Electronic identification (eID) makes it possible to identify a person in electronic form by uniquely representing them and enabling secure login to online services. High level or substantial IDs used for particular reasons in the last 12 months such as electronic ID, digital certificates, and the cl@ve identification system are considered."

30. Have you used any type of electronic identification (e.g. digital certificate, electronic ID, cl@ve) to access online services for private purposes in the last 12 months?

YES ☐ 1

NO ☐ 6

Application: If the answer to question 30 is 'YES', (1) go to question 31. If the answer is NO (6), go to question 32.

31. Which type of services did you use your electronic identification (digital certificate, electronic ID, cl@ve) for in the last 12 months (for personal reasons)?

	<u>YES</u>	<u>NO</u>
h) Accessing services provided by the general government or public services (e.g. filing tax returns, applying for social benefits, official certificates, accessing medical records)	☐ 1	☐ 6
i) Accessing services provided by the general government or public services in other European countries (e.g. filing tax returns, requesting official documents or certificates)	☐ 1	☐ 6
j) Accessing services provided by the business sector (e.g. access to banking services, digital marketplace)	☐ 1	☐ 6

Application: Go to Block VIII (question 33).

32. What were the reasons you have not used your aforementioned electronic identification in the last 12 months?

	<u>YES</u>	<u>NO</u>
a) I was not aware of the existence of electronic identification	☐ 1	☐ 6
b) I do not possess any type of electronic identification	☐ 1	☐ 6
c) I have electronic identification but have not needed to access any online services that require such identification	☐ 1	☐ 6
d) I have electronic identification but do not feel safe using it (concerns about computer security, protection of personal data)	☐ 1	☐ 6
e) I have electronic identification but have not been able to use it due to user difficulties (it is complicated) or technical problems (e.g. lack of suitable card reader, software incompatibility, it was not accepted for the services I needed to access)	☐ 1	☐ 6
f) I have electronic identification but could not use it to access the service via mobile phone or tablet (e.g. unsupported device or unavailable applications)	☐ 1	☐ 6
g) I have electronic identification but have not used it for other reasons	☐ 1	☐ 6

Application: If ticking YES (1) in option a) go to block VIII. If ticking YES in option b) go to block VIII.

VIII: E-COMMERCE

Interviewer, read to the informant: 'Next I am going to ask you questions about your purchases of products or services using the Internet (website or application) for personal reasons. This includes the purchase of used or new goods, as well as the services of private individuals, taking into account that the contact and purchase agreement, both with companies and individuals (e.g. Airbnb, Facebook Marketplace, HomeAway, etc.), must be done through an intermediary application or web page. Payment does not have to be made online (any payment system in use is included).'

'Purchases made for work reasons, those that are free, orders made through email, WhatsApp, telephone calls or concluded in person are excluded.'

33. When was the last time you bought or requested a product or service from companies or individuals for personal purposes through a website or Internet app?

Application: If in question 33 the answer is option '1', go to question 34. If, on the other hand, in question 33 the answer is option '2', '3' or '4' and in question 8 the answer was option '1' (used the Internet in the last 3 months), go to question 43. Otherwise go to Block XII.

- | | | |
|--|----------------------------|---------------------|
| a) In the last 3 months | ☐ 1 | → go to question 34 |
| b) More than 3 months and less than 1 year ago | ☐ 2 | |
| c) More than 1 year ago | ☐ 3 | |
| d) I never bought or ordered something online | ☐ 4 | |

34. Please tell me if you purchased any products in physical form (e.g. clothes, books, restaurant orders, cosmetics, furniture, electronics, etc.) for personal reasons via a website or internet app in the last 3 months. Include both online purchases from businesses and individuals, including second-hand goods.

- | | |
|-----|----------------------------|
| YES | ☐ 1 |
| NO | ☐ 6 |

35. Did you subscribe for payment to any of the following services for private purposes via a website or app in the last three months?

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Internet subscriptions or mobile phone connections | ☐ 1 | ☐ 6 |
| b) Subscriptions to the supply of electricity, water, gas, waste disposal, etc. | ☐ 1 | ☐ 6 |

36. Have you purchased or subscribed to any of the following products or services through a website or app for personal reasons in the last three months?

