*Special Eurobarometer*

European Commission

EUROBAROMETER

# Information and Communication Technologies and the workplace

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This survey was requested by Directorate General Employment and Social Affairs and coordinated by Directorate General Press and Communication

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# PRESENTATION

The widespread and rapid development of Information and Communication Technologies (ICT) has considerably transformed the way we live and work today.

We are indeed living more than ever in an "Information Society" which presents great opportunities for job creation but also difficulties of adaptation for workers into this new environment. Technology continues to advance and the environment is constantly changing, so there is a need for enhanced training and learning of these information and communication technologies. It is in fact necessary today for all citizens to acquire the key skills in order to avoid the creation of a gap between those who are able to benefit from ICT and those who are not.

The strategic goal for 2010 set for the European Union at the Lisbon European Council in March 2000 also tackles the issue of ICT and work. The targets set at Lisbon include promoting computer literacy for all workers to ensure that everyone has the necessary skills to benefit from new technology. Indeed, one of the key elements of the "Lisbon strategy" is the recognition of information and communication technologies, in particular the Internet as an important source of productivity and growth.

Furthermore, we are also witnessing a transformation in our ways of working through the usage of ICT. The constant rise in the number of workers who opt for teleworking is a good example of such changes taking place in Europe.

In this context, the Directorate General "Employment and Social Affairs" of the European Commission wished to measure the European public opinion on such issues dealing with information and communication technologies in order to determine to what extent Europeans are involved with ICT at work, and to identify the type of reforms and innovations necessary in order to meet the Lisbon goals set for 2010.

The following points will be analysed in this report:

- ICT usage among Europeans
- Acquiring ICT skills
- ICT usage and work
- European citizens and teleworking

The survey was conducted among over 26.000 European citizens in the 25 EU Member States as well as in 2 Candidate countries, Bulgaria and Romania between October 27th and November 29th 2004[1]. Interviews were conducted among citizens aged 15 years and above face-to-face in people's homes in their national language. The methodology used is that of the Standard Eurobarometer polls managed by the Directorate-General Press and Communication (unit "Opinion polls, press reviews, Europe Direct"). In the annex, a technical note details the interview techniques used by the institutes of the TNS Opinion & Social network as well as levels of confidence.

The key findings will be presented in detail in the following pages. For each theme

[1] Interviews in Bulgaria and Romania were carried out within the Eurobarometer wave 62.2 between November 24th and December 13th 2004

addressed, our analysis[2] looks at the following results:

- Results for the average of the 25 EU Member States (EU 25);
- Results of the 27 individual countries where the survey was carried out;
- Results by socio-demographic characteristics of the respondents;

[2] In some cases, due to the rounding of figures, displayed sums can show a difference of one point with the sum of the individual cells. Also, note that the total percentages shown in the tables of this report may exceed 100% where the respondent is allowed to give several answers to a particular question.

# 1. ICT usage among Europeans

*Source questionnaire: QE1; QE2; QE3; QE4; QE5*

In the first part of this report we will analyse the general usage of ICT among the European population. In a first chapter we will find out what devices are considered as most important by Europeans in their private and professional lives. Then, we will look more specifically at the usage of computers and for what purposes they are mainly used by Europeans. In a third chapter, we will look more closely at the usage of Internet and for which intent it is mostly used by citizens.

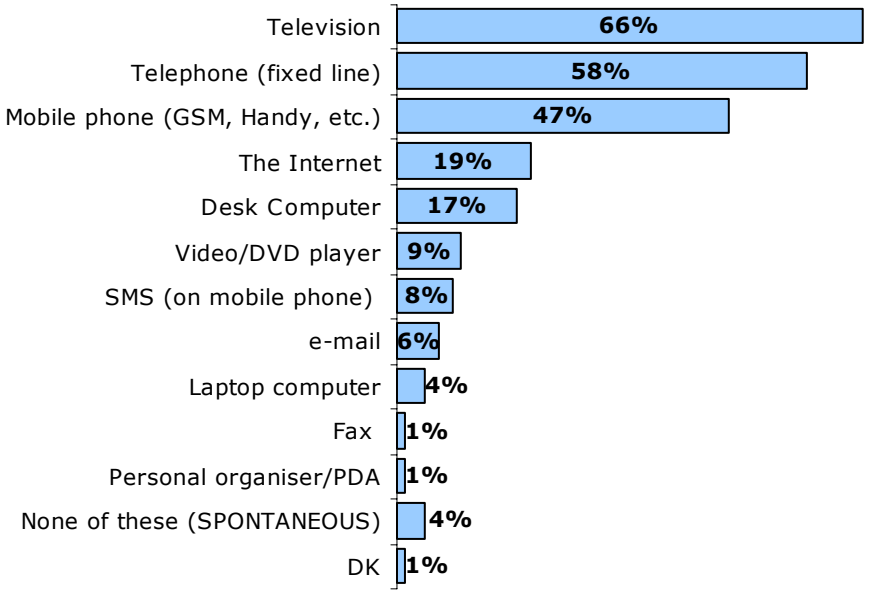
## 1.1. Which devices are most important for Europeans?

### *1.1.1. Devices most important for their personal lives*

*-Television and telephones most often mentioned -*

Respondents throughout the European Union were asked to indicate the three most important devices they use in their personal lives.

**QE1. Among the following devices, which are the three most important for your personal life?% EU 25**




When observing results for the average of the **25 EU member States** we can note that the television is considered as the most important device for Europeans in their personal lives, with a rate of 66%. The fixed telephone (58%) and the mobile phone (47%) are also named at a considerable rate. All the other proposed devices have clearly lower rates.

Country results show us that the television reaches the highest rate of importance in **Lithuania**, with 80% of Lithuanians indicating that this device is important for their personal lives. **Latvia**, **Hungary** as well as **Romania** follow with 76%.
As for the fixed telephone, we can note that **Sweden** and **Germany** show the highest rates with respectively 75% and 71%.

Mobile phones receive the highest rate of importance in **Finland**, where 75% of Finns consider this device important in their personal lives. The **Czech Republic** and **Estonia** follow with 70%.

It is interesting here to compare the rate of importance in **Finland** of mobile phones compared to fixed telephones, which only represents 31%, or a rate 27 percentage points below the EU 25 average. This is the only country among the 15 "old" EU Member States where the difference of importance is so distinct. Indeed, 44 points separate the rate of mobile phones from that of fixed phones.
The same remark can be made for several other countries in the new Member States such as the **three Baltic States**, the **Czech Republic** and **Slovakia**.

A remark can be made for the **Netherlands** where we can see that desk computers, the Internet as well as E-mail receive somewhat higher answer rates than in the other European countries.

**QE1. Among the following devices, which are the three most important for your personal life?**

| | Telephone (fixed line) | Mobile phone | Desk Computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA |
|---|---|---|---|---|---|---|---|---|---|
| **EU25** | **58%** | **47%** | 17% | 4% | 19% | 6% | **66%** | 9% | 1% |
| **BE** | 51% | 51% | 20% | 6% | 22% | 11% | 70% | 13% | 0% |
| **DK** | 60% | 44% | 29% | 7% | 30% | 11% | 64% | 8% | 1% |
| **DE** | **71%** | 31% | 16% | 5% | 21% | 4% | 70% | 7% | 1% |
| **EL** | 68% | 57% | 14% | 3% | 8% | 2% | 64% | 6% | 1% |
| **ES** | 54% | 47% | 16% | 1% | 14% | 3% | 64% | 8% | 0% |
| **FR** | 57% | 47% | 18% | 6% | 20% | 6% | 67% | 14% | 1% |
| **IE** | 58% | 65% | 14% | 5% | 12% | 7% | 67% | 12% | 2% |
| **IT** | 58% | 57% | 14% | 3% | 10% | 3% | 58% | 6% | 1% |
| **LU** | 63% | 49% | 14% | 8% | 20% | 8% | 61% | 8% | 2% |
| **NL** | 68% | 35% | **29%** | 4% | **36%** | **17%** | 68% | 8% | 0% |
| **AT** | 44% | 52% | 16% | 3% | 17% | 4% | 62% | 8% | 1% |
| **PT** | 43% | 63% | 15% | 3% | 10% | 2% | 65% | 4% | 2% |
| **FI** | 31% | **75%** | 19% | 7% | 25% | 12% | 71% | 12% | 0% |
| **SE** | **75%** | 50% | 25% | 4% | 29% | 10% | 68% | 9% | 1% |
| **UK** | 60% | 41% | 17% | 5% | 22% | 10% | 65% | 20% | 2% |
| **CY** | 64% | 64% | 19% | 2% | 8% | 2% | 72% | 5% | - |
| **CZ** | 33% | **70%** | 22% | 3% | 17% | 4% | 51% | 4% | 1% |
| **EE** | 31% | **70%** | 17% | 4% | 32% | 6% | 68% | 3% | 1% |
| **HU** | 41% | 60% | 14% | 1% | 12% | 3% | **76%** | 7% | - |
| **LV** | 27% | 60% | 12% | 1% | 18% | 2% | **76%** | 3% | 1% |
| **LT** | 30% | 69% | 17% | 1% | 23% | 4% | **80%** | 2% | 1% |
| **MT** | 64% | 60% | 18% | 3% | 22% | 10% | 60% | 9% | 2% |
| **PL** | 50% | 43% | 17% | 2% | 21% | 3% | 66% | 3% | 1% |
| **SK** | 32% | 60% | 21% | 2% | 12% | 2% | 66% | 6% | 1% |
| **SI** | 49% | 66% | 21% | 2% | 21% | 5% | 74% | 5% | 0% |
| **BG** | 58% | 40% | 9% | 1% | 9% | 1% | 73% | 4% | 0% |
| **RO** | 49% | 42% | 21% | 1% | 10% | 2% | **76%** | 2% | 0% |

*Analysis by socio-demographic characteristics*

The table below shows us certain socio-demographic results for the usage of desk computers and the Internet in the personal lives of respondents.
Certain considerable discrepancies are apparent:

The Gender analysis shows us that **men** seem to consider desk computers and the internet considerably more importantly than do **women** in their personal lives (respectively 22% against 13% and 23% against 15%).

The **age category** also shows us that the younger the population is, the more computers and the Internet are considered important in the personal lives of respondents. This is particularly the case for the Internet where 31 percentage points separate the youngest populations (37%) from the oldest populations (6%).

The **age at the end of education** also presents considerable discrepancies for both of these devices. While those who left school at the age of 15 years or less are only 5% to consider a desk computer and 4% the internet to be important in their private lives, persons having ended their studies at age 20 or above are respectively 25% and 27% to feel the same about desk computers and the Internet. Those still studying have even higher rates, especially when looking at the result for the importance of Internet in their private lives (46%).

Finally, the urbanisation category shows us that while the importance of desk computers is no different among the different groups, persons living in large towns (23%) tend to perceive the internet somewhat more importantly in their private lives than people living in rural areas (15%) or small towns (19%).

**QE1. Among the following devices, which are the three most important for your personal life?**

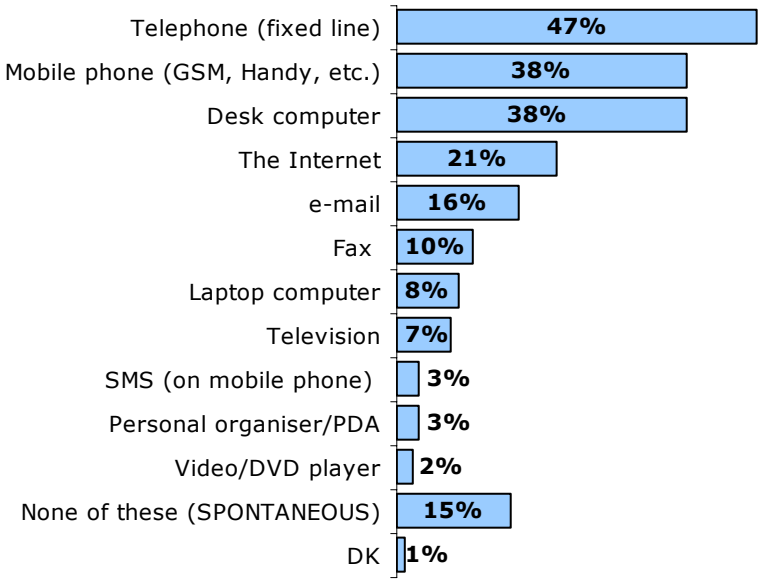
| | Desk Computer | The Internet |
|---|---|---|
| EU25 | 17% | 19% |
| Sex | | |
| Male | 22% | 23% |
| Female | 13% | 15% |
| Age | | |
| 15-24 | 25% | 37% |
| 25-39 | 22% | 25% |
| 40-54 | 19% | 18% |
| 55 + | 8% | 6% |
| Education (End of) | | |
| 15 | 5% | 4% |
| 16-19 | 16% | 15% |
| 20+ | 25% | 27% |
| Still Studying | 30% | 46% |
| Subjective urbanisation | | |
| Rural village | 16% | 15% |
| Small/mid size town | 18% | 19% |
| Large town | 18% | 23% |

### *1.1.2. Devices most commonly used for their professional lives*

*- Telephones and computers most important in the professional lives of Europeans -*

A similar question was asked to respondents concerning the three most important devices used for their professional lives.

**QE2. Among the following devices, which are the three most important for your professional life? (% EU 25)**




(base: population currently working)

Results for the **EU 25 average** show us that for their professional lives, Europeans consider the fixed telephone line to be the most important in their professional lives (47%) followed by the mobile phone (38%) and the desk computer (38%).
The Internet also receives a noteworthy rate with 21% of respondents indicating it.

When observing the country results for the importance of these devices, we can see several disparities:
While the fixed telephone has the highest rate of importance in **the Netherlands** (61%) and **Germany** (59%), this is much less the case in **Latvia** (24%) and **Spain** (26%).
As for the importance of mobile phones, the highest rates can be observed in **Lithuania** (65%), **Estonia** (62%) and **Greece** (57%) This importance is considerably lower in **Germany** (28%).

The importance of desk computers in the professional life is highest in **Denmark** (57%), **the Netherlands** (55%) and **Sweden** (53%).
The lowest rate of importance can be observed in **Bulgaria** with a rate of only 21%. This result could lead us to believe that computers in general are not yet as widespread in this country as in the rest of Europe.
Among the 25 EU member States, **Latvia** has the lowest rate (22%) followed by **Portugal** (25%), **Lithuania** (27%), **Greece** (27%) and **Spain** (28%).

An interesting observation can be made for the importance of emails. Three countries show considerably higher rates than the EU average indicating that this method is important in their professional lives: **Finland** (41%), **the Netherlands** (40%) and **Sweden** (37%).

**QE2. Among the following devices, which are the three most important for your professional life?**

| | Telephone (fixed line) | Mobile phone | SMS | Fax | Desk computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser /PDA |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **EU25** | **47%** | **38%** | 3% | 10% | **38%** | 8% | 21% | 16% | 7% | 2% | 3% |
| **BE** | 52% | 39% | 4% | 10% | 49% | 9% | 23% | 28% | 7% | 3% | 3% |
| **DK** | 53% | 37% | 4% | 8% | **57%** | 7% | 27% | 32% | 5% | 1% | 3% |
| **DE** | **59%** | 28% | 1% | 16% | 39% | 8% | 22% | 8% | 4% | 1% | 2% |
| **EL** | 54% | **57%** | 2% | 9% | 27% | 4% | 14% | 6% | 5% | 1% | 2% |
| **ES** | 26% | 38% | 4% | 5% | 28% | 3% | 15% | 6% | 7% | 2% | 1% |
| **FR** | 49% | 34% | 1% | 11% | 43% | 8% | 25% | 21% | 5% | 3% | 3% |
| **IE** | 53% | 54% | 5% | 10% | 31% | 10% | 14% | 17% | 13% | 3% | 6% |
| **IT** | 41% | 41% | 4% | 8% | 34% | 8% | 17% | 10% | 7% | 3% | 1% |
| **LU** | 48% | 40% | 2% | 17% | 49% | 9% | 18% | 26% | 5% | 4% | 7% |
| **NL** | **61%** | 34% | 2% | 8% | **55%** | 9% | 27% | **40%** | 3% | 2% | 5% |
| **AT** | 42% | 41% | 5% | 11% | 42% | 8% | 20% | 12% | 7% | 1% | 3% |
| **PT** | 37% | 47% | 4% | 6% | 25% | 5% | 9% | 5% | 8% | 1% | 4% |
| **FI** | 37% | 52% | 5% | 9% | 48% | 10% | 26% | **41%** | 4% | 2% | 1% |
| **SE** | 55% | 45% | 3% | 14% | **53%** | 12% | 29% | **37%** | 3% | 2% | 2% |
| **UK** | 51% | 37% | 5% | 11% | 42% | 14% | 25% | 32% | 8% | 4% | 5% |
| **CY** | 53% | 46% | 4% | 19% | 42% | 3% | 13% | 9% | 5% | 1% | 2% |
| **CZ** | 36% | 51% | 6% | 6% | 33% | 5% | 18% | 8% | 2% | 1% | 2% |
| **EE** | 32% | **62%** | 1% | 8% | 38% | 4% | 35% | 15% | 7% | 1% | 1% |
| **HU** | 35% | 52% | 8% | 8% | 30% | 2% | 13% | 6% | 6% | 1% | - |
| **LV** | 24% | 57% | 5% | 7% | 22% | 3% | 18% | 8% | 17% | 2% | 2% |
| **LT** | 32% | **65%** | 14% | 9% | 27% | 3% | 31% | 11% | 29% | 1% | 2% |
| **MT** | 39% | 48% | 15% | 9% | 39% | 9% | 31% | 26% | 5% | 4% | 0% |
| **PL** | 48% | 41% | 4% | 10% | 36% | 2% | 19% | 6% | 16% | 2% | 2% |
| **SK** | 37% | 41% | 6% | 7% | 34% | 2% | 17% | 4% | 4% | 1% | 1% |
| **SI** | 52% | 51% | 2% | 12% | 50% | 5% | 23% | 16% | 5% | 1% | 0% |
| **BG** | 42% | 47% | 5% | 3% | 21% | 1% | 13% | 3% | 13% | 1% | 0% |
| **RO** | 39% | 43% | 3% | 7% | 31% | 2% | 15% | 4% | 23% | 1% | 0% |

(base: population currently working)

*Analysis by socio-demographic characteristics*

The graph below shows us the results for certain socio-demographic categories for the importance of desk computers in the professional lives of respondents.

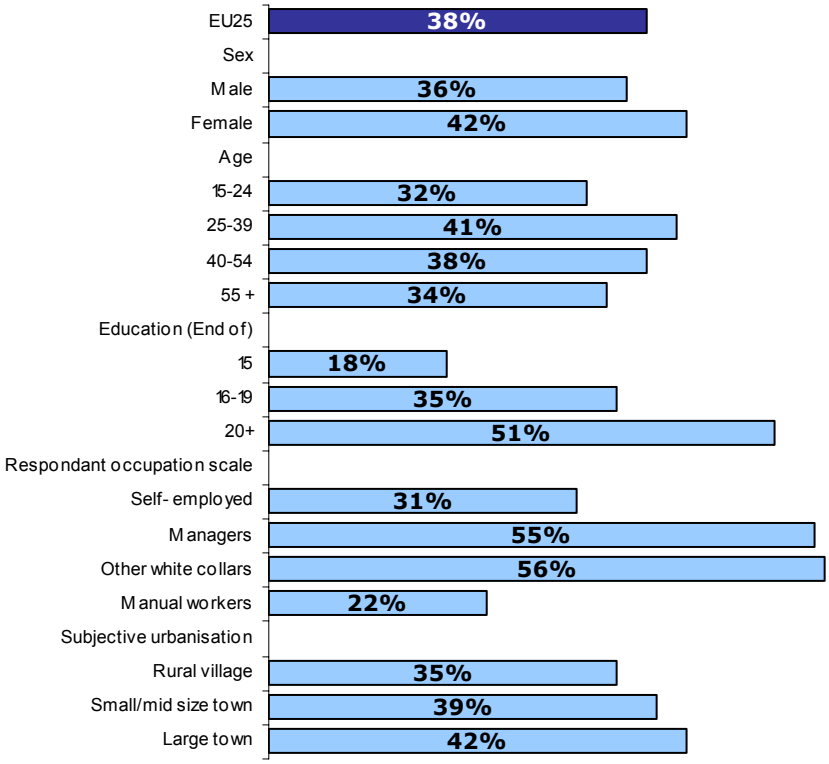
It is interesting to observe that **women** (42%) give a somewhat higher rate of importance to desk computers than **men** (36%) in their professional lives with 6 percentage points separating the genders.

The **age category** shows us that persons aged 25 to 39 are those who consider the desk computer the most important device at work, with a rate of 41%. The youngest populations as well as the oldest have somewhat lower rates (respectively 32% and 34%).

The **age at the end of education** presents the highest disparities between the different categories. Those with the highest level of education are far more numerous to indicate the importance of desk computers than those with the lowest level of education. Here, the difference is of 33 percentage points (51% against 18%).

The **occupation categories** also reveal that managers (55%) and other white collar workers (56%) consider desk computers to be important significantly more than do the self-employed (31%) or manual workers (22%).
Finally, we can see that respondents living in **large towns** (42%) also consider desk computers more than do persons in **rural areas** (35%).

**QE2. Most important for your professional life:**
**% desk computers**



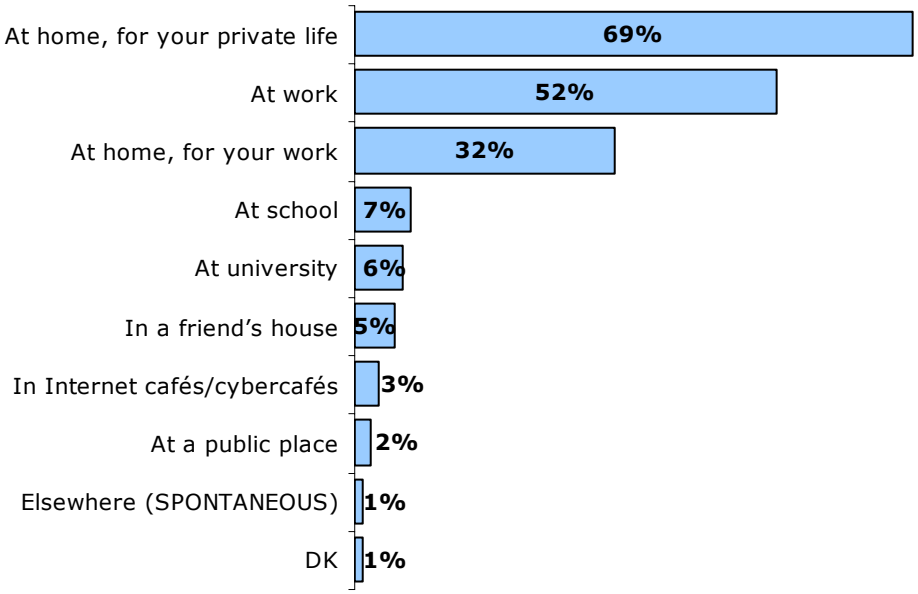

(base: population currently working)

## 1.2. The place of usage of computers

*- Computers are most often used at home during people's private lives -*

Respondents, who indicated that computers, the Internet or e-mails are important in their lives, were then asked where they use a computer.

**QE3. Where do you use a computer (incl. e-mail and/or the Internet)?**
**% EU 25**




(base: population using desk computer / laptop computer / Internet / e-mail)

Results show us that the most common place where Europeans use the computer is in their homes. Indeed, 69% of respondents in the **25 Member States of the EU** indicate that they use a computer at home for their private lives, while 32% also indicate that they use it at home but for their work.

The second most common place to use the computer is at work, with 52% of respondents indicating this.

All other suggested categories receive only low rates.

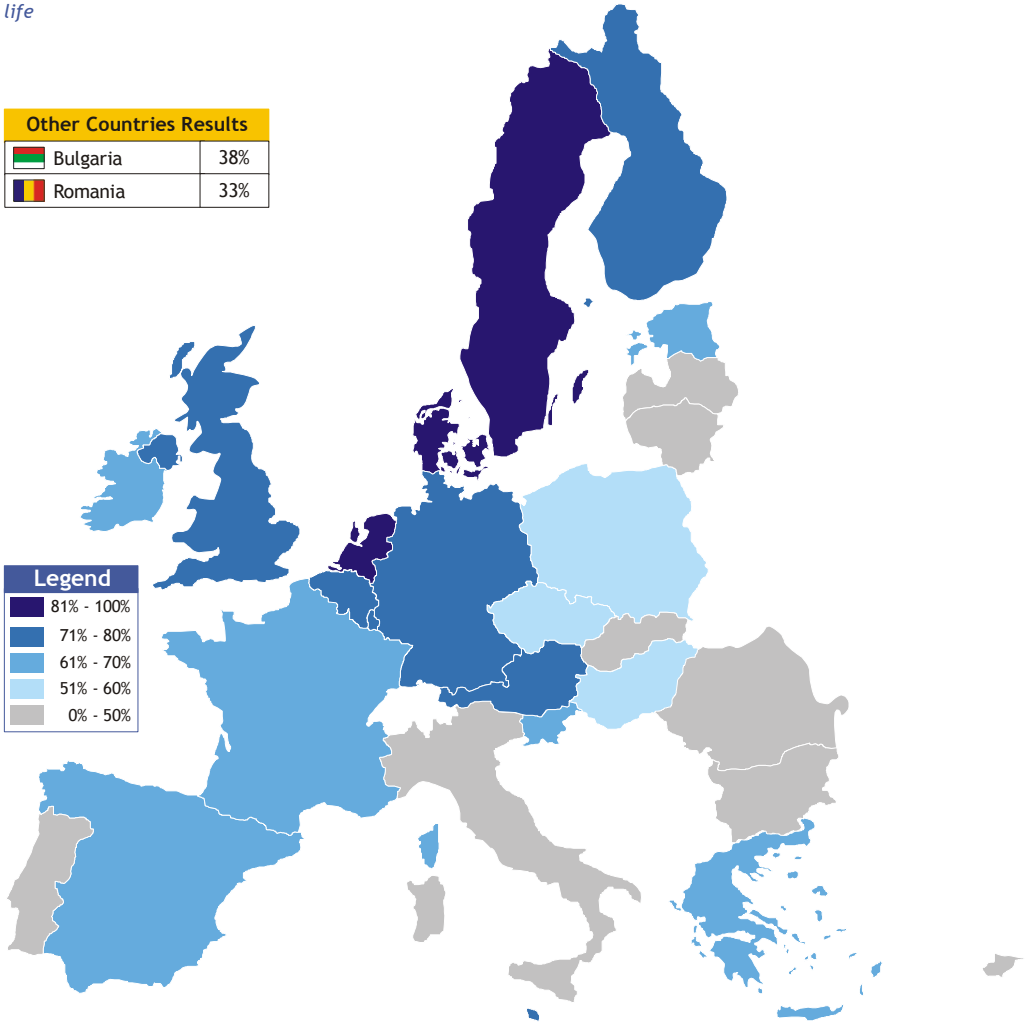
Country results show that the **Swedes** (88%), the **Danes** (87%) and the **Dutch** (84%) are the most numerous to indicate that they use their computers at home, for their private lives.
The lowest rates can be observed in the two candidate countries, **Bulgaria** (38%) and **Romania** (33%) as well as in Latvia (34%).

QE3 Where do you use a computer (incl. e-mail and/or the Internet)? (MULTIPLE ANSWERS POSSIBLE)

*Answers: At home, for your private life*

| Country Results | |
|---|---|
| Sweden | 88% |
| Denmark | 87% |
| The Netherlands | 84% |
| Luxembourg | 79% |
| Germany | 78% |
| Finland | 78% |
| Malta | 78% |
| Belgium | 76% |
| United Kingdom | 75% |
| Austria | 72% |
| EU25 | 69% |
| France | 67% |
| Spain | 65% |
| Greece | 63% |
| Ireland | 62% |
| Slovenia | 62% |
| Estonia | 61% |
| Czech Republic | 56% |
| Hungary | 54% |
| Poland | 53% |
| Portugal | 50% |
| Italy | 49% |
| Slovakia | 47% |
| Cyprus | 46% |
| Lithuania | 40% |
| Latvia | 34% |

| Other Countries Results | |
|---|---|
| Bulgaria | 38% |
| Romania | 33% |




(base: population using desk computer / laptop computer / Internet / e-mail)

The highest rates of persons using their computer at work are found in **Cyprus** with a rate of 70%. **Italy** and the **Czech Republic** follow with 61%.[3]

An interesting observation can be made for the category "Internet cafés / cybercafés". Among respondents who have already used a computer, citizens in the **25 EU member States** are far fewer than those in the candidate countries to indicate having used a computer in an internet café.
In **Romania** this rate reaches 44% and in **Bulgaria** 20%. We can presume that one of the main contacts with a computer in these countries is through such internet cafés.

[3] See tables in annex

*Analysis by socio-demographic characteristics*

In the table below we can observe the socio-demographic results for certain categories of respondents for the usage of computers at work, at their home for work and at home for their private lives.

When looking at results by **gender** we can see that **men** (35%) tend to use a computer at home, for work somewhat more than **women** (28%).

The **age category** reveals that the youngest populations use the computer considerably less than persons aged between 25 and 54. This is also the case for the eldest (39%) although to a lesser extent.
However, the structure seems to invert when it comes to the usage at home for private purposes, since the youngest as well as the eldest (respectively 73% and 72%) score higher rates than those aged 25 to 54 (66%).

Finally, the **education level** once again shows us that persons having studied longer tend to use the computer more often than those with lower education levels, be it at work, or at home for work. However, this is not the case for computer usage at home for peoples' private lives since the rates are almost equal.

| | At work | At home, for your work | At home, for your private life |
|---|---|---|---|
| EU25 | 52% | 32% | 69% |
| Sex | | | |
| Male | 52% | 35% | 70% |
| Female | 52% | 28% | 67% |
| Age | | | |
| 15-24 | 21% | 20% | 73% |
| 25-39 | 64% | 36% | 66% |
| 40-54 | 64% | 40% | 66% |
| 55 + | 39% | 23% | 72% |
| Education (End of) | | | |
| 15 | 45% | 21% | 66% |
| 16-19 | 55% | 28% | 65% |
| 20+ | 68% | 41% | 68% |

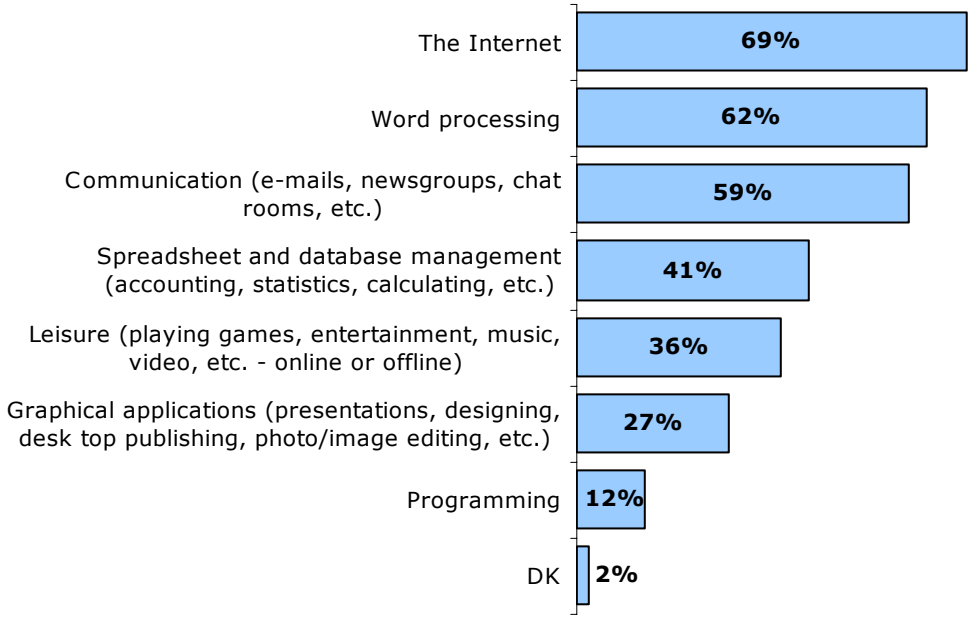
(base: population using desk computer / laptop computer / Internet / e-mail)

## 1.3. Main purposes of usage for computers

*- The Internet is the main purpose for computer usage among European citizens -*

When asked for what purposes Europeans use a computer, the average results of **the 25 EU Member States** show us that three main usages arise:

**QE4. Among the following, for what purposes do you use a computer? % EU 25**




(base: population using desk computer / laptop computer / Internet / e-mail)

The Internet is the most indicated purpose, at a rate of 69%.

Then, another highly mentioned purpose is "Word processing" with 62% of respondents indicating this as a purpose for computer usage.

The third highest rate for a purpose of computer usage is the aspect of "Communication", namely the usage of e-mails, newsgroups, chat rooms etc. (59%).

Other purposes such as "spreadsheet and database management" (41%) or simply for "Leisure" purposes (36%) have somewhat lower but nevertheless significant rates.

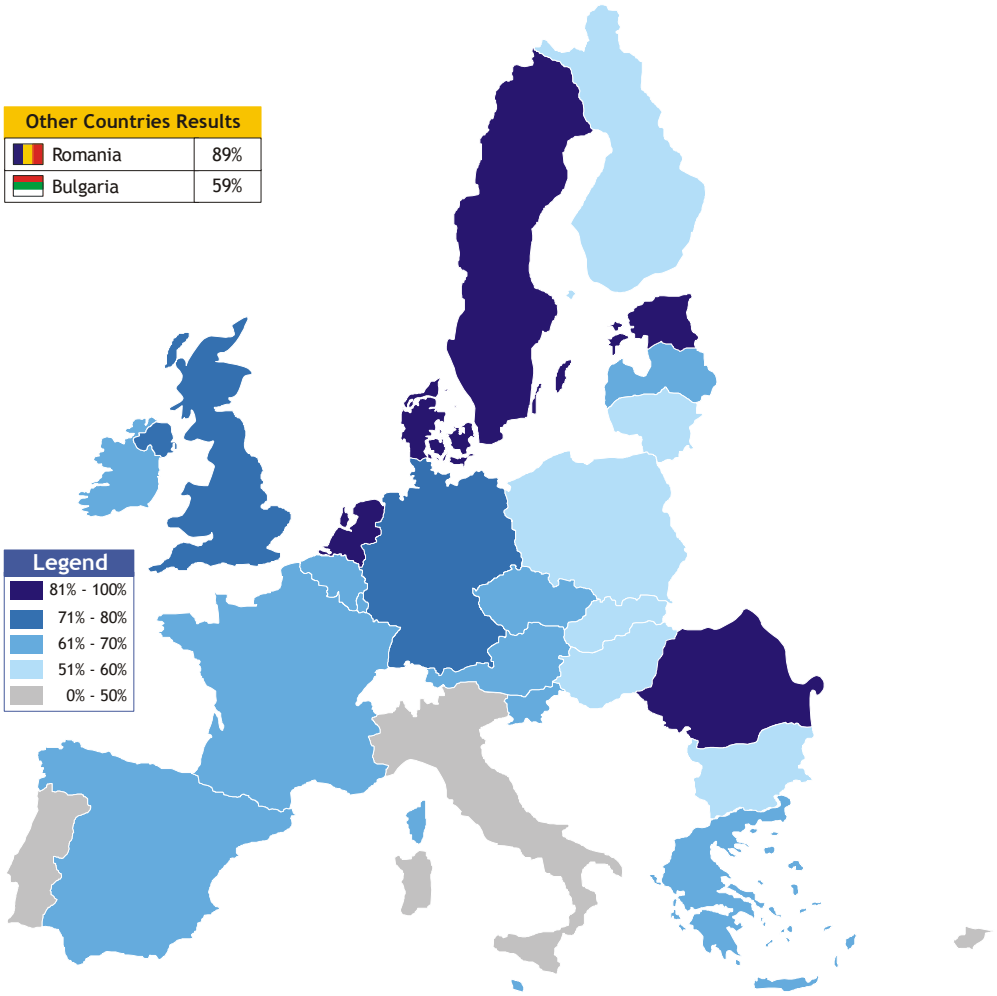
Country results show us that among computer users in Europe, **Romanians** have the highest rate indicating that they use the computer for the purpose of surfing the Internet, at 89%. The result in **Estonia** follows with 87%. **Denmark** (85%), the **Netherlands** (84%) and **Sweden** (81%) also have high rates mentioning this purpose.

QE4 Among the following, for what purposes do you use a computer? (MULTIPLE ANSWERS POSSIBLE)

*Answers: The Internet*

| Country Results | |
|---|---|
| Estonia | 87% |
| Denmark | 85% |
| The Netherlands | 84% |
| Sweden | 81% |
| Germany | 79% |
| United Kingdom | 77% |
| Ireland | 70% |
| Austria | 70% |
| Latvia | 70% |
| Malta | 70% |
| EU25 | 69% |
| Belgium | 69% |
| Greece | 69% |
| Slovenia | 69% |
| France | 67% |
| Czech Republic | 67% |
| Luxembourg | 66% |
| Spain | 65% |
| Poland | 60% |
| Finland | 59% |
| Lithuania | 58% |
| Slovakia | 56% |
| Hungary | 51% |
| Italy | 50% |
| Cyprus | 43% |
| Portugal | 42% |

| Other Countries Results | |
|---|---|
| Romania | 89% |
| Bulgaria | 59% |



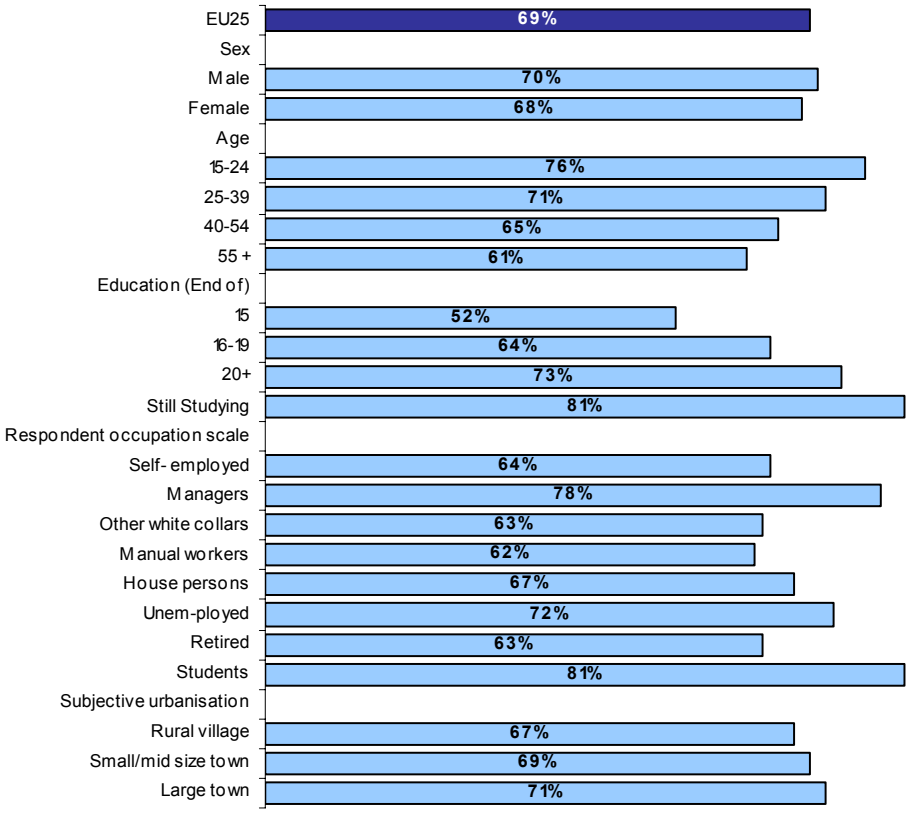

(base: population using desk computer / laptop computer / Internet / e-mail)

The purpose of computer usage for word processing is mentioned by 80% of respondents in **Germany** and in **Romania** (80%). Those in **Denmark** who use a computer also indicate this purpose at a high rate (78%).[4]

[4] See tables in annex

*Analysis by socio-demographic characteristics*

**QE4. For what purposes do you use a computer?**
**The Internet (%EU 25)**




(base: population using desk computer / laptop computer / Internet / e-mail)

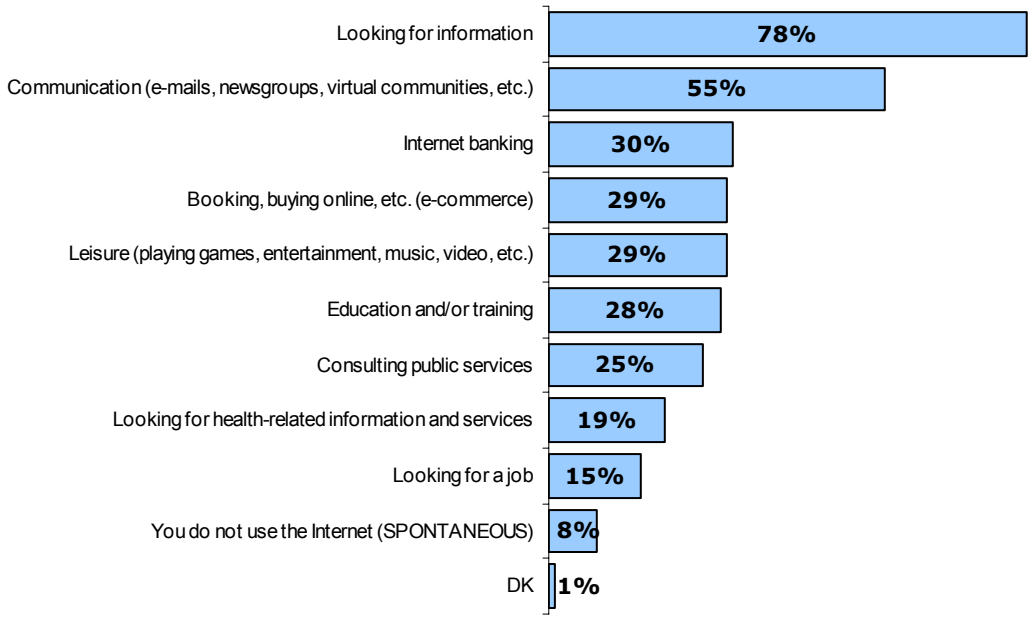
- The graph above shows us that the **younger age groups** tend to use the Internet more than the **older age groups**. 15 percentage points separate the youngest (76%) from the oldest (61%) populations.
- The importance in the use of Internet rises with the **level of education**.
- The **occupation scale** shows us that students (81%) and managers (78%) use the computer in order to access the Internet.
- Persons living in **urban areas** use the computer for internet purposes slightly more than persons from **rural areas.**

## 1.4. Main purposes of usage for the Internet

*- Internet is mainly used for searching information -*

Similarly to the question analysed above, respondents were asked to indicate from a list of reasons for which purposes they use the Internet.

**QE5. Among the following, for which purposes do you use the Internet? % EU 25**




(base: population using desk computer / laptop computer / Internet / e-mail)

Results for the **average of the 25 EU Member States** reveal that the main purpose for using the Internet is clearly the aspect of "looking for information". Indeed, 78% of respondents who answered this question indicate this aspect.

Another rather commonly mentioned purpose is the aspect of "communication", since 55% of the respondents say that they use the internet for communicating either by email, within newsgroups or virtual communities, etc.

The other suggested purposes receive somewhat lower results but remain nevertheless significant. For instance, 30% of respondents in the European Union indicate that they use the Internet for Internet banking, 29% for leisure purposes, and 29% for online shopping and booking.

Finally, only 8% of those respondents who use a computer and who consequently were asked this question indicate that they do not use the Internet.

