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INTERNET ACCESS AND USE

Unipark project module

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Ljubljana, November 2018

V5 In the past 12 months, how often did you access the Internet on the following devices for private purposes?

| | Never | Less than once a month | At least once a month | At least once a week | Every day or almost every day | Several times a day |
|---|-------|------------------------|-----------------------|----------------------|-------------------------------|---------------------|
| a) On a desktop or laptop computer | | | | | | |
| b) On a mobile phone / smartphone | | | | | | |
| c) On a tablet computer | | | | | | |
| d) On a smart TV | | | | | | |
| e) On another device, such as a gaming console or an e-reader | | | | | | |

V23 In the past 12 months, how often did you use the internet on a computer, smartphone, or any other device to perform the following activities for private purposes? How often have you ...

| | Never | Less than once a month | At least once a month | At least once a week | Every day or almost every day | Several times a day |
|--|-------|------------------------|-----------------------|----------------------|-------------------------------|---------------------|
| a) read news? | | | | | | |
| b) looked for information about events? | | | | | | |
| c) publicly, without restrictions, shared photos, videos, music or texts you have created yourself? | | | | | | |
| d) published opinions on social or political issues? | | | | | | |
| e) ordered or bought products or services? | | | | | | |
| f) used online banking? | | | | | | |
| g) searched for information about products or services? | | | | | | |
| h) booked or bought air tickets, transportation, accommodation, etc.? | | | | | | |
| i) used online services of the public sector (for example eGovernment services or GP online services)? | | | | | | |

V24 How often have you ...

| | Never | Less than once a month | At least once a month | At least once a week | Every day or almost every day | Several times a day |
|---|-------|------------------------|-----------------------|----------------------|-------------------------------|---------------------|
| a) played games? | | | | | | |
| b) watched or downloaded TV programs or movies? | | | | | | |
| c) listened to music? | | | | | | |
| d) searched for health-related information? | | | | | | |
| e) sent or received e-mails? | | | | | | |
| f) made calls or video calls (e.g. Skype, Viber, FaceTime)? | | | | | | |
| g) used online social networks (e.g. Facebook, Twitter, Instagram)? | | | | | | |
| h) sent messages (e.g. Facebook Messenger, Viber, WhatsApp)? | | | | | | |

V26 Please indicate how much the following statements apply to you when thinking about how you use the internet and technologies such as mobile phones (If you don't get what the question is referring to, tick the last box in the row: "I do not understand what you mean by this").

| | Not at all true of me | Not very true of me | Neither true nor untrue of me | Mostly true of me | Very true of me | I do not understand what you mean by this |
|--|-----------------------|---------------------|-------------------------------|-------------------|-----------------|---|
| a) I know how to open downloaded files. | | | | | | |
| b) I know how to download/save a photo I found online. | | | | | | |
| c) I know how to use shortcut keys (e.g. CTRL-C for copy, CTRL-S for save). | | | | | | |
| d) I know how to open a new tab in my browser. | | | | | | |
| e) I know how to bookmark a website. | | | | | | |
| f) I find it hard to decide what the best keywords are to use for online searches. | | | | | | |
| g) I find it hard to find a website I visited before. | | | | | | |
| h) I get tired when looking for information online. | | | | | | |
| i) Sometimes I end up on websites without knowing how I got there. | | | | | | |
| j) I find the way in which many websites are designed confusing. | | | | | | |

V27 What about the following statements: how much do they apply to you?

| | Not at all true of me | Not very true of me | Neither true nor untrue of me | Mostly true of me | Very true of me | I do not understand what you mean by this |
|--|--------------------------|------------------------|-------------------------------------|-------------------------|-----------------------|--|
| a) I know which information I should and shouldn't share online. | | | | | | |
| b) I know when I should and shouldn't share information online. | | | | | | |
| c) I am careful to make my comments and behaviours appropriate to the situation I find myself in online. | | | | | | |
| d) I know how to change who I share content with (e.g. friends, friends of friends or public). | | | | | | |
| e) I know how to remove friends from my contact lists. | | | | | | |
| f) I know how to create something new from existing online images, music or video. | | | | | | |
| g) I know how to make basic changes to the content that others have produced. | | | | | | |
| h) I know how to design a website. | | | | | | |
| i) I know which different types of licences apply to online content. | | | | | | |
| j) I would feel confident putting video content I have created online. | | | | | | |
| k) I know how to download and install apps on a mobile device. | | | | | | |
| l) I know how to keep track of the costs of mobile app use. | | | | | | |
| m) I know how to remove apps from a mobile device. | | | | | | |

V28 Sometimes, people do things online on behalf of someone else. In the past 12 months, have you performed any of the following activities online for someone else? Please do not take into account activities that are part of your usual professional obligations. On behalf of someone else, have you ...

| | Yes | No |
|--|-----|----|
| a) sent or received e-mails? | | |
| b) used online social networks (e.g. Facebook, Twitter, Instagram)? | | |
| c) searched for information about products or services? | | |
| d) ordered or bought products or services? | | |
| e) used online banking? | | |
| f) booked or bought air tickets, transportation, accommodation, etc.? | | |
| g) used online services of the public sector (for example eGovernment services or GP online services)? | | |
| h) performed any other activity: _____ [text box] | | |

FROM V29 TO V33
THOSE WHO PERFORMED AT LEAST ONE ACTIVITY FOR SOMEONE ELSE IN V28
Other internet users —▶ GO TO V34

V29 In the past 12 months, for how many different people did you do something online on their behalf?

For _____ people.