	<u>YES</u>	<u>NO</u>
a) Transport service with a bus, rail, airline, taxi, bicycle company (e.g. Cabify, Uber, Renfe, Alsa, Iberia)	☐ 1	☐ 6
b) Accommodation service with a company (such as hotels or travel agencies)	☐ 1	☐ 6
c) Domestic services with a company (e.g. cleaning, babysitting, repairs, etc.)	☐ 1	☐ 6
d) Tickets for events (concerts, cinema, sports events, fairs, etc.)	☐ 1	☐ 6
e) Downloaded e-books or audiobooks (including updates)	☐ 1	☐ 6
f) Downloaded software (including updates)	☐ 1	☐ 6
g) Downloaded games (including updates) or virtual gaming items (games downloaded from Steam, Nintendo eShop, Instant Gaming, Play Store, Microsoft Store)	☐ 1	☐ 6

37. Have you subscribed using payment to any of the following products through a website or app for personal purposes in the last 3 months? This includes both new and existing subscriptions.

	<u>YES</u>	<u>NO</u>
a) Streaming music subscriptions or downloads (Spotify, Youtube Music, Amazon Music)	☐ 1	☐ 6
b) Subscriptions to films, series or sports, streaming or downloads (Netflix, HBO Max, Prime Video, Disney+, Apple TV, Sky, DAZN)	☐ 1	☐ 6
c) Subscriptions to online magazines or newspapers, news websites, e-books or audiobooks	☐ 1	☐ 6
d) Game streaming subscriptions (Game Pass, Nintendo Switch Online, PlayStation Now, Google Stadia, GeForce Now)	☐ 1	☐ 6
e) Subscriptions to health or fitness apps	☐ 1	☐ 6
f) Other subscriptions (e.g. related to language learning, travel)	☐ 1	☐ 6

38. And, did you purchase any of the mentioned products from individuals using a website or an app?

	<u>YES</u>	<u>NO</u>
a) Purchased physical goods (e.g. on eBay, Wallapop, Vinted, Facebook Marketplace)	☐ 1	☐ 6
b) Hired transport services from private individuals (e.g. from Blablacar, Amovens)	☐ 1	☐ 6
c) Booked accommodation services from private individuals (e.g. Airbnb, HomeAway, Logitravel)	☐ 1	☐ 6
d) Hired private domestic services (e.g. cleaning, babysitting, repairs, etc.) (Facebook Marketplace)	☐ 1	☐ 6

39. In the last 3 months, did you purchase any services (excluding financial and insurance services) other than those mentioned above via a website or app for private purposes?

YES ☐ 1
NO ☐ 6

40. How many times have you bought or purchased goods or services online for private purposes in the last 3 months?

Application: If item a) is answered, go to question 41.

a) _____ (please provide an estimate. If this is not possible, choose one of the following ranges)

b) Number of purchase ranges:

1 or 2 times	☐ 1
3 to 5 times	☐ 2
6 to 10 times	☐ 3
More than 10 times	☐ 4

41. Have you had any of the following problems when buying through a website or app, for personal reasons, in the last 3 months?

Application: If ticking YES (1) in any or all of options a), b), c), d), e), f), g), h) or i), go to question 42. Option j) shall be disabled and automatically marked with No (6).

	<u>YES</u>	<u>NO</u>
a) Technical failures of the website during order or payment, or difficulties in use	☐ 1	☐ 6
b) Difficulties in finding information on safeguards or other legal rights	☐ 1	☐ 6
c) Delivery delays	☐ 1	☐ 6
d) Final costs higher than those indicated	☐ 1	☐ 6
e) Products or services delivered with defects or different than those ordered	☐ 1	☐ 6
f) Problems related to fraud (e.g. products not received, misuse of credit card information, etc.)	☐ 1	☐ 6
g) Claims, repairs or refunds requests that were difficult, or which did not receive a satisfactory response	☐ 1	☐ 6
h) Foreign vendors who do not fill orders in Spain	☐ 1	☐ 6
i) Other problems	☐ 1	☐ 6
j) I have not encountered any problems	☐ 1	☐ 6

42. Have you had any safety or health problems caused by products you had previously purchased online for private purposes in the last 3 months? (e.g. the construction, material or software of the product caused an accident, injury, health problem, etc.). Please do not include cases due to misuse.