**QE5. Among the following, for what purposes do you use the Internet?**

| | Looking for information | Consulting public services | Looking for health-related information and services | Communication (e-mails, newsgroups, virtual communities, etc.) | Booking, buying online, etc. (e-commerce) | Education and/or training | Leisure (playing games, entertainment, music, video, etc.) | Looking for a job | Internet banking |
|---|---|---|---|---|---|---|---|---|---|
| **EU25** | **78%** | 25% | 19% | **55%** | 29% | 28% | 29% | 15% | 30% |
| **BE** | 88% | 36% | 20% | 66% | 24% | 20% | 37% | 14% | 39% |
| **DK** | 86% | 41% | 29% | 69% | **47%** | 26% | 40% | 22% | 58% |
| **DE** | 80% | 26% | 24% | 57% | 40% | 35% | 27% | 17% | 37% |
| **EL** | 71% | 17% | 10% | 35% | 6% | 29% | 29% | 5% | 4% |
| **ES** | 79% | 25% | 14% | 44% | 12% | 31% | 31% | 16% | 12% |
| **FR** | 73% | 28% | 17% | 56% | 24% | 18% | 27% | 15% | 28% |
| **IE** | 83% | 18% | 15% | 52% | 33% | 28% | 18% | 8% | 32% |
| **IT** | 78% | 28% | 17% | 46% | 15% | 24% | 22% | 11% | 14% |
| **LU** | 83% | 29% | 23% | 55% | 26% | 16% | 24% | 3% | 43% |
| **NL** | **94%** | 30% | 31% | **73%** | 43% | 23% | 41% | 20% | **60%** |
| **AT** | 59% | 28% | 16% | 47% | 27% | 16% | 20% | 7% | 28% |
| **PT** | 62% | 19% | 11% | 31% | 8% | 20% | 26% | 5% | 12% |
| **FI** | 73% | 33% | 20% | 56% | 28% | 16% | 26% | 13% | 50% |
| **SE** | **91%** | 40% | 21% | **75%** | **55%** | 23% | 36% | 24% | **61%** |
| **UK** | 77% | 17% | 24% | 60% | **46%** | 37% | 29% | 20% | 34% |
| **CY** | 66% | 13% | 12% | 34% | 14% | 26% | 26% | 1% | 15% |
| **CZ** | 79% | 27% | 12% | 47% | 14% | 24% | 26% | 8% | 13% |
| **EE** | 85% | 24% | 19% | **76%** | 16% | 41% | 42% | 19% | **70%** |
| **HU** | 66% | 6% | 8% | 41% | 6% | 18% | 25% | 7% | 3% |
| **LV** | 78% | 23% | 5% | 38% | 5% | 36% | 34% | 12% | 27% |
| **LT** | 74% | 7% | 6% | 43% | 6% | 27% | 34% | 12% | 15% |
| **MT** | **89%** | 20% | 25% | 65% | 21% | 32% | 34% | 6% | 27% |
| **PL** | 75% | 17% | 9% | 46% | 10% | 31% | 31% | 12% | 12% |
| **SK** | 70% | 14% | 7% | 35% | 3% | 28% | 26% | 12% | 13% |
| **SI** | 81% | 9% | 13% | 63% | 17% | 26% | 36% | 10% | 22% |
| **BG** | 66% | 26% | 20% | 44% | 3% | 32% | 29% | 9% | 9% |
| **RO** | 57% | 15% | 8% | 31% | 2% | 15% | 17% | 7% | 2% |

(base: population using desk computer / laptop computer / Internet / e-mail)

When observing the country results we can note that an overwhelming majority of respondents in **the Netherlands** and **Sweden** indicate using the Internet in order to look for information, at respectively 94% and 91%. **Malta** follows with 89%.

The usage of Internet as a means of communication has a significantly high rate among populations in **Estonia** (76%), **Sweden** (75%) and **the Netherlands** (73%).

Certain other purposes also show strong discrepancies between the individual countries. Internet banking is mentioned by 70% of **Estonians**. This rate is 40 percentage points above the EU 25 average. **Sweden** (61%) and **the Netherlands** (60%) follow. On the other hand, only 3% of the respondents in **Hungary** and 4% in **Greece** indicate using the Internet for this purpose. Furthermore, the two candidate countries, **Bulgaria** and **Romania** also show very low rates.

Similarly, we can note that internet usage for online purchasing/booking varies significantly between countries. In **Sweden**, 55% of respondents mention using the internet for such online purchasing or booking. In **Denmark** (47%) and the **United Kingdom** (46%) the rates are also above the EU25 average. On the contrary, respondents in **Slovakia** (3%), **Latvia** (5%), **Lithuania** (6%), **Hungary** (6%), **Greece** (6%) and **Portugal** (8%) are far fewer to mention this purpose for Internet usage.
The two candidate countries **Bulgaria** (3%) and **Romania** (2%) also have very low rates for this item.

*Analysis by socio-demographic characteristics*

| | Looking for information | Communication (e-mails, newsgroups, virtual communities, etc.) |
|---|---|---|
| EU25 | 78% | 55% |
| Sex | | |
| Male | 79% | 56% |
| Female | 78% | 54% |
| Age | | |
| 15-24 | 79% | 58% |
| 25-39 | 81% | 56% |
| 40-54 | 78% | 54% |
| 55 + | 69% | 49% |
| Education (End of) | | |
| 15 | 66% | 38% |
| 16-19 | 73% | 48% |
| 20+ | 83% | 61% |
| Still Studying | 83% | 62% |
| Respondent occupation scale | | |
| Self- employed | 78% | 52% |
| Managers | 87% | 67% |
| Other white collars | 79% | 55% |
| Manual workers | 72% | 44% |
| House persons | 76% | 46% |
| Unemployed | 76% | 50% |
| Retired | 66% | 46% |
| Students | 83% | 62% |

(base: population using desk computer / laptop computer / Internet / e-mail)

- The **older populations** are significantly fewer to use the Internet in order to look for information or as a means of communication than the **younger age** groups.

- The usage of Internet for information search and communications rises significantly with **the level of education.**

- **Managers** and **students** tend to use the internet for these purposes more than the other occupation categories

# 2. Acquiring ICT skills

*Source questionnaire: QE6, QE7*

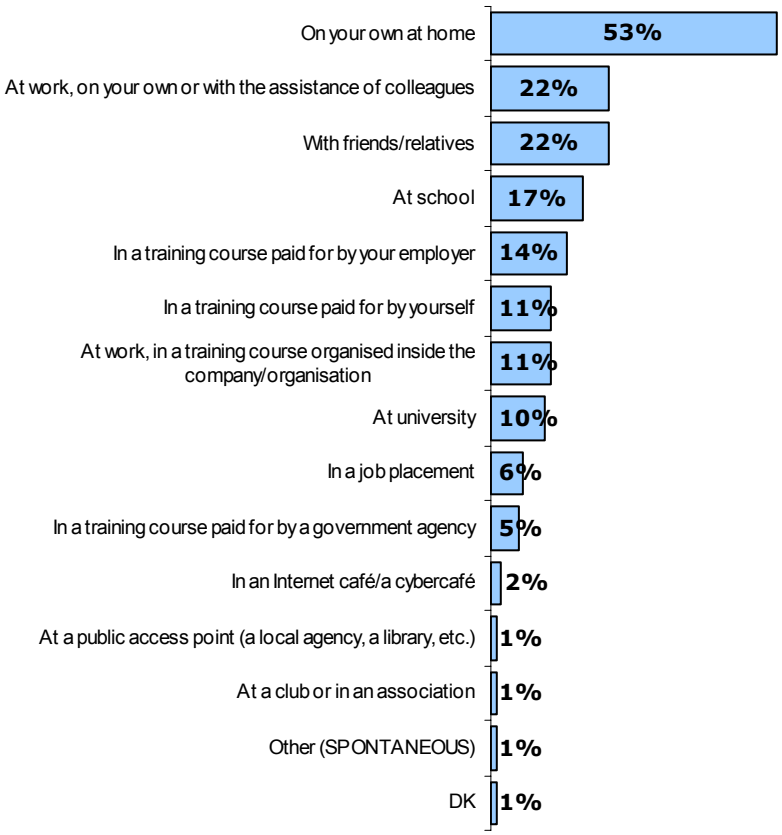
In this second part we will look the aspect of acquiring ICT skills. First we will see how Europeans obtained their skills to use information and communication technologies. Then, in a second chapter, we will find out whether ICT training courses have been followed recently and if citizens are up to date, or if, on the contrary, these courses date back some time.

## 2.1. Where ICT skills were acquired

*- A majority of EU citizens acquired their ICT skills on their own at home –*

When asked where the most important skills to use information and communication technologies were acquired, respondents in **the 25 EU Member States**, who have already used a computer, the Internet or e-mails, are a majority to indicate that they acquired these skills on their own at home. Indeed, every second respondent claims to have learnt to use ICT's in this manner (53%).

**QE6. Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? % EU 25**




(base: population using desk computer / laptop computer / Internet / e-mail)

We can also note that the level of respondents who learned through training courses is not to be neglected. Indeed, the addition of the rates of scenarios where respondents went to a training course to acquire ICT skills equals 41%.
Looking at these different scenarios in detail, we can see that 14% were educated in a training course paid for by their employer, 11% by a training course paid for by themselves, 11% in a training course organised within their company and only 5% in a training course paid for by a government agency.

Certain respondents claim to have acquired these skills at work, on their own or with the help of colleagues, at a rate of 22%. At an identical rate, some respondents acquired these skills with friends or relatives.

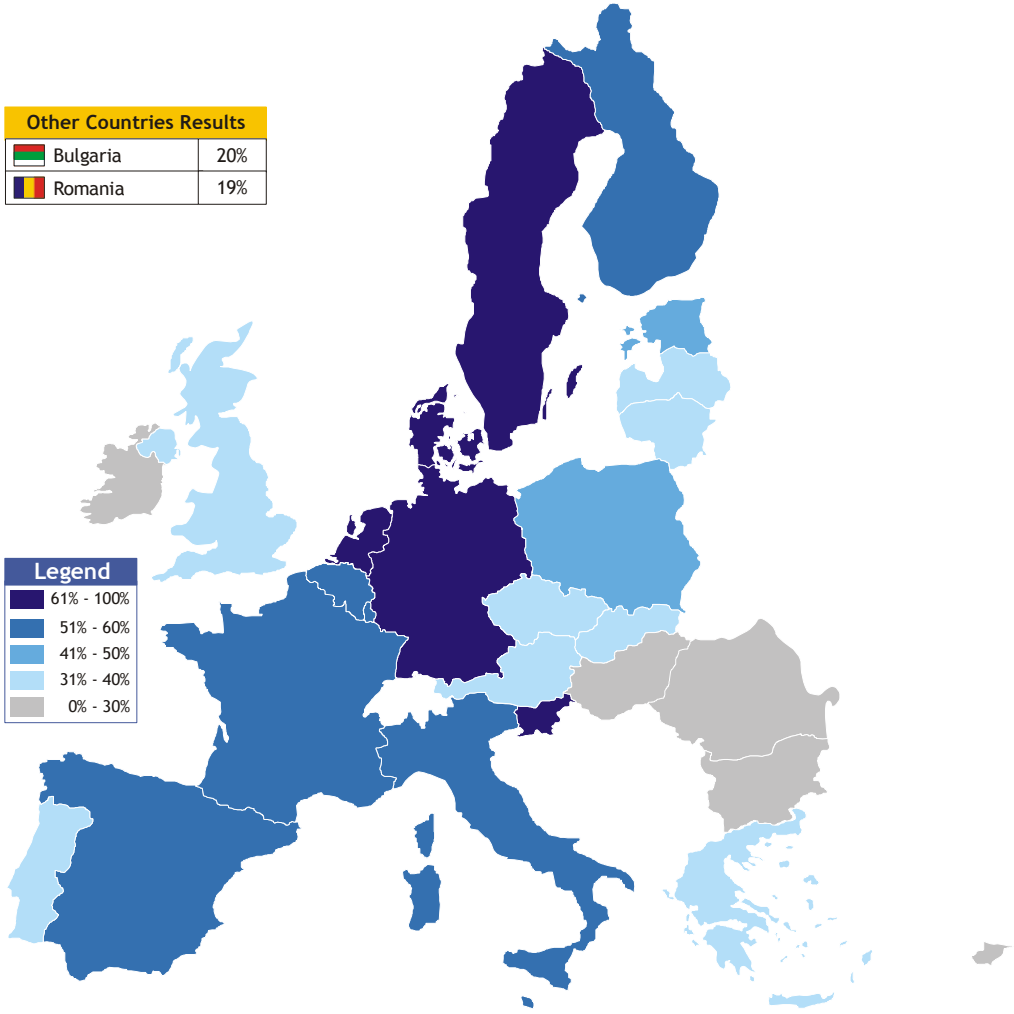
Country results show that the **Swedes** (69%), followed by the **Dutch** (68%), the **Danes** (67%) as well as the **Germans** (65%) are the most numerous among the EU countries to indicate that they acquired ICT skills on their own at home.

QE6 Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? (MULTIPLE ANSWERS POSSIBLE)

*Answers: On your own at home*

| Country Results | |
|---|---|
| Sweden | 69% |
| The Netherlands | 68% |
| Denmark | 67% |
| Germany | 65% |
| Slovenia | 61% |
| Luxembourg | 59% |
| Belgium | 57% |
| Finland | 57% |
| France | 55% |
| EU25 | 53% |
| Malta | 53% |
| Spain | 52% |
| Italy | 51% |
| Estonia | 50% |
| Poland | 47% |
| United Kingdom | 40% |
| Czech Republic | 39% |
| Austria | 37% |
| Portugal | 36% |
| Slovakia | 36% |
| Lithuania | 33% |
| Latvia | 32% |
| Greece | 31% |
| Ireland | 30% |
| Cyprus | 28% |
| Hungary | 28% |

| Other Countries Results | |
|---|---|
| Bulgaria | 20% |
| Romania | 19% |

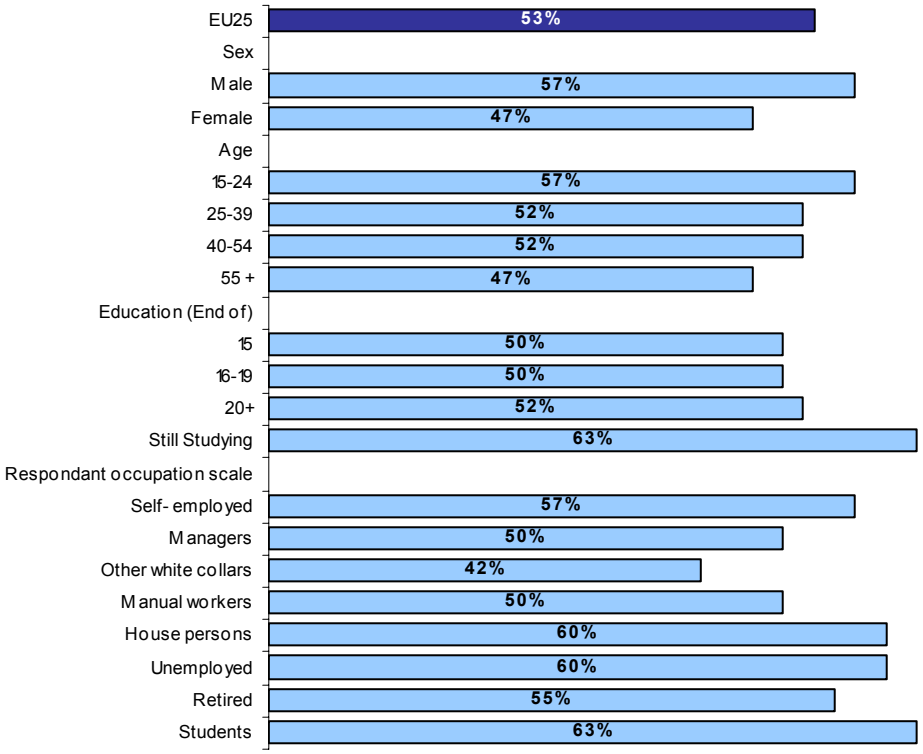



(base: population using desk computer / laptop computer / Internet / e-mail)

It is interesting to note that the **Scandinavian countries** along with **Finland** have higher rates of persons who responded that they acquired skills in a training course financed by their employer. We can assume that this practice is more common in Northern Europe than in the rest of the EU.
It is also interesting to observe that both **Greece** (31%) and **Cyprus** (37%) have rates considerably higher than the EU average for persons indicating having acquired ICT skills in a job placement. **Cyprus's** result is 31 percentage points above the EU average for this item.[5]

*Analysis by socio-demographic characteristics*

**QE6 Where did you acquire the most important skills to use Information and Communication Technologies ?**
**On your own at home (%EU25)**




(base: population using desk computer / laptop computer / Internet / e-mail)

- **Men** (57%) are considerably more numerous than **women** (47%) to admit that they acquired ICT skills on their own at home, with a difference of 10 percentage points.
- The same remark can be made for the **age categories** where the youngest populations (57%) seem to have acquired ICT skills at home on their own much more than the oldest populations (47%).
- While the **level of education** does not show any significant discrepancies, we can nevertheless note that those who are still studying have a somewhat higher rate (63%) claiming to have learnt their most important ICT skills alone at home.
- Finally, results for the **occupation categories** show us that students (63%), house persons (60%) and the unemployed (60%) have the highest rates indicating this answer.

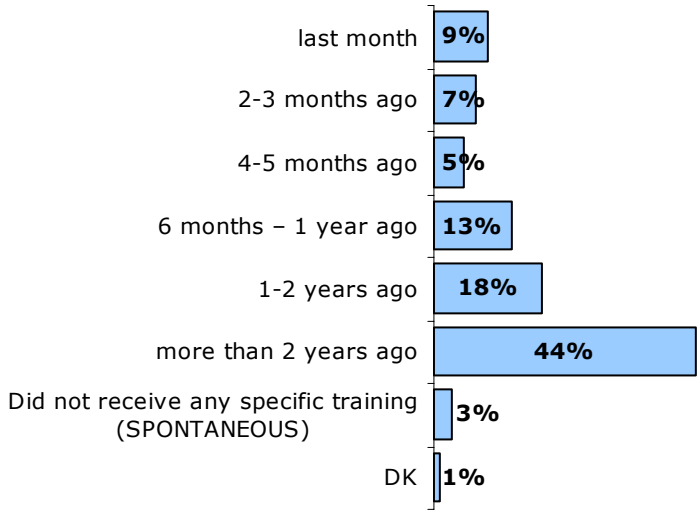
[5] See annex

## 2.2. Time period when specific ICT training course took place last

*- Few Europeans have recently had a specific ICT training course -*

Respondents, who indicated having acquired their most important ICT skills in a training course, were then asked when there last course had taken place.

**QE7 Thinking about your last specific Information and Communication Technology training, it took place…?**
**% EU 25**




(base: population having received formal training)

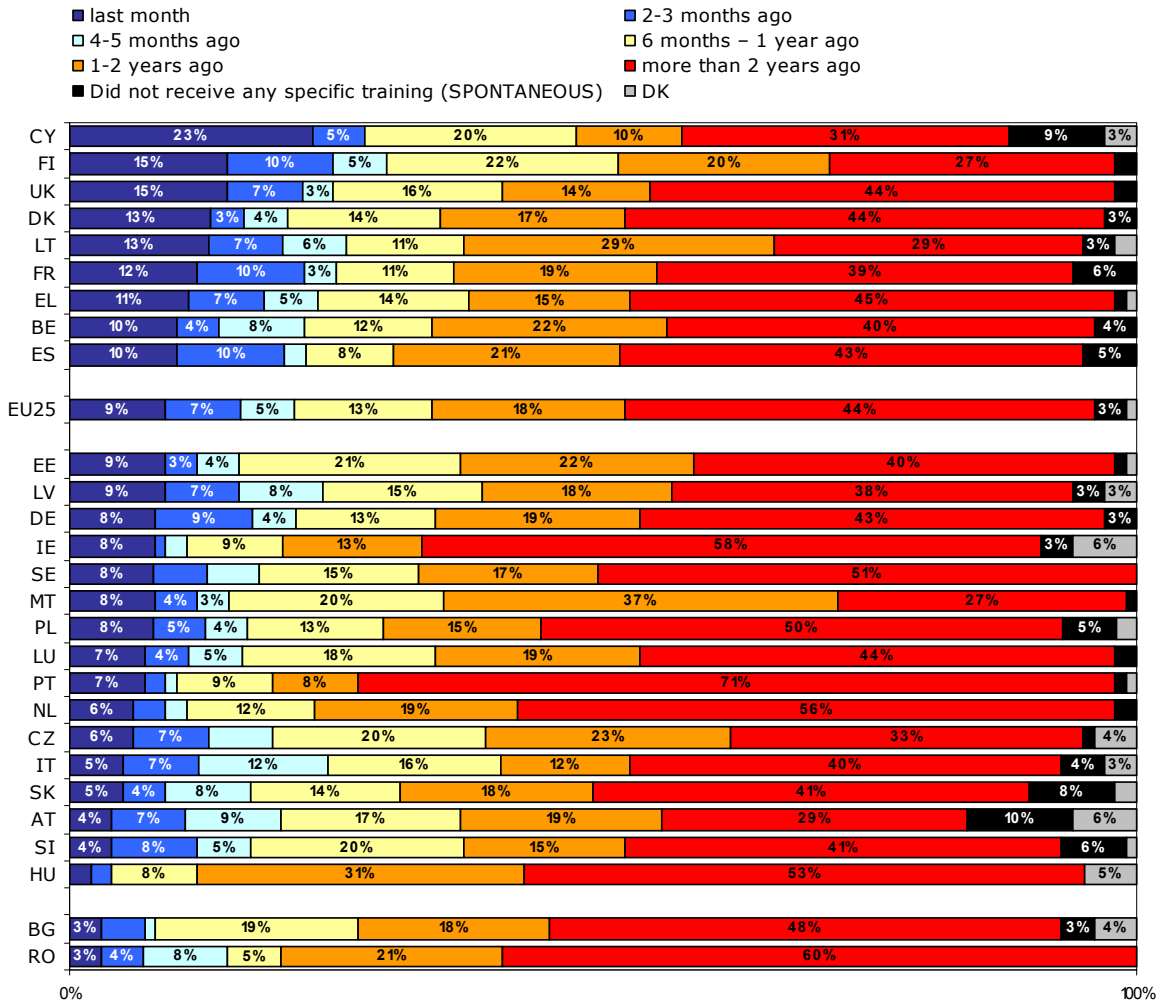
Results for the **EU25 average** show us that a majority of respondents (62%) answering this question have not had a specific training course within the last year. Indeed, 44% admit that their last specific ICT training took place more than 2 years ago. Furthermore, 18% indicate that this training took place 1 to 2 years ago.

Those who have recently had their last ICT course, meaning within the last year, represent only a minority of respondents (34%): 9% answer that it took place last month, 7% that it took place 2 to 3 months ago, 5% that it took place 4 to 5 months ago and 13% that it took place between 6 months and 1 year ago.

When observing the graph representing the results by country, we can note that **Finland** has a majority of respondents having had their last specific ICT training course within the last year (at a rate of 52% in total).
**Cyprus** follows with 48%. It is also noteworthy to mention that Cyprus has a significantly higher rate than the other countries for persons indicating that their last specific ICT training took place within the last month (23%).

The country with the lowest rate of respondents having had this training within the last year is **Hungary** with a rate of only 12%.

**QE7 Thinking about your last specific Information and Communication Technology training, it took place…?**




(base: population having received formal training)

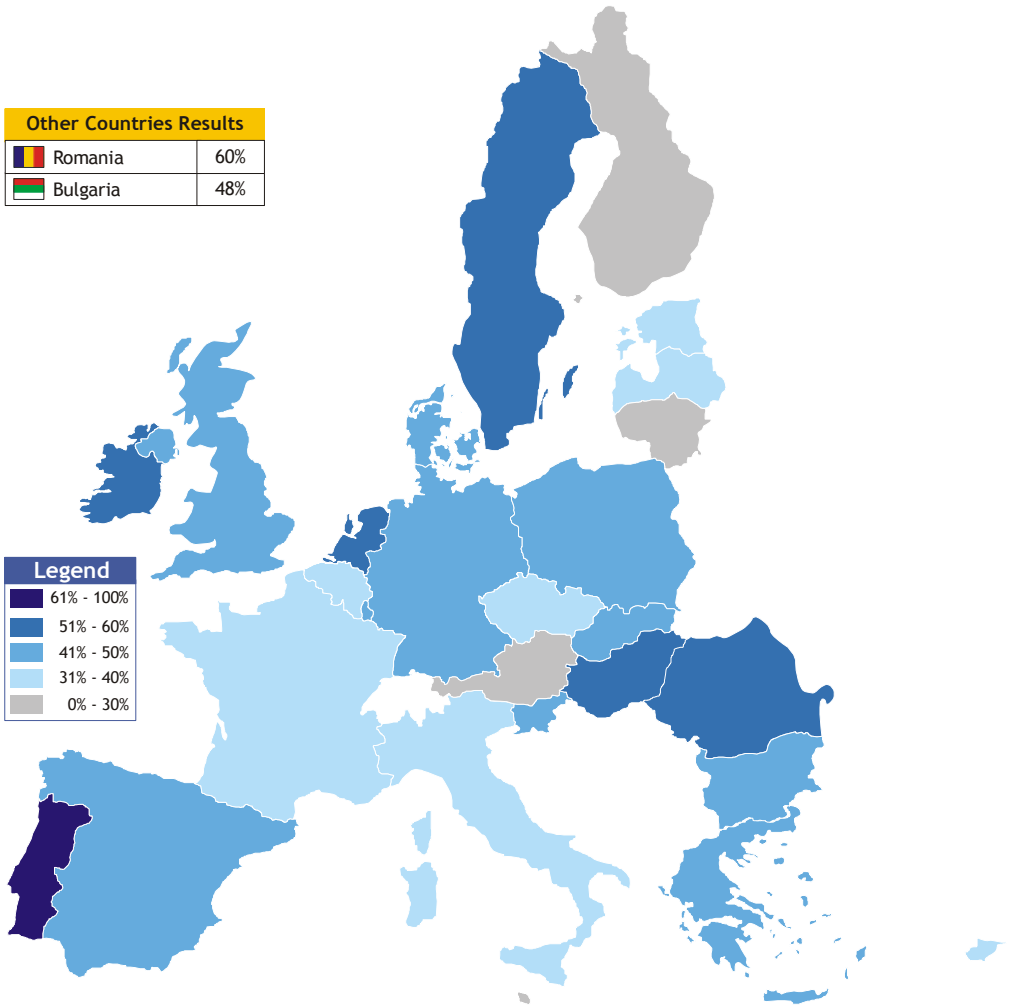
The map presentation below shows us the results for the individual countries for respondents having had their last ICT training more than two years ago.

QE7 Thinking about your last specific Information and Communication Technology training, it took place…?

*Answers: more than 2 years ago*

| Country Results | |
|---|---|
| Portugal | 71% |
| Ireland | 58% |
| The Netherlands | 56% |
| Hungary | 53% |
| Sweden | 51% |
| Poland | 50% |
| Greece | 45% |
| EU25 | 44% |
| Denmark | 44% |
| Luxembourg | 44% |
| United Kingdom | 44% |
| Germany | 43% |
| Spain | 43% |
| Slovakia | 41% |
| Slovenia | 41% |
| Belgium | 40% |
| Italy | 40% |
| Estonia | 40% |
| France | 39% |
| Latvia | 38% |
| Czech Republic | 33% |
| Cyprus | 31% |
| Austria | 29% |
| Lithuania | 29% |
| Finland | 27% |
| Malta | 27% |

| Other Countries Results | |
|---|---|
| Romania | 60% |
| Bulgaria | 48% |

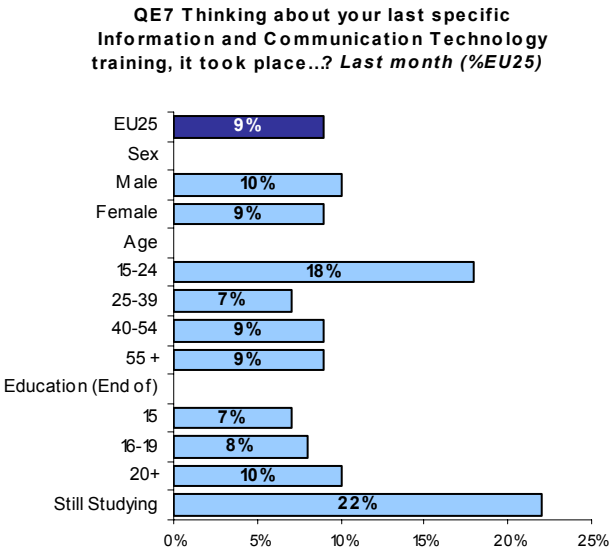


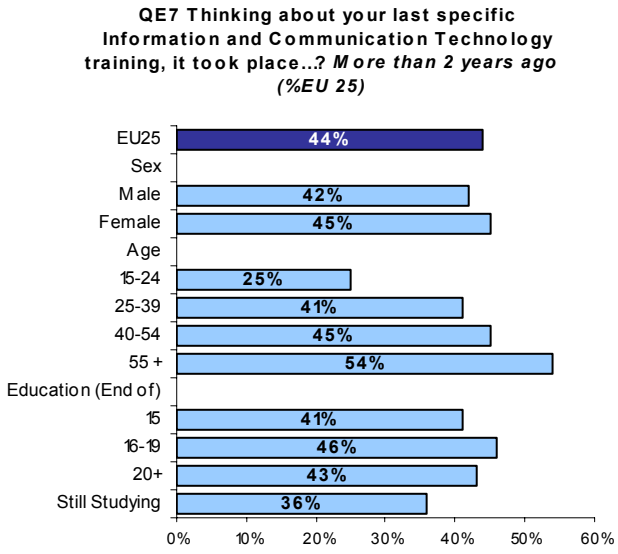

(base: population having received formal training)

Results show that respondents in **Portugal** are those who are the most numerous to claim that their last ICT training was more than two years ago, with a significant rate of 71%. This rate is 27 percentage points above the EU 25 average.
The rate in **Romania** follows with 60%.

On the contrary, countries where respondents are the fewest to have had their ICT training more than two years ago are **Malta** and **Finland** with only 27%. **Lithuania** and **Austria** follow with 29%.

*Analysis by socio-demographic characteristics*




(base: population having received formal training)

It is interesting to compare the results of some socio-demographic characteristics for persons having had their last specific ICT training in the last month and those who had it more than 2 years ago.

The **age categories** reveal that the youngest populations (18%) are those who are the most numerous to have had a training in the last month. This tendency seems to inverse when looking at the structure of the second graph for those having had this training more than two years ago. Indeed, in the second graph, the older populations seem to have a much higher response rate here than the youngest populations (respectively 54% against 25%).

A similar tendency can be observed for the **education category**. Those who are still studying are also far more numerous than the other education groups to respond that they have had an ICT training in the last month. This tendency is somewhat inversed in the second graph.

# 3. ICT usage and work

*Source questionnaire: QE8; QE9*

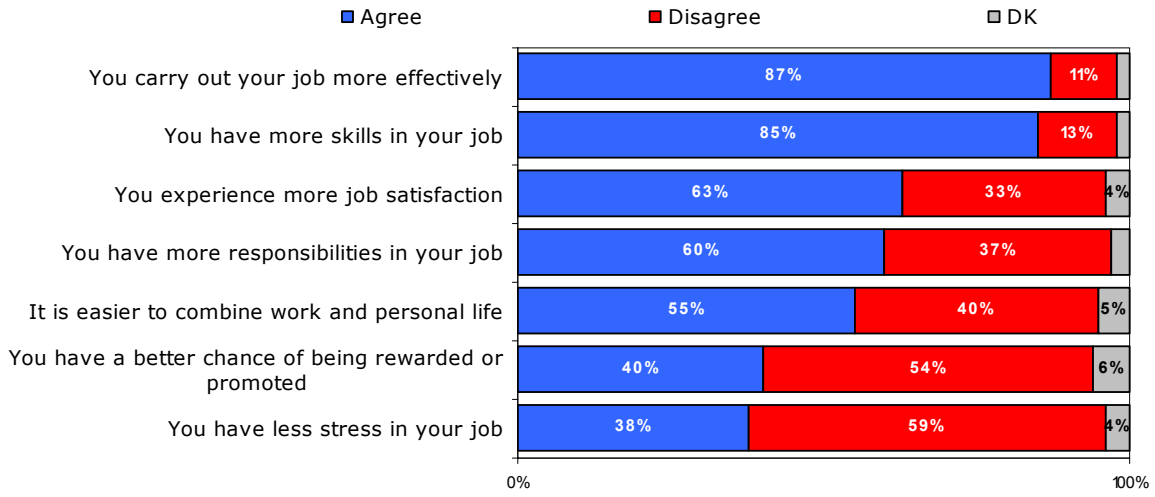
In this third part we will look at the effects of ICT skills on citizens' work. First, we will study the impact of these skills on the work itself to see whether Europeans believe ICT's have a positive or negative influence on their work. Then, we will see what Europeans believe should be implemented to allow them to work more efficiently.

## 3.1. The Impact of the use of ICT's on citizens' work

*- Europeans agree on most of the positive impacts of the usage of ICT on their work -*

Respondents who use a computer were asked to indicate, for a number of statements, to what extent they agreed or disagreed with the impact of the use of information and communication technologies on their work.

**QE8 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**
**% EU 25**




(base: population using a computer at work or at home for work)

The graph above representing results for the **average of the 25 EU Member States** shows us that Europeans agree with most of the impacts the usage of information and communication technologies have on their work. In only two cases does a majority of respondents disagree:
Public opinion does not agree with the fact that ICT usage gives workers a better chance of being promoted, and even less with the fact that ICT usage has cut down the amount of stress people have in their jobs.

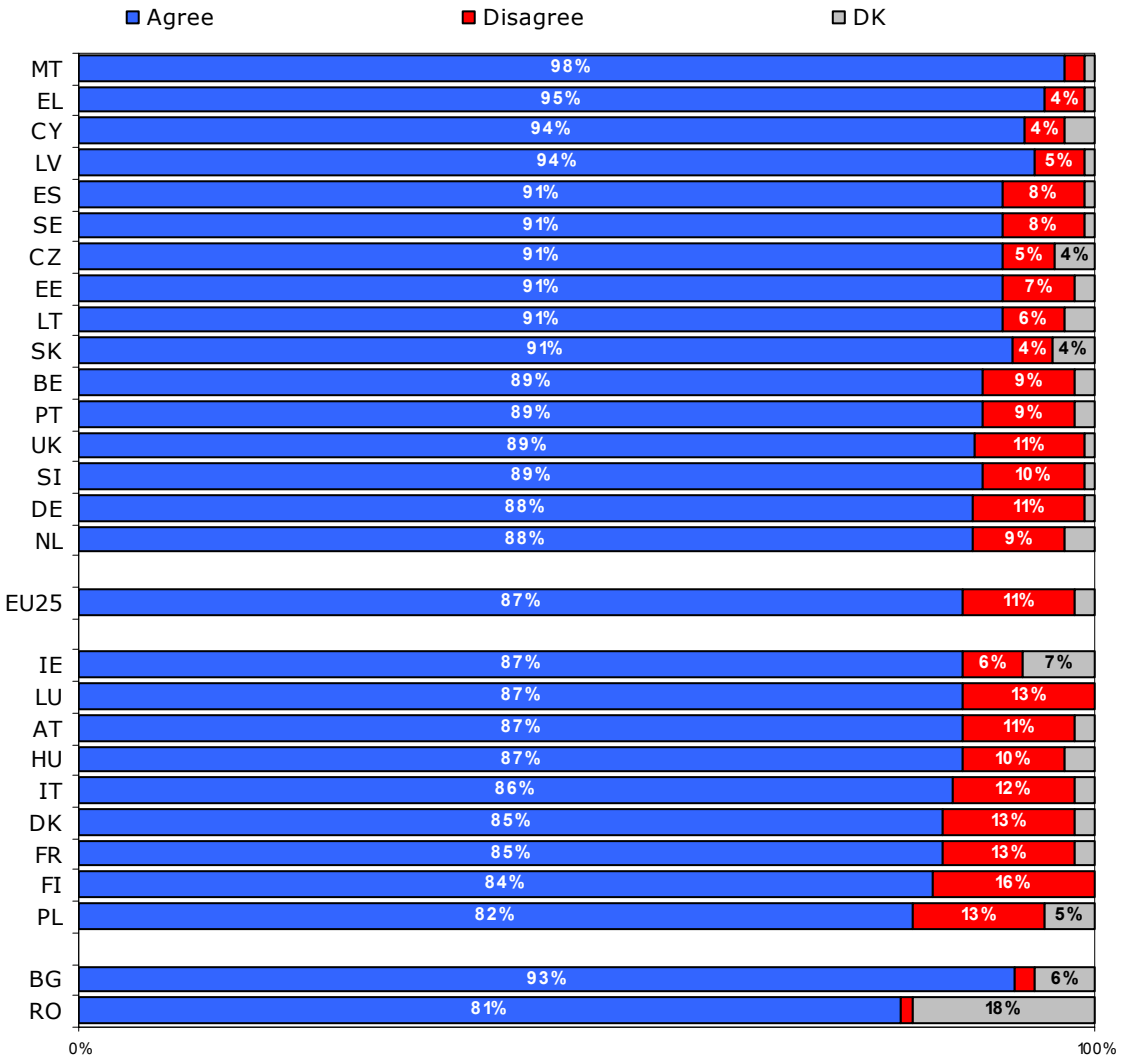
We will now look at each statement in detail in order to see whether any discrepancies exist between the opinions of the individual countries.

### *3.1.1.ICT usage allows workers to carry out their jobs more effectively*

*- An overwhelming majority agrees that ICT usage allows carrying out jobs more effectively -*

Europeans seem to vastly agree with the fact that thanks to the use of information and communication technologies their work is carried out more effectively.
Indeed, the **average of the 25 European Union Member States** shows us that 87% agree with this statement against only 11% who disagree.

**QE8.3 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work? *You carry out your job more effectively***




(base: population using a computer at work or at home for work)

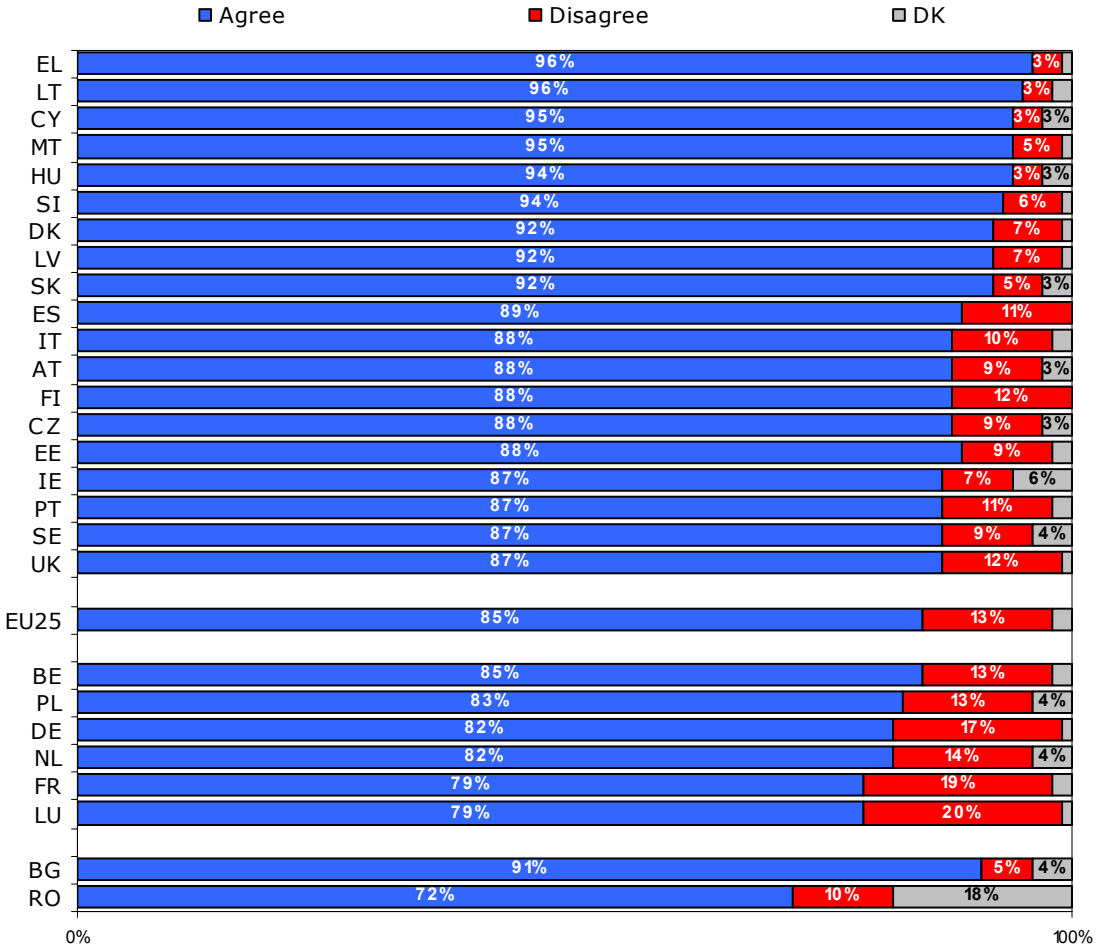
Results by country do not show any significant discrepancies. In each country a majority of respondents using computers seem to agree. The highest rate of agreement is found in **Malta** with 98%, while the lowest is observed in **Romania** with 81%.The analysis by socio-demographic characteristics does not show any significant differences.

### *3.1.2.ICT usage provides workers with more skills in their jobs*

*- Widespread agreement among Europeans that ICT provides more skills -*

Similarly, an overwhelming majority of Europeans also believes that thanks to the use of ICT they have more skills in their job. Here, we find a rate of 85% agreeing against only 13% disagreeing for the **EU25 average**.

**QE8.1 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work? *You have more skills in your job***




(base: population using a computer at work or at home for work)

Here again, we can say that all countries have a clear majority agreeing with this statement. **Greece** and **Lithuania**, with 96%, have the highest rate of agreement. On the opposite side of the graph we can note that **Romania** has a significantly lower rate at 72%. **Luxembourg** and **France**, with 79%, have the lowest rates among the 25 EU Member States.

When comparing the results of the two candidate countries we can see that opinions diverge slightly as to the agreement with this impact on work. **Bulgarians** are somewhat more numerous (91%) than their **Romanian** neighbours (72%) to think that ICT gives them more skills in their jobs.
The socio-demographic analysis does not show any significant discrepancies.

### *3.1.3. ICT usage allows workers to experience more job satisfaction*

*- New Member Sates are somewhat more numerous than "old" Member States to agree with this statement-*

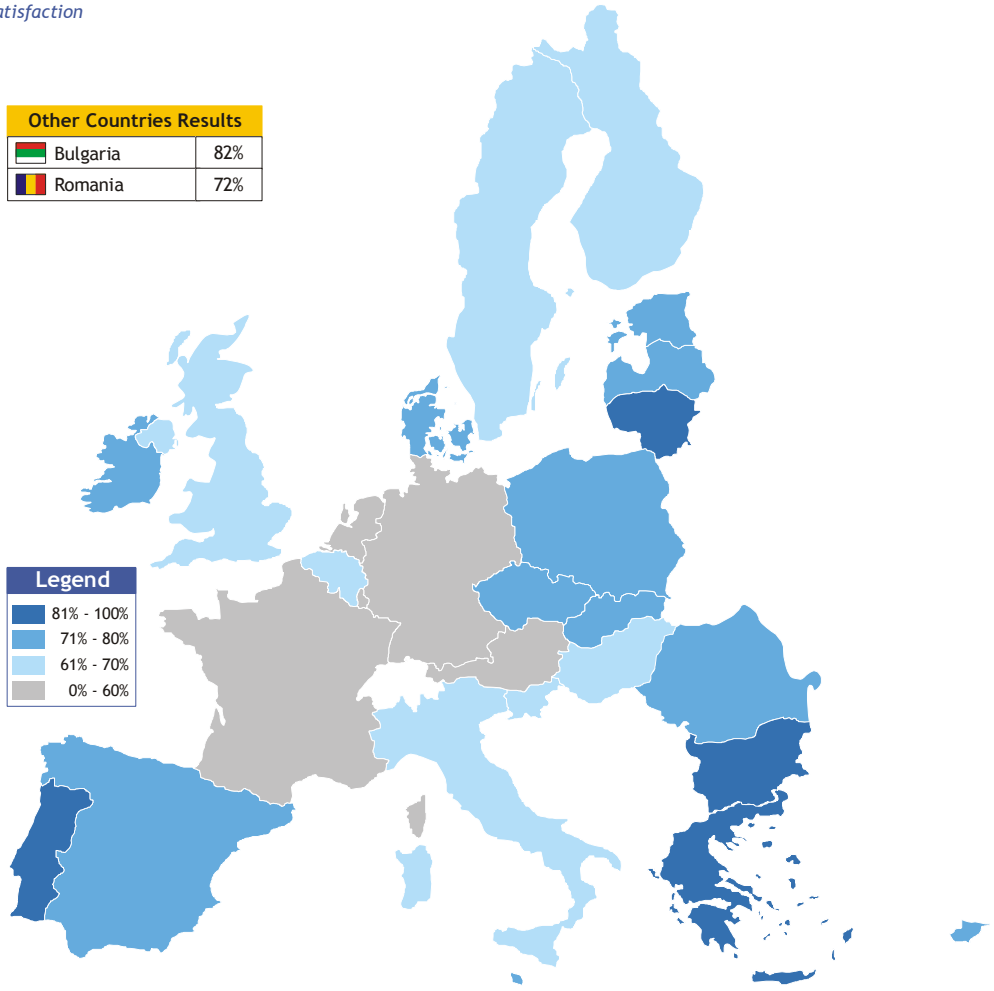
QE8.6 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?