V30 How are you related to the person for whom you did something online MOST OFTEN?

| |
|----------------------------------|
| my parent |
| my grandparent |
| my partner or spouse |
| my brother/sister |
| my daughter/son |
| my grandchild |
| my nephew/niece |
| my son-in-law/daughter-in-law |
| my other relative |
| my friend |
| my neighbour |
| my colleague |
| another person: _____ [text box] |

V31 How would you describe this person in terms of her/his Internet use? Is she/he ...

| |
|---|
| an internet non-user? |
| an internet user who is less adept at working with the internet? |
| an internet user who is adept at working with the internet, but may need additional help or a favour? |

V32 Here are some possible reasons why you did something online on behalf of this person. Please rate the extent to which each of the following statements is true about you: “I did something online for this person because ...

| | Completely untrue | Mostly untrue | Neither true nor untrue | Mostly true | Completely true |
|--|-------------------|---------------|-------------------------|-------------|-----------------|
| a) I am very close to this person.” | | | | | |
| b) we respect each other mutually.” | | | | | |
| c) I spend a lot of time with this person.” | | | | | |
| d) I do a lot of things together with this person.” | | | | | |
| e) we have similar views on helping each other.” | | | | | |
| f) I share similar values and beliefs with this person.” | | | | | |

V33 “I did something online for this person because ...

| | Completely untrue | Mostly untrue | Neither true nor untrue | Mostly true | Completely true |
|---|-------------------|---------------|-------------------------|-------------|-----------------|
| a) I also help this person in other domains.” | | | | | |
| b) this person helps me in other domains.” | | | | | |
| c) I’m expected to do so.” | | | | | |
| d) I think it is right to do so.” | | | | | |
| e) this person cannot turn to anyone else.” | | | | | |
| f) I live close to this person.” | | | | | |

V34 ALL INTERNET USERS

V34 Now, we would like to know if you yourself have turned to someone to perform an activity online on your behalf?

| | |
|-----|----------------------|
| Yes | |
| No | ——▶ GO TO V40 |

FROM V35 TO V39
THOSE FOR WHOM OTHERS DID SOMETHING ONLINE ON THEIR BEHALF (V34)
Other internet users —▶ GO TO V40

V35 In the past 12 months, has anyone done the following online on your behalf?

| | Yes | No |
|--|-----|----|
| a) Sent or received e-mails? | | |
| b) Used online social networks (e.g. Facebook, Twitter, Instagram)? | | |
| c) Searched for information about products or services? | | |
| d) Ordered or bought products or services? | | |
| e) Used online banking? | | |
| f) Booked or bought air tickets, transportation, accommodation, etc.? | | |
| g) Used online services of the public sector (for example eGovernment services or GP online services)? | | |
| h) Done any other activity: _____ [text box] | | |

V36 In the past 12 months, how many different people did something online on your behalf?

_____ people.

V37 How are you related to the person who did something online for you MOST OFTEN?

| |
|--------------------------------|
| my grandchild |
| my daughter/son |
| my partner or spouse |
| my parent |
| my grandparent |
| my brother/sister |
| my nephew/niece |
| my son-in-law/daughter-in-law |
| my other relative |
| my friend |
| my neighbour |
| my colleague |
| library staff |
| expert |
| other person: _____ [text box] |

**V38 Please rate the extent to which each of the following statements is true about you:
 “This person did something online on my behalf, because ...**

| | Completely untrue | Mostly untrue | Neither true nor untrue | Mostly true | Completely true |
|--|-------------------|---------------|-------------------------|-------------|-----------------|
| a) there is no internet connection available in my household.” | | | | | |
| b) I do not have an appropriate device to go online.” | | | | | |
| c) I was forced to use a particular online service.” | | | | | |
| d) I do not know how to perform a particular activity online.” | | | | | |
| e) I am worried about my privacy online.” | | | | | |
| f) I have concerns about some online activities such as online shopping or banking.” | | | | | |
| g) I want access to content or services used by people who I am close to.” | | | | | |
| h) I do not have enough time.” | | | | | |
| i) I want to keep up with the times.” | | | | | |
| j) this person suggested to me that he/she will do something online on my behalf.” | | | | | |

V40 ALL INTERNET USERS

V40 Thinking about your own online activities or activities someone else did for you online in the past 12 months, how much do you agree or disagree with each of the following statements? If you or someone else on your behalf did not undertake the activity the question is about, just select Not applicable (NA).

| | Disagree strongly | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Agree strongly | Not applicable (NA) |
|--|-------------------|-------------------|----------------------------|----------------|----------------|---------------------|
| a) I saved money by buying products online. | | | | | | |
| b) The information and services I found online improved my financial situation. | | | | | | |
| c) Through the Internet I learned new things about my ethnic group. | | | | | | |
| d) Through the Internet I found people of a similar age that share my interests. | | | | | | |
| e) I am in touch with my close friends more because I use the Internet. | | | | | | |
| f) I became a member of a hobby or leisure club or organization that I otherwise would not have found. | | | | | | |
| g) I have discovered online that I am entitled to a particular benefit, subsidy or tax advantage which I would not have found offline. | | | | | | |
| h) I have made better decisions about my health or medical care as a result of the information / advice I found online. | | | | | | |
| i) My knowledge increased because of the Internet (i.e. looking up information, talking to others). | | | | | | |
| j) Online entertainment (games, listening to music, reading jokes) made me feel happier. | | | | | | |

DEMOGRAPHICS – ALL INTERNET USERS

D1 Do you have children?

| | |
|--------------------------|-----|
| <input type="checkbox"/> | Yes |
| <input type="checkbox"/> | No |

D2 Including yourself, how many people live in your household?

_____ people. **If ≥ 2 people —▶ GO TO D3**

D3 How many children under 18 years of age live in your household?

_____ children.