YES ☐ 1

NO ☐ 6

Application: If the answer to question 8 was '1' (used the Internet in the last 3 months), question 43 is asked.

43. Have you carried out any of the following financial activities via the Internet for private purposes in the last 3 months? (e-mail transactions are excluded)

- | | <u>YES</u> | <u>NO</u> |
|---|----------------------------|----------------------------|
| a) Buying or selling stocks or shares, bonds, funds or other financial investment products | ☐ 1 | ☐ 6 |
| b) Taking out insurance policies or renewing existing ones, including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket) | ☐ 1 | ☐ 6 |
| c) Taking out a loan or mortgage or arranging credit from banks or other financial institutions | ☐ 1 | ☐ 6 |

IX.- COMPUTER LITERACY

Interviewer, read to the informant. 'The questions refer to activities carried out for educational, professional or private purposes, through any device (computer, tablet, mobile phone or other connected devices)'

44. Which of the following tasks associated with computers, mobile phones or other devices have you performed, for any reason, in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) Copy or move files (e.g. documents, data, images, videos) between folders, between devices (e.g. email, Messenger, WhatsApp, USB, cable) or in the cloud	☐ 1	☐ 6
b) Download or install software or applications (apps)	☐ 1	☐ 6
c) Change software, app or device configuration (e.g. adjust language, colours, text size, toolbar/menu)	☐ 1	☐ 6

45. Which of the following tasks associated with computers have you performed, for any reason, in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) Use a word processor	☐ 1	☐ 6
b) Create files (e.g. document, image, video) that incorporate various elements such as text, tables, graphics, animation, etc.	☐ 1	☐ 6
c) Use spreadsheets	☐ 1	☐ 6
Application: <i>If ticking YES in option c), question c1) is asked.</i>		
c1) Use its advanced functions to organise, analyse, structure or modify data (formulas, macros, Visual Basic, etc.)	☐ 1	☐ 6
d) Using photo, video or audio editing software	☐ 1	☐ 6
e) Program in a programming language	☐ 1	☐ 6

46. In the last 3 months, have you seen information or content (videos, images) that you considered false or dubious on Internet news sites or social networks (e.g. Facebook, Instagram, YouTube, X (previously Twitter), etc.)?

YES ☐ 1 → go to question 47

NO ☐ 6 → go to Block X

47. And, in the last 3 months, have you verified the truthfulness any of this false or dubious content/information?

YES ☐ 1 → go to question 48

NO ☐ 6 → go to question 49

48. How did you check the veracity of said Internet content?

	<u>YES</u>	<u>NO</u>
a) Checked the sources or found other information on the internet (e.g. other news sites, Wikipedia, etc)	☐ 1	☐ 6
b) Followed or participated in Internet discussions regarding the information	☐ 1	☐ 6
c) Discussed the information with other people or used other non-internet sources	☐ 1	☐ 6

Application: Go to Block X.

49. For which of the following reasons have you not checked the veracity of internet information/content?

	<u>YES</u>	<u>NO</u>
a) Knowledge that the information, content or source were not reliable	☐ 1	☐ 6
b) Lack of skills and knowledge to verify information	☐ 1	☐ 6
c) Other reasons	☐ 1	☐ 6

X.- PRIVACY AND PERSONAL DATA PROTECTION

Interviewer, read to the informant, 'The following questions concern the protection of personal information in relation to activities carried out over the Internet, whether for private or work-related purposes, using both websites and applications (apps)

50. Have you taken any of the following actions to manage access to your personal information (name, ID, contact details, credit card number, photos, geographic location, etc.) on the Internet in the last 3 months?