*Option: You experience more job satisfaction*

*Answers: Agree*

| Country Results | |
|---|---|
| Portugal | 83% |
| Lithuania | 83% |
| Greece | 81% |
| Slovakia | 79% |
| Cyprus | 77% |
| Latvia | 77% |
| Malta | 77% |
| Czech Republic | 76% |
| Spain | 74% |
| Estonia | 74% |
| Poland | 74% |
| Denmark | 71% |
| Ireland | 71% |
| Hungary | 70% |
| Sweden | 69% |
| Belgium | 68% |
| Slovenia | 66% |
| Italy | 64% |
| EU25 | 63% |
| Finland | 63% |
| United Kingdom | 63% |
| Austria | 60% |
| Luxembourg | 58% |
| The Netherlands | 58% |
| France | 56% |
| Germany | 53% |

| Other Countries Results | |
|---|---|
| Bulgaria | 82% |
| Romania | 72% |




(base: population using a computer at work or at home for work)

Whether the usage of ICT has enabled workers to experience more job satisfaction is an idea upon which a clear majority agrees as well. Indeed, 63% among the **EU25 average** agree with this statement against 33% who disagree.

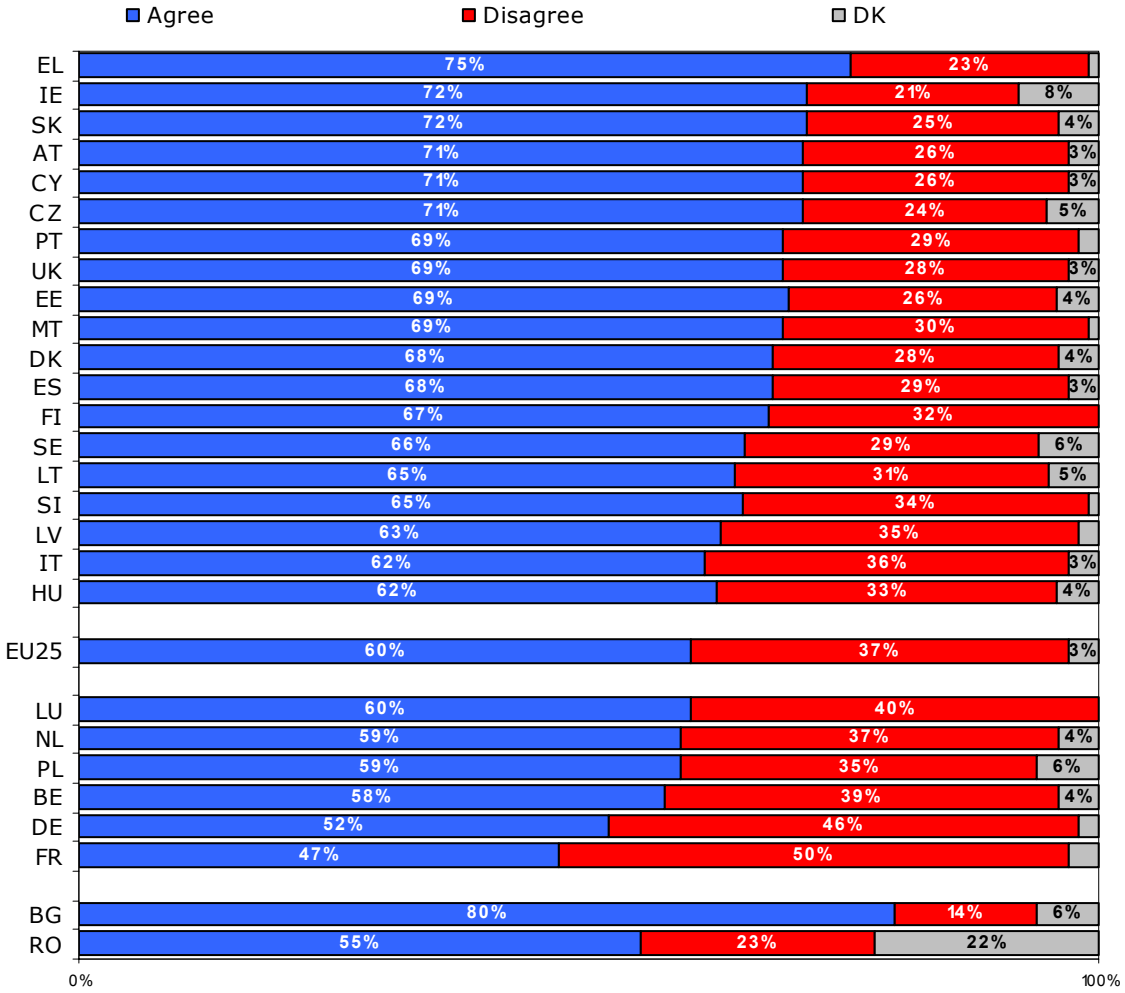
It seems that for this statement, we can observe several significant disparities between the individual countries. Overall, we can say that the **new Member States** as well as the **two candidate countries** have a somewhat higher agreement rate than most of the **"old" 15 EU Member States**.
Respondents in **Portugal** (83%) and **Lithuania** (83%) agree the most with the statement that ICT usage allows workers to experience more job satisfaction. Those who agree the least with this statement are respondents from **Germany** (53%) and **France** (56%).
Once again, the socio-demographic analysis does not show any significant differences between the categories.

### *3.1.3. ICT usage gives workers more responsibility in their jobs*

*- European s less convinced but agree in majority with this impact -*

At a rate of 60%, respondents also agree that with the use of ICT, people have more responsibilities in their jobs. 37% do not agree with this statement.

**QE8.2 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work? *You have more responsibilities in your job***



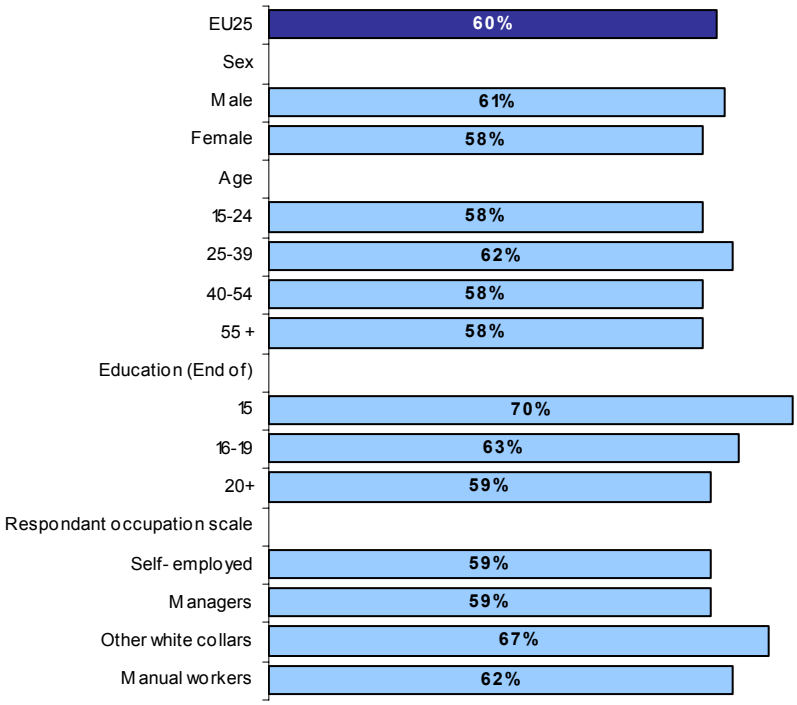

(base: population using a computer at work or at home for work)

When observing the results by country, we can note that **Bulgaria** has the highest level of agreement with a rate of 80%.
Among the EU Member States, **Greece** has the highest rate with 75%. Further countries above the 70% mark are **Ireland** (72%), **Slovakia** (72%), **Austria** (71%), **Cyprus** (71%) and **the Czech Republic** (71%).

The lowest rate can be observed in **France** where only a minority of respondents (47%) agree with this impact of ICT usage. Further low rates appear in **Germany** (52%) and **Romania** (55%).

*Analysis by socio-demographic characteristics*

**QE8.2 You have more responsibilities in your job**




(base: population using a computer at work or at home for work)

For this statement we can observe some slight discrepancies among the results of certain socio-demographic categories:

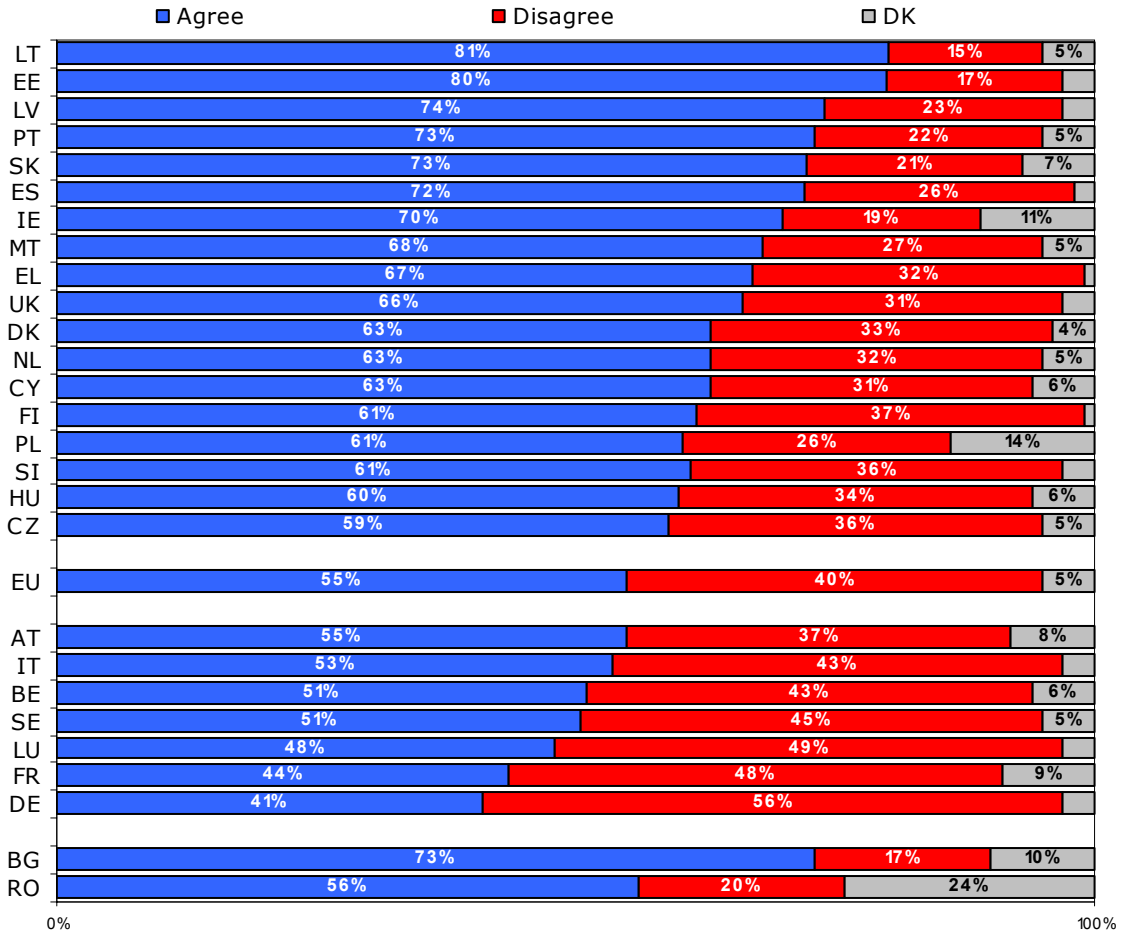
- **Men** (61%) agree slightly more than **women** (58%) with the statement that the usage of ICT at work gives more responsibilities in a person's job.
- The **age category** 25 to 39 tends to agree slightly more than the other age groups with this statement.
- Persons having **been to school until the age of 15 years or less** (70%) have a considerably higher rate of agreement with this statement than persons with the **highest level of education** (59%).
- Finally, the **occupation scale** shows us that among the working population, the group of other white collar workers (67%) has the highest rate of agreement followed by manual workers (62%).

### *3.1.4. ICT usage makes it easier for workers to combine work and personal life*

*- Respondents are divided on whether ICT usage makes combining work and private life easier -*

For this statement, respondents appear somewhat divided: although a majority of 55% for the **EU25 average** agrees that thanks to ICT it is easier to combine work and personal life, another 40% tend to disagree.
Again we can note that those who agree more with this statement are respondents from the **new Member States** while those in most of the **"old" Member States** have significantly lower agreement rates. Considerable discrepancies among the different country results can be observed.

**QE8.4 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**
***It is easier to combine work and personal life***



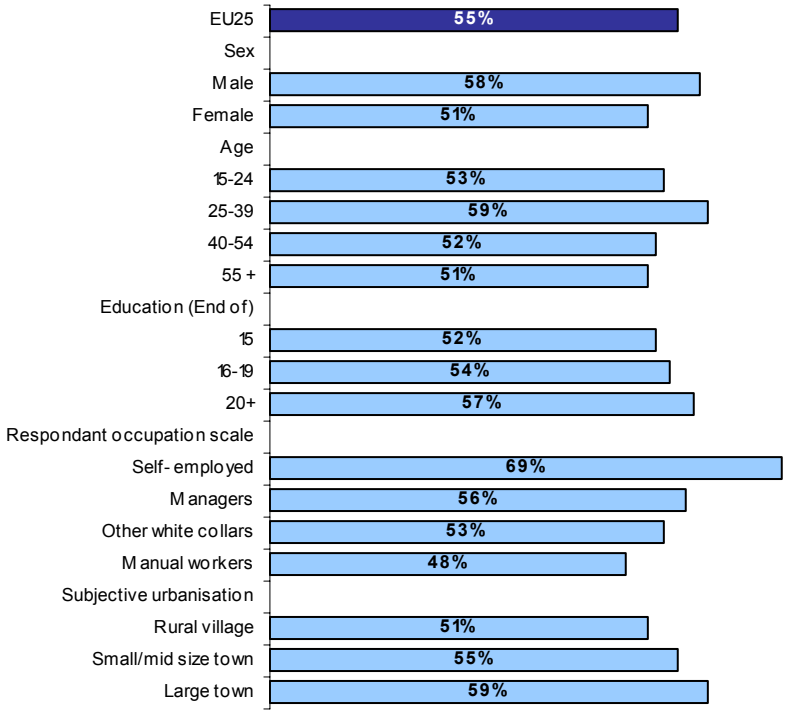

(base: population using a computer at work or at home for work)

**Lithuania** and **Estonia** are the two countries with the highest rate of agreement that ICT makes it easier for us to combine work and private life (respectively 81% and 80%).

On the other hand, respondents in **Germany**, **France** and **Luxembourg** are only a minority to believe that this is the case. Indeed, if we look at the German result, we can note that a majority representing 56% of respondents disagrees with the mentioned impact of ICT at work.

*Analysis by socio-demographic characteristics*

**QE8.4 It is easier to combine work and personal life**




(base: population using a computer at work or at home for work)

- **Men** agree more than **women** with the statement that ICT usage at work makes it easier to combine work and personal life, at respectively 58% against 51%.

- Those **aged 25 to 39** once again have a slightly higher rate of agreement (59%) than the other age groups.

- Slightly more people with a **high education level** agree with the statement (57%) than people with a **low education level** (52%).

- Among the **occupation categories**, the self-employed are by far the most numerous (69%) to believe that ICT's make it easier to combine work and private life. 14 percentage points separate this group from the EU 25 average, and 21 points from manual workers (48%).

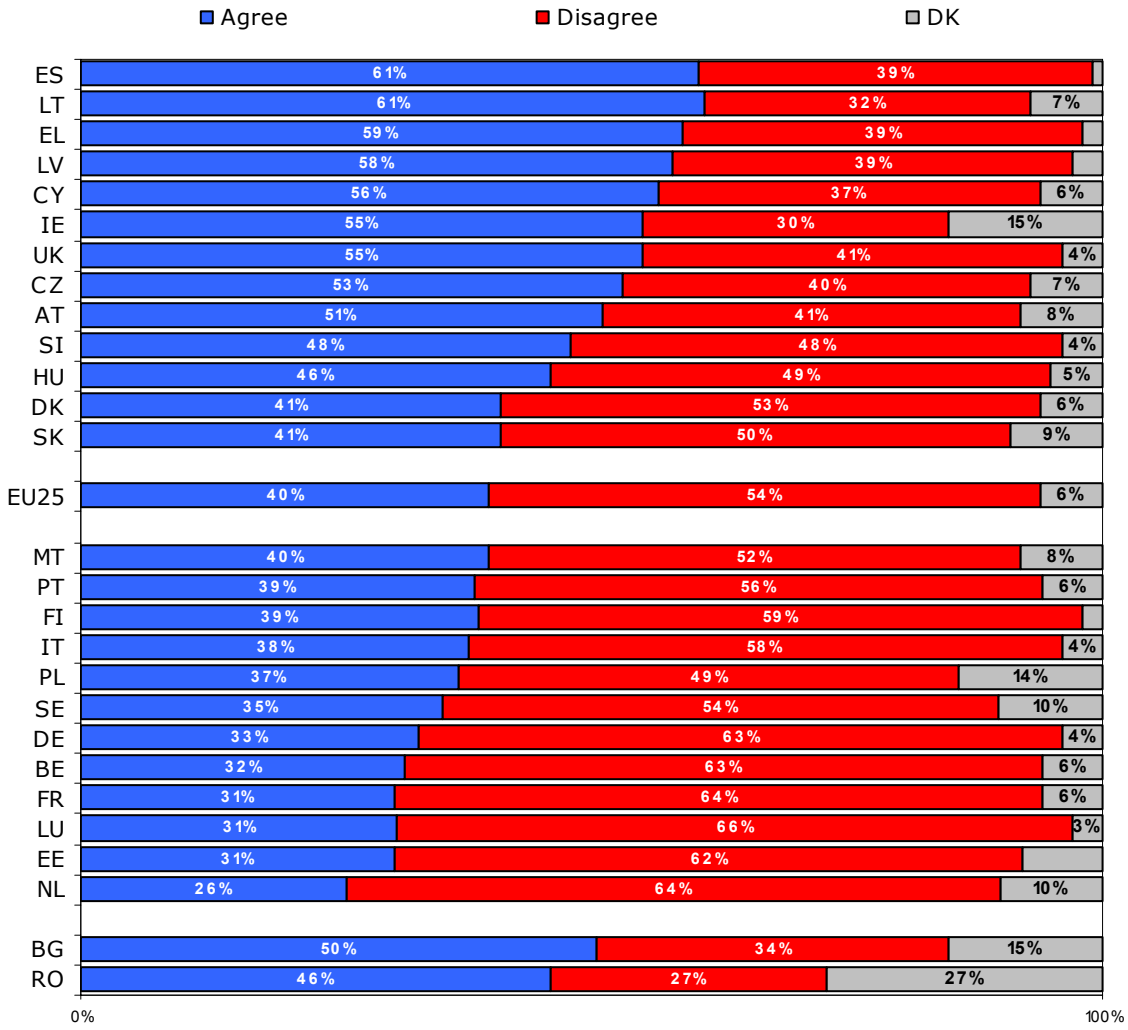
- Finally, somewhat more **respondents living in large towns** (51%) agree with this proposition than **persons in rural areas** (51%) or **small towns** (55%).

### *3.1.5. ICT usage gives workers a better chance of being rewarded or promoted*

*- A majority disagrees with this impact on work -*

The fact of having a better chance of being rewarded or promoted thanks to the usage of ICT at work is an idea with which a majority of Europeans disagrees. Indeed, the **EU25 average** shows that 54% of respondents tend to think that this fact is not correct, while only 40% agree with it.

**QE8.7 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**
***You have a better chance of being rewarded or promoted***

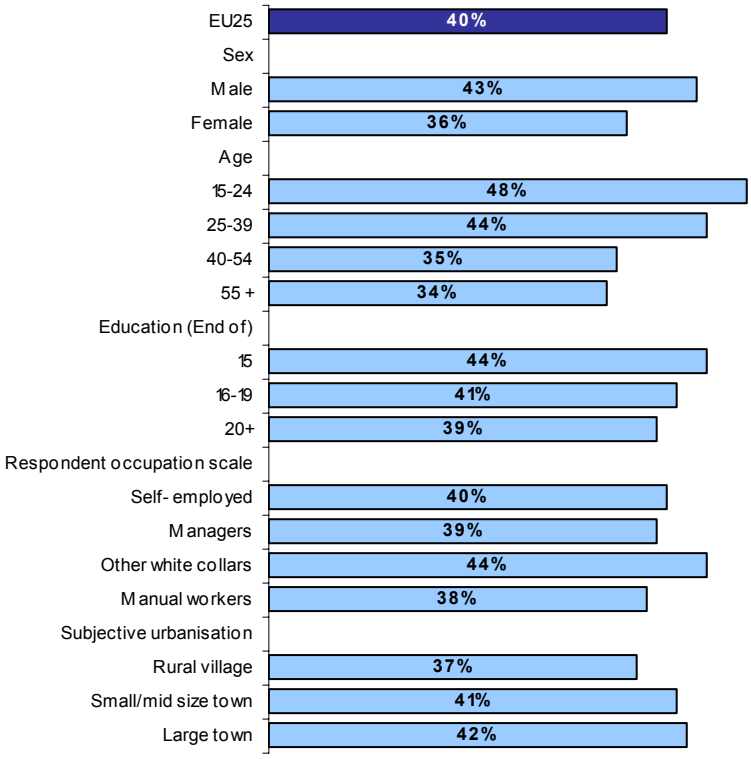



(base: population using a computer at work or at home for work)

We can observe considerable differences between the 27 surveyed countries:
**Spain** and **Lithuania** have the highest rates of agreement with this impact of ICT usage, at 61%. This rate is 21 percentage points above the EU25 average.
On the opposite side of the graph, we can note that the **Netherlands** has by far the lowest rate of agreement, with only 26%.

*Analysis by socio-demographic characteristics*

**QE8.7 You have a better chance of being rewarded or promoted**




(base: population using a computer at work or at home for work)

- **Men** (43%) agree noticeably more than **women** (36%) with the statement that the usage of ICT at work gives people a better chance of being rewarded or promoted.

- The **younger populations** aged 15 to 39 also agree considerably more than the **older populations** aged 40 years and above with this statement. 14 percentage points separate the youngest age group (48%) from the oldest age group (34%).

- Slightly more people with **lowest education levels** (44%) agree with the statement than persons with **highest levels of education** (39%).

- Among **occupation categories**, the group of other white collar workers has the strongest rate of agreement (44%).

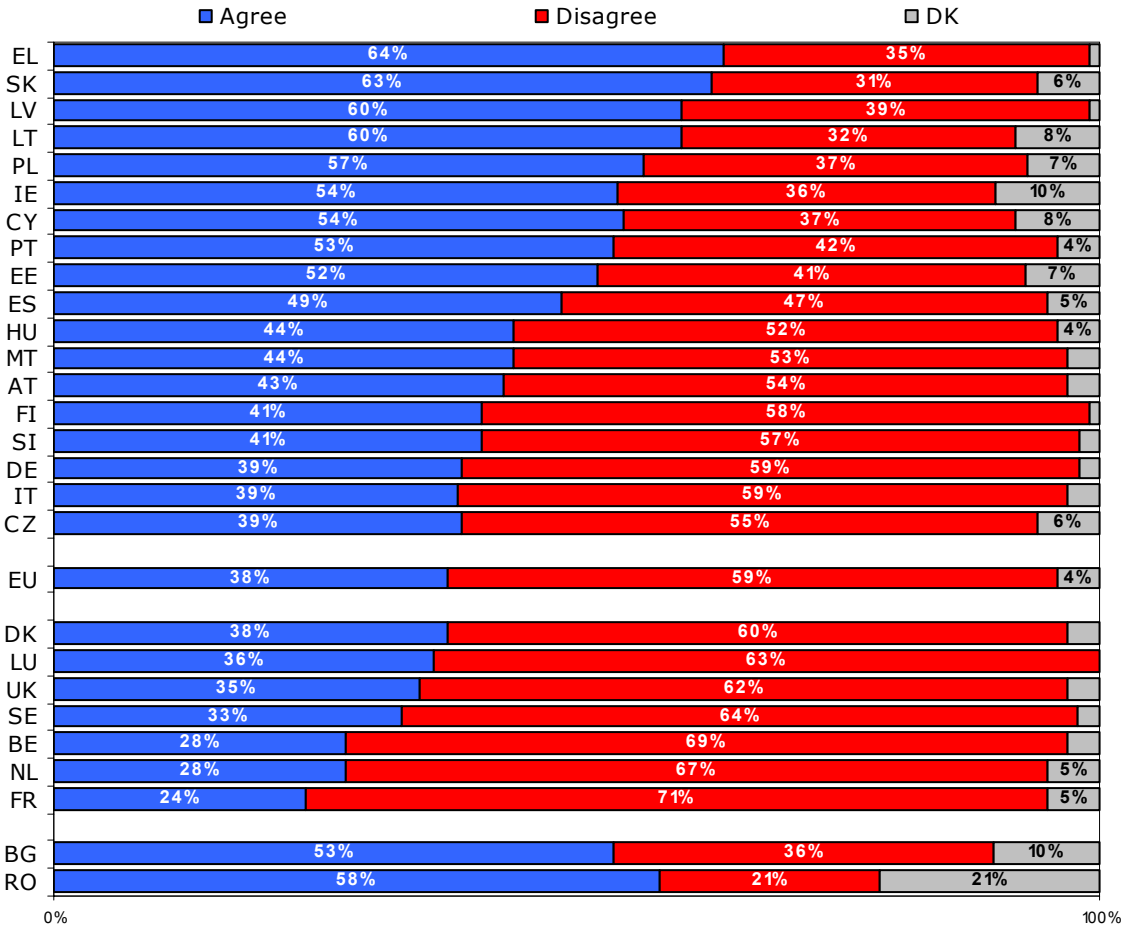
- Finally, **people living in large** (42%) **and small towns** (41%) agree slightly more with this statement than **people from rural areas** (37%).

### *3.1.6. ICT usage lessens stress in people's jobs*

*- Most Europeans do not believe ICT usage diminishes stress at the workplace -*

This time a clear majority disagrees with the idea that ICT usage reduces stress in people's jobs. The **EU25 average** shows us that 59% of respondents say they disagree against only 38% who agree.

**QE8.5 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**
***You have less stress in your job***




(base: population using a computer at work or at home for work)

Again it seems that most countries from the **old EU Member States** are less numerous to agree with this statement than the **new Member States**. Nevertheless, **Greece** has the highest rate of agreement with 64%, a rate that is 26 percentage points above the EU 25 average. **Slovakia** follows with 63%.

The lowest rate of agreement is found in **France**, with only 24% of French respondents agreeing with such an impact of ICT usage. Indeed the French strongly disagree since 71% do not believe ICT usage reduces stress at work.The **Netherlands** (28%) and **Belgium** (28%) also have considerably low rates of agreement.
The two candidate countries **Bulgaria** (53%) and **Romania** (58%) have a majority of respondents who agree with this statement.

The map below, which presents the results of respondents who disagree with this statement, illustrates well this difference of opinion between the "old" and the "new" Member States.

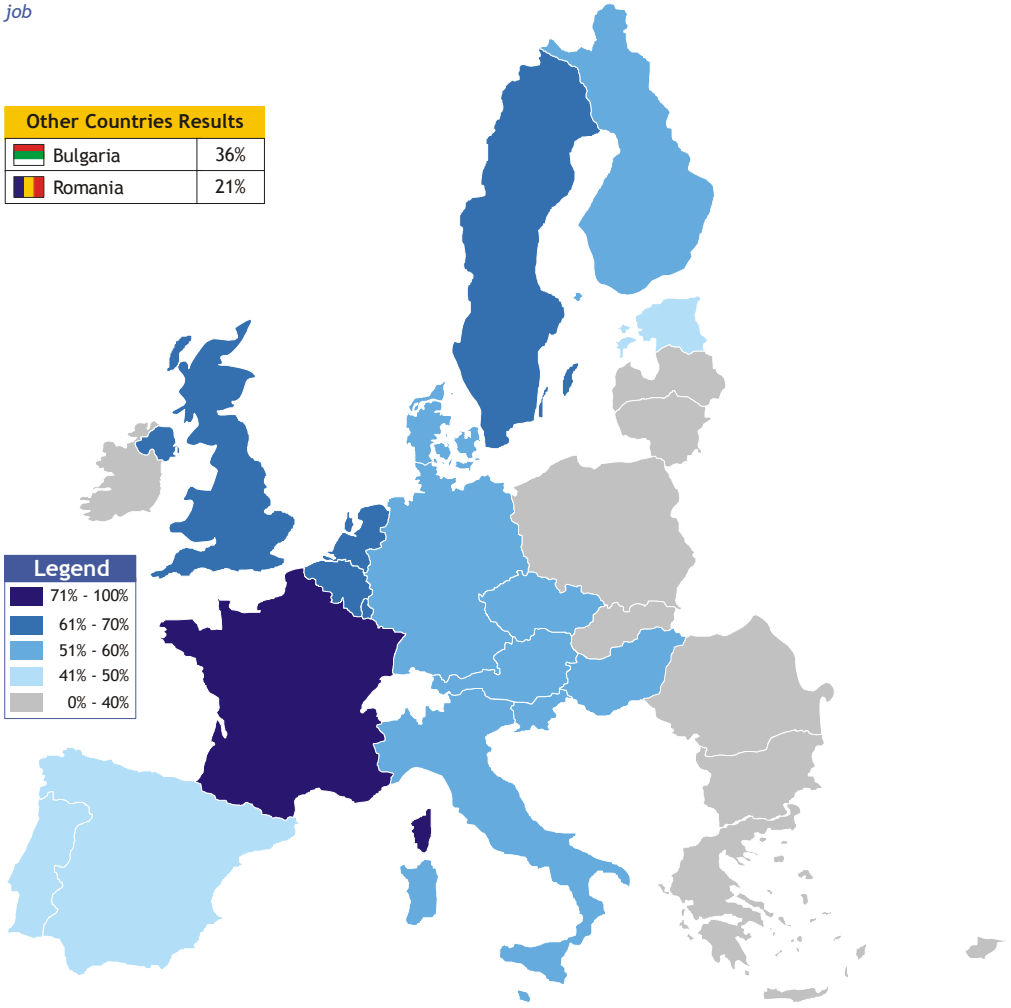
QE8.5 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?

*Option: You have less stress in your job*

*Answers: Disagree*

| Country Results | |
|---|---|
| France | 71% |
| Belgium | 69% |
| The Netherlands | 67% |
| Sweden | 64% |
| Luxembourg | 63% |
| United Kingdom | 62% |
| Denmark | 60% |
| EU25 | 59% |
| Germany | 59% |
| Italy | 59% |
| Finland | 58% |
| Slovenia | 57% |
| Czech Republic | 55% |
| Austria | 54% |
| Malta | 53% |
| Hungary | 52% |
| Spain | 47% |
| Portugal | 42% |
| Estonia | 41% |
| Latvia | 39% |
| Cyprus | 37% |
| Poland | 37% |
| Ireland | 36% |
| Greece | 35% |
| Lithuania | 32% |
| Slovakia | 31% |

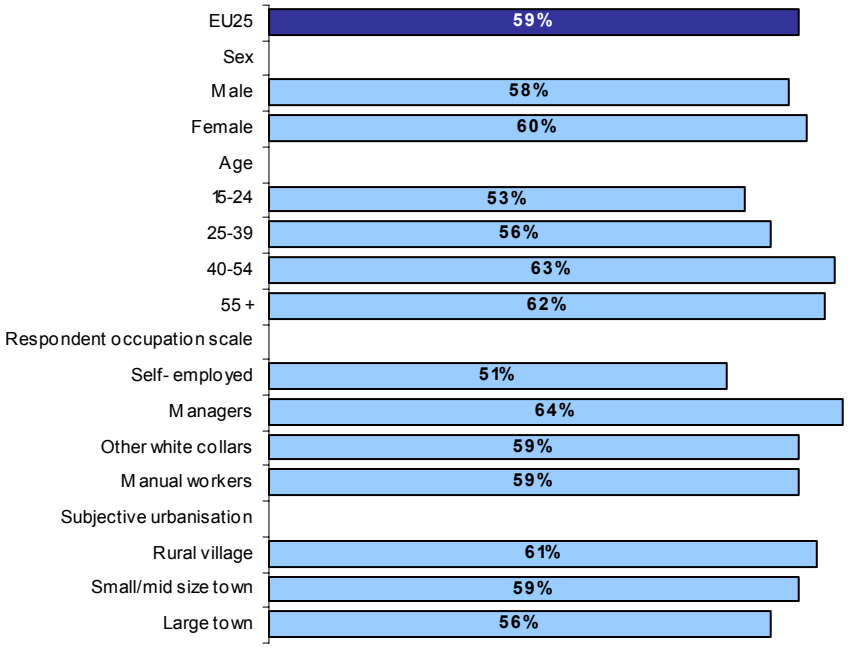
| Other Countries Results | |
|---|---|
| Bulgaria | 36% |
| Romania | 21% |




(base: population using a computer at work or at home for work)

*Analysis by socio-demographic characteristics*

**QE8.7 You have less stress in your job (% Disagree)**




(base: population using a computer at work or at home for work)

- **Women** (60%) are slightly more numerous to disagree with the statement that ICT usage gives people less stress in their jobs than **men** (58%).
- The **older age groups** have a higher rate of disagreement than the **younger age groups**.
- **Managers** have the highest rate of disagreement among the working population with this statement (64%), while the **self-employed** seem divided on this issue (51% disagree against 47% who agree).
- People living in **rural areas** tend to disagree more with this statement (61%) than people living in **large towns** (56%).

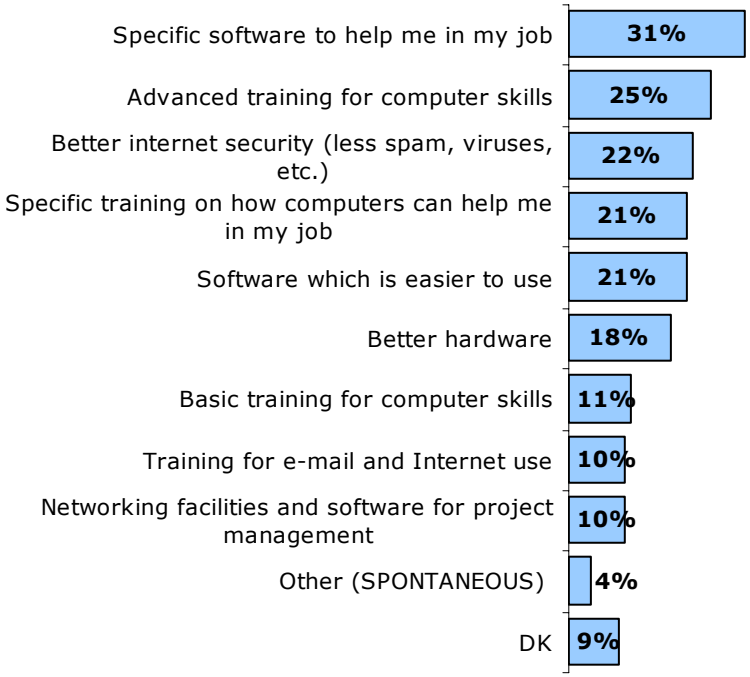
## 3.2. What Europeans need in order to work more efficiently

*- Europeans have widespread requests for their needs to improve efficiency at work -*

Respondents of the working population were asked to choose among a list of items what would be most useful for them to work more efficiently.

Results for the **EU25 average** show us that Europeans, in order to work more efficiently, would like to see a wide range of effects implemented. There is not a specific item that gathers widespread acknowledgement as most useful.

**QE9. Which of the following would be most useful for you to work more efficiently? % EU 25**




(base: population using a computer at work or at home for work)

The graph above shows us that among all the suggestions to improve work, it is the fact that Europeans would like to see specific software put into place to help them with their jobs that is the most mentioned, at a rate of 31%.
A request for advanced training for computer skills follows with 25% of all respondents mentioning this.
Better internet security (22%), software which is easier to use (21%) and specific training on how computers can help people in their jobs (21%) are also indicated at a significant rate.

Country results show us that those who wish to have specific software implemented in order to help them in their jobs are the most numerous in **Malta** (48%), **Poland** (43%) and **Finland** (42%).
As for advanced training for computer skills, the demand is highest in **Greece** (40%) and **Ireland** (40%).
Better Internet security is mostly requested in **Estonia** (30%), **Slovenia** (30%) and **Romania** (28%).

**Hungarians** (30%) and **Germans** (29%) have the highest rate of respondents who wish to see software implemented, which is easier to use.

Specific training on how computers can help people in their jobs has a high rate in **Estonia** (35%) and **Cyprus** (34%).

The need for better hardware is considerably sought after in **Romania**, with a rate of 47%. When comparing this rate to that of the EU25 average (18%), we can see that 29 percentage points separate them.
Within the 25 Member States of the EU, **Poland** has by far the highest rate, at 45%.

**Cypriots** have the highest demand for basic training for computer skills (35%) and **Slovaks** have the highest rate for the need of training for e-mail and Internet use (28%).

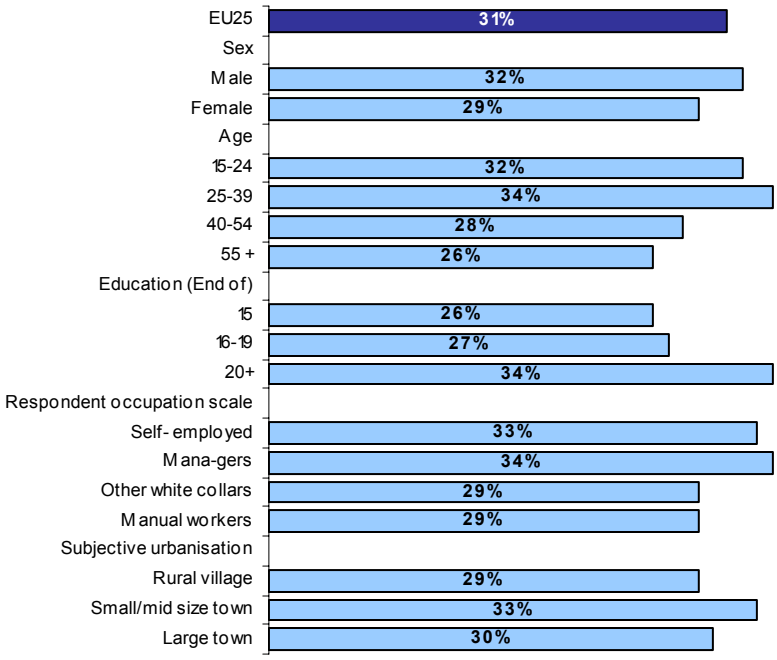
**QE9. Which of the following would be most useful for you to work more efficiently?**

| | Basic training for computer skills | Advanced training for computer skills | Training for e-mail and Internet use | Specific training on how computers can help me in my job | Specific software to help me in my job | Networking facilities and software for project management | Software which is easier to use | Better hardware | Better internet security (less spam, viruses, etc.) |
|---|---|---|---|---|---|---|---|---|---|
| **EU25** | 11% | **25%** | 10% | 21% | **31%** | 10% | 21% | 18% | 22% |
| **BE** | 10% | 25% | 11% | 20% | 34% | 9% | 21% | 17% | 22% |
| **DK** | 20% | 35% | 8% | 22% | 30% | 14% | 22% | 17% | 24% |
| **DE** | 8% | 21% | 8% | 23% | 37% | 9% | **29%** | 14% | 22% |
| **EL** | 25% | **40%** | 12% | 26% | 20% | 11% | 27% | 17% | 22% |
| **ES** | 22% | 39% | 20% | 28% | 22% | 13% | 11% | 11% | 10% |
| **FR** | 8% | 16% | 11% | 17% | 31% | **17%** | 23% | 25% | 27% |
| **IE** | 14% | **40%** | 12% | 24% | 25% | 13% | 19% | 9% | 22% |
| **IT** | 18% | 25% | 7% | 18% | 29% | 7% | 15% | 5% | 13% |
| **LU** | 15% | 25% | 8% | 18% | 34% | 13% | 25% | 15% | 24% |
| **NL** | 6% | 25% | 9% | 22% | 31% | 12% | 25% | 16% | 25% |
| **AT** | 7% | 28% | 14% | 26% | 32% | 6% | 22% | 14% | 26% |
| **PT** | 24% | 23% | 7% | 21% | 28% | 8% | 19% | 12% | 15% |
| **FI** | 9% | 32% | 11% | 29% | **42%** | 7% | 16% | 20% | 24% |
| **SE** | 12% | 26% | 7% | 30% | 26% | 10% | 17% | 12% | 24% |
| **UK** | 9% | 28% | 6% | 16% | 25% | 7% | 19% | 20% | 27% |
| **CY** | **35%** | 36% | 18% | **34%** | 25% | 6% | 10% | 19% | 16% |
| **CZ** | 4% | 27% | 19% | 25% | 27% | 11% | 20% | 15% | 22% |
| **EE** | 7% | 23% | 4% | **35%** | 40% | 14% | 19% | 22% | **30%** |
| **HU** | 5% | 31% | 18% | 23% | 26% | 11% | **30%** | 13% | 27% |
| **LV** | 18% | 30% | 13% | 26% | 24% | 8% | 15% | 7% | 25% |
| **LT** | 18% | 35% | 8% | 19% | 26% | 7% | 14% | 27% | 18% |
| **MT** | 10% | 24% | 13% | 29% | **48%** | 10% | 21% | 21% | 22% |
| **PL** | 6% | 30% | 13% | 17% | **43%** | 10% | 12% | **45%** | 19% |
| **SK** | 5% | 33% | **28%** | 20% | 32% | 8% | 14% | 12% | 20% |
| **SI** | 8% | 33% | 9% | 17% | 26% | 10% | 23% | 34% | **30%** |
| **BG** | 14% | 24% | 9% | 18% | 27% | 12% | 15% | 9% | 15% |
| **RO** | 13% | 31% | 16% | 28% | 37% | 21% | 21% | **47%** | **28%** |

(base: population using a computer at work or at home for work)

*Analysis by socio-demographic characteristics*

**QE9 Which of the following would be most useful for you to work more efficiently?**
***Specific software to help me in my job* (% EU 25)**




(base: population using a computer at work or at home for work)

- Slightly more **men** (32%) than **women** (29%) would like to see specific software implemented in order to help them in their job.
- The **younger age groups** also tend to point this out more intensively than the **older age groups**.
- Among the **education levels** we can note that persons having studied until the age of 20 years or above have a higher need for such specific software than persons with a lower level of education.
- Managers and the self-employed mention this need somewhat more than the other working categories.
- People from small or mid-sized towns have a slightly higher request for this software than those from other living areas.

# 4. Europeans and Teleworking

*Source questionnaire: QE10; QE11; QE12*

In this fourth and final part, we will study the theme "Europeans and teleworking". First, we will see how many Europeans within the 25 EU Member States as well as the two candidate countries Bulgaria and Romania actually telework at present.
Then, among those who do not telework, we will try to find out the reason why not. And finally, we will analyse among those respondents who telework, how often they do it, and what are in their opinion the three most important advantages of teleworking.