	<u>YES</u>	<u>NO</u>
a) Reading the privacy policy of websites before providing personal information	☐ 1	☐ 6
b) Restricting or denying access to geographical location	☐ 1	☐ 6
c) Limiting access to your profile or content on social networking or shared storage sites	☐ 1	☐ 6
d) Refusing permission to use personal information for marketing purposes	☐ 1	☐ 6
e) Checking that the website where personal information needed to be provided was secure (e.g. checking for a security logo or certificate or the existence of an 's' after the 'http')	☐ 1	☐ 6
f) Requesting that the administrator, website, or search provider update or delete your personal data	☐ 1	☐ 6

51. And, have you ever changed your Internet browser settings to prevent or limit cookies on any of your devices?

YES ☐ 1
NO ☐ 6

52. Are you concerned about your online activities being recorded to provide you with personalised advertising?

Yes, I am very concerned ☐ 1

Yes, I am a bit concerned ☐ 2

No, I'm not concerned ☐ 6

53. Do you use any kind of anti-tracking software to limit the ability to track your Internet activities on any of your devices?

YES ☐ 1

NO ☐ 6

XI.- ISSUES ENCOUNTERED WHEN ATTEMPTING TO DELETE AN ACCOUNT

54. Have you ever opened an account or registered for a free app or web service? (e.g. Facebook, TikTok, Twitch, Glovo, Tinder, Amazon, Spotify, Steam, shops, games, etc.)

YES ☐ **1** → *go to question 55*

NO ☐ **6** → *go to Block XII*

55. Have you deleted or attempted to delete (close/unsubscribe) your account of a free app or web service in the last three months?

YES ☐ **1** → *go to question 56*

NO ☐ **6** → *go to Block XII*

56. Have you experienced problems when attempting to delete your account of a free app or web service in the last three months? (e.g. difficulty in finding a way to remove the account, spending a disproportionate amount of time to do so, technical problems, unacceptable conditions for removal, inability to do so, etc.)

YES ☐ **1**

NO ☐ **6**

XII.- TELEWORKING

57. Can you please tell me if you are currently working?

Interviewer, read the following to the informant 'We consider it to be "working" even if there was a temporarily absence, so long as the contractual relationship is maintained (vacations, leave, etc.)'

YES ☐ 1 → go to question 58

NO ☐ 6 → go to Block XIII

Interviewer, read to the informant: 'Teleworking is remote work that is carried out through the exclusive or near-exclusive use of the computer, telematic and telecommunication media and systems. The work is not done on site but outside the office, and can be done from home, in a co-working centre, or wherever there is an Internet connection.'

58. Would your main job allow you to telework?

Yes, entirely or almost entirely ☐ 1 → go to question 59

Yes, partially ☐ 2 → go to question 59

No, my job in 100% in person ☐ 6 → go to Block XIII

59. And, are you currently teleworking?

YES ☐ 1 → go to question 60

NO ☐ 6 → go to Block XIII

60. In general, what percentage of your working day do you spend teleworking?

- a) I telework every day, without going to the workplace (100% of the day) ☐ 1
- b) I telework every day, occasionally I go to the workplace ☐ 2
- c) I telework 4 days a week (between 80% and less than 100% of the workweek) ☐ 3
- d) I telework 3 days a week (between 60% and less than 80% of the workweek) ☐ 4
- e) I telework 2 days a week (between 40% and less than 60% of the workweek) ☐ 5
- f) I telework 1.5 days a week (between 30% and less than 40% of the workweek) ☐ 6
- g) I telework less than 1.5 days a week (less than 30% of the workweek) ☐ 7

61. On a scale from 0 to 10, with 0 being very negative and 10 being very positive, how would you rate your experience with teleworking?

☐ 0 ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

XIII.- SOCIODEMOGRAPHIC CHARACTERISTICS OF THE SELECTED PERSON

62. What is your country of birth?

Application: include the drop-down list of countries proposed in the address <http://www.ine.es/daco/daco42/clasificaciones/paisesyterritorios.xls> to which the "code 966, Former Spanish territories" will be added.

Interviewer: select the country by clicking on it in the drop-down menu. You can scroll through the list of countries by pressing the corresponding letter key: this will bring up first country (in alphabetical order) whose name begins with that letter. Country of birth is considered to be the country of habitual residence of the person's mother at the time of birth, according to the current national borders in force (not according to the borders in force at the time of birth)

COUNTRY.....

63. What is your nationality?

Interviewer: read the four options, marking only one of them.

- | | | |
|-------------------|----------------------------|---------------------|
| Spanish | ☐ 1 | → go to question 65 |
| Foreign | ☐ 2 | |
| Spanish and other | ☐ 3 | → go to question 65 |
| None | ☐ 4 | → go to question 65 |

64. Please tell me the country of primary nationality, if you have more than one foreign nationality.

Application: include the drop-down list of countries proposed in the address <http://www.ine.es/daco/daco42/clasificaciones/paisesyterritorios.xls> (without any addition, in this case and the code '108', Spain, will be deleted).

Interviewer: select the country by clicking on it in the drop-down menu. You can scroll through the list of countries by pressing the corresponding letter key: this will bring up first country (in alphabetical order) whose name begins with that letter.

'If you have more than one nationality, please indicate the nationality of an EU country, if applicable'

FOREIGN
COUNTRY.....

65. What is your legal marital status?

- | | |
|-----------|----------------------------|
| Single | ☐ 1 |
| Married | ☐ 2 |
| Widowed | ☐ 3 |
| Separated | ☐ 4 |
| Divorced | ☐ 5 |

Application: If in question H9 of Block I the answer is TIP_H = 1, 2 or 3, the survey flow should lead to question 67, noting in question 66:

- If TIP_H=1, then P66=6
- If TIP_H=2, then P66=6
- If TIP_H=3, then P66=1

Otherwise (i.e. if in H9 the answer is TIP_H = 4 or 5) continue with question 66.

66. Irrespective of your legal status, are you currently living with a partner?

- | | |
|-----|----------------------------|
| YES | ☐ 1 |
| NO | ☐ 6 |

67. What is your highest level of completed education?

Interviewer: Make a note in the margin and mark the corresponding option. The informant must specify enough in their response so that it can be coded correctly.

- | | |
|---|----------------------------|
| Illiteracy and incomplete primary education | ☐ 0 |
| Primary education | ☐ 1 |
| First stage of Secondary Education and similar (Elementary Baccalaureate, BGE, GCSE) | ☐ 2 |
| Second stage of Secondary Education and similar (Higher Baccalaureate, BUP, General Certificate of Education, FPI, Middle Grade FP) | ☐ 3 |
| Post-secondary non-tertiary education (CdPN3 in Spanish) | ☐ 4 |
| Higher Vocational Education and Training (FPII in Spanish) and university degrees lasting 2 years or more | ☐ 5 |
| University degrees of 240 ECTS credits (Bologna), university graduates, own university expert or specialist qualifications and equivalent | ☐ 6 |
| University degrees of more than 240 ECTS credits (Bologna), Bachelor's, Master's degrees and specialisations in Health Sciences through the Residency System and equivalent | ☐ 7 |
| PhD degree | ☐ 8 |
| Cannot be coded | ☐ 9 |

Application: If in question 57 the answer is YES (1) "has worked", then in question 68 only options '1', '2', '3' and '4' will be active. Otherwise, if the answer is NO (6), "has not worked", only options '0', '5', '6', '7', '8' and '9' will be active.

68. Which of the following situations is your main relationship with the activity?

- | | | |
|---------------------------------|----------------------------|-----------------------|
| Working as an employee | ☐ 1 | → go to question 69 |
| Self-employed with employees | ☐ 2 | } → go to question 70 |
| Self-employed without employees | ☐ 3 | |
| Working in family help (unpaid) | ☐ 4 | |
| Unemployed | ☐ 5 | } → go to question 74 |
| Student | ☐ 6 | |
| Pensioner or early retiree | ☐ 7 | |
| Permanent disability | ☐ 8 | |
| Housework | ☐ 9 | |
| Other situation | ☐ 0 | |

Application: After completing this question, this information will be checked against the information to be provided in question H8 for the selected person. The information to be given in question H8 on the dwelling referring to the selected person should be: if P68= '1', '2', '3' or '4' then H8='1'; if P68= '5' then H8= '2'; if P68= '6', then H8='3' and, finally, if P68= '7', '8', '9' or '0' then H8= '4'.