## 4.1. Do Europeans telework?

*- Only a minority of Europeans indicate that they are currently teleworking -*

Results of this survey clearly show that teleworking still represents quite a small proportion of the European working population. When we look at the **average of the 25 Member States** just 11% of respondents indicate that they currently work in this manner.

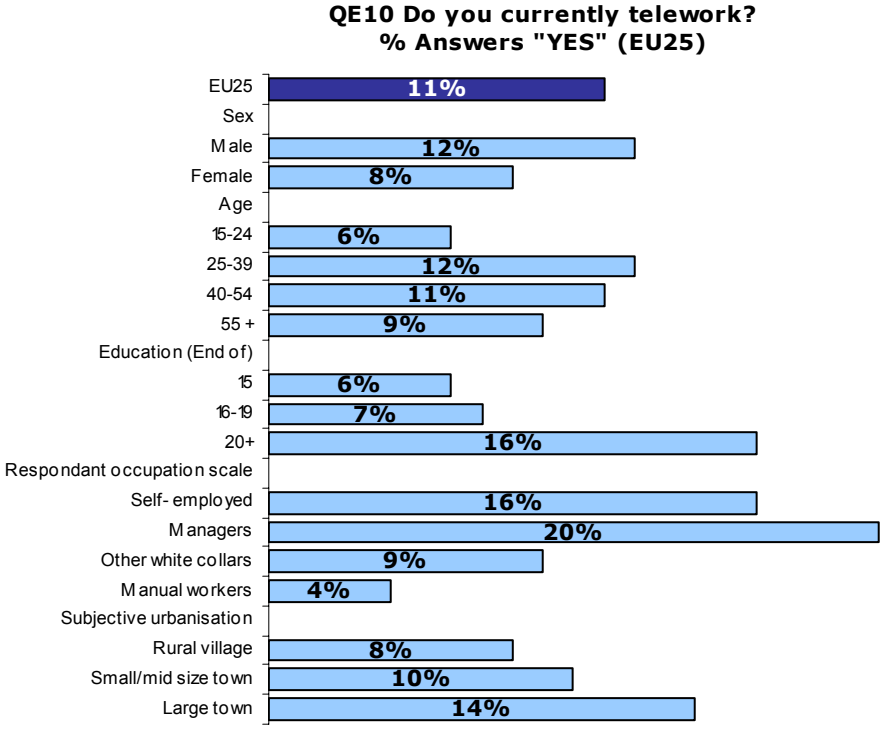
**QE10 Do you currently telework?**


(base: population currently working)

However, there is a noteworthy difference among certain countries:
In **Estonia**, 25% of the respondents answered that they are currently teleworking, a rate that is 14 percentage points above the EU 25 average. **Sweden** (23%) and **Finland** (22%) also have significantly higher rates than the EU 25 average.

The lowest rate can be found in **Portugal** where only 1% of respondents state that they are teleworking. **Hungary** (3%) and **Romania** (4%) also have low rates.

*Analysis by socio-demographic characteristics*




(base: population currently working)

- **Men** (12%) are somewhat more numerous than **women** (8%) to claim that they telework.

- Those **aged between 25 and 39** have the highest rate indicating that they telework (12%). Those **aged 15 to 24** are for their part only half as many to indicate that they telework.

- Far more people with the **highest level of education** indicate that they telework (16%) than the **lower education levels**. Up to 10 percentage points separate these two groups.

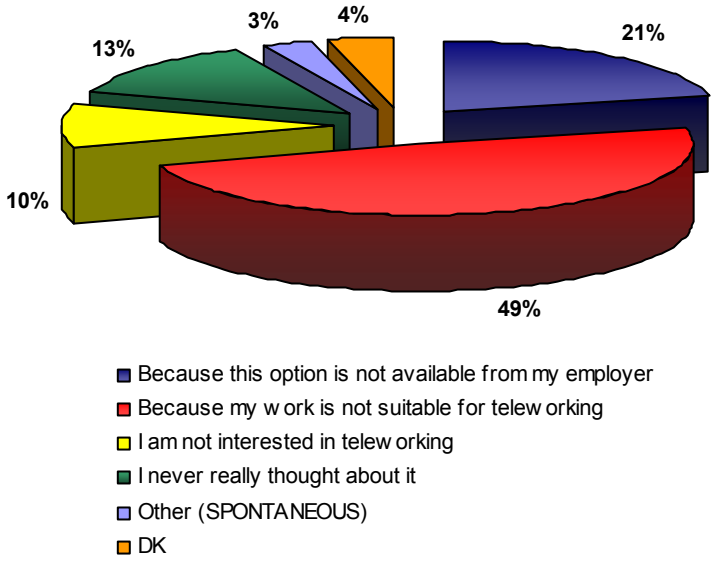
- **Among the occupation categories**, we can clearly see that managers are the most numerous to telework, at 20%. This rate is 9 points above the EU25 average. The self-employed also have a significantly high rate (16%). In comparison, only 4% of manual workers claim they telework.

- Finally, people living in **large towns** tend to telework more than those living elsewhere.

## 4.2. Reasons for not teleworking

*- Lack of choice best explains why Europeans do not telework -*

**QE11. Which of the following best explain why you do not telework? %EU 25**




(base: population not teleworking)

Close to half of the respondents in the **25 EU Member States** claim they do not telework because their work is not suitable for teleworking, at a rate of 49%.

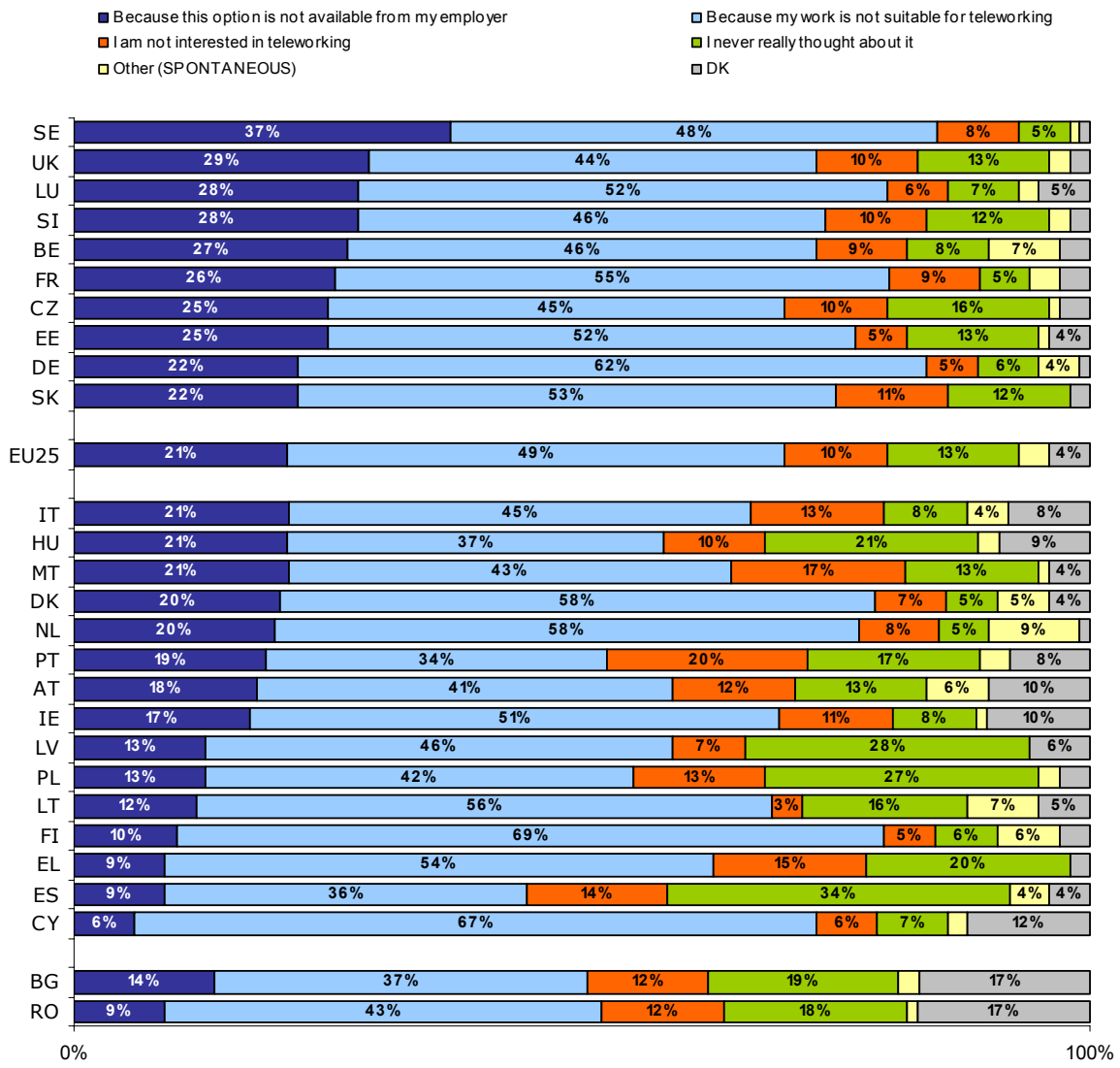
The second most evoked reason is the fact that the option of teleworking is not available from respondents' employers (21%).

A lack of interest in teleworking (10%), or the fact of never having thought about this option (13%) are reasons which are only indicated by a minority of respondents.

Finally, only 3% give other reasons and 4% indicate that they don't know.

We can therefore assume that it is more the lack of choice than the lack of interest which best explains why Europeans do not telework.

**QE11. Which of the following best explain why you do not telework?**




(base: population not teleworking)

Country results show us that there are several discrepancies of opinion throughout the 27 surveyed countries:

Respondents in **Sweden** have a somewhat higher rate indicating that the reason for not teleworking is the lack of this option from their employers, at 37% (a rate that is 16 percentage points above the EU 25 average.)

On the contrary, respondents in **Cyprus** have the lowest rate evoking this reason with a rate of only 6%.

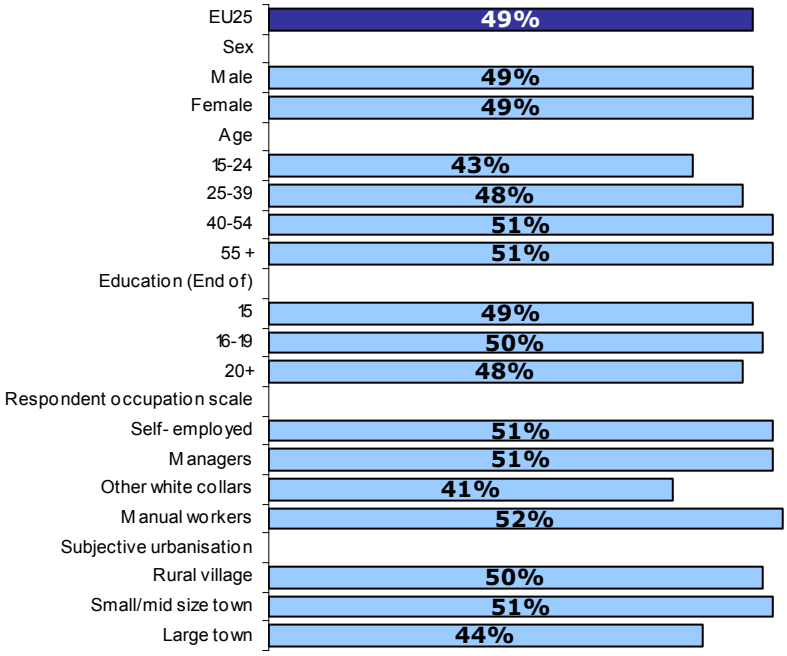
The respondent's work not being suitable for teleworking is most often mentioned in **Finland** where 69% of the Finnish respondents claim this explains why they do not telework. The rates in **Cyprus** (67%) and **Germany** (62%) follow.

The reason for not teleworking simply due to a lack of interest has the highest rate in **Portugal** with 20%.

Finally those who have simply not thought about the option of teleworking have the highest rate in **Spain** with 34%. This rate is 21 percentage points above the EU 25 average.

*Analysis by socio-demographic characteristics*

**QE11. Because my work is not suitable for teleworking (% EU25)**




(base: population not teleworking)

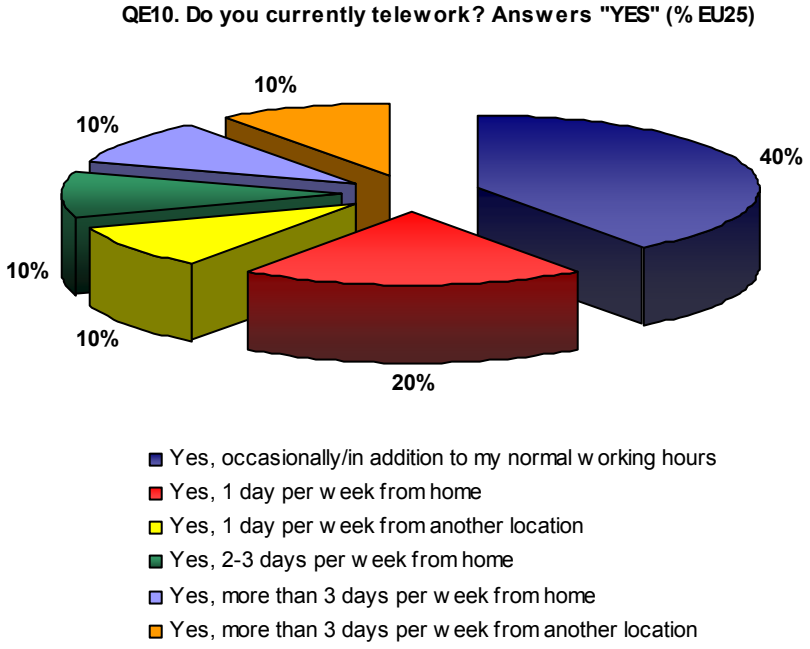
There are only few discrepancies among the socio-demographic characteristics when looking at the results for the reason that the respondent's work is not suitable for teleworking.

- The **gender category** shows no difference of opinion on this matter.
- The **older populations** seem to bring forth this argument for not teleworking more than do the **younger populations**, especially those aged 15 to 24 (with a rate of 43%).
- The **education levels** show no significant differences
- The **occupation scale** reveals that other white collar workers are considerably fewer (41%) to state this reason for not teleworking. Up to 11 percentage points separate this group from the other occupational categories.
- People living in **large towns** tend to indicate this reason less (44%) than those in **mid or small-sized towns** (51%) and from **rural villages** (50%)

## 4.3. Frequency of telework

*- The relative majority of teleworkers occasionally teleworks in addition to the normal working hours -*

Among the 11% of respondents who indicated that they telework (as seen in the previous chapter), we can note that teleworking is undertaken at different frequencies:




For those respondents who telework, results for the **average of the EU 25 countries** show that this activity is mostly undertaken occasionally, in addition to normal working hours, with a relative majority of respondents (40%) indicating this.

Furthermore, 20% of the respondents point out that they telework one day per week from home.

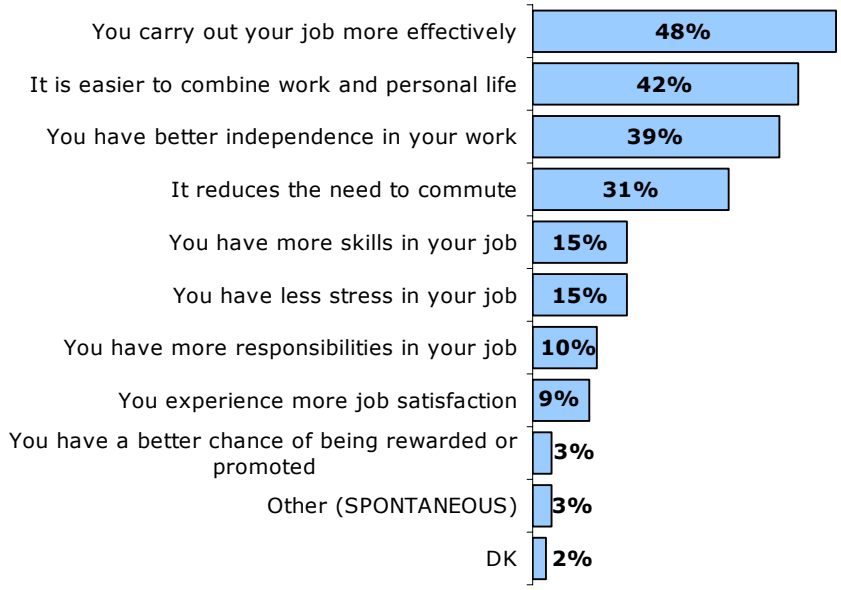
Added together, those who telework more than one day per week, either from home or from another location, make up 30% of the teleworking population.

## 4.4. Advantages of teleworking

*- More effectiveness in carrying out the job is the main advantage -*

Respondents who telework were asked to name among a list of items the three most important advantages of teleworking for them.

**QE12. What are the three most important advantages of teleworking for you? % EU 25**




(base: teleworking population)

Results for the **EU25 average** show us that the most mentioned reason is the fact that people can carry out their job more effectively thanks to teleworking, with a rate of 48%.

The second most important advantage is the fact that it is easier to combine work and personal life, at 42%.

The fact of having better independence in ones work follows in third place with 39% of respondents mentioning this reason.

We can also point out that a significant number of respondents also mentioned the fact that teleworking is advantageous because it reduces the need to commute (31%).

On the contrary, certain advantages such as more job satisfaction through teleworking (9%) or less stress in ones job thanks to telework (15%) received surprisingly low response rates.
The least mentioned advantage of teleworking is the idea that people have a better chance of being rewarded or promoted, with a mere 3%.

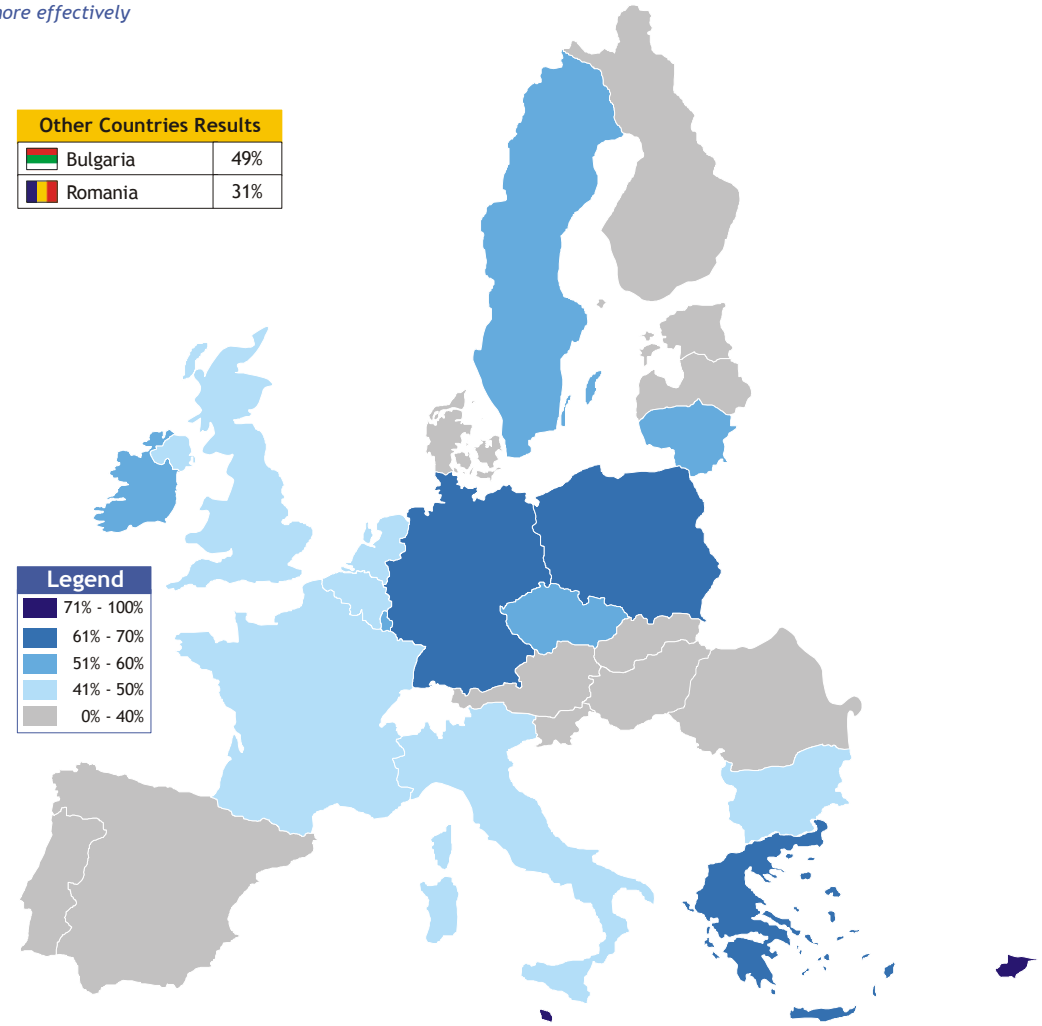
When we look at results by country for the 27 countries surveyed we can note certain discrepancies in the answer rates for the different advantages of teleworking.

QE12 What are the three most important advantages of teleworking for you? (MAX. 3 ANSWERS)

*Answers: You carry out your job more effectively*

| Country Results | |
|---|---|
| Cyprus | 78% |
| Malta | 75% |
| Greece | 68% |
| Germany | 67% |
| Poland | 65% |
| Ireland | 57% |
| Luxembourg | 56% |
| Czech Republic | 55% |
| Sweden | 53% |
| Lithuania | 53% |
| The Netherlands | 49% |
| EU25 | 48% |
| Belgium | 46% |
| Italy | 45% |
| United Kingdom | 44% |
| France | 43% |
| Estonia | 39% |
| Hungary | 38% |
| Austria | 37% |
| Spain | 35% |
| Finland | 35% |
| Slovakia | 33% |
| Slovenia | 33% |
| Denmark | 32% |
| Latvia | 29% |
| Portugal | 19% |

| Other Countries Results | |
|---|---|
| Bulgaria | 49% |
| Romania | 31% |




(base: teleworking population)

The advantage of being able to carry out the job more effectively receives extremely high rates in **Cyprus** (78%) and **Malta** (75%).
**Greece** (68%) and **Germany** (67%) also have rates significantly above the EU 25 average.

On the other hand, respondents in **Portugal** (19%), **Latvia** (29%) and **Romania** (31%) are less convinced by this advantage.

The fact that teleworking makes it easier combine work and personal life is mentioned the most in **the Netherlands** (62%). This rate is 20 percentage points above the average of the 25 EU Member States.

**Denmark** (61%), **Belgium** (56%) and **Germany** (54%) follow with significantly higher rates than the EU average.

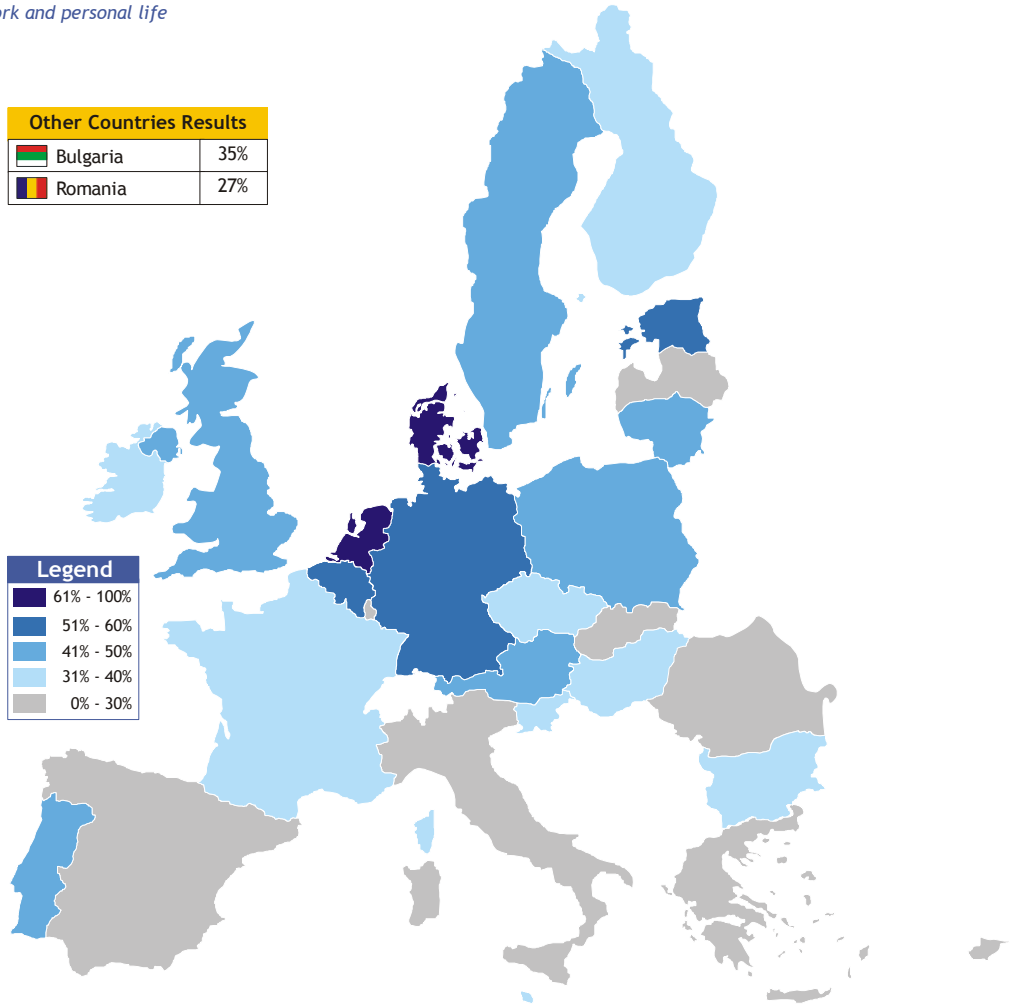
On the opposite, respondents in **Latvia** (23%), **Luxembourg** (21%) and **Italy** (20%) agree far less with this advantage.

QE12 What are the three most important advantages of teleworking for you? (MAX. 3 ANSWERS)

*Answers: It is easier to combine work and personal life*

| Country Results | |
|---|---|
| The Netherlands | 62% |
| Denmark | 61% |
| Belgium | 56% |
| Germany | 54% |
| Estonia | 52% |
| Portugal | 49% |
| Sweden | 48% |
| Lithuania | 46% |
| Austria | 45% |
| United Kingdom | 43% |
| EU25 | 42% |
| Poland | 42% |
| Czech Republic | 39% |
| Malta | 39% |
| Ireland | 37% |
| Slovenia | 37% |
| France | 36% |
| Finland | 36% |
| Hungary | 33% |
| Spain | 29% |
| Cyprus | 29% |
| Greece | 26% |
| Slovakia | 25% |
| Latvia | 23% |
| Luxembourg | 21% |
| Italy | 20% |

| Other Countries Results | |
|---|---|
| Bulgaria | 35% |
| Romania | 27% |




(base: teleworking population)

The advantage of having better independence in ones work thanks to teleworking is highly appreciated by respondents in **Luxembourg** (57%), **Poland** (56%) and the **United Kingdom** (54%). The rate in Luxembourg is 18 percentage points above the EU25 average.

Countries with the lowest rates are **Italy** (14%), **Cyprus** (17%) and **Portugal** (19%).

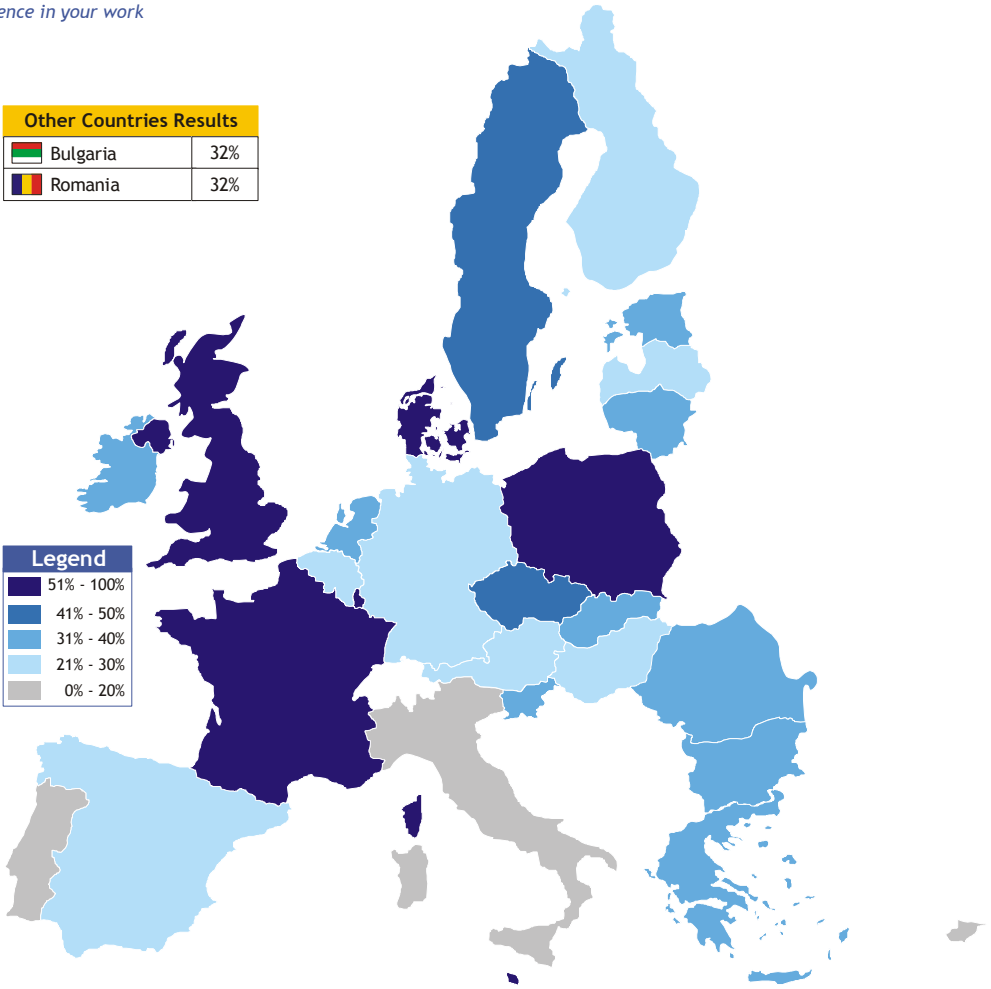
Both Candidate countries have somewhat lower rates when comparing their results to the EU25 average.

QE12 What are the three most important advantages of teleworking for you? (MAX. 3 ANSWERS)

*Answers: You have better independence in your work*

| Country Results | |
|---|---|
| Luxembourg | 57% |
| Poland | 56% |
| United Kingdom | 54% |
| Denmark | 52% |
| France | 51% |
| Malta | 51% |
| Czech Republic | 50% |
| Sweden | 49% |
| EU25 | 39% |
| Estonia | 39% |
| Slovakia | 39% |
| Slovenia | 38% |
| Ireland | 37% |
| Lithuania | 36% |
| Greece | 35% |
| The Netherlands | 35% |
| Belgium | 29% |
| Germany | 29% |
| Finland | 28% |
| Hungary | 23% |
| Spain | 22% |
| Austria | 22% |
| Latvia | 21% |
| Portugal | 19% |
| Cyprus | 17% |
| Italy | 14% |

| Other Countries Results | |
|---|---|
| Bulgaria | 32% |
| Romania | 32% |




(base: teleworking population)

*Analysis by socio-demographic characteristics*

| | You carry out your job more effectively | It is easier to combine work and personal life | You have better independence in your work |
|---|---|---|---|
| EU25 | 48% | 42% | 39% |
| Sex | | | |
| Male | 50% | 39% | 38% |
| Female | 43% | 48% | 41% |
| Education (End of) | | | |
| 15 | 46% | 27% | 28% |
| 16-19 | 48% | 36% | 39% |
| 20+ | 49% | 48% | 41% |
| Respondent occupation scale | | | |
| Self-employed | 40% | 49% | 43% |
| Managers | 57% | 47% | 41% |
| Other white collars | 48% | 42% | 36% |
| Manual workers | 37% | 22% | 33% |
| Subjective urbanisation | | | |
| Rural village | 43% | 40% | 34% |
| Small/mid size town | 49% | 36% | 40% |
| Large town | 51% | 51% | 42% |

(base: teleworking population)

Results by certain socio-demographic categories reveal noteworthy differences for the three main advantages of teleworking:

The **gender category** shows us that carrying out the job more efficiently is somewhat more indicated by men (50%) than by women (43%). On the contrary however, women (48%) seem more convinced than men (39%) that teleworking makes it easier to combine work and personal life.

The **education level** does not show any differences between the different categories for the most important advantage of teleworking, namely job efficiency.
However, for the other two advantages we can note that the higher the education, the more these two advantages are convincing. For the combination of work and personal life, 21 percentage points separate the highest educated from the lowest educated. For better independence in ones work, 13 percentage points separate these two groups.

The **occupation scale** reveals that managers have a very high rate mentioning that teleworking allows the carrying out of ones work more efficiently, with a rate of 57%. This rate is 9 percentage points above the EU25 average, and 20 percentage points above the result indicated by manual workers (37%).
The facility of combining work and private life is mentioned significantly by all occupation groups with the exception of manual workers (22%) who seem far less convinced by this advantage.
The advantage of better independence in ones work is somewhat more acknowledged by the self-employed and managers than by other white collar workers and manual workers.
Finally, the **urbanisation categories** show that in general, persons living in large towns are more numerous to recognize the advantages of teleworking than persons living in rural areas or small towns.

# CONCLUSION

The analysis has shown that the usage of information and communication technologies at work is clearly expanding throughout all the European countries, the 10 new Member States and the candidate countries included. Nevertheless, results reveal a significant lack of a structured training as far as ICT skills are concerned.

While the television and telephone, both fixed and mobile, are considered highly important for Europeans' private lives, results have shown that ICT devices such as computers tend to play an increasingly important role in their professional lives. There remains a North-South cleavage as far as computer and e-mail usage is concerned with the Northern European countries most often ranking at the top.

Results show that the main purpose of computer usage is the Internet, followed by word processing and communications. Internet usage is mainly done for the purpose of information research, followed by communication purposes. Moreover, we note that several countries tend to rise up for their high usage of Internet for a wide range of purposes related to their daily lives, such as internet banking, online purchasing, e-government, etc. These countries are Sweden, the Netherlands and Estonia.

As mentioned above, we have noted a lack of structured and updated training on ICT skills. When asked where they acquired their ICT skills, a majority of Europeans indicate that this was done at home on their own. Among those who have already had specific ICT training courses in the past, we observe that the training course dates back quite a while: a relative majority admits having received their last specific ICT training more than two years ago and an additional 18% declare that their last training dates back one to two years. However, two countries stand out for having a more updated ICT training (Finland and Cyprus).

Europeans also agree that ICT's have brought along quite a few positive impacts on citizens' way of working, bringing with it more effectiveness at work, more skills in the job, better job satisfaction and more responsibilities. However, Europeans are less convinced that ICT's have made it easier to combine professional and private life. Furthermore, they disagree with the fact that ICT's give workers a better chance of being rewarded or promoted, as well as with the fact that ICT's have reduced the level of stress at work. Nevertheless, we can underline the fact that there is a more positive image of the consequences of ICT applications at work in the 10 new Member States and in the two surveyed candidate countries.

Results also show that in order to work more efficiently, Europeans have different demands among which the implementation of more specific software to help them with their job and better Internet security. Moreover, we can stress the fact that, with a rate of 25%, European citizens request advanced training for computer skills.

On a socio-demographic perspective, we have noted throughout this report that younger populations, the highly educated and people living in urban centers tend to more frequently use information and communication technologies and perceive these in a more positive way.

Finally, results also show that 11% of Europeans are currently teleworking. This may seem as a weak result but it is important to note the increasing importance

teleworking is gaining in certain parts of Europe, as the Nordic countries' results (Finland, Sweden, Estonia) illustrate.
These 11% are not to be neglected as this option of work is a very recent concept that still needs to be explored both by employers and employees.
We can therefore assume that it is more the lack of choice and information than the lack of interest which best explains why Europeans have not yet opted for teleworking.

# TABLES

**QE1. Among the following devices, which are the three most important for your personal life? (MAX. 3 ANSWERS)**

| | TOTAL | Telephone (fixed line) | Mobile phone (GSM, Handy, etc.) | SMS (on mobile phone) | Fax | Desk Computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 24786 | 58% | 47% | 8% | 1% | 17% | 4% | 19% | 6% | 66% | 9% | 1% | 4% | 1% |
| | | | | | | | | | | | | | | |
| BE | 1000 | 51% | 51% | 11% | 1% | 20% | 6% | 22% | 11% | 70% | 13% | 0% | 2% | 0% |
| DK | 1059 | 60% | 44% | 10% | 1% | 29% | 7% | 30% | 11% | 64% | 8% | 1% | 1% | 0% |
| D-W | 1045 | 73% | 29% | 4% | 3% | 15% | 5% | 21% | 4% | 71% | 7% | 1% | 5% | 1% |
| DE | 1561 | 71% | 31% | 5% | 2% | 16% | 5% | 21% | 4% | 70% | 7% | 1% | 5% | 1% |
| D-E | 516 | 65% | 42% | 7% | 2% | 17% | 4% | 20% | 3% | 70% | 9% | 1% | 5% | 0% |
| EL | 1000 | 68% | 57% | 6% | 1% | 14% | 3% | 8% | 2% | 64% | 6% | 1% | 6% | 0% |
| ES | 1031 | 54% | 47% | 8% | 1% | 16% | 1% | 14% | 3% | 64% | 8% | 0% | 6% | 1% |
| FR | 1001 | 57% | 47% | 7% | 1% | 18% | 6% | 20% | 6% | 67% | 14% | 1% | 2% | 0% |
| IE | 1000 | 58% | 65% | 7% | 1% | 14% | 5% | 12% | 7% | 67% | 12% | 2% | 4% | 2% |
| IT | 1018 | 58% | 57% | 10% | 1% | 14% | 3% | 10% | 3% | 58% | 6% | 1% | 4% | 0% |
| LU | 506 | 63% | 49% | 12% | 4% | 14% | 8% | 20% | 8% | 61% | 8% | 2% | 4% | - |
| NL | 1011 | 68% | 35% | 5% | 1% | 29% | 4% | 36% | 17% | 68% | 8% | 0% | 0% | - |
| AT | 1007 | 44% | 52% | 11% | 3% | 16% | 3% | 17% | 4% | 62% | 8% | 1% | 10% | 1% |
| PT | 1000 | 43% | 63% | 6% | 1% | 15% | 3% | 10% | 2% | 65% | 4% | 2% | 4% | 1% |
| FI | 1013 | 31% | 75% | 10% | 2% | 19% | 7% | 25% | 12% | 71% | 12% | 0% | 1% | 0% |
| SE | 1000 | 75% | 50% | 7% | 1% | 25% | 4% | 29% | 10% | 68% | 9% | 1% | 0% | - |
| UK | 1322 | 60% | 41% | 9% | 1% | 17% | 5% | 22% | 10% | 65% | 20% | 2% | 4% | 0% |
| CY | 508 | 64% | 64% | 14% | 3% | 19% | 2% | 8% | 2% | 72% | 5% | - | 1% | 1% |
| CZ | 1025 | 33% | 70% | 17% | 2% | 22% | 3% | 17% | 4% | 51% | 4% | 1% | 2% | 11% |
| EE | 1002 | 31% | 70% | 2% | 1% | 17% | 4% | 32% | 6% | 68% | 3% | 1% | 3% | 0% |
| HU | 1005 | 41% | 60% | 10% | 1% | 14% | 1% | 12% | 3% | 76% | 7% | - | 6% | 0% |
| LV | 1011 | 27% | 60% | 10% | 1% | 12% | 1% | 18% | 2% | 76% | 3% | 1% | 4% | 0% |
| LT | 1004 | 30% | 69% | 15% | 1% | 17% | 1% | 23% | 4% | 80% | 2% | 1% | 1% | 2% |
| MT | 500 | 64% | 60% | 20% | 0% | 18% | 3% | 22% | 10% | 60% | 9% | 2% | 1% | - |
| PL | 1000 | 50% | 43% | 11% | 1% | 17% | 2% | 21% | 3% | 66% | 3% | 1% | 5% | 1% |
| SK | 1203 | 32% | 60% | 15% | 1% | 21% | 2% | 12% | 2% | 66% | 6% | 1% | 4% | 9% |
| SI | 1000 | 49% | 66% | 5% | 1% | 21% | 2% | 21% | 5% | 74% | 5% | 0% | 3% | 0% |
| | | | | | | | | | | | | | | |
| BG | 1009 | 58% | 40% | 4% | 1% | 9% | 1% | 9% | 1% | 73% | 4% | 0% | 7% | 2% |
| RO | 1000 | 49% | 42% | 3% | 1% | 21% | 1% | 10% | 2% | 76% | 2% | 0% | 9% | 1% |

**QE1. Among the following devices, which are the three most important for your personal life? (MAX. 3 ANSWERS)**

| | TOTAL | Telephone (fixed line) | Mobile phone | SMS (on mobile phone) | Fax | Desk Computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 24786 | 58% | 47% | 8% | 1% | 17% | 4% | 19% | 6% | 66% | 9% | 1% | 4% | 1% |
| Sex | | | | | | | | | | | | | | |
| Male | 11955 | 51% | 50% | 8% | 1% | 22% | 5% | 23% | 7% | 63% | 10% | 1% | 4% | 1% |
| Female | 12831 | 63% | 44% | 9% | 1% | 13% | 3% | 15% | 5% | 69% | 9% | 1% | 4% | 1% |
| Age | | | | | | | | | | | | | | |
| 15-24 | 3783 | 25% | 74% | 26% | 0% | 25% | 5% | 37% | 8% | 50% | 10% | 1% | 2% | 1% |
| 25-39 | 6576 | 46% | 60% | 10% | 1% | 22% | 6% | 25% | 8% | 60% | 11% | 1% | 4% | 1% |
| 40-54 | 6328 | 62% | 45% | 4% | 2% | 19% | 4% | 18% | 6% | 65% | 8% | 1% | 5% | 1% |
| 55 + | 8075 | 78% | 24% | 2% | 1% | 8% | 1% | 6% | 2% | 78% | 8% | 1% | 5% | 1% |
| Education (End of) | | | | | | | | | | | | | | |
| 15 | 6022 | 69% | 31% | 3% | 0% | 5% | 1% | 4% | 1% | 78% | 10% | 1% | 5% | 1% |
| 16-19 | 9413 | 58% | 50% | 8% | 1% | 16% | 3% | 15% | 4% | 69% | 10% | 1% | 4% | 1% |
| 20+ | 6496 | 57% | 47% | 7% | 2% | 25% | 7% | 27% | 10% | 57% | 8% | 1% | 3% | 1% |
| Still Studying | 2459 | 26% | 71% | 25% | 1% | 30% | 7% | 46% | 10% | 46% | 8% | 1% | 2% | 1% |
| Household composition | | | | | | | | | | | | | | |
| 1 | 4639 | 59% | 40% | 6% | 1% | 12% | 4% | 14% | 5% | 69% | 10% | 1% | 4% | 1% |
| 2 | 7778 | 65% | 40% | 6% | 1% | 14% | 4% | 15% | 5% | 70% | 10% | 1% | 4% | 1% |
| 3 | 4682 | 52% | 51% | 10% | 1% | 20% | 4% | 22% | 6% | 62% | 8% | 1% | 4% | 1% |
| 4+ | 7685 | 53% | 54% | 11% | 1% | 21% | 4% | 23% | 6% | 63% | 9% | 1% | 4% | 0% |
| Place of birth | | | | | | | | | | | | | | |
| Surveyed country | 23364 | 57% | 46% | 8% | 1% | 17% | 4% | 18% | 5% | 66% | 9% | 1% | 4% | 1% |
| EU | 584 | 59% | 43% | 8% | 2% | 21% | 6% | 26% | 9% | 61% | 7% | 1% | 1% | 2% |
| Europe outside EU | 324 | 70% | 43% | 8% | 1% | 6% | 1% | 16% | 3% | 79% | 8% | - | 2% | 0% |
| Outside Europe | 490 | 50% | 58% | 5% | 1% | 16% | 7% | 27% | 11% | 63% | 7% | 1% | 3% | 0% |
| Parents' birth | | | | | | | | | | | | | | |
| 2 born country | 22044 | 58% | 46% | 8% | 1% | 17% | 4% | 18% | 5% | 66% | 9% | 1% | 4% | 1% |
| 1 country EU | 710 | 54% | 47% | 5% | 2% | 20% | 4% | 24% | 7% | 63% | 9% | 1% | 4% | 2% |
| 2EU | 533 | 61% | 40% | 8% | 2% | 16% | 5% | 26% | 6% | 63% | 9% | 0% | 2% | 2% |
| At least 1 outside EU | 1156 | 57% | 53% | 8% | 1% | 14% | 6% | 25% | 11% | 65% | 8% | 2% | 2% | 0% |
| Left-Right scale | | | | | | | | | | | | | | |
| (1-4) Left | 6786 | 58% | 45% | 8% | 1% | 18% | 4% | 21% | 7% | 63% | 9% | 1% | 4% | 1% |
| (5-6) Centre | 8308 | 58% | 47% | 9% | 1% | 17% | 4% | 19% | 5% | 69% | 10% | 1% | 4% | 1% |
| (7-10) Right | 4557 | 59% | 45% | 7% | 2% | 19% | 4% | 20% | 7% | 66% | 9% | 1% | 4% | 1% |

**QE1 Among the following devices, which are the three most important for your personal life? (MAX. 3 ANSWERS)** *(CONTINUED)*

| | TOTAL | Telephone (fixed line) | Mobile phone | SMS (on mobile phone) | Fax | Desk Computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 24786 | 58% | 47% | 8% | 1% | 17% | 4% | 19% | 6% | 66% | 9% | 1% | 4% | 1% |
| Respondant occupation scale | | | | | | | | | | | | | | |
| Self- employed | 2008 | 58% | 61% | 5% | 5% | 23% | 6% | 22% | 7% | 53% | 6% | 2% | 3% | 1% |
| Mana-gers | 2416 | 56% | 45% | 5% | 2% | 30% | 10% | 32% | 14% | 52% | 8% | 2% | 4% | 1% |
| Other white collars | 2769 | 52% | 56% | 10% | 1% | 26% | 5% | 25% | 8% | 59% | 9% | 1% | 3% | 0% |
| Manual workers | 4680 | 50% | 56% | 10% | 1% | 15% | 3% | 15% | 3% | 68% | 12% | 1% | 5% | 1% |
| House persons | 2618 | 70% | 36% | 6% | 1% | 9% | 1% | 10% | 3% | 74% | 10% | 0% | 4% | 1% |
| Unem-ployed | 1688 | 43% | 56% | 12% | 1% | 17% | 2% | 21% | 5% | 68% | 11% | 0% | 4% | 1% |
| Retired | 6148 | 78% | 23% | 2% | 1% | 6% | 1% | 5% | 2% | 80% | 8% | 1% | 5% | 1% |
| Students | 2459 | 26% | 71% | 25% | 1% | 30% | 7% | 46% | 10% | 46% | 8% | 1% | 2% | 1% |
| Subjective urbanisation | | | | | | | | | | | | | | |
| Rural village | 8112 | 62% | 40% | 7% | 1% | 16% | 3% | 15% | 4% | 69% | 8% | 1% | 5% | 1% |
| Small/ mid size town | 10145 | 56% | 49% | 9% | 1% | 18% | 4% | 19% | 5% | 67% | 10% | 1% | 3% | 1% |
| Large town | 6447 | 55% | 51% | 9% | 1% | 18% | 5% | 23% | 8% | 61% | 9% | 1% | 4% | 1% |
| Internet Users | | | | | | | | | | | | | | |
| Yes | 7507 | 46% | 52% | 9% | 2% | 39% | 9% | 52% | 15% | 51% | 7% | 1% | 1% | 0% |
| No | 10263 | 48% | 54% | 9% | 2% | 39% | 9% | 43% | 13% | 53% | 7% | 1% | 1% | 0% |
| Training courses | | | | | | | | | | | | | | |
| Formal | 6109 | 47% | 55% | 10% | 2% | 37% | 9% | 42% | 13% | 53% | 8% | 1% | 1% | 0% |
| Unformal | 7929 | 47% | 52% | 9% | 1% | 41% | 9% | 46% | 13% | 53% | 7% | 1% | 1% | 0% |
| Last training | | | | | | | | | | | | | | |
| 0 - 6 months | 760 | 52% | 56% | 7% | 1% | 32% | 11% | 37% | 11% | 54% | 8% | 2% | 1% | 0% |
| 6 months - 1 year | 485 | 62% | 46% | 7% | 5% | 36% | 8% | 37% | 12% | 59% | 7% | 1% | 2% | 0% |
| More than 1 year | 2346 | 58% | 46% | 6% | 2% | 37% | 8% | 34% | 11% | 59% | 9% | 1% | 2% | 0% |

**QE2. Among the following devices, which are the three most important for your professional life? (MAX. 3 ANSWERS)**

***(IF 'CURRENTLY WORK', CODE 5 TO 18 IN D15a)***

| | TOTAL | Telephone (fixed line) | Mobile phone (GSM, Handy, etc.) | SMS (on mobile phone) | Fax | Desk computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 11873 | 47% | 38% | 3% | 10% | 38% | 8% | 21% | 16% | 7% | 2% | 3% | 15% | 1% |
| BE | 485 | 52% | 39% | 4% | 10% | 49% | 9% | 23% | 28% | 7% | 3% | 3% | 8% | 1% |
| DK | 540 | 53% | 37% | 4% | 8% | 57% | 7% | 27% | 32% | 5% | 1% | 3% | 6% | 1% |
| D-W | 460 | 59% | 25% | 1% | 15% | 40% | 8% | 23% | 8% | 4% | 1% | 2% | 19% | 0% |
| DE | 687 | 59% | 28% | 1% | 16% | 39% | 8% | 22% | 8% | 4% | 1% | 2% | 18% | 0% |
| D-E | 227 | 63% | 40% | 5% | 16% | 33% | 10% | 18% | 6% | 4% | 2% | 3% | 13% | - |
| EL | 463 | 54% | 57% | 2% | 9% | 27% | 4% | 14% | 6% | 5% | 1% | 2% | 14% | - |
| ES | 456 | 26% | 38% | 4% | 5% | 28% | 3% | 15% | 6% | 7% | 2% | 1% | 27% | 4% |
| FR | 523 | 49% | 34% | 1% | 11% | 43% | 8% | 25% | 21% | 5% | 3% | 3% | 11% | 2% |
| IE | 493 | 53% | 54% | 5% | 10% | 31% | 10% | 14% | 17% | 13% | 3% | 6% | 9% | 5% |
| IT | 503 | 41% | 41% | 4% | 8% | 34% | 8% | 17% | 10% | 7% | 3% | 1% | 17% | 1% |
| LU | 248 | 48% | 40% | 2% | 17% | 49% | 9% | 18% | 26% | 5% | 4% | 7% | 8% | 1% |
| NL | 561 | 61% | 34% | 2% | 8% | 55% | 9% | 27% | 40% | 3% | 2% | 5% | 5% | - |
| AT | 516 | 42% | 41% | 5% | 11% | 42% | 8% | 20% | 12% | 7% | 1% | 3% | 20% | 1% |
| PT | 501 | 37% | 47% | 4% | 6% | 25% | 5% | 9% | 5% | 8% | 1% | 4% | 24% | 2% |
| FI | 551 | 37% | 52% | 5% | 9% | 48% | 10% | 26% | 41% | 4% | 2% | 1% | 7% | - |
| SE | 569 | 55% | 45% | 3% | 14% | 53% | 12% | 29% | 37% | 3% | 2% | 2% | 2% | 0% |
| UK | 689 | 51% | 37% | 5% | 11% | 42% | 14% | 25% | 32% | 8% | 4% | 5% | 11% | 0% |
| CY | 268 | 53% | 46% | 4% | 19% | 42% | 3% | 13% | 9% | 5% | 1% | 2% | 9% | - |
| CZ | 548 | 36% | 51% | 6% | 6% | 33% | 5% | 18% | 8% | 2% | 1% | 2% | 14% | 5% |
| EE | 484 | 32% | 62% | 1% | 8% | 38% | 4% | 35% | 15% | 7% | 1% | 1% | 9% | 1% |
| HU | 417 | 35% | 52% | 8% | 8% | 30% | 2% | 13% | 6% | 6% | 1% | - | 22% | 3% |
| LV | 524 | 24% | 57% | 5% | 7% | 22% | 3% | 18% | 8% | 17% | 2% | 2% | 18% | 0% |
| LT | 463 | 32% | 65% | 14% | 9% | 27% | 3% | 31% | 11% | 29% | 1% | 2% | 7% | 5% |
| MT | 234 | 39% | 48% | 15% | 9% | 39% | 9% | 31% | 26% | 5% | 4% | 0% | 10% | 1% |
| PL | 368 | 48% | 41% | 4% | 10% | 36% | 2% | 19% | 6% | 16% | 2% | 2% | 12% | 2% |
| SK | 655 | 37% | 41% | 6% | 7% | 34% | 2% | 17% | 4% | 4% | 1% | 1% | 17% | 7% |
| SI | 472 | 52% | 51% | 2% | 12% | 50% | 5% | 23% | 16% | 5% | 1% | 0% | 12% | 0% |
| BG | 429 | 42% | 47% | 5% | 3% | 21% | 1% | 13% | 3% | 13% | 1% | 0% | 25% | 5% |
| RO | 422 | 39% | 43% | 3% | 7% | 31% | 2% | 15% | 4% | 23% | 1% | 0% | 30% | 0% |

**QE2. Among the following devices, which are the three most important for your professional life? (MAX. 3 ANSWERS)**

***(IF 'CURRENTLY WORK', CODE 5 TO 18 IN D15a)***

| | TOTAL | Telephone (fixed line) | Mobile phone (GSM, Handy, etc.) | SMS (on mobile phone) | Fax | Desk computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 11873 | 47% | 38% | 3% | 10% | 38% | 8% | 21% | 16% | 7% | 2% | 3% | 15% | 1% |
| Sex | | | | | | | | | | | | | | |
| Male | 6789 | 42% | 47% | 4% | 9% | 36% | 9% | 22% | 16% | 7% | 2% | 3% | 13% | 1% |
| Female | 5084 | 53% | 27% | 3% | 11% | 42% | 5% | 19% | 17% | 6% | 3% | 2% | 16% | 2% |
| Age | | | | | | | | | | | | | | |
| 15-24 | 1073 | 38% | 44% | 6% | 9% | 32% | 4% | 22% | 13% | 6% | 1% | 2% | 20% | 1% |
| 25-39 | 4800 | 42% | 42% | 4% | 10% | 41% | 9% | 23% | 19% | 6% | 2% | 3% | 14% | 1% |
| 40-54 | 4635 | 51% | 37% | 2% | 10% | 38% | 7% | 20% | 16% | 7% | 2% | 3% | 14% | 1% |
| 55 + | 1353 | 58% | 28% | 2% | 13% | 34% | 7% | 17% | 13% | 8% | 2% | 2% | 17% | 2% |
| Education (End of) | | | | | | | | | | | | | | |
| 15 | 1672 | 42% | 36% | 3% | 8% | 18% | 4% | 7% | 5% | 9% | 1% | 1% | 29% | 2% |
| 16-19 | 5526 | 47% | 40% | 4% | 11% | 35% | 6% | 16% | 13% | 7% | 2% | 3% | 17% | 1% |
| 20+ | 4513 | 50% | 36% | 2% | 10% | 51% | 11% | 32% | 24% | 6% | 3% | 3% | 7% | 1% |
| Still Studying | 0 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Household composition | | | | | | | | | | | | | | |
| 1 | 1715 | 46% | 39% | 3% | 8% | 41% | 8% | 23% | 20% | 8% | 3% | 3% | 14% | 2% |
| 2 | 3231 | 48% | 38% | 4% | 11% | 37% | 10% | 22% | 19% | 6% | 2% | 2% | 14% | 1% |
| 3 | 2679 | 46% | 36% | 3% | 11% | 39% | 7% | 20% | 14% | 6% | 2% | 2% | 16% | 1% |
| 4+ | 4249 | 47% | 40% | 3% | 10% | 38% | 7% | 19% | 14% | 7% | 2% | 3% | 15% | 1% |
| Place of birth | | | | | | | | | | | | | | |
| Surveyed country | 11110 | 47% | 39% | 4% | 10% | 39% | 8% | 21% | 17% | 7% | 2% | 3% | 14% | 1% |
| EU | 296 | 43% | 29% | 2% | 9% | 29% | 9% | 22% | 18% | 6% | 1% | 3% | 23% | 2% |
| Europe outside EU | 163 | 43% | 31% | 1% | 5% | 27% | 6% | 15% | 8% | 7% | 2% | 1% | 37% | 0% |
| Outside Europe | 296 | 37% | 46% | 2% | 8% | 30% | 10% | 27% | 17% | 7% | 1% | 4% | 13% | - |
| Parents' birth | | | | | | | | | | | | | | |
| 2 born country | 10490 | 47% | 38% | 3% | 10% | 39% | 7% | 20% | 16% | 7% | 2% | 2% | 14% | 1% |
| 1 country EU | 370 | 50% | 38% | 4% | 7% | 40% | 11% | 24% | 21% | 3% | 2% | 3% | 9% | 1% |
| 2EU | 258 | 36% | 33% | 2% | 10% | 29% | 8% | 23% | 15% | 9% | 3% | 1% | 28% | 1% |
| At least 1 outside EU | 589 | 44% | 46% | 3% | 8% | 34% | 11% | 24% | 19% | 6% | 2% | 3% | 16% | 1% |
| Left-Right scale | | | | | | | | | | | | | | |
| (1-4) Left | 3431 | 45% | 35% | 4% | 10% | 41% | 7% | 23% | 20% | 6% | 2% | 3% | 15% | 1% |
| (5-6) Centre | 4179 | 50% | 38% | 3% | 11% | 40% | 8% | 20% | 14% | 7% | 2% | 3% | 13% | 1% |
| (7-10) Right | 2158 | 50% | 43% | 3% | 11% | 40% | 11% | 24% | 21% | 6% | 2% | 3% | 9% | 1% |

**QE2. Among the following devices, which are the three most important for your professional life? (MAX. 3 ANSWERS)** *(CONTINUED)*

***(IF 'CURRENTLY WORK', CODE 5 TO 18 IN D15a)***

| | TOTAL | Telephone (fixed line) | Mobile phone (GSM, Handy, etc.) | SMS (on mobile phone) | Fax | Desk computer | Laptop computer | The Internet | e-mail | Television | Video/DVD player | Personal organiser/PDA | None of these (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 11873 | 47% | 38% | 3% | 10% | 38% | 8% | 21% | 16% | 7% | 2% | 3% | 15% | 1% |
| Respondant occupation scale | | | | | | | | | | | | | | |
| Self- employed | 2008 | 55% | 57% | 3% | 13% | 31% | 9% | 23% | 12% | 11% | 2% | 2% | 6% | 2% |
| Mana-gers | 2416 | 48% | 32% | 2% | 10% | 55% | 16% | 37% | 32% | 6% | 4% | 3% | 5% | 1% |
| Other white collars | 2769 | 57% | 30% | 3% | 14% | 56% | 6% | 24% | 22% | 4% | 1% | 3% | 7% | 1% |
| Manual workers | 4680 | 37% | 39% | 4% | 6% | 22% | 4% | 10% | 7% | 7% | 2% | 2% | 28% | 2% |
| House persons | 0 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Unem-ployed | 0 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Retired | 0 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Students | 0 | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Subjective urbanisation | | | | | | | | | | | | | | |
| Rural village | 3853 | 49% | 37% | 3% | 10% | 35% | 7% | 18% | 12% | 8% | 2% | 2% | 16% | 2% |
| Small/ mid size town | 4846 | 45% | 38% | 3% | 11% | 39% | 8% | 21% | 15% | 6% | 3% | 3% | 15% | 1% |
| Large town | 3148 | 47% | 41% | 4% | 10% | 42% | 9% | 25% | 23% | 7% | 2% | 3% | 11% | 1% |
| Internet Users | | | | | | | | | | | | | | |
| Yes | 4987 | 52% | 36% | 2% | 13% | 59% | 13% | 40% | 30% | 4% | 2% | 4% | 5% | 0% |
| No | 7060 | 52% | 38% | 2% | 13% | 63% | 12% | 34% | 27% | 4% | 2% | 3% | 4% | 0% |
| Training courses | | | | | | | | | | | | | | |
| Formal | 4218 | 54% | 35% | 2% | 14% | 67% | 13% | 36% | 29% | 4% | 2% | 4% | 2% | 0% |
| Unformal | 5338 | 52% | 38% | 2% | 13% | 60% | 12% | 33% | 27% | 4% | 2% | 3% | 5% | 0% |
| Last training | | | | | | | | | | | | | | |
| 0 - 6 months | 661 | 54% | 32% | 1% | 14% | 63% | 15% | 43% | 32% | 4% | 3% | 6% | 0% | 0% |
| 6 months - 1 year | 428 | 62% | 37% | 1% | 13% | 67% | 15% | 44% | 29% | 5% | 3% | 2% | 0% | 0% |
| More than 1 year | 1861 | 57% | 34% | 2% | 15% | 71% | 11% | 32% | 26% | 3% | 2% | 3% | 2% | 0% |

**QE3 Where do you use a computer (incl. e-mail and/or the Internet)? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | At work | At home, for your work | At home, for your private life | At school | At university | In a friend's house | At a public place | In Internet cafés/cybercafés | Elsewhere (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 52% | 32% | 69% | 7% | 6% | 5% | 2% | 3% | 1% | 1% |
| | | | | | | | | | | | |
| BE | 545 | 54% | 36% | 76% | 11% | 4% | 6% | 3% | 5% | 1% | 1% |
| DK | 699 | 56% | 35% | 87% | 10% | 11% | 8% | 9% | 2% | 1% | 1% |
| D-W | 465 | 51% | 37% | 79% | 9% | 5% | 5% | 1% | 1% | 0% | 0% |
| DE | 690 | 51% | 37% | 78% | 8% | 6% | 6% | 1% | 1% | 1% | 0% |
| D-E | 222 | 53% | 35% | 77% | 6% | 9% | 10% | 1% | 2% | 1% | 0% |
| EL | 268 | 53% | 26% | 63% | 6% | 11% | 3% | 0% | 6% | 1% | 0% |
| ES | 322 | 41% | 15% | 65% | 8% | 7% | 6% | 6% | 3% | 2% | 1% |
| FR | 514 | 52% | 35% | 67% | 6% | 5% | 6% | 2% | 3% | 1% | 1% |
| IE | 403 | 55% | 31% | 62% | 6% | 12% | 3% | 2% | 7% | 1% | 6% |
| IT | 357 | 61% | 31% | 49% | 5% | 6% | 4% | 0% | 1% | 1% | - |
| LU | 254 | 58% | 29% | 79% | 10% | 3% | 3% | 2% | 4% | - | - |
| NL | 759 | 58% | 39% | 84% | 13% | 3% | 7% | 2% | 3% | 1% | 0% |
| AT | 430 | 53% | 29% | 72% | 3% | 1% | 6% | 3% | 4% | 3% | 1% |
| PT | 278 | 48% | 18% | 50% | 9% | 6% | 1% | 1% | 1% | 1% | 12% |
| FI | 611 | 60% | 31% | 78% | 3% | 3% | 4% | 6% | 2% | - | 1% |
| SE | 690 | 59% | 31% | 88% | 9% | 11% | 8% | 3% | 3% | 1% | - |
| UK | 680 | 48% | 33% | 75% | 1% | 2% | 1% | 2% | 3% | - | 0% |
| CY | 177 | 70% | 29% | 46% | 9% | 4% | 2% | 1% | 2% | 1% | 8% |
| CZ | 384 | 61% | 25% | 56% | 5% | 7% | 7% | 3% | 6% | 0% | 2% |
| EE | 513 | 49% | 38% | 61% | 13% | 11% | 13% | 9% | 3% | 1% | 2% |
| HU | 286 | 48% | 25% | 54% | 14% | 4% | 3% | 3% | 2% | 2% | 5% |
| LV | 322 | 53% | 34% | 34% | 14% | 10% | 10% | 5% | 7% | - | 4% |
| LT | 416 | 43% | 25% | 40% | 14% | 10% | 12% | 7% | 7% | 2% | 8% |
| MT | 211 | 55% | 30% | 78% | 10% | 5% | 4% | 1% | 4% | 1% | - |
| PL | 368 | 42% | 33% | 53% | 13% | 8% | 9% | 1% | 8% | - | 3% |
| SK | 433 | 60% | 25% | 47% | 9% | 8% | 6% | 4% | 11% | 1% | 4% |
| SI | 491 | 60% | 36% | 62% | 8% | 8% | 4% | 4% | 3% | 2% | 1% |
| | | | | | | | | | | | |
| BG | 189 | 55% | 23% | 38% | 10% | 8% | 4% | 2% | 20% | - | - |
| RO | 296 | 50% | 23% | 33% | 1% | 1% | 2% | 1% | 44% | - | - |

**QE3. Where do you use a computer (incl. E-mail and/or the Internet)? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | At work | At home, for your work | At home, for your private life | At school | At university | In a friend's house | At a public place | In Internet cafés/cybercafés | Elsewhere (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 52% | 32% | 69% | 7% | 6% | 5% | 2% | 3% | 1% | 1% |
| Sex | | | | | | | | | | | |
| Male | 6045 | 52% | 35% | 70% | 7% | 6% | 6% | 2% | 4% | 1% | 1% |
| Female | 4782 | 52% | 28% | 67% | 8% | 5% | 4% | 2% | 2% | 1% | 1% |
| Age | | | | | | | | | | | |
| 15-24 | 2352 | 21% | 20% | 73% | 24% | 16% | 14% | 4% | 6% | 1% | 1% |
| 25-39 | 3884 | 64% | 36% | 66% | 3% | 4% | 4% | 2% | 3% | 1% | 1% |
| 40-54 | 3191 | 64% | 40% | 66% | 2% | 1% | 1% | 1% | 2% | 0% | 1% |
| 55 + | 1392 | 39% | 23% | 72% | 1% | 1% | 1% | 1% | 1% | 1% | 2% |
| Education (End of) | | | | | | | | | | | |
| 15 | 720 | 45% | 21% | 66% | 1% | 0% | 4% | 1% | 1% | 0% | 3% |
| 16-19 | 4043 | 55% | 28% | 65% | 1% | 1% | 4% | 1% | 2% | 1% | 1% |
| 20+ | 4276 | 68% | 41% | 68% | 3% | 2% | 3% | 3% | 2% | 1% | 1% |
| Still Studying | 1674 | 6% | 22% | 78% | 35% | 27% | 14% | 3% | 8% | 1% | 1% |
| Household composition | | | | | | | | | | | |
| 1 | 1547 | 57% | 32% | 64% | 4% | 8% | 7% | 4% | 5% | 1% | 2% |
| 2 | 2964 | 53% | 31% | 68% | 3% | 5% | 5% | 2% | 2% | 1% | 1% |
| 3 | 2335 | 55% | 32% | 66% | 7% | 6% | 5% | 3% | 3% | 1% | 1% |
| 4+ | 3981 | 47% | 32% | 73% | 12% | 5% | 5% | 2% | 3% | 0% | 1% |
| Place of birth | | | | | | | | | | | |
| Surveyed country | 10157 | 52% | 33% | 69% | 7% | 6% | 5% | 2% | 3% | 1% | 1% |
| EU | 289 | 42% | 28% | 70% | 4% | 7% | 5% | 5% | 4% | 1% | 1% |
| Europe outside EU | 99 | 57% | 18% | 64% | 3% | 6% | 3% | 2% | 6% | 0% | 2% |
| Outside Europe | 271 | 42% | 27% | 68% | 8% | 5% | 6% | 7% | 4% | 1% | 0% |
| Parents' birth | | | | | | | | | | | |
| 2 born country | 9408 | 52% | 32% | 68% | 7% | 6% | 5% | 2% | 3% | 1% | 1% |
| 1 country EU | 374 | 51% | 34% | 76% | 8% | 4% | 7% | 3% | 3% | 1% | 1% |
| 2EU | 249 | 40% | 26% | 71% | 10% | 8% | 5% | 5% | 5% | 1% | 0% |
| At least 1 outside EU | 602 | 48% | 29% | 69% | 7% | 5% | 5% | 5% | 5% | 3% | 0% |
| Left-Right scale | | | | | | | | | | | |
| (1-4) Left | 3222 | 53% | 36% | 72% | 7% | 7% | 6% | 2% | 4% | 1% | 0% |
| (5-6) Centre | 3801 | 53% | 30% | 68% | 6% | 4% | 4% | 2% | 2% | 1% | 2% |
| (7-10) Right | 2074 | 53% | 36% | 70% | 6% | 6% | 4% | 2% | 4% | 0% | 1% |

**QE3. Where do you use a computer (incl. E-mail and/or the Internet)? (MULTIPLE ANSWERS POSSIBLE)** *(CONTINUED)*

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | At work | At home, for your work | At home, for your private life | At school | At university | In a friend's house | At a public place | In Internet cafés/cybercafés | Elsewhere (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 52% | 32% | 69% | 7% | 6% | 5% | 2% | 3% | 1% | 1% |
| Respondant occupation scale | | | | | | | | | | | |
| Self- employed | 1153 | 58% | 67% | 51% | 1% | 1% | 2% | 1% | 2% | 1% | 1% |
| Mana-gers | 2079 | 84% | 56% | 68% | 5% | 2% | 2% | 2% | 3% | 0% | 1% |
| Other white collars | 2118 | 86% | 24% | 60% | 2% | 1% | 4% | 2% | 2% | 0% | 0% |
| Manual workers | 2052 | 58% | 24% | 65% | 2% | 2% | 5% | 2% | 2% | 1% | 2% |
| House persons | 485 | 7% | 11% | 85% | 1% | 1% | 1% | 1% | 1% | 1% | 3% |
| Unem-ployed | 567 | 6% | 16% | 79% | 3% | 4% | 9% | 5% | 4% | 4% | 1% |
| Retired | 700 | 2% | 7% | 88% | 1% | 1% | 2% | 2% | 2% | 2% | 4% |
| Students | 1674 | 6% | 22% | 78% | 35% | 27% | 14% | 3% | 8% | 1% | 1% |
| Subjective urbanisation | | | | | | | | | | | |
| Rural village | 3103 | 51% | 32% | 69% | 9% | 3% | 4% | 2% | 2% | 1% | 1% |
| Small/ mid size town | 4490 | 52% | 31% | 68% | 7% | 4% | 6% | 2% | 3% | 1% | 1% |
| Large town | 3213 | 52% | 34% | 69% | 6% | 9% | 6% | 3% | 4% | 1% | 1% |
| Internet Users | | | | | | | | | | | |
| Yes | 7507 | 51% | 37% | 78% | 9% | 7% | 6% | 3% | 4% | 1% | 0% |
| No | 10263 | 53% | 33% | 69% | 8% | 6% | 5% | 2% | 3% | 1% | 0% |
| Training courses | | | | | | | | | | | |
| Formal | 6109 | 58% | 32% | 68% | 10% | 7% | 6% | 3% | 4% | 1% | 0% |
| Unformal | 7929 | 50% | 35% | 74% | 7% | 6% | 6% | 2% | 3% | 1% | 0% |
| Last training | | | | | | | | | | | |
| 0 - 6 months | 760 | 77% | 40% | 62% | 7% | 4% | 5% | 4% | 5% | 1% | 0% |
| 6 months - 1 year | 485 | 80% | 37% | 63% | 3% | 3% | 3% | 3% | 2% | 0% | 0% |
| More than 1 year | 2346 | 67% | 31% | 66% | 3% | 2% | 3% | 1% | 2% | 1% | 0% |

**QE4. Among the following, for what purposes do you use a computer? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Word processing | Spreadsheet and database management (accounting, statistics, calculating, etc.) | Graphical applications (presentations, designing, desk top publishing, photo/image editing, etc.) | Programming | Communication (e-mails, newsgroups, chat rooms, etc.) | The Internet | Leisure (playing games, entertainment, music, video, etc. - online or offline) | DK |
|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 62% | 41% | 27% | 12% | 59% | 69% | 36% | 2% |
| BE | 545 | 62% | 36% | 24% | 10% | 69% | 69% | 45% | 1% |
| DK | 699 | 78% | 47% | 32% | 12% | 73% | 85% | 46% | 1% |
| D-W | 465 | 79% | 51% | 32% | 10% | 65% | 80% | 36% | 1% |
| DE | 690 | 80% | 52% | 32% | 10% | 62% | 79% | 37% | 1% |
| D-E | 222 | 82% | 56% | 33% | 8% | 51% | 72% | 41% | 1% |
| EL | 268 | 46% | 43% | 27% | 24% | 37% | 69% | 38% | 0% |
| ES | 322 | 53% | 38% | 30% | 13% | 48% | 65% | 29% | 2% |
| FR | 514 | 61% | 42% | 27% | 11% | 58% | 67% | 35% | 1% |
| IE | 403 | 57% | 39% | 26% | 16% | 55% | 70% | 25% | 7% |
| IT | 357 | 48% | 39% | 24% | 25% | 48% | 50% | 21% | 0% |
| LU | 254 | 64% | 38% | 30% | 16% | 61% | 66% | 24% | - |
| NL | 759 | 74% | 37% | 34% | 9% | 82% | 84% | 48% | 1% |
| AT | 430 | 50% | 36% | 21% | 13% | 55% | 70% | 32% | 2% |
| PT | 278 | 58% | 40% | 19% | 13% | 34% | 42% | 28% | 14% |
| FI | 611 | 47% | 30% | 21% | 7% | 68% | 59% | 37% | 1% |
| SE | 690 | 64% | 38% | 33% | 10% | 81% | 81% | 43% | 1% |
| UK | 680 | 65% | 41% | 27% | 11% | 67% | 77% | 35% | 2% |
| CY | 177 | 42% | 36% | 26% | 18% | 33% | 43% | 29% | 8% |
| CZ | 384 | 69% | 44% | 22% | 12% | 45% | 67% | 33% | 2% |
| EE | 513 | 48% | 36% | 26% | 9% | 72% | 87% | 41% | 2% |
| HU | 286 | 50% | 43% | 16% | 9% | 43% | 51% | 44% | 6% |
| LV | 322 | 49% | 37% | 26% | 10% | 33% | 70% | 37% | 4% |
| LT | 416 | 43% | 24% | 11% | 7% | 39% | 58% | 39% | 8% |
| MT | 211 | 50% | 36% | 22% | 17% | 70% | 70% | 36% | 1% |
| PL | 368 | 48% | 29% | 21% | 9% | 48% | 60% | 47% | 3% |
| SK | 433 | 68% | 48% | 18% | 10% | 35% | 56% | 37% | 4% |
| SI | 491 | 68% | 43% | 22% | 10% | 59% | 69% | 41% | 2% |
| BG | 189 | 44% | 33% | 13% | 11% | 42% | 59% | 35% | - |
| RO | 296 | 80% | 27% | 14% | 11% | 81% | 89% | 65% | - |

**QE4. Among the following, for what purposes do you use a computer? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Word processing | Spreadsheet and database management (accounting, statistics, calculating, etc.) | Graphical applications (presentations, designing, desk top publishing, photo/image editing, etc.) | Programming | Communication (e-mails, newsgroups, chat rooms, etc.) | The Internet | Leisure (playing games, entertainment, music, video, etc. - online or offline) | DK |
|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 62% | 41% | 27% | 12% | 59% | 69% | 36% | 2% |
| Sex | | | | | | | | | |
| Male | 6045 | 60% | 43% | 31% | 16% | 59% | 70% | 39% | 2% |
| Female | 4782 | 65% | 38% | 22% | 8% | 58% | 68% | 32% | 2% |
| Age | | | | | | | | | |
| 15-24 | 2352 | 59% | 31% | 28% | 13% | 58% | 76% | 56% | 1% |
| 25-39 | 3884 | 64% | 44% | 30% | 14% | 60% | 71% | 35% | 1% |
| 40-54 | 3191 | 66% | 48% | 26% | 11% | 60% | 65% | 28% | 1% |
| 55 + | 1392 | 57% | 37% | 20% | 8% | 54% | 61% | 23% | 4% |
| Education (End of) | | | | | | | | | |
| 15 | 720 | 47% | 37% | 19% | 11% | 45% | 52% | 35% | 5% |
| 16-19 | 4043 | 56% | 42% | 23% | 10% | 53% | 64% | 36% | 2% |
| 20+ | 4276 | 70% | 46% | 32% | 13% | 65% | 73% | 28% | 1% |
| Still Studying | 1674 | 66% | 30% | 30% | 13% | 62% | 81% | 58% | 1% |
| Household composition | | | | | | | | | |
| 1 | 1547 | 66% | 43% | 29% | 13% | 64% | 70% | 32% | 2% |
| 2 | 2964 | 62% | 43% | 29% | 11% | 60% | 67% | 31% | 2% |
| 3 | 2335 | 64% | 44% | 25% | 12% | 60% | 67% | 35% | 2% |
| 4+ | 3981 | 60% | 37% | 26% | 13% | 55% | 72% | 42% | 1% |
| Place of birth | | | | | | | | | |
| Surveyed country | 10157 | 63% | 41% | 27% | 12% | 59% | 69% | 36% | 2% |
| EU | 289 | 61% | 42% | 21% | 9% | 65% | 75% | 37% | 1% |
| Europe outside EU | 99 | 71% | 42% | 22% | 8% | 60% | 70% | 44% | 1% |
| Outside Europe | 271 | 52% | 40% | 27% | 21% | 58% | 63% | 28% | 2% |
| Parents' birth | | | | | | | | | |
| 2 born country | 9408 | 63% | 42% | 27% | 12% | 59% | 69% | 35% | 2% |
| 1 country EU | 374 | 63% | 39% | 33% | 13% | 56% | 70% | 43% | 1% |
| 2EU | 249 | 61% | 40% | 19% | 6% | 71% | 83% | 50% | 0% |
| At least 1 outside EU | 602 | 62% | 39% | 23% | 11% | 62% | 69% | 31% | 1% |
| Left-Right scale | | | | | | | | | |
| (1-4) Left | 3222 | 66% | 40% | 30% | 13% | 61% | 73% | 36% | 1% |
| (5-6) Centre | 3801 | 62% | 42% | 26% | 10% | 57% | 69% | 34% | 2% |
| (7-10) Right | 2074 | 65% | 44% | 30% | 12% | 63% | 70% | 36% | 2% |

**QE4. Among the following, for what purposes do you use a computer? (MULTIPLE ANSWERS POSSIBLE)** *(CONTINUED)*

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Word processing | Spreadsheet and database management (accounting, statistics, calculating, etc.) | Graphical applications (presentations, designing, desk top publishing, photo/image editing, etc.) | Programming | Communication (e-mails, newsgroups, chat rooms, etc.) | The Internet | Leisure (playing games, entertainment, music, video, etc. - online or offline) | DK |
|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 62% | 41% | 27% | 12% | 59% | 69% | 36% | 2% |
| Respondant occupation scale | | | | | | | | | |
| Self- employed | 1153 | 59% | 54% | 31% | 15% | 55% | 64% | 20% | 1% |
| Mana-gers | 2079 | 79% | 53% | 39% | 14% | 73% | 78% | 24% | 1% |
| Other white collars | 2118 | 64% | 54% | 26% | 13% | 60% | 63% | 29% | 1% |
| Manual workers | 2052 | 50% | 32% | 20% | 11% | 46% | 62% | 44% | 3% |
| House persons | 485 | 56% | 23% | 9% | 6% | 55% | 67% | 42% | 2% |
| Unem-ployed | 567 | 59% | 27% | 24% | 12% | 59% | 72% | 49% | 2% |
| Retired | 700 | 50% | 23% | 17% | 6% | 51% | 63% | 33% | 4% |
| Students | 1674 | 66% | 30% | 30% | 13% | 62% | 81% | 58% | 1% |
| Subjective urbanisation | | | | | | | | | |
| Rural village | 3103 | 62% | 42% | 26% | 11% | 57% | 67% | 35% | 2% |
| Small/ mid size town | 4490 | 61% | 41% | 27% | 13% | 57% | 69% | 36% | 1% |
| Large town | 3213 | 65% | 41% | 28% | 12% | 63% | 71% | 36% | 1% |
| Internet Users | | | | | | | | | |
| Yes | 7507 | 69% | 42% | 31% | 13% | 70% | 100% | 40% | - |
| No | 10263 | 66% | 43% | 29% | 13% | 62% | 69% | 38% | - |
| Training courses | | | | | | | | | |
| Formal | 6109 | 68% | 47% | 30% | 15% | 62% | 72% | 33% | 1% |
| Unformal | 7929 | 64% | 41% | 29% | 11% | 63% | 73% | 40% | 0% |
| Last training | | | | | | | | | |
| 0 - 6 months | 760 | 69% | 60% | 38% | 18% | 65% | 68% | 27% | 1% |
| 6 months - 1 year | 485 | 65% | 47% | 30% | 13% | 60% | 69% | 20% | 3% |
| More than 1 year | 2346 | 69% | 47% | 26% | 13% | 60% | 68% | 27% | 1% |

**QE5. Among the following, for which purposes do you use the Internet? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Looking for information | Consulting public services | Looking for health-related information and services | Communication (e-mails, newsgroups, virtual communities, etc.) | Booking, buying online, etc. (e-commerce) | Education and/or training | Leisure (playing games, entertainment, music, video, etc.) | Looking for a job | Internet banking | You do not use the Internet (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 78% | 25% | 19% | 55% | 29% | 28% | 29% | 15% | 30% | 8% | 1% |
| BE | 545 | 88% | 36% | 20% | 66% | 24% | 20% | 37% | 14% | 39% | 4% | 0% |
| DK | 699 | 86% | 41% | 29% | 69% | 47% | 26% | 40% | 22% | 58% | 5% | 1% |
| D-W | 465 | 81% | 27% | 26% | 59% | 41% | 35% | 28% | 17% | 37% | 8% | 0% |
| DE | 690 | 80% | 26% | 24% | 57% | 40% | 35% | 27% | 17% | 37% | 9% | 0% |
| D-E | 222 | 74% | 26% | 18% | 46% | 37% | 38% | 24% | 19% | 38% | 14% | - |
| EL | 268 | 71% | 17% | 10% | 35% | 6% | 29% | 29% | 5% | 4% | 20% | 0% |
| ES | 322 | 79% | 25% | 14% | 44% | 12% | 31% | 31% | 16% | 12% | 9% | 1% |
| FR | 514 | 73% | 28% | 17% | 56% | 24% | 18% | 27% | 15% | 28% | 11% | 1% |
| IE | 403 | 83% | 18% | 15% | 52% | 33% | 28% | 18% | 8% | 32% | 3% | 9% |
| IT | 357 | 78% | 28% | 17% | 46% | 15% | 24% | 22% | 11% | 14% | 5% | - |
| LU | 254 | 83% | 29% | 23% | 55% | 26% | 16% | 24% | 3% | 43% | 6% | 1% |
| NL | 759 | 94% | 30% | 31% | 73% | 43% | 23% | 41% | 20% | 60% | 2% | 0% |
| AT | 430 | 59% | 28% | 16% | 47% | 27% | 16% | 20% | 7% | 28% | 5% | 1% |
| PT | 278 | 62% | 19% | 11% | 31% | 8% | 20% | 26% | 5% | 12% | 12% | 24% |
| FI | 611 | 73% | 33% | 20% | 56% | 28% | 16% | 26% | 13% | 50% | 1% | 0% |
| SE | 690 | 91% | 40% | 21% | 75% | 55% | 23% | 36% | 24% | 61% | 2% | 0% |
| UK | 680 | 77% | 17% | 24% | 60% | 46% | 37% | 29% | 20% | 34% | 6% | 2% |
| CY | 177 | 66% | 13% | 12% | 34% | 14% | 26% | 26% | 1% | 15% | 16% | 11% |
| CZ | 384 | 79% | 27% | 12% | 47% | 14% | 24% | 26% | 8% | 13% | 12% | 3% |
| EE | 513 | 85% | 24% | 19% | 76% | 16% | 41% | 42% | 19% | 70% | 3% | 0% |
| HU | 286 | 66% | 6% | 8% | 41% | 6% | 18% | 25% | 7% | 3% | 16% | 11% |
| LV | 322 | 78% | 23% | 5% | 38% | 5% | 36% | 34% | 12% | 27% | 10% | 2% |
| LT | 416 | 74% | 7% | 6% | 43% | 6% | 27% | 34% | 12% | 15% | 7% | 8% |
| MT | 211 | 89% | 20% | 25% | 65% | 21% | 32% | 34% | 6% | 27% | 2% | 1% |
| PL | 368 | 75% | 17% | 9% | 46% | 10% | 31% | 31% | 12% | 12% | 17% | 1% |
| SK | 433 | 70% | 14% | 7% | 35% | 3% | 28% | 26% | 12% | 13% | 18% | 5% |
| SI | 491 | 81% | 9% | 13% | 63% | 17% | 26% | 36% | 10% | 22% | 10% | 1% |
| BG | 189 | 66% | 26% | 20% | 44% | 3% | 32% | 29% | 9% | 9% | - | 14% |
| RO | 296 | 57% | 15% | 8% | 31% | 2% | 15% | 17% | 7% | 2% | - | 39% |

**QE5. Among the following, for which purposes do you use the Internet? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Looking for information | Consulting public services | Looking for health-related information and services | Communication (e-mails, newsgroups, virtual communities, etc.) | Booking, buying online, etc. (e-commerce) | Education and/or training | Leisure (playing games, entertainment, music, video, etc.) | Looking for a job | Internet banking | You do not use the Internet (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 78% | 25% | 19% | 55% | 29% | 28% | 29% | 15% | 30% | 8% | 1% |
| Sex | | | | | | | | | | | | |
| Male | 6045 | 79% | 25% | 18% | 56% | 30% | 28% | 33% | 15% | 31% | 8% | 1% |
| Female | 4782 | 78% | 25% | 21% | 54% | 27% | 27% | 24% | 16% | 29% | 9% | 2% |
| Age | | | | | | | | | | | | |
| 15-24 | 2352 | 79% | 16% | 12% | 58% | 22% | 37% | 50% | 20% | 18% | 4% | 2% |
| 25-39 | 3884 | 81% | 28% | 21% | 56% | 33% | 27% | 29% | 21% | 33% | 7% | 1% |
| 40-54 | 3191 | 78% | 29% | 22% | 54% | 31% | 27% | 19% | 10% | 33% | 10% | 1% |
| 55 + | 1392 | 69% | 23% | 20% | 49% | 23% | 16% | 15% | 3% | 31% | 14% | 1% |
| Education (End of) | | | | | | | | | | | | |
| 15 | 720 | 66% | 14% | 18% | 38% | 27% | 18% | 24% | 9% | 28% | 18% | 4% |
| 16-19 | 4043 | 73% | 23% | 17% | 48% | 26% | 20% | 26% | 14% | 28% | 12% | 2% |
| 20+ | 4276 | 83% | 31% | 24% | 61% | 34% | 30% | 23% | 17% | 37% | 6% | 1% |
| Still Studying | 1674 | 83% | 19% | 13% | 62% | 24% | 46% | 53% | 17% | 16% | 2% | 1% |
| Household composition | | | | | | | | | | | | |
| 1 | 1547 | 77% | 29% | 20% | 61% | 33% | 26% | 27% | 17% | 32% | 9% | 1% |
| 2 | 2964 | 76% | 26% | 20% | 56% | 31% | 25% | 25% | 15% | 35% | 8% | 1% |
| 3 | 2335 | 80% | 27% | 21% | 55% | 26% | 27% | 29% | 16% | 26% | 8% | 2% |
| 4+ | 3981 | 79% | 22% | 18% | 52% | 27% | 31% | 33% | 14% | 27% | 8% | 1% |
| Place of birth | | | | | | | | | | | | |
| Surveyed country | 10157 | 79% | 25% | 19% | 55% | 29% | 28% | 29% | 15% | 30% | 8% | 1% |
| EU | 289 | 79% | 21% | 18% | 57% | 31% | 25% | 24% | 21% | 31% | 9% | 1% |
| Europe outside EU | 99 | 79% | 26% | 18% | 49% | 36% | 17% | 33% | 20% | 23% | 13% | 1% |
| Outside Europe | 271 | 70% | 18% | 14% | 57% | 28% | 31% | 19% | 19% | 25% | 17% | 1% |
| Parents' birth | | | | | | | | | | | | |
| 2 born country | 9408 | 78% | 25% | 20% | 55% | 29% | 28% | 29% | 14% | 30% | 8% | 1% |
| 1 country EU | 374 | 79% | 28% | 19% | 57% | 30% | 32% | 30% | 21% | 33% | 7% | 0% |
| 2EU | 249 | 85% | 21% | 25% | 56% | 37% | 23% | 35% | 24% | 33% | 4% | 0% |
| At least 1 outside EU | 602 | 77% | 20% | 13% | 55% | 28% | 28% | 21% | 21% | 30% | 11% | 1% |
| Left-Right scale | | | | | | | | | | | | |
| (1-4) Left | 3222 | 80% | 30% | 21% | 61% | 31% | 30% | 28% | 18% | 32% | 6% | 1% |
| (5-6) Centre | 3801 | 78% | 23% | 19% | 52% | 29% | 26% | 27% | 14% | 28% | 9% | 2% |
| (7-10) Right | 2074 | 80% | 27% | 21% | 58% | 36% | 28% | 30% | 15% | 40% | 7% | 1% |