Application: If the answer to question 68 is option '1', question 69 is asked; For options '2', '3' or '4', question 70 is asked. Finally, for options '0', '5', '6', '7', '8' or '9', then question 74 is asked.

69. Please indicate what type of employment relationship you have in your main job

- | | |
|--|----------------------------|
| Indefinite contract (or permanent employment relationship) | ☐ 1 |
| Temporary contract | ☐ 2 |

70. Please indicate what type of shift you have in your main job

- | | |
|-----------|----------------------------|
| Full-time | ☐ 1 |
| Part-time | ☐ 2 |

71. What is the main activity of the establishment you work at?

Interviewer: Write down the item and tick the corresponding option. The informant must specify enough in their response so that it can be coded correctly. If the informant is in doubt about the meaning of this question, some examples can be given such as: car manufacturing, restaurant, bank, hair salon, etc.

- | | |
|--|----------------------------|
| Agriculture, livestock breeding, forestry and fishing | ☐ A |
| Mining Industries | ☐ B |
| Manufacturing | ☐ C |
| Electricity, gas, steam and air conditioning supply | ☐ D |
| Water supply, sewerage, waste management and remediation | ☐ E |
| Construction | ☐ F |
| Wholesale and retail trade, repair of motor vehicles and motorcycles | ☐ G |
| Transport and storage | ☐ H |
| Hospitality | ☐ I |
| Information and Communications | ☐ J |
| Financial and insurance activities | ☐ K |
| Real estate activities | ☐ L |
| Professional, scientific and technical activities | ☐ M |
| Administrative and support services activities | ☐ N |
| Public administration, defence, mandatory social security | ☐ O |
| Education | ☐ P |
| Human health and social work activities | ☐ Q |
| Artistic, recreational and entertainment activities | ☐ R |
| Other services | ☐ S |
| Activities of households as employers | ☐ T |
| Activities of international organisations and bodies | ☐ U |
| Don't know or cannot be coded in any of the above | ☐ 9 |

72. In your main job, what is your occupation or type of job?

Interviewer: Write down the item and tick the appropriate option according to the classification table in the handbook. The informant must be sufficiently specific so that it can be coded correctly. If the informant is unsure of the meaning of this question, you can put some examples such as: bus driver, construction worker, university professor, etc.

.....
.....
73(a) Interviewer: Code according to ISCO_08 (2 digits)|_|_|

73 (b) Interviewer: The worker's occupation is:

- Manual ☐ 1
Non-manual ☐ 6

73 (c) Interviewer: The worker's occupation is:

- ICT worker ☐ 1
Other workers ☐ 6

74. Could you please give me the approximate range of your household's net monthly income (i.e. after deductions for taxes, social security contributions and other similar payments)? Please include all sources of income (if more than one), taking into account (for income from employment) the proportionate share of bonuses and other extraordinary income received on a regular basis.

Interviewer: write down the declared interval. The sum of the regular income currently received by all household members should be counted, whether or not this income is contributed in whole or in part to household expenses. In calculating the amount of this monthly income, the following shall be taken into account:

- For income from employment, the pro-rata amount of regular income not received on a monthly basis (special payments and other extraordinary income received on a regular basis) must be added to the monthly amount.
- For self-employment income, deductible expenses, withholdings or instalments must be deducted from the amount of monthly income.

- Less than €1,400 ☐ 1
From €1,400 to less than €2,200 ☐ 2
From €2,200 to less than €3,100 ☐ 3
From €3,100 to less than €4,400 ☐ 4
€4.400 or more ☐ 5
NK/NR ☐ 6

NOTE

References to products and trademarks included in the questionnaire are made for the purpose of clarification and understanding of the questions and are not intended to promote the use of these products.