**QE5. Among the following, for which purposes do you use the Internet? (MULTIPLE ANSWERS POSSIBLE)** *(CONTINUED)*

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | Looking for information | Consulting public services | Looking for health-related information and services | Communication (e-mails, newsgroups, virtual communities, etc.) | Booking, buying online, etc. (e-commerce) | Education and/or training | Leisure (playing games, entertainment, music, video, etc.) | Looking for a job | Internet banking | You do not use the Internet (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 78% | 25% | 19% | 55% | 29% | 28% | 29% | 15% | 30% | 8% | 1% |
| Respondant occupation scale | | | | | | | | | | | | |
| Self-employed | 1153 | 78% | 26% | 20% | 52% | 31% | 24% | 16% | 9% | 37% | 7% | 1% |
| Mana-gers | 2079 | 87% | 33% | 27% | 67% | 37% | 36% | 21% | 12% | 41% | 4% | 1% |
| Other white collars | 2118 | 79% | 29% | 19% | 55% | 31% | 21% | 23% | 15% | 31% | 8% | 1% |
| Manual workers | 2052 | 72% | 19% | 15% | 44% | 26% | 19% | 32% | 14% | 26% | 16% | 2% |
| House persons | 485 | 76% | 20% | 16% | 46% | 30% | 18% | 26% | 16% | 31% | 11% | 0% |
| Unem-ployed | 567 | 76% | 23% | 22% | 50% | 24% | 30% | 37% | 55% | 26% | 8% | 2% |
| Retired | 700 | 66% | 24% | 20% | 46% | 21% | 16% | 20% | 3% | 27% | 15% | 2% |
| Students | 1674 | 83% | 19% | 13% | 62% | 24% | 46% | 53% | 17% | 16% | 2% | 1% |
| Subjective urbanisation | | | | | | | | | | | | |
| Rural village | 3103 | 77% | 24% | 17% | 51% | 30% | 26% | 28% | 11% | 32% | 10% | 1% |
| Small/ mid size town | 4490 | 79% | 24% | 19% | 55% | 28% | 27% | 29% | 15% | 29% | 8% | 1% |
| Large town | 3213 | 79% | 27% | 21% | 58% | 29% | 30% | 30% | 20% | 28% | 7% | 2% |
| Internet Users | | | | | | | | | | | | |
| Yes | 7507 | 90% | 30% | 24% | 67% | 37% | 34% | 36% | 18% | 38% | 0% | 0% |
| No | 10263 | 80% | 26% | 20% | 57% | 30% | 29% | 30% | 16% | 31% | 8% | 1% |
| Training courses | | | | | | | | | | | | |
| Formal | 6109 | 81% | 26% | 21% | 57% | 29% | 32% | 29% | 17% | 30% | 7% | 1% |
| Unformal | 7929 | 82% | 27% | 20% | 60% | 32% | 29% | 32% | 16% | 33% | 6% | 1% |
| Last training | | | | | | | | | | | | |
| 0 - 6 months | 760 | 78% | 34% | 27% | 62% | 32% | 37% | 21% | 13% | 34% | 6% | 0% |
| 6 months - 1 year | 485 | 83% | 30% | 25% | 53% | 28% | 33% | 16% | 10% | 32% | 7% | - |
| More than 1 year | 2346 | 79% | 28% | 23% | 54% | 29% | 25% | 22% | 12% | 32% | 9% | 1% |

**QE6 Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | In a training course paid for by your employer | In a training course paid for by a government agency | In a training course paid for by yourself | At work, in a training course organised inside the company/organisation | At work, on your own or with the assistance of colleagues | In a job placement | At a public access point (a local agency, a library, etc.) | In an Internet café/a cybercafé | On your own at home | At school | At university | With friends/relatives | At a club or in an association | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 14% | 5% | 11% | 11% | 22% | 6% | 1% | 2% | 53% | 17% | 10% | 22% | 1% | 1% | 1% |
| BE | 545 | 15% | 2% | 13% | 12% | 24% | 4% | 2% | 3% | 57% | 22% | 5% | 22% | 1% | 1% | 2% |
| DK | 699 | 28% | 5% | 10% | 13% | 25% | 2% | 2% | 0% | 67% | 18% | 13% | 27% | 1% | 1% | 1% |
| D-W | 465 | 19% | 3% | 15% | 11% | 21% | 4% | 1% | 2% | 65% | 17% | 8% | 33% | 1% | 3% | 0% |
| DE | 690 | 19% | 4% | 14% | 10% | 20% | 4% | 1% | 1% | 65% | 17% | 8% | 34% | 1% | 3% | 0% |
| D-E | 222 | 18% | 8% | 12% | 9% | 15% | 6% | - | - | 65% | 16% | 9% | 35% | 1% | 1% | 0% |
| EL | 268 | 6% | 7% | 27% | 9% | 20% | 31% | 1% | 3% | 31% | 10% | 15% | 17% | 0% | 0% | 0% |
| ES | 322 | 9% | 10% | 19% | 5% | 12% | 7% | 1% | 2% | 52% | 11% | 7% | 14% | - | 1% | 0% |
| FR | 514 | 14% | 3% | 3% | 12% | 21% | 9% | 0% | 1% | 55% | 11% | 11% | 25% | 1% | 0% | 2% |
| IE | 403 | 15% | 5% | 25% | 9% | 21% | 4% | 1% | 2% | 30% | 23% | 22% | 14% | 0% | 1% | 7% |
| IT | 357 | 9% | 7% | 13% | 10% | 24% | 5% | 2% | 1% | 51% | 14% | 6% | 17% | 1% | 1% | 1% |
| LU | 254 | 23% | 3% | 13% | 17% | 29% | 3% | - | 1% | 59% | 20% | 9% | 15% | 3% | - | 1% |
| NL | 759 | 21% | 3% | 13% | 15% | 36% | 4% | 0% | 0% | 68% | 20% | 4% | 18% | 1% | 0% | 0% |
| AT | 430 | 15% | 7% | 18% | 18% | 19% | 3% | 3% | 4% | 37% | 10% | 6% | 31% | 2% | 1% | 2% |
| PT | 278 | 13% | 5% | 14% | 7% | 21% | 1% | 1% | - | 36% | 12% | 12% | 10% | - | 1% | 12% |
| FI | 611 | 24% | 6% | 8% | 19% | 36% | 3% | 1% | - | 57% | 16% | 7% | 24% | 1% | 0% | 0% |
| SE | 690 | 29% | 7% | 7% | 20% | 42% | 0% | 2% | 1% | 69% | 17% | 17% | 30% | 1% | 1% | 0% |
| UK | 680 | 11% | 6% | 6% | 12% | 20% | 6% | 2% | 0% | 40% | 20% | 13% | 10% | 0% | 1% | 1% |
| CY | 177 | 19% | 5% | 17% | 9% | 28% | 37% | 1% | 0% | 28% | 13% | 14% | 12% | 0% | 1% | 9% |
| CZ | 384 | 18% | 1% | 4% | 13% | 36% | 5% | 2% | 1% | 39% | 29% | 14% | 20% | 1% | 2% | 2% |
| EE | 513 | 15% | 11% | 8% | 10% | 32% | 6% | 2% | 1% | 50% | 27% | 15% | 18% | 0% | 0% | 2% |
| HU | 286 | 11% | 7% | 8% | 7% | 12% | 15% | 1% | 0% | 28% | 29% | 6% | 26% | 0% | 2% | 6% |
| LV | 322 | 13% | 5% | 12% | 4% | 25% | 1% | 1% | 4% | 32% | 30% | 16% | 16% | - | - | 5% |
| LT | 416 | 8% | 2% | 6% | 6% | 21% | 20% | 1% | 3% | 33% | 27% | 17% | 21% | - | 2% | 4% |
| MT | 211 | 18% | 9% | 25% | 15% | 26% | - | 0% | 1% | 53% | 23% | 7% | 21% | 1% | - | 2% |
| PL | 368 | 7% | 3% | 9% | 7% | 18% | 6% | 3% | 6% | 47% | 24% | 11% | 26% | 1% | 1% | 2% |
| SK | 433 | 17% | 1% | 3% | 18% | 32% | 9% | 3% | 6% | 36% | 29% | 11% | 12% | 1% | 1% | 4% |
| SI | 491 | 20% | 2% | 7% | 9% | 31% | 4% | 2% | 0% | 61% | 24% | 2% | 32% | 1% | 2% | 1% |
| BG | 189 | 10% | 2% | 19% | 8% | 16% | 20% | 4% | 10% | 20% | 16% | 14% | 17% | 2% | 1% | 1% |
| RO | 296 | 5% | 4% | 14% | 6% | 20% | 0% | - | 2% | 19% | 3% | 10% | 49% | - | - | - |

**QE6 Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? (MULTIPLE ANSWERS POSSIBLE)**

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | In a training course paid for by your employer | In a training course paid for by a government agency | In a training course paid for by yourself | At work, in a training course organised inside the company/organisation | At work, on your own or with the assistance of colleagues | In a job placement | At a public access point (a local agency, a library, etc.) | In an Internet café/a cybercafé | On your own at home | At school | At university | With friends/relatives | At a club or in an association | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 14% | 5% | 11% | 11% | 22% | 6% | 1% | 2% | 53% | 17% | 10% | 22% | 1% | 1% | 1% |
| Sex | | | | | | | | | | | | | | | | |
| Male | 6045 | 13% | 4% | 10% | 10% | 22% | 6% | 2% | 2% | 57% | 16% | 10% | 21% | 1% | 1% | 1% |
| Female | 4782 | 16% | 6% | 11% | 12% | 24% | 6% | 1% | 1% | 47% | 18% | 8% | 23% | 1% | 1% | 1% |
| Age | | | | | | | | | | | | | | | | |
| 15-24 | 2352 | 3% | 3% | 4% | 3% | 5% | 5% | 2% | 4% | 57% | 50% | 12% | 29% | 1% | 0% | 1% |
| 25-39 | 3884 | 13% | 5% | 11% | 11% | 26% | 6% | 2% | 1% | 52% | 14% | 14% | 20% | 0% | 1% | 1% |
| 40-54 | 3191 | 21% | 5% | 13% | 14% | 30% | 7% | 1% | 1% | 52% | 3% | 5% | 18% | 1% | 2% | 1% |
| 55 + | 1392 | 21% | 4% | 16% | 19% | 23% | 5% | 1% | 1% | 47% | 2% | 2% | 22% | 1% | 3% | 3% |
| Education (End of) | | | | | | | | | | | | | | | | |
| 15 | 720 | 14% | 5% | 11% | 13% | 18% | 5% | 2% | 1% | 50% | 5% | 2% | 19% | 0% | 1% | 2% |
| 16-19 | 4043 | 16% | 6% | 11% | 12% | 24% | 6% | 1% | 1% | 50% | 12% | 2% | 20% | 1% | 2% | 1% |
| 20+ | 4276 | 18% | 5% | 13% | 13% | 30% | 6% | 1% | 1% | 52% | 10% | 15% | 19% | 1% | 1% | 1% |
| Still Studying | 1674 | 1% | 2% | 4% | 1% | 2% | 4% | 1% | 4% | 63% | 51% | 17% | 33% | 1% | 0% | 1% |
| Household composition | | | | | | | | | | | | | | | | |
| 1 | 1547 | 14% | 5% | 11% | 12% | 23% | 7% | 2% | 2% | 50% | 13% | 13% | 23% | 1% | 1% | 2% |
| 2 | 2964 | 16% | 5% | 12% | 13% | 25% | 6% | 1% | 1% | 49% | 14% | 8% | 21% | 1% | 2% | 1% |
| 3 | 2335 | 14% | 6% | 12% | 10% | 21% | 6% | 2% | 2% | 53% | 19% | 10% | 21% | 0% | 1% | 1% |
| 4+ | 3981 | 13% | 4% | 8% | 9% | 21% | 5% | 1% | 2% | 56% | 20% | 9% | 23% | 1% | 1% | 1% |
| Place of birth | | | | | | | | | | | | | | | | |
| Surveyed country | 10157 | 14% | 5% | 11% | 11% | 23% | 6% | 1% | 1% | 52% | 17% | 9% | 22% | 1% | 1% | 1% |
| EU | 289 | 15% | 2% | 8% | 10% | 23% | 4% | 0% | 1% | 64% | 10% | 14% | 24% | 1% | 1% | 1% |
| Europe outside EU | 99 | 15% | 12% | 9% | 5% | 14% | 5% | - | 5% | 53% | 27% | 6% | 38% | - | 1% | 2% |
| Outside Europe | 271 | 14% | 8% | 8% | 5% | 16% | 10% | 4% | 4% | 54% | 15% | 11% | 17% | 0% | 0% | 0% |
| Parents' birth | | | | | | | | | | | | | | | | |
| 2 born country | 9408 | 14% | 5% | 11% | 11% | 23% | 6% | 1% | 1% | 52% | 17% | 9% | 21% | 1% | 1% | 1% |
| 1 country EU | 374 | 16% | 4% | 6% | 11% | 27% | 8% | 1% | 2% | 54% | 15% | 10% | 29% | 1% | 3% | 1% |
| 2EU | 249 | 15% | 4% | 10% | 9% | 23% | 3% | 1% | 2% | 61% | 19% | 11% | 26% | 0% | 0% | 1% |
| At least 1 outside EU | 602 | 14% | 7% | 6% | 7% | 19% | 6% | 2% | 2% | 50% | 26% | 14% | 20% | 2% | 0% | 1% |
| Left-Right scale | | | | | | | | | | | | | | | | |
| (1-4) Left | 3222 | 14% | 5% | 10% | 11% | 24% | 6% | 1% | 2% | 59% | 15% | 11% | 23% | 1% | 1% | 1% |
| (5-6) Centre | 3801 | 15% | 5% | 11% | 12% | 22% | 6% | 2% | 1% | 49% | 17% | 8% | 20% | 1% | 2% | 1% |
| (7-10) Right | 2074 | 17% | 4% | 11% | 13% | 27% | 6% | 1% | 2% | 52% | 16% | 11% | 22% | 1% | 1% | 1% |

**QE6 Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? (MULTIPLE ANSWERS POSSIBLE)** *(CONTINUED)*

***(IF 'DESK COMPUTER' OR 'LAPTOP COMPUTER' OR 'THE INTERNET' OR 'E-MAIL' , CODE 5, 6, 7 OR 8 IN QE1 OR QE2)***

| | TOTAL | In a training course paid for by your employer | In a training course paid for by a government agency | In a training course paid for by yourself | At work, in a training course organised inside the company/organisation | At work, on your own or with the assistance of colleagues | In a job placement | At a public access point (a local agency, a library, etc.) | In an Internet café/a cybercafé | On your own at home | At school | At university | With friends/relatives | At a club or in an association | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 10828 | 14% | 5% | 11% | 11% | 22% | 6% | 1% | 2% | 53% | 17% | 10% | 22% | 1% | 1% | 1% |
| Respondant occupation scale | | | | | | | | | | | | | | | | |
| Self- employed | 1153 | 6% | 5% | 20% | 9% | 25% | 6% | 2% | 1% | 57% | 8% | 7% | 21% | 1% | 1% | 1% |
| Mana-gers | 2079 | 26% | 4% | 12% | 18% | 36% | 8% | 1% | 1% | 50% | 9% | 15% | 17% | 0% | 2% | 1% |
| Other white collars | 2118 | 22% | 7% | 11% | 17% | 36% | 8% | 1% | 1% | 42% | 13% | 8% | 14% | 0% | 1% | 1% |
| Manual workers | 2052 | 16% | 4% | 7% | 10% | 20% | 5% | 1% | 2% | 50% | 14% | 5% | 21% | 0% | 1% | 2% |
| House persons | 485 | 7% | 5% | 14% | 7% | 9% | 3% | 0% | 2% | 60% | 10% | 5% | 29% | 2% | 2% | 2% |
| Unem-ployed | 567 | 5% | 9% | 8% | 6% | 8% | 6% | 5% | 3% | 60% | 18% | 9% | 24% | 1% | 1% | 1% |
| Retired | 700 | 13% | 4% | 15% | 10% | 14% | 4% | 2% | 0% | 55% | 2% | 3% | 28% | 2% | 3% | 4% |
| Students | 1674 | 1% | 2% | 4% | 1% | 2% | 4% | 1% | 4% | 63% | 51% | 17% | 33% | 1% | 0% | 1% |
| Subjective urbanisation | | | | | | | | | | | | | | | | |
| Rural village | 3103 | 17% | 5% | 11% | 12% | 23% | 7% | 1% | 1% | 52% | 18% | 6% | 20% | 1% | 1% | 1% |
| Small/ mid size town | 4490 | 14% | 5% | 10% | 11% | 22% | 5% | 2% | 2% | 53% | 17% | 9% | 22% | 1% | 1% | 1% |
| Large town | 3213 | 12% | 5% | 10% | 11% | 23% | 7% | 2% | 2% | 53% | 16% | 14% | 22% | 1% | 1% | 1% |
| Internet Users | | | | | | | | | | | | | | | | |
| Yes | 7507 | 14% | 5% | 11% | 11% | 23% | 6% | 2% | 2% | 59% | 19% | 12% | 24% | 1% | 1% | 1% |
| No | 10263 | 14% | 5% | 11% | 11% | 23% | 6% | 1% | 1% | 53% | 18% | 10% | 22% | 1% | 1% | 1% |
| Training courses | | | | | | | | | | | | | | | | |
| Formal | 6109 | 25% | 8% | 19% | 20% | 20% | 10% | 2% | 1% | 39% | 30% | 17% | 18% | 1% | 0% | - |
| Unformal | 7929 | 10% | 3% | 8% | 9% | 31% | 5% | 2% | 2% | 72% | 15% | 8% | 30% | 1% | 0% | - |
| Last training | | | | | | | | | | | | | | | | |
| 0 - 6 months | 760 | 50% | 14% | 26% | 35% | 29% | 8% | 2% | 3% | 35% | 12% | 11% | 15% | 1% | 1% | - |
| 6 months - 1 year | 485 | 47% | 19% | 26% | 35% | 32% | 8% | 3% | 1% | 32% | 8% | 6% | 16% | 1% | 1% | - |
| More than 1 year | 2346 | 40% | 14% | 35% | 32% | 22% | 7% | 1% | 0% | 36% | 6% | 5% | 12% | 0% | 0% | - |

**QE7 Thinking about your last specific Information and Communication Technology training, it took place…?**

***(IF 'RECEIVED FORMAL TRAINING', CODE 1 TO 4 IN QE6)***

| | TOTAL | last month | 2-3 months ago | 4-5 months ago | 6 months – 1 year ago | 1-2 years ago | more than 2 years ago | Did not receive any specific training (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|
| EU25 | 3624 | 9% | 7% | 5% | 13% | 18% | 44% | 3% | 1% |
| | | | | | | | | | |
| BE | 182 | 10% | 4% | 8% | 12% | 22% | 40% | 4% | 0% |
| DK | 304 | 13% | 3% | 4% | 14% | 17% | 44% | 3% | 0% |
| D-W | 177 | 10% | 10% | 5% | 13% | 17% | 43% | 2% | 0% |
| DE | 263 | 8% | 9% | 4% | 13% | 19% | 43% | 3% | 0% |
| D-E | 85 | 4% | 6% | 3% | 12% | 25% | 44% | 6% | - |
| EL | 119 | 11% | 7% | 5% | 14% | 15% | 45% | 1% | 1% |
| ES | 119 | 10% | 10% | 2% | 8% | 21% | 43% | 5% | - |
| FR | 133 | 12% | 10% | 3% | 11% | 19% | 39% | 6% | - |
| IE | 187 | 8% | 1% | 2% | 9% | 13% | 58% | 3% | 6% |
| IT | 119 | 5% | 7% | 12% | 16% | 12% | 40% | 4% | 3% |
| LU | 113 | 7% | 4% | 5% | 18% | 19% | 44% | 2% | 0% |
| NL | 292 | 6% | 3% | 2% | 12% | 19% | 56% | 2% | - |
| AT | 197 | 4% | 7% | 9% | 17% | 19% | 29% | 10% | 6% |
| PT | 86 | 7% | 2% | 1% | 9% | 8% | 71% | 1% | 1% |
| FI | 256 | 15% | 10% | 5% | 22% | 20% | 27% | 2% | 0% |
| SE | 314 | 8% | 5% | 5% | 15% | 17% | 51% | 0% | 0% |
| UK | 205 | 15% | 7% | 3% | 16% | 14% | 44% | 2% | - |
| CY | 67 | 23% | 5% | - | 20% | 10% | 31% | 9% | 3% |
| CZ | 122 | 6% | 7% | 6% | 20% | 23% | 33% | 1% | 4% |
| EE | 178 | 9% | 3% | 4% | 21% | 22% | 40% | 1% | 1% |
| HU | 88 | 2% | 2% | - | 8% | 31% | 53% | - | 5% |
| LV | 95 | 9% | 7% | 8% | 15% | 18% | 38% | 3% | 3% |
| LT | 87 | 13% | 7% | 6% | 11% | 29% | 29% | 3% | 2% |
| MT | 101 | 8% | 4% | 3% | 20% | 37% | 27% | 1% | - |
| PL | 85 | 8% | 5% | 4% | 13% | 15% | 50% | 5% | 2% |
| SK | 146 | 5% | 4% | 8% | 14% | 18% | 41% | 8% | 2% |
| SI | 155 | 4% | 8% | 5% | 20% | 15% | 41% | 6% | 1% |
| | | | | | | | | | |
| BG | 70 | 3% | 4% | 1% | 19% | 18% | 48% | 3% | 4% |
| RO | 78 | 3% | 4% | 8% | 5% | 21% | 60% | - | - |

**QE7 Thinking about your last specific Information and Communication Technology training, it took place…?**

***(IF 'RECEIVED FORMAL TRAINING', CODE 1 TO 4 IN QE6)***

| | TOTAL | last month | 2-3 months ago | 4-5 months ago | 6 months – 1 year ago | 1-2 years ago | more than 2 years ago | Did not receive any specific training (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|
| EU25 | 3624 | 9% | 7% | 5% | 13% | 18% | 44% | 3% | 1% |
| Sex | | | | | | | | | |
| Male | 1853 | 10% | 8% | 4% | 13% | 17% | 42% | 4% | 1% |
| Female | 1771 | 9% | 6% | 5% | 14% | 18% | 45% | 3% | 1% |
| Age | | | | | | | | | |
| 15-24 | 264 | 18% | 12% | 4% | 13% | 20% | 25% | 5% | 3% |
| 25-39 | 1303 | 7% | 8% | 6% | 14% | 18% | 41% | 4% | 1% |
| 40-54 | 1384 | 9% | 7% | 5% | 13% | 16% | 45% | 3% | 1% |
| 55 + | 669 | 9% | 4% | 2% | 13% | 17% | 54% | 1% | 0% |
| Education (End of) | | | | | | | | | |
| 15 | 256 | 7% | 4% | 3% | 18% | 22% | 41% | 4% | 0% |
| 16-19 | 1527 | 8% | 8% | 4% | 13% | 17% | 46% | 3% | 1% |
| 20+ | 1691 | 10% | 6% | 6% | 14% | 18% | 43% | 3% | 1% |
| Still Studying | 113 | 22% | 6% | 5% | 3% | 18% | 36% | 10% | 0% |
| Household composition | | | | | | | | | |
| 1 | 546 | 12% | 6% | 5% | 15% | 20% | 38% | 3% | 0% |
| 2 | 1119 | 9% | 5% | 3% | 12% | 18% | 50% | 2% | 1% |
| 3 | 805 | 8% | 8% | 5% | 13% | 16% | 45% | 4% | 2% |
| 4+ | 1154 | 9% | 9% | 6% | 14% | 17% | 40% | 4% | 1% |
| Place of birth | | | | | | | | | |
| Surveyed country | 3417 | 9% | 7% | 5% | 14% | 18% | 43% | 3% | 1% |
| EU | 79 | 18% | 6% | - | 6% | 11% | 53% | 6% | 1% |
| Europe outside EU | 36 | 1% | - | - | 4% | 36% | 49% | 11% | - |
| Outside Europe | 91 | 22% | 5% | 4% | 10% | 14% | 45% | 0% | - |
| Parents' birth | | | | | | | | | |
| 2 born country | 3211 | 9% | 7% | 5% | 14% | 17% | 44% | 4% | 1% |
| 1 country EU | 111 | 13% | 4% | 2% | 16% | 13% | 42% | 6% | 4% |
| 2EU | 78 | 6% | 10% | - | 6% | 19% | 57% | 1% | - |
| At least 1 outside EU | 177 | 20% | 3% | 1% | 16% | 18% | 40% | 3% | 0% |
| Left-Right scale | | | | | | | | | |
| (1-4) Left | 1072 | 10% | 7% | 6% | 16% | 16% | 41% | 4% | 0% |
| (5-6) Centre | 1351 | 9% | 7% | 4% | 12% | 19% | 45% | 3% | 1% |
| (7-10) Right | 723 | 7% | 8% | 4% | 13% | 19% | 45% | 3% | 1% |
| Respondant occupation scale | | | | | | | | | |
| Self- employed | 393 | 5% | 4% | 6% | 16% | 15% | 46% | 7% | 1% |
| Mana-gers | 984 | 11% | 8% | 7% | 14% | 18% | 38% | 3% | 1% |
| Other white collars | 956 | 8% | 8% | 6% | 14% | 19% | 43% | 2% | 1% |
| Manual workers | 647 | 11% | 8% | 2% | 13% | 18% | 43% | 2% | 2% |
| House persons | 140 | 6% | 3% | 0% | 14% | 13% | 64% | 0% | 1% |
| Unem-ployed | 138 | 15% | 6% | 3% | 7% | 21% | 40% | 8% | 0% |
| Retired | 252 | 4% | 2% | - | 10% | 15% | 64% | 4% | 1% |
| Students | 113 | 22% | 6% | 5% | 3% | 18% | 36% | 10% | 0% |
| Subjective urbanisation | | | | | | | | | |
| Rural village | 1137 | 10% | 5% | 4% | 13% | 19% | 44% | 3% | 1% |
| Small/ mid size town | 1450 | 8% | 8% | 5% | 14% | 17% | 44% | 3% | 1% |
| Large town | 1026 | 10% | 8% | 5% | 13% | 17% | 43% | 4% | 1% |
| Internet Users | | | | | | | | | |
| Yes | 2460 | 10% | 6% | 5% | 14% | 18% | 44% | 3% | 1% |
| No | 3494 | 9% | 7% | 5% | 13% | 18% | 44% | 3% | 1% |
| Training courses | | | | | | | | | |
| Formal | 3624 | 9% | 7% | 5% | 13% | 18% | 44% | 3% | 1% |
| Unformal | 1905 | 9% | 8% | 5% | 15% | 18% | 41% | 4% | 1% |
| Last training | | | | | | | | | |
| 0 - 6 months | 760 | 44% | 33% | 23% | - | - | - | - | - |
| 6 months - 1 year | 485 | - | - | - | 100% | - | - | - | - |
| More than 1 year | 2346 | - | - | - | - | 27% | 68% | 5% | - |

**QE8.1 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You have more skills in your job***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 41% | 44% | 8% | 5% | 2% | 85% | 13% |
| | | | | | | | | |
| BE | 355 | 45% | 40% | 9% | 3% | 2% | 85% | 13% |
| DK | 455 | 74% | 18% | 5% | 2% | 1% | 92% | 7% |
| D-W | 316 | 40% | 40% | 8% | 11% | 1% | 80% | 19% |
| DE | 469 | 41% | 41% | 9% | 9% | 1% | 82% | 17% |
| D-E | 150 | 43% | 44% | 10% | 1% | 2% | 87% | 11% |
| EL | 156 | 65% | 31% | 1% | 2% | 1% | 96% | 3% |
| ES | 154 | 43% | 46% | 9% | 2% | - | 89% | 11% |
| FR | 359 | 33% | 46% | 15% | 4% | 2% | 79% | 19% |
| IE | 258 | 49% | 38% | 5% | 1% | 6% | 87% | 7% |
| IT | 265 | 29% | 58% | 7% | 4% | 2% | 88% | 10% |
| LU | 167 | 34% | 45% | 14% | 6% | 1% | 79% | 20% |
| NL | 514 | 55% | 27% | 7% | 7% | 4% | 82% | 14% |
| AT | 261 | 36% | 52% | 8% | 1% | 3% | 88% | 9% |
| PT | 154 | 43% | 43% | 8% | 3% | 2% | 87% | 11% |
| FI | 398 | 46% | 41% | 8% | 4% | 0% | 88% | 12% |
| SE | 440 | 57% | 30% | 3% | 6% | 4% | 87% | 9% |
| UK | 429 | 34% | 53% | 7% | 5% | 1% | 87% | 12% |
| CY | 135 | 69% | 26% | 1% | 2% | 3% | 95% | 3% |
| CZ | 262 | 46% | 42% | 7% | 2% | 3% | 88% | 9% |
| EE | 340 | 61% | 28% | 6% | 3% | 2% | 88% | 9% |
| HU | 165 | 51% | 43% | 2% | 1% | 3% | 94% | 3% |
| LV | 224 | 62% | 29% | 5% | 2% | 1% | 92% | 7% |
| LT | 229 | 77% | 19% | 1% | 2% | 2% | 96% | 3% |
| MT | 126 | 65% | 30% | 5% | - | 1% | 95% | 5% |
| PL | 212 | 49% | 35% | 8% | 4% | 4% | 83% | 13% |
| SK | 291 | 51% | 41% | 4% | 1% | 3% | 92% | 5% |
| SI | 365 | 70% | 24% | 5% | 1% | 1% | 94% | 6% |
| | | | | | | | | |
| BG | 122 | 70% | 21% | 4% | 2% | 4% | 91% | 5% |
| RO | 172 | 51% | 21% | 8% | 2% | 18% | 72% | 10% |

**QE8.1 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You have more skills in your job***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 41% | 44% | 8% | 5% | 2% | 85% | 13% |
| Sex | | | | | | | | |
| Male | 3963 | 41% | 44% | 8% | 5% | 1% | 85% | 14% |
| Female | 3074 | 41% | 43% | 8% | 4% | 3% | 84% | 13% |
| Age | | | | | | | | |
| 15-24 | 833 | 37% | 46% | 6% | 5% | 5% | 84% | 11% |
| 25-39 | 2967 | 42% | 43% | 10% | 4% | 1% | 85% | 14% |
| 40-54 | 2534 | 40% | 45% | 8% | 6% | 1% | 85% | 14% |
| 55 + | 696 | 47% | 40% | 6% | 5% | 3% | 86% | 11% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 37% | 45% | 8% | 9% | 1% | 82% | 17% |
| 16-19 | 2718 | 38% | 47% | 9% | 5% | 1% | 85% | 14% |
| 20+ | 3409 | 45% | 41% | 8% | 5% | 2% | 86% | 13% |
| Still Studying | 426 | 38% | 44% | 3% | 5% | 10% | 82% | 9% |
| Household composition | | | | | | | | |
| 1 | 1073 | 38% | 45% | 9% | 6% | 3% | 83% | 15% |
| 2 | 1967 | 44% | 42% | 8% | 5% | 2% | 86% | 12% |
| 3 | 1578 | 40% | 43% | 9% | 5% | 2% | 83% | 14% |
| 4+ | 2420 | 41% | 45% | 8% | 4% | 2% | 86% | 12% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 41% | 44% | 9% | 5% | 2% | 85% | 13% |
| EU | 157 | 44% | 38% | 7% | 8% | 3% | 82% | 15% |
| Europe outside EU | 67 | 53% | 24% | 1% | 20% | 1% | 77% | 21% |
| Outside Europe | 157 | 44% | 47% | 4% | 3% | 2% | 91% | 8% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 41% | 44% | 9% | 5% | 2% | 85% | 13% |
| 1 country EU | 240 | 41% | 43% | 11% | 4% | 1% | 84% | 15% |
| 2EU | 125 | 46% | 36% | 6% | 10% | 2% | 82% | 16% |
| At least 1 outside EU | 360 | 47% | 39% | 4% | 8% | 2% | 86% | 12% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 39% | 45% | 9% | 5% | 2% | 84% | 14% |
| (5-6) Centre | 2481 | 40% | 45% | 9% | 5% | 1% | 85% | 14% |
| (7-10) Right | 1426 | 45% | 40% | 8% | 5% | 2% | 86% | 13% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 41% | 44% | 8% | 6% | 2% | 85% | 13% |
| Mana-gers | 1987 | 47% | 40% | 8% | 4% | 1% | 87% | 12% |
| Other white collars | 1924 | 41% | 47% | 8% | 3% | 1% | 88% | 11% |
| Manual workers | 1377 | 36% | 43% | 11% | 8% | 1% | 79% | 19% |
| House persons | 78 | 19% | 54% | 15% | 4% | 7% | 73% | 19% |
| Unem-ployed | 113 | 36% | 45% | 11% | 0% | 7% | 81% | 11% |
| Retired | 60 | 37% | 39% | - | 11% | 12% | 77% | 11% |
| Students | 426 | 38% | 44% | 3% | 5% | 10% | 82% | 9% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 41% | 41% | 10% | 6% | 1% | 83% | 16% |
| Small/ mid size town | 2863 | 42% | 45% | 8% | 4% | 2% | 87% | 11% |
| Large town | 2141 | 40% | 44% | 8% | 5% | 3% | 85% | 13% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 44% | 42% | 7% | 5% | 2% | 86% | 12% |
| No | 6831 | 42% | 44% | 8% | 5% | 2% | 85% | 13% |
| Training courses | | | | | | | | |
| Formal | 4240 | 45% | 42% | 8% | 3% | 2% | 88% | 11% |
| Unformal | 5131 | 41% | 42% | 9% | 5% | 2% | 84% | 14% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 47% | 42% | 7% | 3% | 1% | 89% | 10% |
| 6 months - 1 year | 422 | 44% | 47% | 6% | 3% | 0% | 91% | 9% |
| More than 1 year | 1797 | 47% | 40% | 9% | 3% | 2% | 87% | 12% |

**QE8.2 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You have more responsibilities in your job***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 22% | 38% | 25% | 12% | 3% | 60% | 37% |
| | | | | | | | | |
| BE | 355 | 21% | 36% | 28% | 11% | 4% | 58% | 39% |
| DK | 455 | 37% | 31% | 20% | 8% | 4% | 68% | 28% |
| D-W | 316 | 19% | 33% | 30% | 17% | 2% | 52% | 46% |
| DE | 469 | 19% | 33% | 31% | 15% | 2% | 52% | 46% |
| D-E | 150 | 17% | 35% | 36% | 9% | 2% | 52% | 45% |
| EL | 156 | 28% | 47% | 17% | 6% | 1% | 75% | 23% |
| ES | 154 | 24% | 44% | 16% | 12% | 3% | 68% | 29% |
| FR | 359 | 15% | 32% | 33% | 17% | 3% | 47% | 50% |
| IE | 258 | 36% | 35% | 16% | 5% | 8% | 72% | 21% |
| IT | 265 | 17% | 45% | 24% | 11% | 3% | 62% | 36% |
| LU | 167 | 24% | 36% | 32% | 8% | 0% | 60% | 40% |
| NL | 514 | 29% | 31% | 19% | 18% | 4% | 59% | 37% |
| AT | 261 | 22% | 48% | 21% | 5% | 3% | 71% | 26% |
| PT | 154 | 31% | 38% | 18% | 11% | 2% | 69% | 29% |
| FI | 398 | 23% | 44% | 24% | 8% | 0% | 67% | 32% |
| SE | 440 | 27% | 39% | 13% | 15% | 6% | 66% | 29% |
| UK | 429 | 26% | 43% | 22% | 6% | 3% | 69% | 28% |
| CY | 135 | 42% | 29% | 16% | 10% | 3% | 71% | 26% |
| CZ | 262 | 15% | 56% | 19% | 5% | 5% | 71% | 24% |
| EE | 340 | 36% | 33% | 15% | 12% | 4% | 69% | 26% |
| HU | 165 | 17% | 45% | 24% | 10% | 4% | 62% | 33% |
| LV | 224 | 27% | 36% | 22% | 13% | 2% | 63% | 35% |
| LT | 229 | 40% | 25% | 19% | 12% | 5% | 65% | 31% |
| MT | 126 | 36% | 34% | 25% | 5% | 1% | 69% | 30% |
| PL | 212 | 23% | 36% | 27% | 8% | 6% | 59% | 35% |
| SK | 291 | 27% | 45% | 22% | 3% | 4% | 72% | 25% |
| SI | 365 | 27% | 38% | 26% | 8% | 1% | 65% | 34% |
| | | | | | | | | |
| BG | 122 | 43% | 36% | 7% | 7% | 6% | 80% | 14% |
| RO | 172 | 31% | 24% | 16% | 7% | 22% | 55% | 23% |

**QE8.2 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You have more responsibilities in your job***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 22% | 38% | 25% | 12% | 3% | 60% | 37% |
| Sex | | | | | | | | |
| Male | 3963 | 22% | 39% | 25% | 12% | 2% | 61% | 37% |
| Female | 3074 | 21% | 37% | 26% | 12% | 4% | 58% | 38% |
| Age | | | | | | | | |
| 15-24 | 833 | 19% | 39% | 24% | 11% | 8% | 58% | 34% |
| 25-39 | 2967 | 23% | 40% | 26% | 10% | 2% | 62% | 36% |
| 40-54 | 2534 | 21% | 36% | 26% | 13% | 3% | 58% | 39% |
| 55 + | 696 | 22% | 36% | 21% | 17% | 4% | 58% | 38% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 24% | 45% | 19% | 10% | 1% | 70% | 30% |
| 16-19 | 2718 | 22% | 41% | 25% | 10% | 2% | 63% | 34% |
| 20+ | 3409 | 22% | 36% | 26% | 13% | 2% | 59% | 39% |
| Still Studying | 426 | 9% | 27% | 30% | 18% | 16% | 36% | 48% |
| Household composition | | | | | | | | |
| 1 | 1073 | 21% | 38% | 25% | 11% | 4% | 59% | 37% |
| 2 | 1967 | 23% | 39% | 24% | 12% | 2% | 62% | 36% |
| 3 | 1578 | 23% | 38% | 24% | 13% | 3% | 60% | 37% |
| 4+ | 2420 | 20% | 38% | 27% | 11% | 4% | 58% | 38% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 21% | 38% | 25% | 12% | 3% | 59% | 37% |
| EU | 157 | 22% | 40% | 17% | 15% | 5% | 62% | 33% |
| Europe outside EU | 67 | 30% | 50% | 13% | 5% | 2% | 79% | 19% |
| Outside Europe | 157 | 30% | 32% | 27% | 12% | - | 62% | 38% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 21% | 38% | 26% | 12% | 3% | 59% | 37% |
| 1 country EU | 240 | 21% | 39% | 28% | 12% | 1% | 60% | 39% |
| 2EU | 125 | 23% | 39% | 20% | 16% | 2% | 62% | 36% |
| At least 1 outside EU | 360 | 33% | 38% | 16% | 10% | 3% | 71% | 26% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 21% | 36% | 26% | 14% | 3% | 57% | 40% |
| (5-6) Centre | 2481 | 22% | 38% | 27% | 10% | 2% | 60% | 38% |
| (7-10) Right | 1426 | 23% | 39% | 24% | 11% | 3% | 62% | 35% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 23% | 36% | 26% | 12% | 2% | 59% | 39% |
| Mana-gers | 1987 | 23% | 37% | 24% | 14% | 2% | 59% | 38% |
| Other white collars | 1924 | 24% | 43% | 24% | 8% | 1% | 67% | 31% |
| Manual workers | 1377 | 23% | 39% | 24% | 12% | 2% | 62% | 36% |
| House persons | 78 | 9% | 40% | 26% | 17% | 8% | 49% | 43% |
| Unem-ployed | 113 | 6% | 30% | 46% | 9% | 9% | 36% | 55% |
| Retired | 60 | 15% | 20% | 17% | 35% | 12% | 36% | 52% |
| Students | 426 | 9% | 27% | 30% | 18% | 16% | 36% | 48% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 22% | 36% | 26% | 14% | 2% | 58% | 40% |
| Small/ mid size town | 2863 | 22% | 40% | 24% | 10% | 3% | 62% | 35% |
| Large town | 2141 | 21% | 38% | 26% | 12% | 4% | 59% | 38% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 22% | 37% | 26% | 12% | 4% | 59% | 38% |
| No | 6831 | 22% | 38% | 25% | 12% | 3% | 60% | 37% |
| Training courses | | | | | | | | |
| Formal | 4240 | 24% | 39% | 23% | 10% | 3% | 63% | 34% |
| Unformal | 5131 | 20% | 37% | 26% | 13% | 3% | 57% | 39% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 27% | 42% | 23% | 6% | 2% | 69% | 29% |
| 6 months - 1 year | 422 | 22% | 42% | 24% | 11% | 0% | 64% | 35% |
| More than 1 year | 1797 | 25% | 38% | 24% | 10% | 3% | 63% | 34% |

**QE8.3 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You carry out your job more effectively***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 43% | 44% | 7% | 3% | 2% | 87% | 11% |
| | | | | | | | | |
| BE | 355 | 47% | 42% | 7% | 3% | 2% | 89% | 9% |
| DK | 455 | 62% | 23% | 8% | 5% | 2% | 85% | 13% |
| D-W | 316 | 46% | 41% | 7% | 5% | 1% | 87% | 12% |
| DE | 469 | 47% | 42% | 7% | 4% | 1% | 88% | 11% |
| D-E | 150 | 47% | 45% | 6% | - | 2% | 92% | 6% |
| EL | 156 | 70% | 25% | 2% | 2% | 1% | 95% | 4% |
| ES | 154 | 42% | 49% | 7% | 1% | 1% | 91% | 8% |
| FR | 359 | 31% | 53% | 10% | 4% | 2% | 85% | 13% |
| IE | 258 | 53% | 35% | 5% | 1% | 7% | 87% | 6% |
| IT | 265 | 33% | 53% | 7% | 5% | 2% | 86% | 12% |
| LU | 167 | 42% | 45% | 10% | 2% | - | 87% | 13% |
| NL | 514 | 55% | 33% | 6% | 3% | 3% | 88% | 9% |
| AT | 261 | 36% | 51% | 10% | 1% | 2% | 87% | 11% |
| PT | 154 | 56% | 32% | 8% | 1% | 2% | 89% | 9% |
| FI | 398 | 40% | 45% | 12% | 3% | - | 84% | 16% |
| SE | 440 | 59% | 32% | 4% | 4% | 1% | 91% | 8% |
| UK | 429 | 40% | 48% | 7% | 3% | 1% | 89% | 11% |
| CY | 135 | 72% | 21% | 1% | 3% | 3% | 94% | 4% |
| CZ | 262 | 43% | 47% | 4% | 0% | 4% | 91% | 5% |
| EE | 340 | 68% | 23% | 3% | 4% | 2% | 91% | 7% |
| HU | 165 | 48% | 39% | 10% | 1% | 3% | 87% | 10% |
| LV | 224 | 55% | 39% | 3% | 2% | 1% | 94% | 5% |
| LT | 229 | 77% | 14% | 2% | 4% | 3% | 91% | 6% |
| MT | 126 | 63% | 35% | - | 2% | 1% | 98% | 2% |
| PL | 212 | 42% | 39% | 12% | 2% | 5% | 82% | 13% |
| SK | 291 | 47% | 45% | 4% | 1% | 4% | 91% | 4% |
| SI | 365 | 62% | 27% | 9% | 1% | 1% | 89% | 10% |
| | | | | | | | | |
| BG | 122 | 74% | 18% | 2% | - | 6% | 93% | 2% |
| RO | 172 | 64% | 17% | 1% | - | 18% | 81% | 1% |

**QE8.3 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

***You carry out your job more effectively***

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 43% | 44% | 7% | 3% | 2% | 87% | 11% |
| Sex | | | | | | | | |
| Male | 3963 | 44% | 44% | 7% | 3% | 1% | 88% | 11% |
| Female | 3074 | 42% | 45% | 8% | 3% | 3% | 86% | 11% |
| Age | | | | | | | | |
| 15-24 | 833 | 37% | 43% | 12% | 3% | 5% | 80% | 15% |
| 25-39 | 2967 | 43% | 46% | 7% | 4% | 1% | 88% | 10% |
| 40-54 | 2534 | 43% | 45% | 7% | 3% | 1% | 88% | 11% |
| 55 + | 696 | 50% | 40% | 6% | 2% | 3% | 89% | 8% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 41% | 45% | 9% | 5% | 1% | 86% | 13% |
| 16-19 | 2718 | 40% | 47% | 8% | 4% | 1% | 87% | 12% |
| 20+ | 3409 | 46% | 43% | 7% | 3% | 1% | 89% | 10% |
| Still Studying | 426 | 37% | 40% | 10% | 4% | 9% | 77% | 14% |
| Household composition | | | | | | | | |
| 1 | 1073 | 41% | 44% | 8% | 4% | 2% | 85% | 13% |
| 2 | 1967 | 47% | 44% | 6% | 2% | 1% | 91% | 8% |
| 3 | 1578 | 41% | 45% | 8% | 4% | 2% | 86% | 12% |
| 4+ | 2420 | 42% | 45% | 8% | 3% | 2% | 87% | 11% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 43% | 45% | 7% | 3% | 2% | 87% | 11% |
| EU | 157 | 51% | 30% | 12% | 3% | 5% | 81% | 14% |
| Europe outside EU | 67 | 48% | 48% | 3% | 0% | 1% | 96% | 3% |
| Outside Europe | 157 | 46% | 44% | 7% | 3% | - | 90% | 10% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 43% | 45% | 7% | 3% | 2% | 87% | 11% |
| 1 country EU | 240 | 53% | 33% | 13% | 1% | 0% | 86% | 13% |
| 2EU | 125 | 49% | 32% | 16% | 1% | 2% | 81% | 17% |
| At least 1 outside EU | 360 | 49% | 40% | 5% | 6% | 1% | 89% | 10% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 42% | 45% | 8% | 3% | 2% | 87% | 11% |
| (5-6) Centre | 2481 | 43% | 44% | 8% | 4% | 1% | 87% | 12% |
| (7-10) Right | 1426 | 47% | 41% | 7% | 3% | 2% | 88% | 10% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 47% | 42% | 6% | 4% | 1% | 89% | 10% |
| Mana-gers | 1987 | 47% | 44% | 6% | 2% | 1% | 91% | 8% |
| Other white collars | 1924 | 43% | 47% | 7% | 2% | 1% | 90% | 9% |
| Manual workers | 1377 | 38% | 44% | 10% | 6% | 2% | 82% | 17% |
| House persons | 78 | 23% | 53% | 8% | 9% | 7% | 76% | 17% |
| Unem-ployed | 113 | 22% | 60% | 9% | 2% | 7% | 82% | 11% |
| Retired | 60 | 46% | 26% | 2% | 16% | 9% | 72% | 19% |
| Students | 426 | 37% | 40% | 10% | 4% | 9% | 77% | 14% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 43% | 43% | 7% | 5% | 2% | 86% | 12% |
| Small/ mid size town | 2863 | 43% | 45% | 8% | 3% | 2% | 87% | 11% |
| Large town | 2141 | 44% | 45% | 7% | 2% | 2% | 89% | 9% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 46% | 42% | 7% | 3% | 2% | 88% | 10% |
| No | 6831 | 43% | 44% | 7% | 3% | 2% | 88% | 11% |
| Training courses | | | | | | | | |
| Formal | 4240 | 45% | 45% | 6% | 3% | 1% | 90% | 9% |
| Unformal | 5131 | 44% | 43% | 8% | 4% | 2% | 87% | 11% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 48% | 45% | 4% | 2% | 0% | 93% | 6% |
| 6 months - 1 year | 422 | 38% | 51% | 8% | 2% | 0% | 90% | 10% |
| More than 1 year | 1797 | 45% | 44% | 7% | 2% | 1% | 89% | 9% |

**QE8.4 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**It is easier to combine work and personal life**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 19% | 36% | 25% | 15% | 5% | 55% | 40% |
| | | | | | | | | |
| BE | 355 | 16% | 34% | 30% | 14% | 6% | 51% | 43% |
| DK | 455 | 34% | 29% | 21% | 12% | 4% | 63% | 33% |
| D-W | 316 | 15% | 24% | 33% | 25% | 3% | 39% | 58% |
| DE | 469 | 14% | 27% | 33% | 23% | 3% | 41% | 56% |
| D-E | 150 | 8% | 41% | 34% | 15% | 2% | 49% | 49% |
| EL | 156 | 27% | 39% | 20% | 13% | 1% | 67% | 32% |
| ES | 154 | 24% | 48% | 21% | 5% | 2% | 72% | 26% |
| FR | 359 | 9% | 34% | 31% | 17% | 9% | 44% | 48% |
| IE | 258 | 31% | 38% | 13% | 7% | 11% | 70% | 19% |
| IT | 265 | 17% | 37% | 26% | 17% | 3% | 53% | 43% |
| LU | 167 | 16% | 32% | 35% | 14% | 3% | 48% | 49% |
| NL | 514 | 32% | 30% | 16% | 16% | 5% | 63% | 32% |
| AT | 261 | 17% | 37% | 26% | 12% | 8% | 55% | 37% |
| PT | 154 | 28% | 45% | 16% | 7% | 5% | 73% | 22% |
| FI | 398 | 19% | 42% | 23% | 14% | 1% | 61% | 37% |
| SE | 440 | 20% | 31% | 19% | 26% | 5% | 51% | 45% |
| UK | 429 | 22% | 44% | 23% | 8% | 3% | 66% | 31% |
| CY | 135 | 29% | 35% | 17% | 14% | 6% | 63% | 31% |
| CZ | 262 | 17% | 42% | 28% | 8% | 5% | 59% | 36% |
| EE | 340 | 46% | 34% | 9% | 9% | 3% | 80% | 17% |
| HU | 165 | 15% | 46% | 20% | 14% | 6% | 60% | 34% |
| LV | 224 | 27% | 47% | 14% | 9% | 3% | 74% | 23% |
| LT | 229 | 49% | 31% | 8% | 6% | 5% | 81% | 15% |
| MT | 126 | 29% | 40% | 24% | 3% | 5% | 68% | 27% |
| PL | 212 | 21% | 40% | 19% | 7% | 14% | 61% | 26% |
| SK | 291 | 21% | 52% | 16% | 4% | 7% | 73% | 21% |
| SI | 365 | 31% | 29% | 24% | 12% | 3% | 61% | 36% |
| | | | | | | | | |
| BG | 122 | 43% | 30% | 11% | 7% | 10% | 73% | 17% |
| RO | 172 | 31% | 25% | 14% | 6% | 24% | 56% | 20% |

**QE8.4 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**It is easier to combine work and personal life**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 19% | 36% | 25% | 15% | 5% | 55% | 40% |
| Sex | | | | | | | | |
| Male | 3963 | 20% | 39% | 24% | 13% | 4% | 58% | 37% |
| Female | 3074 | 18% | 33% | 27% | 16% | 6% | 51% | 43% |
| Age | | | | | | | | |
| 15-24 | 833 | 18% | 36% | 22% | 15% | 10% | 53% | 37% |
| 25-39 | 2967 | 20% | 39% | 24% | 12% | 4% | 59% | 37% |
| 40-54 | 2534 | 17% | 34% | 27% | 17% | 5% | 52% | 44% |
| 55 + | 696 | 19% | 32% | 28% | 17% | 4% | 51% | 44% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 16% | 36% | 26% | 16% | 6% | 52% | 42% |
| 16-19 | 2718 | 18% | 36% | 27% | 16% | 4% | 54% | 42% |
| 20+ | 3409 | 20% | 37% | 25% | 14% | 4% | 57% | 39% |
| Still Studying | 426 | 18% | 33% | 19% | 12% | 18% | 52% | 31% |
| Household composition | | | | | | | | |
| 1 | 1073 | 18% | 40% | 22% | 15% | 5% | 58% | 37% |
| 2 | 1967 | 20% | 35% | 26% | 14% | 5% | 54% | 40% |
| 3 | 1578 | 18% | 38% | 26% | 14% | 4% | 56% | 40% |
| 4+ | 2420 | 19% | 34% | 25% | 16% | 5% | 53% | 41% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 19% | 36% | 25% | 14% | 5% | 55% | 40% |
| EU | 157 | 22% | 34% | 22% | 15% | 7% | 55% | 38% |
| Europe outside EU | 67 | 22% | 34% | 7% | 34% | 2% | 56% | 41% |
| Outside Europe | 157 | 13% | 40% | 29% | 14% | 4% | 53% | 44% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 19% | 36% | 25% | 14% | 5% | 55% | 40% |
| 1 country EU | 240 | 18% | 38% | 24% | 16% | 5% | 56% | 39% |
| 2EU | 125 | 18% | 39% | 24% | 16% | 3% | 57% | 40% |
| At least 1 outside EU | 360 | 26% | 33% | 22% | 18% | 2% | 58% | 40% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 18% | 32% | 30% | 15% | 5% | 50% | 45% |
| (5-6) Centre | 2481 | 18% | 37% | 26% | 15% | 4% | 55% | 41% |
| (7-10) Right | 1426 | 23% | 40% | 18% | 13% | 6% | 63% | 32% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 25% | 43% | 20% | 10% | 1% | 69% | 30% |
| Mana-gers | 1987 | 19% | 36% | 26% | 14% | 5% | 56% | 40% |
| Other white collars | 1924 | 18% | 36% | 28% | 15% | 4% | 53% | 43% |
| Manual workers | 1377 | 15% | 33% | 27% | 20% | 5% | 48% | 47% |
| House persons | 78 | 15% | 33% | 31% | 13% | 8% | 48% | 44% |
| Unem-ployed | 113 | 18% | 36% | 28% | 9% | 10% | 53% | 37% |
| Retired | 60 | 18% | 15% | 18% | 31% | 17% | 33% | 49% |
| Students | 426 | 18% | 33% | 19% | 12% | 18% | 52% | 31% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 17% | 34% | 25% | 19% | 5% | 51% | 44% |
| Small/ mid size town | 2863 | 18% | 36% | 26% | 14% | 5% | 55% | 40% |
| Large town | 2141 | 21% | 38% | 24% | 12% | 4% | 59% | 36% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 21% | 36% | 25% | 14% | 5% | 56% | 39% |
| No | 6831 | 19% | 36% | 25% | 15% | 5% | 55% | 40% |
| Training courses | | | | | | | | |
| Formal | 4240 | 20% | 36% | 25% | 14% | 5% | 56% | 40% |
| Unformal | 5131 | 18% | 37% | 25% | 15% | 5% | 55% | 40% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 21% | 30% | 26% | 18% | 5% | 51% | 44% |
| 6 months - 1 year | 422 | 14% | 37% | 31% | 16% | 2% | 52% | 46% |
| More than 1 year | 1797 | 19% | 35% | 27% | 15% | 4% | 54% | 42% |

**QE8.5 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You have less stress in your job**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 10% | 28% | 36% | 22% | 4% | 38% | 59% |
| | | | | | | | | |
| BE | 355 | 7% | 21% | 42% | 27% | 3% | 28% | 69% |
| DK | 455 | 13% | 24% | 38% | 22% | 3% | 38% | 60% |
| D-W | 316 | 12% | 28% | 36% | 23% | 1% | 40% | 58% |
| DE | 469 | 11% | 28% | 38% | 21% | 2% | 39% | 59% |
| D-E | 150 | 9% | 26% | 47% | 15% | 3% | 35% | 63% |
| EL | 156 | 26% | 39% | 22% | 12% | 1% | 64% | 35% |
| ES | 154 | 11% | 38% | 27% | 20% | 5% | 49% | 47% |
| FR | 359 | 5% | 19% | 45% | 26% | 5% | 24% | 71% |
| IE | 258 | 20% | 34% | 25% | 12% | 10% | 54% | 36% |
| IT | 265 | 9% | 30% | 35% | 24% | 3% | 39% | 59% |
| LU | 167 | 14% | 23% | 36% | 27% | 0% | 36% | 63% |
| NL | 514 | 8% | 19% | 35% | 32% | 5% | 28% | 67% |
| AT | 261 | 12% | 31% | 34% | 19% | 3% | 43% | 54% |
| PT | 154 | 15% | 38% | 29% | 14% | 4% | 53% | 42% |
| FI | 398 | 9% | 32% | 36% | 22% | 1% | 41% | 58% |
| SE | 440 | 5% | 29% | 30% | 35% | 2% | 33% | 64% |
| UK | 429 | 9% | 26% | 38% | 24% | 3% | 35% | 62% |
| CY | 135 | 31% | 24% | 27% | 10% | 8% | 54% | 37% |
| CZ | 262 | 6% | 33% | 41% | 13% | 6% | 39% | 55% |
| EE | 340 | 24% | 28% | 26% | 15% | 7% | 52% | 41% |
| HU | 165 | 12% | 32% | 35% | 17% | 4% | 44% | 52% |
| LV | 224 | 24% | 36% | 26% | 13% | 1% | 60% | 39% |
| LT | 229 | 32% | 28% | 18% | 14% | 8% | 60% | 32% |
| MT | 126 | 17% | 28% | 40% | 12% | 3% | 44% | 53% |
| PL | 212 | 18% | 39% | 26% | 10% | 7% | 57% | 37% |
| SK | 291 | 17% | 47% | 23% | 8% | 6% | 63% | 31% |
| SI | 365 | 18% | 23% | 31% | 26% | 2% | 41% | 57% |
| | | | | | | | | |
| BG | 122 | 28% | 25% | 26% | 11% | 10% | 53% | 36% |
| RO | 172 | 31% | 27% | 15% | 6% | 21% | 58% | 21% |

**QE8.5 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You have less stress in your job**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 10% | 28% | 36% | 22% | 4% | 38% | 59% |
| Sex | | | | | | | | |
| Male | 3963 | 10% | 29% | 37% | 21% | 3% | 39% | 58% |
| Female | 3074 | 10% | 26% | 35% | 25% | 5% | 36% | 60% |
| Age | | | | | | | | |
| 15-24 | 833 | 12% | 26% | 35% | 19% | 9% | 38% | 53% |
| 25-39 | 2967 | 10% | 31% | 35% | 21% | 3% | 41% | 56% |
| 40-54 | 2534 | 9% | 26% | 38% | 25% | 3% | 35% | 63% |
| 55 + | 696 | 13% | 21% | 37% | 25% | 4% | 35% | 62% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 7% | 28% | 36% | 26% | 3% | 35% | 61% |
| 16-19 | 2718 | 12% | 29% | 35% | 21% | 3% | 40% | 56% |
| 20+ | 3409 | 9% | 27% | 38% | 23% | 3% | 37% | 61% |
| Still Studying | 426 | 11% | 21% | 32% | 22% | 15% | 32% | 54% |
| Household composition | | | | | | | | |
| 1 | 1073 | 10% | 27% | 34% | 25% | 5% | 37% | 59% |
| 2 | 1967 | 10% | 26% | 38% | 22% | 4% | 36% | 60% |
| 3 | 1578 | 10% | 28% | 35% | 24% | 3% | 38% | 59% |
| 4+ | 2420 | 10% | 29% | 36% | 21% | 4% | 39% | 57% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 10% | 28% | 36% | 23% | 4% | 38% | 59% |
| EU | 157 | 14% | 23% | 32% | 29% | 2% | 37% | 61% |
| Europe outside EU | 67 | 17% | 36% | 24% | 15% | 8% | 53% | 39% |
| Outside Europe | 157 | 11% | 26% | 41% | 14% | 8% | 37% | 55% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 10% | 27% | 36% | 23% | 4% | 38% | 59% |
| 1 country EU | 240 | 12% | 25% | 41% | 22% | 1% | 36% | 62% |
| 2EU | 125 | 15% | 32% | 25% | 23% | 5% | 47% | 48% |
| At least 1 outside EU | 360 | 12% | 32% | 33% | 20% | 2% | 44% | 54% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 8% | 25% | 38% | 25% | 4% | 33% | 63% |
| (5-6) Centre | 2481 | 10% | 29% | 37% | 20% | 3% | 39% | 58% |
| (7-10) Right | 1426 | 13% | 28% | 34% | 21% | 4% | 41% | 55% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 13% | 33% | 35% | 17% | 2% | 47% | 51% |
| Mana-gers | 1987 | 10% | 24% | 40% | 24% | 2% | 34% | 64% |
| Other white collars | 1924 | 9% | 30% | 36% | 23% | 3% | 38% | 59% |
| Manual workers | 1377 | 10% | 28% | 33% | 26% | 3% | 38% | 59% |
| House persons | 78 | 6% | 35% | 23% | 21% | 15% | 41% | 44% |
| Unem-ployed | 113 | 7% | 28% | 38% | 14% | 13% | 35% | 52% |
| Retired | 60 | 15% | 24% | 29% | 26% | 6% | 39% | 55% |
| Students | 426 | 11% | 21% | 32% | 22% | 15% | 32% | 54% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 9% | 26% | 35% | 26% | 4% | 35% | 61% |
| Small/ mid size town | 2863 | 10% | 28% | 38% | 21% | 4% | 38% | 59% |
| Large town | 2141 | 12% | 29% | 35% | 21% | 4% | 41% | 56% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 10% | 27% | 36% | 23% | 4% | 37% | 59% |
| No | 6831 | 10% | 28% | 36% | 22% | 3% | 38% | 59% |
| Training courses | | | | | | | | |
| Formal | 4240 | 11% | 28% | 37% | 21% | 3% | 39% | 58% |
| Unformal | 5131 | 9% | 27% | 37% | 23% | 4% | 37% | 59% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 14% | 22% | 41% | 21% | 2% | 36% | 62% |
| 6 months - 1 year | 422 | 11% | 29% | 34% | 25% | 1% | 40% | 59% |
| More than 1 year | 1797 | 10% | 29% | 37% | 22% | 2% | 39% | 59% |

**QE8.6 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You experience more job satisfaction**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 17% | 46% | 22% | 11% | 4% | 63% | 33% |
| | | | | | | | | |
| BE | 355 | 17% | 51% | 18% | 11% | 2% | 68% | 29% |
| DK | 455 | 28% | 44% | 20% | 6% | 3% | 71% | 26% |
| D-W | 316 | 10% | 43% | 27% | 17% | 3% | 53% | 44% |
| DE | 469 | 10% | 44% | 28% | 15% | 3% | 53% | 43% |
| D-E | 150 | 10% | 44% | 32% | 10% | 4% | 53% | 42% |
| EL | 156 | 33% | 48% | 12% | 6% | 1% | 81% | 18% |
| ES | 154 | 21% | 53% | 14% | 9% | 2% | 74% | 24% |
| FR | 359 | 11% | 45% | 27% | 12% | 4% | 56% | 39% |
| IE | 258 | 26% | 45% | 14% | 5% | 10% | 71% | 19% |
| IT | 265 | 16% | 48% | 21% | 14% | 2% | 64% | 35% |
| LU | 167 | 14% | 44% | 33% | 7% | 2% | 58% | 40% |
| NL | 514 | 23% | 35% | 20% | 16% | 7% | 58% | 36% |
| AT | 261 | 14% | 47% | 27% | 7% | 6% | 60% | 34% |
| PT | 154 | 25% | 59% | 9% | 4% | 4% | 83% | 13% |
| FI | 398 | 15% | 48% | 27% | 8% | 2% | 63% | 35% |
| SE | 440 | 18% | 51% | 15% | 13% | 3% | 69% | 28% |
| UK | 429 | 20% | 42% | 25% | 10% | 2% | 63% | 35% |
| CY | 135 | 37% | 40% | 7% | 10% | 6% | 77% | 16% |
| CZ | 262 | 18% | 58% | 14% | 4% | 6% | 76% | 18% |
| EE | 340 | 37% | 37% | 13% | 7% | 6% | 74% | 21% |
| HU | 165 | 21% | 49% | 16% | 8% | 5% | 70% | 25% |
| LV | 224 | 38% | 39% | 14% | 8% | 1% | 77% | 22% |
| LT | 229 | 47% | 36% | 6% | 6% | 4% | 83% | 13% |
| MT | 126 | 29% | 49% | 18% | 3% | 1% | 77% | 21% |
| PL | 212 | 22% | 52% | 14% | 4% | 7% | 74% | 18% |
| SK | 291 | 25% | 54% | 11% | 4% | 6% | 79% | 16% |
| SI | 365 | 28% | 38% | 23% | 9% | 2% | 66% | 32% |
| | | | | | | | | |
| BG | 122 | 47% | 35% | 9% | 2% | 7% | 82% | 11% |
| RO | 172 | 41% | 32% | 6% | 3% | 19% | 72% | 8% |

**QE8.6 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You experience more job satisfaction**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 17% | 46% | 22% | 11% | 4% | 63% | 33% |
| Sex | | | | | | | | |
| Male | 3963 | 18% | 46% | 22% | 11% | 3% | 64% | 33% |
| Female | 3074 | 15% | 46% | 22% | 12% | 5% | 62% | 34% |
| Age | | | | | | | | |
| 15-24 | 833 | 16% | 44% | 23% | 9% | 9% | 59% | 32% |
| 25-39 | 2967 | 17% | 48% | 22% | 10% | 3% | 65% | 32% |
| 40-54 | 2534 | 16% | 45% | 24% | 13% | 2% | 61% | 36% |
| 55 + | 696 | 22% | 43% | 20% | 12% | 4% | 64% | 32% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 15% | 54% | 17% | 13% | 1% | 68% | 31% |
| 16-19 | 2718 | 19% | 45% | 23% | 11% | 2% | 64% | 34% |
| 20+ | 3409 | 17% | 47% | 22% | 11% | 3% | 64% | 33% |
| Still Studying | 426 | 11% | 36% | 23% | 13% | 17% | 47% | 36% |
| Household composition | | | | | | | | |
| 1 | 1073 | 17% | 44% | 23% | 13% | 3% | 61% | 36% |
| 2 | 1967 | 18% | 47% | 22% | 11% | 2% | 65% | 33% |
| 3 | 1578 | 18% | 44% | 23% | 11% | 4% | 62% | 34% |
| 4+ | 2420 | 16% | 46% | 22% | 11% | 5% | 63% | 33% |
| Place of birth | | | | | | | | |
| Surveyed country | 6655 | 17% | 46% | 22% | 11% | 4% | 63% | 34% |
| EU | 157 | 16% | 43% | 21% | 16% | 4% | 59% | 37% |
| Europe outside EU | 67 | 45% | 33% | 13% | 8% | 2% | 77% | 21% |
| Outside Europe | 157 | 12% | 57% | 16% | 11% | 4% | 69% | 27% |
| Parents' birth | | | | | | | | |
| 2 born country | 6190 | 17% | 46% | 23% | 11% | 4% | 63% | 34% |
| 1 country EU | 240 | 20% | 44% | 23% | 9% | 4% | 65% | 32% |
| 2EU | 125 | 18% | 47% | 16% | 16% | 3% | 65% | 32% |
| At least 1 outside EU | 360 | 22% | 46% | 17% | 14% | 2% | 68% | 30% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 13% | 43% | 26% | 13% | 4% | 57% | 40% |
| (5-6) Centre | 2481 | 17% | 48% | 21% | 11% | 2% | 65% | 32% |
| (7-10) Right | 1426 | 22% | 44% | 21% | 10% | 4% | 66% | 30% |
| Respondant occupation scale | | | | | | | | |
| Self- employed | 1072 | 22% | 45% | 22% | 9% | 2% | 67% | 31% |
| Mana-gers | 1987 | 18% | 47% | 22% | 11% | 3% | 64% | 32% |
| Other white collars | 1924 | 16% | 51% | 20% | 11% | 2% | 67% | 31% |
| Manual workers | 1377 | 16% | 44% | 26% | 13% | 2% | 59% | 39% |
| House persons | 78 | 10% | 20% | 25% | 28% | 18% | 29% | 53% |
| Unem-ployed | 113 | 16% | 50% | 18% | 5% | 11% | 66% | 23% |
| Retired | 60 | 22% | 33% | 13% | 25% | 6% | 55% | 38% |
| Students | 426 | 11% | 36% | 23% | 13% | 17% | 47% | 36% |
| Subjective urbanisation | | | | | | | | |
| Rural village | 2014 | 16% | 43% | 22% | 15% | 4% | 59% | 37% |
| Small/ mid size town | 2863 | 17% | 48% | 21% | 10% | 4% | 65% | 31% |
| Large town | 2141 | 18% | 45% | 23% | 10% | 3% | 63% | 34% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 18% | 45% | 23% | 11% | 4% | 63% | 33% |
| No | 6831 | 17% | 46% | 22% | 11% | 3% | 63% | 33% |
| Training courses | | | | | | | | |
| Formal | 4240 | 18% | 47% | 22% | 10% | 4% | 65% | 31% |
| Unformal | 5131 | 16% | 46% | 22% | 12% | 4% | 62% | 34% |
| Last training | | | | | | | | |
| 0 - 6 months | 641 | 18% | 48% | 25% | 7% | 1% | 67% | 32% |
| 6 months - 1 year | 422 | 17% | 50% | 20% | 12% | 1% | 67% | 32% |
| More than 1 year | 1797 | 19% | 46% | 22% | 10% | 3% | 65% | 32% |

**QE8.7 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You have a better chance of being rewarded or promoted**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 11% | 29% | 30% | 24% | 6% | 40% | 54% |
| | | | | | | | | |
| BE | 355 | 7% | 24% | 36% | 26% | 6% | 32% | 63% |
| DK | 455 | 18% | 23% | 35% | 18% | 6% | 41% | 53% |
| D-W | 316 | 10% | 24% | 30% | 33% | 4% | 34% | 62% |
| DE | 469 | 9% | 24% | 31% | 32% | 4% | 33% | 63% |
| D-E | 150 | 4% | 25% | 36% | 29% | 6% | 29% | 65% |
| EL | 156 | 25% | 33% | 22% | 16% | 2% | 59% | 39% |
| ES | 154 | 16% | 44% | 26% | 12% | 1% | 61% | 39% |
| FR | 359 | 3% | 27% | 34% | 30% | 6% | 31% | 64% |
| IE | 258 | 26% | 29% | 19% | 11% | 15% | 55% | 30% |
| IT | 265 | 8% | 30% | 29% | 28% | 4% | 38% | 58% |
| LU | 167 | 9% | 22% | 40% | 26% | 3% | 31% | 66% |
| NL | 514 | 8% | 19% | 26% | 37% | 10% | 26% | 64% |
| AT | 261 | 13% | 38% | 26% | 14% | 8% | 51% | 41% |
| PT | 154 | 17% | 21% | 32% | 24% | 6% | 39% | 56% |
| FI | 398 | 10% | 29% | 32% | 27% | 2% | 39% | 59% |
| SE | 440 | 7% | 28% | 20% | 35% | 10% | 35% | 54% |
| UK | 429 | 20% | 35% | 31% | 10% | 4% | 55% | 41% |
| CY | 135 | 23% | 33% | 21% | 16% | 6% | 56% | 37% |
| CZ | 262 | 10% | 43% | 28% | 13% | 7% | 53% | 40% |
| EE | 340 | 13% | 18% | 31% | 31% | 8% | 31% | 62% |
| HU | 165 | 13% | 33% | 22% | 26% | 5% | 46% | 49% |
| LV | 224 | 21% | 37% | 19% | 20% | 3% | 58% | 39% |
| LT | 229 | 34% | 27% | 17% | 14% | 7% | 61% | 32% |
| MT | 126 | 13% | 27% | 40% | 12% | 8% | 40% | 52% |
| PL | 212 | 9% | 28% | 28% | 20% | 14% | 37% | 49% |
| SK | 291 | 9% | 32% | 39% | 11% | 9% | 41% | 50% |
| SI | 365 | 17% | 30% | 30% | 19% | 4% | 48% | 48% |
| | | | | | | | | |
| BG | 122 | 30% | 21% | 20% | 15% | 15% | 50% | 34% |
| RO | 172 | 25% | 21% | 12% | 15% | 27% | 46% | 27% |

**QE8.7 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?**

**You have a better chance of being rewarded or promoted**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Fully agree | Tend to agree | Tend to disagree | Fully disagree | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 11% | 29% | 30% | 24% | 6% | 40% | 54% |
| Sex | | | | | | | | |
| Male | 3963 | 12% | 30% | 29% | 24% | 5% | 43% | 52% |
| Female | 3074 | 9% | 27% | 31% | 26% | 7% | 36% | 57% |
| Age | | | | | | | | |
| 15-24 | 833 | 15% | 33% | 24% | 17% | 11% | 48% | 41% |
| 25-39 | 2967 | 12% | 32% | 29% | 23% | 4% | 44% | 52% |
| 40-54 | 2534 | 9% | 26% | 32% | 28% | 5% | 35% | 60% |
| 55 + | 696 | 10% | 25% | 30% | 28% | 7% | 34% | 59% |
| Education (End of) | | | | | | | | |
| 15 | 404 | 11% | 33% | 30% | 22% | 5% | 44% | 51% |
| 16-19 | 2718 | 12% | 29% | 30% | 24% | 5% | 41% | 54% |
| 20+ | 3409 | 10% | 29% | 31% | 26% | 5% | 39% | 57% |
| Still Study | 426 | 11% | 27% | 21% | 21% | 20% | 38% | 42% |
| Household composition | | | | | | | | |
| 1 | 1073 | 11% | 26% | 31% | 25% | 6% | 38% | 57% |
| 2 | 1967 | 10% | 32% | 30% | 22% | 6% | 42% | 52% |
| 3 | 1578 | 11% | 29% | 30% | 26% | 4% | 40% | 56% |
| 4+ | 2420 | 11% | 28% | 29% | 25% | 7% | 39% | 54% |
| Place of birth | | | | | | | | |
| Surveyed | 6655 | 11% | 29% | 30% | 25% | 6% | 39% | 55% |
| EU | 157 | 12% | 33% | 18% | 26% | 11% | 45% | 44% |
| Europe ou | 67 | 14% | 26% | 31% | 20% | 10% | 39% | 51% |
| Outside Eu | 157 | 16% | 45% | 23% | 13% | 2% | 61% | 36% |
| Parents' birth | | | | | | | | |
| 2 born cou | 6190 | 11% | 29% | 31% | 24% | 6% | 39% | 55% |
| 1 country | 240 | 10% | 25% | 32% | 28% | 4% | 35% | 61% |
| 2EU | 125 | 12% | 32% | 29% | 21% | 6% | 44% | 50% |
| At least 1 | 360 | 17% | 38% | 20% | 23% | 3% | 54% | 43% |
| Left-Right scale | | | | | | | | |
| (1-4) Left | 2158 | 10% | 28% | 31% | 26% | 5% | 38% | 57% |
| (5-6) Cer | 2481 | 12% | 29% | 32% | 23% | 5% | 41% | 55% |
| (7-10) Rig | 1426 | 12% | 30% | 29% | 24% | 6% | 41% | 52% |
| Respondant occupation scale | | | | | | | | |
| Self- empl | 1072 | 13% | 27% | 26% | 27% | 8% | 40% | 52% |
| Mana-gers | 1987 | 11% | 28% | 32% | 25% | 4% | 39% | 57% |
| Other whit | 1924 | 11% | 33% | 31% | 22% | 4% | 44% | 53% |
| Manual wo | 1377 | 11% | 27% | 32% | 26% | 4% | 38% | 57% |
| House per | 78 | 1% | 12% | 31% | 42% | 13% | 13% | 74% |
| Unem-ploy | 113 | 7% | 35% | 38% | 9% | 11% | 42% | 47% |
| Retired | 60 | 5% | 23% | 23% | 34% | 14% | 29% | 57% |
| Students | 426 | 11% | 27% | 21% | 21% | 20% | 38% | 42% |
| Subjective urbanisation | | | | | | | | |
| Rural villa | 2014 | 10% | 28% | 28% | 30% | 5% | 37% | 58% |
| Small/□m | 2863 | 12% | 30% | 31% | 23% | 5% | 41% | 54% |
| Large tow | 2141 | 11% | 30% | 30% | 22% | 6% | 42% | 52% |
| Internet Users | | | | | | | | |
| Yes | 4906 | 11% | 28% | 30% | 25% | 6% | 39% | 55% |
| No | 6831 | 11% | 29% | 30% | 25% | 6% | 40% | 55% |
| Training courses | | | | | | | | |
| Formal | 4240 | 13% | 32% | 28% | 22% | 5% | 44% | 51% |
| Unformal | 5131 | 10% | 27% | 31% | 26% | 6% | 37% | 57% |
| Last training | | | | | | | | |
| 0 - 6 mon | 641 | 18% | 33% | 26% | 20% | 3% | 51% | 46% |
| 6 months[ | 422 | 12% | 29% | 35% | 21% | 3% | 41% | 56% |
| More than | 1797 | 11% | 31% | 30% | 24% | 4% | 42% | 54% |

**QE9 Which of the following would be most useful for you to work more efficiently? (MULTIPLE ANSWERS POSSIBLE)**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Basic training for computer skills | Advanced training for computer skills | Training for e-mail and Internet use | Specific training on how computers can help me in my job | Specific software to help me in my job | Networking facilities and software for project management | Software which is easier to use | Better hardware | Better internet security (less spam, viruses, etc.) | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 11% | 25% | 10% | 21% | 31% | 10% | 21% | 18% | 22% | 4% | 9% |
| BE | 355 | 10% | 25% | 11% | 20% | 34% | 9% | 21% | 17% | 22% | 4% | 7% |
| DK | 455 | 20% | 35% | 8% | 22% | 30% | 14% | 22% | 17% | 24% | 2% | 7% |
| D-W | 316 | 8% | 19% | 7% | 23% | 37% | 9% | 30% | 14% | 22% | 10% | 7% |
| DE | 469 | 8% | 21% | 8% | 23% | 37% | 9% | 29% | 14% | 22% | 9% | 6% |
| D-E | 150 | 9% | 27% | 12% | 23% | 36% | 10% | 23% | 15% | 26% | 7% | 4% |
| EL | 156 | 25% | 40% | 12% | 26% | 20% | 11% | 27% | 17% | 22% | - | 2% |
| ES | 154 | 22% | 39% | 20% | 28% | 22% | 13% | 11% | 11% | 10% | 4% | 8% |
| FR | 359 | 8% | 16% | 11% | 17% | 31% | 17% | 23% | 25% | 27% | 3% | 10% |
| IE | 258 | 14% | 40% | 12% | 24% | 25% | 13% | 19% | 9% | 22% | 1% | 9% |
| IT | 265 | 18% | 25% | 7% | 18% | 29% | 7% | 15% | 5% | 13% | 5% | 15% |
| LU | 167 | 15% | 25% | 8% | 18% | 34% | 13% | 25% | 15% | 24% | 5% | 7% |
| NL | 514 | 6% | 25% | 9% | 22% | 31% | 12% | 25% | 16% | 25% | 5% | 9% |
| AT | 261 | 7% | 28% | 14% | 26% | 32% | 6% | 22% | 14% | 26% | 9% | 9% |
| PT | 154 | 24% | 23% | 7% | 21% | 28% | 8% | 19% | 12% | 15% | 1% | 14% |
| FI | 398 | 9% | 32% | 11% | 29% | 42% | 7% | 16% | 20% | 24% | 6% | 2% |
| SE | 440 | 12% | 26% | 7% | 30% | 26% | 10% | 17% | 12% | 24% | 4% | 10% |
| UK | 429 | 9% | 28% | 6% | 16% | 25% | 7% | 19% | 20% | 27% | 2% | 11% |
| CY | 135 | 35% | 36% | 18% | 34% | 25% | 6% | 10% | 19% | 16% | - | 9% |
| CZ | 262 | 4% | 27% | 19% | 25% | 27% | 11% | 20% | 15% | 22% | 2% | 11% |
| EE | 340 | 7% | 23% | 4% | 35% | 40% | 14% | 19% | 22% | 30% | 1% | 8% |
| HU | 165 | 5% | 31% | 18% | 23% | 26% | 11% | 30% | 13% | 27% | 5% | 7% |
| LV | 224 | 18% | 30% | 13% | 26% | 24% | 8% | 15% | 7% | 25% | - | 5% |
| LT | 229 | 18% | 35% | 8% | 19% | 26% | 7% | 14% | 27% | 18% | 2% | 4% |
| MT | 126 | 10% | 24% | 13% | 29% | 48% | 10% | 21% | 21% | 22% | - | 4% |
| PL | 212 | 6% | 30% | 13% | 17% | 43% | 10% | 12% | 45% | 19% | 1% | 7% |
| SK | 291 | 5% | 33% | 28% | 20% | 32% | 8% | 14% | 12% | 20% | 3% | 8% |
| SI | 365 | 8% | 33% | 9% | 17% | 26% | 10% | 23% | 34% | 30% | 8% | 2% |
| BG | 122 | 14% | 24% | 9% | 18% | 27% | 12% | 15% | 9% | 15% | 1% | 18% |
| RO | 172 | 13% | 31% | 16% | 28% | 37% | 21% | 21% | 47% | 28% | 19% | - |

**QE9 Which of the following would be most useful for you to work more efficiently? (MULTIPLE ANSWERS POSSIBLE)**

***(IF USE A COMPUTER 'AT WORK' OR 'AT HOME FOR WORK' , CODE 1 OR 2 IN QE3)***

| | TOTAL | Basic training for computer skills | Advanced training for computer skills | Training for e-mail and Internet use | Specific training on how computers can help me in my job | Specific software to help me in my job | Networking facilities and software for project | Software which is easier to use | Better hardware | Better internet security (less spam, viruses, etc.) | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 7037 | 11% | 25% | 10% | 21% | 31% | 10% | 21% | 18% | 22% | 4% | 9% |
| Sex | | | | | | | | | | | | |
| Male | 3963 | 11% | 25% | 9% | 21% | 32% | 12% | 22% | 18% | 23% | 5% | 9% |
| Female | 3074 | 10% | 27% | 11% | 21% | 29% | 8% | 19% | 17% | 21% | 4% | 10% |
| Age | | | | | | | | | | | | |
| 15-24 | 833 | 10% | 28% | 6% | 21% | 32% | 11% | 21% | 23% | 24% | 3% | 12% |
| 25-39 | 2967 | 10% | 26% | 9% | 20% | 34% | 12% | 19% | 19% | 21% | 3% | 8% |
| 40-54 | 2534 | 11% | 24% | 11% | 22% | 28% | 10% | 22% | 16% | 23% | 6% | 9% |
| 55 + | 696 | 12% | 27% | 12% | 20% | 26% | 6% | 27% | 13% | 22% | 4% | 11% |
| Education (End of) | | | | | | | | | | | | |
| 15 | 404 | 17% | 19% | 12% | 22% | 26% | 5% | 28% | 9% | 19% | 3% | 15% |
| 16-19 | 2718 | 11% | 27% | 11% | 21% | 27% | 7% | 22% | 16% | 18% | 6% | 8% |
| 20+ | 3409 | 10% | 26% | 10% | 20% | 34% | 13% | 19% | 19% | 25% | 4% | 9% |
| Still Study | 426 | 12% | 22% | 4% | 23% | 36% | 14% | 22% | 25% | 30% | 2% | 13% |
| Household composition | | | | | | | | | | | | |
| 1 | 1073 | 7% | 23% | 9% | 21% | 33% | 11% | 22% | 21% | 23% | 4% | 9% |
| 2 | 1967 | 12% | 27% | 10% | 22% | 29% | 10% | 21% | 17% | 25% | 3% | 9% |
| 3 | 1578 | 10% | 23% | 10% | 17% | 31% | 11% | 22% | 18% | 20% | 5% | 9% |
| 4+ | 2420 | 12% | 27% | 10% | 22% | 31% | 10% | 20% | 17% | 21% | 5% | 9% |
| Place of birth | | | | | | | | | | | | |
| Surveyed | 6655 | 11% | 25% | 10% | 20% | 31% | 10% | 21% | 18% | 22% | 4% | 9% |
| EU | 157 | 11% | 20% | 10% | 22% | 33% | 7% | 15% | 15% | 31% | 2% | 7% |
| Europe ou | 67 | 15% | 31% | 5% | 27% | 42% | 26% | 21% | 7% | 6% | 6% | 2% |
| Outside Eu | 157 | 6% | 32% | 9% | 33% | 41% | 17% | 22% | 31% | 27% | 1% | 4% |
| Parents' birth | | | | | | | | | | | | |
| 2 born cou | 6190 | 11% | 25% | 10% | 20% | 31% | 10% | 21% | 17% | 22% | 4% | 10% |
| 1 country | 240 | 14% | 21% | 13% | 26% | 33% | 10% | 22% | 18% | 26% | 4% | 2% |
| 2EU | 125 | 6% | 34% | 12% | 24% | 29% | 5% | 16% | 14% | 24% | 2% | 5% |
| At least 1 | 360 | 12% | 29% | 8% | 23% | 30% | 15% | 23% | 25% | 26% | 3% | 6% |
| Left-Right scale | | | | | | | | | | | | |
| (1-4) Left | 2158 | 11% | 23% | 10% | 20% | 33% | 12% | 21% | 20% | 22% | 3% | 9% |
| (5-6) Cer | 2481 | 12% | 26% | 10% | 22% | 30% | 9% | 22% | 17% | 22% | 5% | 7% |
| (7-10) Rig | 1426 | 8% | 27% | 9% | 19% | 33% | 12% | 21% | 17% | 23% | 3% | 11% |
| Respondant occupation scale | | | | | | | | | | | | |
| Self- empl | 1072 | 13% | 19% | 10% | 19% | 33% | 8% | 24% | 11% | 25% | 6% | 11% |
| Mana-gers | 1987 | 8% | 25% | 10% | 19% | 34% | 14% | 18% | 20% | 27% | 3% | 7% |
| Other whi | 1924 | 11% | 30% | 11% | 19% | 29% | 9% | 21% | 19% | 18% | 4% | 9% |
| Manual wo | 1377 | 14% | 26% | 10% | 25% | 29% | 8% | 21% | 16% | 15% | 5% | 10% |
| House per | 78 | 4% | 11% | 4% | 8% | 11% | 1% | 31% | 8% | 30% | 4% | 17% |
| Unem-plo | 113 | 4% | 25% | 0% | 25% | 27% | 17% | 13% | 36% | 35% | 4% | 6% |
| Retired | 60 | 2% | 36% | 20% | 20% | 23% | 4% | 23% | 13% | 21% | 12% | 16% |
| Students | 426 | 12% | 22% | 4% | 23% | 36% | 14% | 22% | 25% | 30% | 2% | 13% |
| Subjective urbanisation | | | | | | | | | | | | |
| Rural villa | 2014 | 11% | 25% | 11% | 21% | 29% | 9% | 24% | 15% | 23% | 6% | 9% |
| Small/□m | 2863 | 12% | 25% | 9% | 22% | 33% | 11% | 18% | 17% | 20% | 4% | 10% |
| Large tow | 2141 | 9% | 27% | 10% | 18% | 30% | 12% | 22% | 22% | 25% | 3% | 9% |
| Internet Users | | | | | | | | | | | | |
| Yes | 4906 | 9% | 26% | 9% | 21% | 33% | 12% | 22% | 20% | 27% | 4% | 8% |
| No | 6831 | 11% | 26% | 10% | 21% | 31% | 11% | 21% | 18% | 23% | 4% | 9% |
| Training courses | | | | | | | | | | | | |
| Formal | 4240 | 10% | 28% | 11% | 22% | 33% | 11% | 22% | 18% | 23% | 3% | 7% |
| Unformal | 5131 | 11% | 25% | 10% | 21% | 33% | 11% | 21% | 19% | 25% | 4% | 9% |
| Last training | | | | | | | | | | | | |
| 0 - 6 mon | 641 | 12% | 34% | 14% | 28% | 37% | 13% | 22% | 18% | 21% | 2% | 4% |
| 6 months[ | 422 | 11% | 29% | 14% | 31% | 37% | 11% | 23% | 17% | 23% | 0% | 4% |
| More than | 1797 | 10% | 30% | 14% | 22% | 30% | 11% | 22% | 16% | 18% | 4% | 8% |

**QE10 Do you currently telework?**

***(IF 'CURRENTLY WORK', CODE 5 TO 18 IN D15a)***

| | TOTAL | Yes, occasionally/in addition to my normal working hours | Yes, 1 day per week from home | Yes, 1 day per week from another location | Yes, 2-3 days per week from home | Yes, 2-3 days per week from another location | Yes, more than 3 days per week from home | Yes, more than 3 days per week from another location | No | DK | Yes |
|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 11873 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 87% | 2% | 11% |
| | | | | | | | | | | | |
| BE | 485 | 6% | 3% | 0% | 1% | - | 2% | 1% | 87% | 0% | 12% |
| DK | 540 | 10% | 3% | 0% | 1% | - | 3% | 1% | 80% | 1% | 19% |
| D-W | 460 | 3% | 1% | 1% | 2% | 0% | 2% | - | 89% | 2% | 9% |
| DE | 687 | 3% | 1% | 1% | 2% | 0% | 2% | 0% | 89% | 2% | 9% |
| D-E | 227 | 3% | 1% | - | 1% | 1% | 1% | 1% | 90% | 2% | 8% |
| EL | 463 | 2% | 0% | - | 1% | 0% | 1% | - | 95% | - | 5% |
| ES | 456 | 2% | 2% | 0% | 0% | 0% | 0% | 1% | 89% | 4% | 7% |
| FR | 523 | 4% | 2% | 0% | 1% | 0% | 2% | 2% | 87% | 1% | 12% |
| IE | 493 | 6% | 1% | 1% | 2% | 0% | 2% | 1% | 79% | 8% | 13% |
| IT | 503 | 2% | 2% | 1% | 1% | 0% | 0% | 1% | 93% | 1% | 7% |
| LU | 248 | 4% | 1% | - | - | 1% | 2% | 2% | 91% | 1% | 8% |
| NL | 561 | 13% | 4% | 0% | 1% | 0% | 1% | 1% | 79% | 1% | 20% |
| AT | 516 | 7% | 1% | 1% | 4% | 2% | 1% | 1% | 80% | 3% | 17% |
| PT | 501 | 1% | 0% | - | - | - | - | - | 93% | 7% | 1% |
| FI | 551 | 12% | 4% | 1% | 3% | 0% | 1% | 1% | 78% | - | 22% |
| SE | 569 | 12% | 4% | 1% | 3% | 0% | 2% | 1% | 76% | 1% | 23% |
| UK | 689 | 4% | 2% | 1% | 2% | 1% | 3% | 2% | 78% | 7% | 15% |
| CY | 268 | 5% | 0% | - | 1% | - | 1% | 2% | 82% | 9% | 9% |
| CZ | 548 | 3% | 1% | 0% | 2% | 0% | 1% | 1% | 88% | 4% | 8% |
| EE | 484 | 9% | 1% | 1% | 4% | 1% | 4% | 5% | 74% | 1% | 25% |
| HU | 417 | 2% | - | - | 0% | - | 1% | 0% | 95% | 2% | 3% |
| LV | 524 | 3% | 2% | 0% | 1% | 0% | 1% | 2% | 89% | 1% | 10% |
| LT | 463 | 5% | 2% | 0% | 1% | 0% | 1% | 2% | 87% | 1% | 12% |
| MT | 234 | 8% | 2% | - | 5% | - | 2% | 1% | 81% | 2% | 17% |
| PL | 368 | 3% | 1% | - | 1% | - | 1% | - | 93% | 1% | 6% |
| SK | 655 | 4% | 1% | 1% | 0% | 0% | 1% | 1% | 90% | 3% | 8% |
| SI | 472 | 6% | 1% | 1% | 0% | 0% | 2% | 2% | 88% | 0% | 11% |
| | | | | | | | | | | | |
| BG | 429 | 3% | - | - | 1% | 1% | 1% | 2% | 91% | 1% | 8% |
| RO | 422 | 2% | - | - | 0% | - | 1% | 2% | 96% | - | 4% |

**QE10 Do you currently telework?**

***(IF 'CURRENTLY WORK', CODE 5 TO 18 IN D15a)***

| | TOTAL | Yes, occasionally/in addition to my | Yes, 1 day per week from home | Yes, 1 day per week from another | Yes, 2-3 days per week from home | Yes, 2-3 days per week from another | Yes, more than 3 days per week | Yes, more than 3 days per week | No | DK | Yes |
|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 11873 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 87% | 2% | 11% |
| Sex | | | | | | | | | | | |
| Male | 6789 | 5% | 2% | 1% | 1% | 0% | 2% | 1% | 85% | 2% | 12% |
| Female | 5084 | 3% | 1% | 0% | 1% | 0% | 1% | 1% | 89% | 3% | 8% |
| Age | | | | | | | | | | | |
| 15-24 | 1073 | 2% | 1% | 0% | 1% | 1% | 1% | 1% | 90% | 3% | 6% |
| 25-39 | 4800 | 5% | 2% | 0% | 2% | 0% | 1% | 1% | 87% | 1% | 12% |
| 40-54 | 4635 | 4% | 2% | 1% | 1% | 0% | 2% | 1% | 87% | 2% | 11% |
| 55 + | 1353 | 3% | 2% | 1% | 1% | - | 1% | 1% | 84% | 7% | 9% |
| Education (End of) | | | | | | | | | | | |
| 15 | 1672 | 2% | 2% | 1% | 1% | 0% | 0% | 1% | 89% | 4% | 6% |
| 16-19 | 5526 | 3% | 1% | 1% | 1% | 0% | 1% | 1% | 90% | 3% | 7% |
| 20+ | 4513 | 7% | 3% | 1% | 2% | 0% | 2% | 1% | 82% | 2% | 16% |
| Still Study | 0 | - | - | - | - | - | - | - | - | - | - |
| Household composition | | | | | | | | | | | |
| 1 | 1715 | 4% | 1% | 1% | 1% | 0% | 2% | 2% | 86% | 3% | 11% |
| 2 | 3231 | 5% | 2% | 0% | 1% | 1% | 2% | 1% | 85% | 3% | 12% |
| 3 | 2679 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 88% | 2% | 10% |
| 4+ | 4249 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 88% | 2% | 10% |
| Place of birth | | | | | | | | | | | |
| Surveyed | 11110 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 87% | 3% | 10% |
| EU | 296 | 6% | 1% | - | 5% | 0% | 3% | 0% | 84% | 1% | 15% |
| Europe ou | 163 | 0% | 0% | - | 2% | - | 0% | 0% | 97% | 0% | 3% |
| Outside Eu | 296 | 8% | 2% | - | 3% | 0% | 0% | 2% | 83% | 2% | 15% |
| Parents' birth | | | | | | | | | | | |
| 2 born cou | 10490 | 4% | 2% | 1% | 1% | 0% | 1% | 1% | 87% | 3% | 10% |
| 1 country | 370 | 6% | 4% | 0% | 4% | 0% | 1% | 0% | 83% | 2% | 15% |
| 2EU | 258 | 5% | 1% | 2% | 5% | 0% | 0% | 2% | 84% | 1% | 15% |
| At least 1 | 589 | 3% | 2% | 0% | 4% | 0% | 3% | 1% | 87% | 0% | 13% |
| Left-Right scale | | | | | | | | | | | |
| (1-4) Left | 3431 | 5% | 3% | 1% | 2% | 0% | 2% | 1% | 84% | 2% | 14% |
| (5-6) Cer | 4179 | 4% | 1% | 0% | 1% | 1% | 1% | 1% | 89% | 2% | 9% |
| (7-10) Rig | 2158 | 6% | 2% | 1% | 2% | 0% | 2% | 1% | 83% | 3% | 14% |
| Respondant occupation scale | | | | | | | | | | | |
| Self- empl | 2008 | 4% | 3% | 0% | 2% | 1% | 4% | 2% | 82% | 3% | 16% |
| Mana-gers | 2416 | 9% | 4% | 1% | 2% | 1% | 2% | 1% | 78% | 2% | 20% |
| Other whit | 2769 | 4% | 1% | 1% | 1% | 0% | 1% | 1% | 89% | 2% | 9% |
| Manual wo | 4680 | 2% | 1% | 0% | 1% | 0% | 0% | 0% | 92% | 3% | 4% |
| House per | 0 | - | - | - | - | - | - | - | - | - | - |
| Unem-ploy | 0 | - | - | - | - | - | - | - | - | - | - |
| Retired | 0 | - | - | - | - | - | - | - | - | - | - |
| Students | 0 | - | - | - | - | - | - | - | - | - | - |
| Subjective urbanisation | | | | | | | | | | | |
| Rural villa | 3853 | 4% | 1% | 0% | 1% | 0% | 1% | 1% | 88% | 4% | 8% |
| Small/□m | 4846 | 3% | 2% | 1% | 1% | 0% | 1% | 1% | 88% | 1% | 10% |
| Large tow | 3148 | 6% | 2% | 1% | 2% | 1% | 2% | 1% | 84% | 2% | 14% |
| Internet Users | | | | | | | | | | | |
| Yes | 4987 | 7% | 3% | 1% | 2% | 0% | 3% | 1% | 82% | 1% | 17% |
| No | 7060 | 6% | 2% | 1% | 2% | 0% | 2% | 1% | 84% | 1% | 14% |
| Training courses | | | | | | | | | | | |
| Formal | 4218 | 7% | 3% | 1% | 2% | 0% | 2% | 1% | 84% | 1% | 15% |
| Unformal | 5338 | 6% | 2% | 1% | 2% | 0% | 3% | 1% | 83% | 1% | 15% |
| Last training | | | | | | | | | | | |
| 0 - 6 mon | 661 | 9% | 2% | 1% | 2% | 0% | 1% | 0% | 83% | 1% | 16% |
| 6 months[ | 428 | 6% | 3% | 3% | 2% | 1% | 3% | 3% | 79% | 0% | 20% |
| More than | 1861 | 7% | 2% | 0% | 1% | 0% | 2% | 1% | 85% | 1% | 13% |

**QE11 Which of the following best explain why you do not telework?**

***(IF 'DO NOT TELEWORK' , CODE 8 IN QE10)***

| | TOTAL | Because this option is not available from my employer | Because my work is not suitable for teleworking | I am not interested in teleworking | I never really thought about it | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|
| EU25 | 10330 | 21% | 49% | 10% | 13% | 3% | 4% |
| | | | | | | | |
| BE | 423 | 27% | 46% | 9% | 8% | 7% | 3% |
| DK | 433 | 20% | 58% | 7% | 5% | 5% | 4% |
| D-W | 411 | 23% | 60% | 6% | 6% | 4% | 1% |
| DE | 615 | 22% | 62% | 5% | 6% | 4% | 1% |
| D-E | 205 | 16% | 72% | 1% | 4% | 5% | 3% |
| EL | 442 | 9% | 54% | 15% | 20% | - | 2% |
| ES | 405 | 9% | 36% | 14% | 34% | 4% | 4% |
| FR | 455 | 26% | 55% | 9% | 5% | 3% | 3% |
| IE | 392 | 17% | 51% | 11% | 8% | 1% | 10% |
| IT | 465 | 21% | 45% | 13% | 8% | 4% | 8% |
| LU | 225 | 28% | 52% | 6% | 7% | 2% | 5% |
| NL | 442 | 20% | 58% | 8% | 5% | 9% | 1% |
| AT | 411 | 18% | 41% | 12% | 13% | 6% | 10% |
| PT | 464 | 19% | 34% | 20% | 17% | 3% | 8% |
| FI | 428 | 10% | 69% | 5% | 6% | 6% | 3% |
| SE | 433 | 37% | 48% | 8% | 5% | 1% | 1% |
| UK | 541 | 29% | 44% | 10% | 13% | 2% | 2% |
| CY | 221 | 6% | 67% | 6% | 7% | 2% | 12% |
| CZ | 481 | 25% | 45% | 10% | 16% | 1% | 3% |
| EE | 357 | 25% | 52% | 5% | 13% | 1% | 4% |
| HU | 395 | 21% | 37% | 10% | 21% | 2% | 9% |
| LV | 465 | 13% | 46% | 7% | 28% | 0% | 6% |
| LT | 402 | 12% | 56% | 3% | 16% | 7% | 5% |
| MT | 190 | 21% | 43% | 17% | 13% | 1% | 4% |
| PL | 343 | 13% | 42% | 13% | 27% | 2% | 3% |
| SK | 587 | 22% | 53% | 11% | 12% | 0% | 2% |
| SI | 417 | 28% | 46% | 10% | 12% | 2% | 2% |
| | | | | | | | |
| BG | 390 | 14% | 37% | 12% | 19% | 2% | 17% |
| RO | 403 | 9% | 43% | 12% | 18% | 1% | 17% |

**QE11 Which of the following best explain why you do not telework?**

***(IF 'DO NOT TELEWORK' , CODE 8 IN QE10)***

| | TOTAL | Because this option is not available from my employer | Because my work is not suitable for teleworking | I am not interested in teleworking | I never really thought about it | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|
| EU25 | 10330 | 21% | 49% | 10% | 13% | 3% | 4% |
| Sex | | | | | | | |
| Male | 5794 | 19% | 49% | 10% | 13% | 4% | 4% |
| Female | 4536 | 23% | 49% | 10% | 12% | 3% | 3% |
| Age | | | | | | | |
| 15-24 | 969 | 27% | 43% | 10% | 15% | 2% | 4% |
| 25-39 | 4165 | 21% | 48% | 10% | 14% | 3% | 3% |
| 40-54 | 4053 | 21% | 51% | 10% | 12% | 3% | 3% |
| 55 + | 1132 | 15% | 51% | 12% | 10% | 7% | 5% |
| Education (End of) | | | | | | | |
| 15 | 1495 | 15% | 49% | 13% | 16% | 3% | 4% |
| 16-19 | 4994 | 22% | 50% | 9% | 12% | 3% | 3% |
| 20+ | 3718 | 21% | 48% | 11% | 12% | 4% | 4% |
| Still Study | 0 | - | - | - | - | - | - |
| Household composition | | | | | | | |
| 1 | 1479 | 22% | 47% | 12% | 10% | 4% | 4% |
| 2 | 2751 | 22% | 49% | 10% | 12% | 4% | 3% |
| 3 | 2362 | 21% | 49% | 10% | 13% | 4% | 3% |
| 4+ | 3739 | 20% | 50% | 10% | 13% | 2% | 4% |
| Place of birth | | | | | | | |
| Surveyed | 9671 | 21% | 49% | 10% | 13% | 3% | 4% |
| EU | 249 | 27% | 52% | 9% | 8% | 2% | 2% |
| Europe ou | 158 | 10% | 66% | 6% | 8% | 10% | 1% |
| Outside Eu | 247 | 22% | 50% | 11% | 13% | 1% | 3% |
| Parents' birth | | | | | | | |
| 2 born cou | 9169 | 21% | 49% | 10% | 13% | 3% | 4% |
| 1 country | 307 | 28% | 50% | 9% | 8% | 4% | 0% |
| 2EU | 216 | 18% | 59% | 8% | 10% | 1% | 2% |
| At least 1 | 510 | 23% | 48% | 10% | 12% | 4% | 2% |
| Left-Right scale | | | | | | | |
| (1-4) Left | 2886 | 22% | 52% | 9% | 11% | 3% | 3% |
| (5-6) Cer | 3724 | 21% | 51% | 11% | 12% | 3% | 3% |
| (7-10) Rig | 1786 | 20% | 49% | 11% | 13% | 4% | 3% |
| Respondant occupation scale | | | | | | | |
| Self- empl | 1642 | 5% | 51% | 14% | 17% | 7% | 5% |
| Mana-gers | 1895 | 24% | 51% | 10% | 9% | 3% | 3% |
| Other whit | 2469 | 31% | 41% | 11% | 12% | 3% | 3% |
| Manual wo | 4323 | 20% | 52% | 9% | 13% | 3% | 4% |
| House per | 0 | - | - | - | - | - | - |
| Unem-ploy | 0 | - | - | - | - | - | - |
| Retired | 0 | - | - | - | - | - | - |
| Students | 0 | - | - | - | - | - | - |
| Subjective urbanisation | | | | | | | |
| Rural villa | 3383 | 19% | 50% | 9% | 15% | 4% | 3% |
| Small/□m | 4283 | 21% | 51% | 10% | 10% | 3% | 4% |
| Large tow | 2648 | 22% | 44% | 13% | 14% | 3% | 4% |
| Internet Users | | | | | | | |
| Yes | 4079 | 25% | 49% | 9% | 10% | 3% | 3% |
| No | 5950 | 25% | 48% | 10% | 11% | 3% | 3% |
| Training courses | | | | | | | |
| Formal | 3550 | 26% | 47% | 10% | 11% | 3% | 3% |
| Unformal | 4441 | 25% | 50% | 10% | 10% | 3% | 3% |
| Last training | | | | | | | |
| 0 - 6 mon | 548 | 31% | 43% | 10% | 9% | 5% | 2% |
| 6 months[ | 339 | 31% | 49% | 6% | 8% | 2% | 2% |
| More than | 1587 | 24% | 50% | 10% | 10% | 3% | 3% |

**QE12 What are the three most important advantages of teleworking for you? (MAX. 3 ANSWERS)**

***(IF 'DO TELEWORK' , CODE 1 TO 7 IN QE10)***

| | TOTAL | You have more skills in your job | You have more responsibilities in your job | You carry out your job more effectively | It is easier to combine work and personal life | It reduces the need to commute | You have less stress in your job | You experience more job satisfaction | You have a better chance of being rewarded or promoted | You have better independence in your work | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 1247 | 15% | 10% | 48% | 42% | 31% | 15% | 9% | 3% | 39% | 3% | 2% |
| BE | 60 | 8% | 6% | 46% | 56% | 47% | 18% | 10% | 2% | 29% | 7% | 1% |
| DK | 103 | 21% | 4% | 32% | 61% | 22% | 15% | 18% | 4% | 52% | 2% | 3% |
| D-W | 41 | 30% | 6% | 70% | 56% | 24% | 12% | 13% | - | 30% | - | - |
| DE | 60 | 27% | 5% | 67% | 54% | 24% | 12% | 13% | 1% | 29% | 1% | - |
| D-E | 17 | 16% | - | 56% | 41% | 25% | 11% | 13% | 3% | 22% | 7% | - |
| EL | 21 | 32% | 5% | 68% | 26% | 52% | 16% | 4% | 6% | 35% | - | 5% |
| ES | 31 | 15% | 23% | 35% | 29% | 9% | 17% | 4% | 4% | 22% | 13% | 8% |
| FR | 63 | 20% | 13% | 43% | 36% | 31% | 15% | 5% | 2% | 51% | 3% | 2% |
| IE | 63 | 6% | 14% | 57% | 37% | 39% | 20% | 9% | 4% | 37% | 3% | 11% |
| IT | 35 | 25% | 21% | 45% | 20% | 7% | 8% | 7% | - | 14% | - | 3% |
| LU | 21 | 16% | 12% | 56% | 21% | 20% | 30% | 8% | 9% | 57% | 3% | - |
| NL | 112 | 6% | 3% | 49% | 62% | 53% | 12% | 6% | 1% | 35% | 2% | - |
| AT | 88 | 19% | 16% | 37% | 45% | 29% | 16% | 15% | 8% | 22% | 7% | 5% |
| PT | 4 | 22% | 30% | 19% | 49% | - | - | - | - | 19% | - | - |
| FI | 124 | 9% | 11% | 35% | 36% | 44% | 10% | 9% | 3% | 28% | 3% | 1% |
| SE | 131 | 4% | 9% | 53% | 48% | 34% | 25% | 14% | 1% | 49% | 2% | 1% |
| UK | 104 | 6% | 5% | 44% | 43% | 43% | 16% | 10% | 5% | 54% | 1% | 3% |
| CY | 24 | 32% | 10% | 78% | 29% | 32% | 16% | 9% | - | 17% | - | - |
| CZ | 46 | 17% | 6% | 55% | 39% | 28% | 16% | 14% | 3% | 50% | - | 2% |
| EE | 120 | 11% | 11% | 39% | 52% | 41% | 21% | 14% | 3% | 39% | 2% | 3% |
| HU | 13 | 39% | 7% | 38% | 33% | 15% | 19% | 13% | 15% | 23% | 7% | - |
| LV | 53 | 22% | 18% | 29% | 23% | 22% | 20% | 4% | 8% | 21% | - | 8% |
| LT | 55 | 41% | 15% | 53% | 46% | 31% | 16% | 15% | 9% | 36% | 7% | 2% |
| MT | 40 | 23% | - | 75% | 39% | 42% | 7% | 27% | 2% | 51% | - | - |
| PL | 21 | 4% | 5% | 65% | 42% | 18% | 32% | 5% | - | 56% | 4% | - |
| SK | 49 | 13% | 13% | 33% | 25% | 36% | 24% | 10% | 7% | 39% | 2% | 7% |
| SI | 54 | 52% | 4% | 33% | 37% | 64% | 17% | 9% | 10% | 38% | - | - |
| BG | 35 | 16% | 9% | 49% | 35% | 29% | 15% | 3% | 3% | 32% | - | 15% |
| RO | 19 | 22% | 6% | 31% | 27% | 10% | 30% | - | 22% | 32% | 6% | 26% |

**QE12 What are the three most important advantages of teleworking for you? (MAX. 3 ANSWERS)**

***(IF 'DO TELEWORK' , CODE 1 TO 7 IN QE10)***

| | TOTAL | You have more skills in your job | You have more responsibilities in your job | You carry out your job more effectively | It is easier to combine work and personal life | It reduces the need to commute | You have less stress in your job | You experience more job satisfaction | You have a better chance of being rewarded or promoted | You have better independence in your work | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| EU25 | 1247 | 15% | 10% | 48% | 42% | 31% | 15% | 9% | 3% | 39% | 3% | 2% |
| Sex | | | | | | | | | | | | |
| Male | 829 | 17% | 11% | 50% | 39% | 32% | 14% | 8% | 3% | 38% | 3% | 2% |
| Female | 419 | 13% | 8% | 43% | 48% | 30% | 18% | 12% | 1% | 41% | 3% | 2% |
| Age | | | | | | | | | | | | |
| 15-24 | 68 | 30% | 18% | 36% | 31% | 45% | 22% | 8% | 14% | 31% | 2% | 0% |
| 25-39 | 567 | 14% | 9% | 45% | 43% | 31% | 16% | 9% | 2% | 43% | 3% | 3% |
| 40-54 | 489 | 14% | 9% | 54% | 44% | 32% | 14% | 9% | 2% | 38% | 3% | 2% |
| 55 + | 124 | 23% | 9% | 45% | 35% | 24% | 16% | 10% | 2% | 30% | 1% | 3% |
| Education (End of) | | | | | | | | | | | | |
| 15 | 105 | 20% | 26% | 46% | 27% | 18% | 17% | 6% | 4% | 28% | 4% | 5% |
| 16-19 | 391 | 19% | 13% | 48% | 36% | 27% | 15% | 10% | 3% | 39% | 5% | 2% |
| 20+ | 725 | 12% | 5% | 49% | 48% | 35% | 16% | 9% | 2% | 41% | 2% | 1% |
| Still Study | 0 | - | - | - | - | - | - | - | - | - | - | - |
| Household composition | | | | | | | | | | | | |
| 1 | 181 | 14% | 9% | 55% | 36% | 31% | 17% | 15% | 3% | 42% | 3% | 1% |
| 2 | 397 | 13% | 7% | 46% | 39% | 31% | 17% | 11% | 2% | 39% | 3% | 5% |
| 3 | 263 | 21% | 14% | 41% | 43% | 33% | 16% | 6% | 5% | 38% | 4% | 1% |
| 4+ | 407 | 15% | 10% | 51% | 48% | 32% | 13% | 7% | 2% | 39% | 2% | 1% |
| Place of birth | | | | | | | | | | | | |
| Surveyed | 1151 | 15% | 10% | 49% | 43% | 31% | 16% | 9% | 3% | 39% | 3% | 2% |
| EU | 45 | 17% | 14% | 39% | 46% | 32% | 13% | 1% | 9% | 41% | 2% | 0% |
| Europe ou | 5 | 14% | 5% | 69% | 33% | 16% | - | 10% | - | 25% | - | - |
| Outside Eu | 44 | 37% | 11% | 34% | 27% | 40% | 11% | 12% | - | 38% | - | 11% |
| Parents' birth | | | | | | | | | | | | |
| 2 born cou | 1042 | 14% | 10% | 49% | 42% | 31% | 16% | 9% | 3% | 39% | 3% | 2% |
| 1 country | 57 | 26% | 4% | 41% | 57% | 23% | 21% | 14% | 9% | 36% | 1% | 0% |
| 2EU | 39 | 25% | - | 56% | 45% | 38% | 7% | 15% | 0% | 20% | 2% | 0% |
| At least 1 | 77 | 22% | 9% | 42% | 37% | 27% | 14% | 14% | 0% | 60% | 0% | 6% |
| Left-Right scale | | | | | | | | | | | | |
| (1-4) Left | 466 | 17% | 5% | 50% | 46% | 31% | 13% | 11% | 3% | 40% | 2% | 2% |
| (5-6) Cer | 356 | 15% | 10% | 49% | 44% | 30% | 15% | 10% | 2% | 37% | 4% | 2% |
| (7-10) Rig | 306 | 11% | 15% | 48% | 40% | 35% | 21% | 8% | 4% | 44% | 2% | 1% |
| Respondant occupation scale | | | | | | | | | | | | |
| Self- empl | 315 | 19% | 11% | 40% | 49% | 32% | 10% | 9% | 1% | 43% | 4% | 2% |
| Mana-gers | 483 | 11% | 4% | 57% | 47% | 36% | 16% | 10% | 1% | 41% | 1% | 1% |
| Other whi | 251 | 16% | 16% | 48% | 42% | 28% | 18% | 6% | 5% | 36% | 3% | 0% |
| Manual wo | 198 | 21% | 14% | 37% | 22% | 25% | 19% | 12% | 6% | 33% | 5% | 8% |
| House per | 0 | - | - | - | - | - | - | - | - | - | - | - |
| Unem-plo | 0 | - | - | - | - | - | - | - | - | - | - | - |
| Retired | 0 | - | - | - | - | - | - | - | - | - | - | - |
| Students | 0 | - | - | - | - | - | - | - | - | - | - | - |
| Subjective urbanisation | | | | | | | | | | | | |
| Rural villa | 317 | 13% | 9% | 43% | 40% | 43% | 16% | 5% | 3% | 34% | 5% | 4% |
| Small/□m | 491 | 17% | 11% | 49% | 36% | 28% | 14% | 11% | 2% | 40% | 3% | 1% |
| Large tow | 436 | 15% | 9% | 51% | 51% | 28% | 16% | 11% | 4% | 42% | 1% | 2% |
| Internet Users | | | | | | | | | | | | |
| Yes | 835 | 14% | 7% | 49% | 51% | 37% | 16% | 8% | 2% | 45% | 3% | 1% |
| No | 1018 | 14% | 7% | 50% | 47% | 35% | 16% | 9% | 2% | 43% | 3% | 2% |
| Training courses | | | | | | | | | | | | |
| Formal | 622 | 19% | 10% | 47% | 43% | 33% | 17% | 10% | 4% | 39% | 2% | 3% |
| Unformal | 818 | 12% | 7% | 52% | 51% | 35% | 15% | 8% | 2% | 46% | 2% | 1% |
| Last training | | | | | | | | | | | | |
| 0 - 6 mon | 104 | 22% | 20% | 44% | 39% | 25% | 16% | 9% | 2% | 31% | 1% | 5% |
| 6 months[ | 87 | 12% | 15% | 47% | 38% | 36% | 20% | 15% | 2% | 37% | - | 7% |
| More than | 249 | 20% | 6% | 52% | 43% | 40% | 15% | 9% | 2% | 35% | 4% | 2% |

# TECHNICAL NOTE

# SPECIAL EUROBAROMETER N°218
# « Information and communication technologies and the workplace »
# TECHNICAL SPECIFICATIONS

Between 27th October and 29th November 2004 (62.1) and 22nd November and 19th December 2004(62.2), the TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 62.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°218 is part of wave 62.1 and covers the population of the respective nationalities of the European Union member States, resident in each of the member States and aged 15 years and over. The SPECIAL EUROBAROMETER N°218(BG+RO) has been conducted in 2 of the candidate countries (Bulgaria and Romania). In these countries, the survey covers the national population of citizens of the respective nationalities and the population of citizens of all the EU member States that are residents in those countries and have a sufficient command of one of the respective national language(s) to answer the questionnaire. The basic sample design applied in all States is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews have been conducted face-to-face in people's home and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview)* was used in those countries where this technique was available.

| EB62.1 ABREVIATIONS | COUNTRIES | INSTITUTES | N° INTERVIEWS | FIELDWORK DATES | POPULATION 15+ |
|---|---|---|---|---|---|
| AT | Austria | Österreichisches Gallup-Institute | 1007 | 30-11 / 19-12-2004 | 6.679.444 |
| BE | Belgium | TNS Dimarso | 1000 | 01-12 / 19-12-2004 | 8.598.982 |
| DK | Denmark | TNS Gallup DK | 1059 | 29-11 / 19-12-2004 | 4.380.063 |
| FR | France | TNS Sofres | 1000 | 27-11 / 19-12-2004 | 44.010.619 |
| FI | Finland | TNS Gallup OY | 1013 | 26-11 / 19-12-2004 | 4.279.286 |
| DE | Germany | TNS Infratest | 1561 | 26-11 / 14-12-2004 | 64.174.295 |
| EL | Greece | TNS ICAP | 1000 | 27-11 / 18-12-2004 | 8.674.230 |
| UK | United Kingdom | TNS UK | 1312 | 26-11 / 19-12-2004 | 47.685.578 |
| IE | Ireland | TNS MRBI | 1000 | 26-11 / 19-12-2004 | 3.089.775 |
| IT | Italy | TNS Abacus | 1018 | 02-12 / 19-12-2004 | 49.208.000 |
| LU | Luxembourg | TNS ILReS | 506 | 25-11 / 16-12-2004 | 367.199 |
| NL | The Netherlands | TNS NIPO | 1011 | 22-11 / 15-12-2004 | 13.242.328 |
| PT | Portugal | TNS EUROTESTE | 1000 | 01-12 / 19-12-2004 | 8.080.915 |
| ES | Spain | TNS Demoscopia | 1031 | 24-11 / 18-12-2004 | 35.882.820 |
| SE | Sweden | TNS GALLUP | 1000 | 24-11 / 14-12-2004 | 7.376.680 |
| CY | Rep. Of Cyprus | Synovate | 508 | 01-12 / 17-12-2004 | 552.213 |
| CZ | Czech Rep. | TNS Aisa | 1025 | 26-11 / 13-12-2004 | 8.571.710 |
| EE | Estonia | Emor | 1002 | 01-12 / 17-12-2004 | 887.094 |
| HU | Hungary | TNS Hungary | 1005 | 25-11 / 18-12-2004 | 8.503.379 |
| LV | Latvia | TNS Baltic Data House | 1011 | 27-11 / 19-12-2004 | 1.394.351 |
| LT | Lithuania | TNS Gallup Lithuania | 1004 | 27-11 / 15-12-2004 | 2.803.661 |
| MT | Malta | MISCO | 500 | 24-11 / 16-12-2004 | 322.917 |
| PL | Poland | TNS OBOP | 1000 | 29-11 / 17-12-2004 | 31.610.437 |
| SK | Slovakia | TNS AISA SK | 1203 | 26-11 / 17-12-2004 | 4.316.438 |
| SI | Slovenia | RM PLUS | 1091 | 29-11 / 19-12-2004 | 1.663.869 |
| EB62.2 ABREVIATIONS | COUNTRIES | INSTITUTES | N° INTERVIEWS | FIELDWORK DATES | POPULATION 15+ |
| BG | Bulgaria | TNS BBSS | 1.009 | 24-11 / 12-12-2004 | 6.695.512 |
| RO | Romania | TNS CSOP | 1.000 | 02-12 / 13-12-2004 | 18.145.036 |

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

| **Observed percentages** | 10% or 90% | 20% or 80% | 30% or 70% | 40% or 60% | 50% |
|---|---|---|---|---|---|
| **Confidence limits** | ± 1.9 points | ± 2.5 points | ± 2.7 points | ± 3.0 points | ± 3.1 points |

# QUESTIONNAIRE

| | |
|---|---|
| A | your survey number |

**(101-105)**

| | | | | |
|---|---|---|---|---|
| | | | | |

EB62.0 A

| | |
|---|---|
| B | country code |

**(106-107)**

| | |
|---|---|
| | |

EB62.0 B

| | |
|---|---|
| C | our survey number |

**(108-110)**

| | | |
|---|---|---|
| | | |

EB62.0 C

| | |
|---|---|
| D | Interview number |

**(111-116)**

| | | | | | |
|---|---|---|---|---|---|
| | | | | | |

EB62.0 D

| | |
|---|---|
| E | Split ballot |

| | **(117)** |
|---|---|
| A | 1 |
| B | 2 |

EB62.0 E

ASK ITEM 26 ONLY IN BULGARIA

ASK ITEM 27 ONLY IN ROMENIA

ASK ITEM 28 ONLY IN TURKEY

ASK ITEM 29 ONLY IN CROATIA

ASK ITEM 30 ONLY IN CYPRUS (NORTH)

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

| | (118-149) |
|---|---|
| Belgium | 1, |
| Denmark | 2, |
| Germany | 3, |
| Greece | 4, |
| Spain | 5, |
| France | 6, |
| Ireland | 7, |
| Italy | 8, |
| Luxembourg | 9, |
| Netherlands | 10, |
| Portugal | 11, |
| United Kingdom (Great Britain, Northern Ireland) | 12, |
| Austria | 13, |
| Sweden | 14, |
| Finland | 15, |
| Cyprus (South) | 16, |
| Czech Republic | 17, |
| Estonia | 18, |
| Hungary | 19, |
| Latvia | 20, |
| Lithuania | 21, |
| Malta | 22, |
| Poland | 23, |
| Slovakia | 24, |
| Slovenia | 25, |
| Bulgaria | 26, |
| Romania | 27, |
| Turkey | 28, |
| Croatia | 29, |
| Cyprus (North) | 30, |
| Other countries | 31, |
| DK | 32, |

EB62.0 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

| D11 | How old are you? |
|---|---|

**(150-151)**

| | |
|---|---|
| | |

EB62.0 D11

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY – CODE 1 TO 4 IN D15a

| | |
|---|---|
| D15a | What is your current occupation? |

| | |
|---|---|
| D15b | Did you do any paid work in the past? What was your last occupation? |

| | (152-153) D15a CURRENT OCCUPATION | (154-155) D15b LAST OCCUPATION |
|---|---|---|
| NON-ACTIVE | | |
| Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 1 | |
| Student | 2 | |
| Unemployed or temporarily not working | 3 | |
| Retired or unable to work through illness | 4 | |
| SELF EMPLOYED | | |
| Farmer | 5 | 5 |
| Fisherman | 6 | 6 |
| Professional (lawyer, medical practitioner, accountant, architect, etc.) | 7 | 7 |
| Owner of a shop, craftsmen, other self-employed person | 8 | 8 |
| Business proprietors, owner (full or partner) of a company | 9 | 9 |
| EMPLOYED | | |
| Employed professional (employed doctor, lawyer, accountant, architect) | 10 | 10 |
| General management, director or top management (managing directors, director general, other director) | 11 | 11 |
| Middle management, other management (department head, junior manager, teacher, technician) | 12 | 12 |
| Employed position, working mainly at a desk | 13 | 13 |
| Employed position, not at a desk but travelling (salesmen, driver, etc.) | 14 | 14 |
| Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.) | 15 | 15 |
| Supervisor | 16 | 16 |
| Skilled manual worker | 17 | 17 |
| Other (unskilled) manual worker, servant | 18 | 18 |
| | | |
| NEVER DID ANY PAID WORK | | 19 |

EB62.0 D15a D15b

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

D15c When did you get your first job?

| | (156) |
|---|---|
| Less than 1 year ago | 1 |
| Between 1 and 3 years ago | 2 |
| Between 4 and 7 years ago | 3 |
| Between 8 and 15 years ago | 4 |
| More than 15 years ago | 5 |
| DK | 6 |

EB62.1 NEW

IF "UNEMPLOYED", CODE 3 IN D15a

D15d For how long have you been unemployed?

| | (157) |
|---|---|
| Less than 1 year | 1 |
| Between 1 and 3 years | 2 |
| More than 3 years | 3 |
| Never did any paid work (SPONTANEOUS) | 4 |
| DK/Refusal | 5 |

EB62.1 NEW

Now, let's talk about information and communication technologies and the workplace

QE1 Among the following devices, which are the three most important for your personal life?

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

| | (469-481) |
|---|---|
| Telephone (fixed line) | 1, |
| Mobile phone | 2, |
| SMS (on mobile phone) | 3, |
| Fax | 4, |
| Desk Computer | 5, |
| Laptop computer | 6, |
| The Internet | 7, |
| e-mail | 8, |
| Television | 9, |
| Video/DVD player | 10, |
| Personal organiser/PDA | 11, |
| None of these (SPONTANEOUS) | 12, |
| DK | 13, |

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

QE2 Among the following devices, which are the three most important for your professional life?

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

| | (482-494) |
|---|---|
| Telephone (fixed line) | 1, |
| Mobile phone (GSM, Handy, etc.) | 2, |
| SMS (on mobile phone) | 3, |
| Fax | 4, |
| Desk computer | 5, |
| Laptop computer | 6, |
| The Internet | 7, |
| E-mail | 8, |
| Television | 9, |
| Video/DVD player | 10, |
| Personal organiser/PDA | 11, |
| None of these (SPONTANEOUS) | 12, |
| DK | 13, |

EB62.1 NEW

IF "DESK COMPUTER" OR "LAPTOP COMPUTER" OR "THE INTERNET" OR "E-MAIL", CODE 5, 6, 7 OR 8 IN QE1 OR QE2 -OTHERS GO TO QE10

QE3 Where do you use a computer (incl. E-mail and/or the Internet)?

(SHOW CARD – READ OUT - MULTIPLE ANSWERS POSSIBLE)

| | (495-504) |
|---|---|
| At work | 1, |
| At home, for your work | 2, |
| At home, for your private life | 3, |
| At school | 4, |
| At university | 5, |
| In a friend's house | 6, |
| At a public place | 7, |
| In Internet cafés/cybercafés | 8, |
| Elsewhere (SPONTANEOUS) | 9, |
| DK | 10, |

EB62.1 NEW

| QE4 | Among the following, for what purposes do you use a computer? |
|---|---|

(SHOW CARD – READ OUT – ROTATION - MULTIPLE ANSWERS POSSIBLE)

| | **(505-512)** |
|---|---|
| Word processing | 1, |
| Spreadsheet and database management (accounting, statistics, calculating, etc.) | 2, |
| Graphical applications (presentations, designing, desk top publishing, photo/image editing, etc.) | 3, |
| Programming | 4, |
| Communication (e-mails, newsgroups, chat rooms, etc.) | 5, |
| The Internet | 6, |
| Leisure (playing games, entertainment, music, video, etc. - online or offline) | 7, |
| DK | 8, |

EB62.1 NEW

| QE5 | Among the following, for which purposes do you use the Internet? |
|---|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(513-523)** |
|---|---|
| Looking for information | 1, |
| Consulting public services | 2, |
| Looking for health-related information and services | 3, |
| Communication (e-mails, newsgroups, virtual communities, etc.) | 4, |
| Booking, buying online, etc. (e-commerce) | 5, |
| Education and/or training | 6, |
| Leisure (playing games, entertainment, music, video, etc.) | 7, |
| Looking for a job | 8, |
| Internet banking | 9, |
| You do not use the Internet (SPONTANEOUS) | 10, |
| DK | 11, |

EB62.1 NEW

| QE6 | Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)? |
|---|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(524-538)** |
|---|---|
| In a training course paid for by your employer | 1, |
| In a training course paid for by a government agency | 2, |
| In a training course paid for by yourself | 3, |
| At work, in a training course organised inside the company/organisation | 4, |
| At work, on your own or with the assistance of colleagues | 5, |
| In a job placement | 6, |
| At a public access point (a local agency, a library, etc.) | 7, |
| In an Internet café/a cybercafé | 8, |
| On your own at home | 9, |
| At school | 10, |
| At university | 11, |
| With friends/relatives | 12, |
| At a club or in an association | 13, |
| Other (SPONTANEOUS) | 14, |
| DK | 15, |

EB62.1 NEW

IF "RECEIVED FORMAL TRAINING", CODE 1 TO 4 IN QE6

| QE7 | Thinking about your last specific Information and Communication Technology training, it took place… |
|---|---|

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

| | **(539)** |
|---|---|
| last month | 1 |
| 2-3 months ago | 2 |
| 4-5 months ago | 3 |
| 6 months – 1 year ago | 4 |
| 1-2 years ago | 5 |
| more than 2 years ago | 6 |
| I did not receive any specific training (SPONTANEOUS) | 7 |
| DK | 8 |

EB62.1 NEW

IF USE A COMPUTER "AT WORK" OR "AT HOME FOR WORK", CODE 1 OR 2 IN QE3 - OTHERS GO TO QE10

QE8 Could you tell me to what extent you agree or disagree with the impact of the use of Information and Communication Technology on your work?

(SHOW CARD)

| | | (READ OUT) | FULLY AGREE | TEND TO AGREE | TEND TO DISAGREE | FULLY DISAGREE | DK |
|---|---|---|---|---|---|---|---|
| (540) | 1 | You have more skills in your job | 1 | 2 | 3 | 4 | 5 |
| (541) | 2 | You have more responsibilities in your job | 1 | 2 | 3 | 4 | 5 |
| (542) | 3 | You carry out your job more effectively | 1 | 2 | 3 | 4 | 5 |
| (543) | 4 | It is easier to combine work and personal life | 1 | 2 | 3 | 4 | 5 |
| (544) | 5 | You have less stress in your job | 1 | 2 | 3 | 4 | 5 |
| (545) | 6 | You experience more job satisfaction | 1 | 2 | 3 | 4 | 5 |
| (546) | 7 | You have a better chance of being rewarded or promoted | 1 | 2 | 3 | 4 | 5 |

EB62.1 NEW

| QE9 | Which three of the following would be most useful for you to work more efficiently? |
|---|---|

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

| | **(547-557)** |
|---|---|
| Basic training for computer skills | 1, |
| Advanced training for computer skills | 2, |
| Training for e-mail and Internet use | 3, |
| Specific training on how computers can help me in my job | 4, |
| Specific software to help me in my job | 5, |
| Networking facilities and software for project management | 6, |
| Software which is easier to use | 7, |
| Better hardware | 8, |
| Better internet security (less spam, viruses, etc.) | 9, |
| Other (SPONTANEOUS) | 10, |
| DK | 11, |

EB62.1 NEW

IF "WORK CURRENTLY", CODE 5 TO 18 IN D15a

Telework occurs when paid workers (employees or self-employed) carry out all, or part of, their work away from their employer's normal places of activity, for example from home or on the move, using information and communication technologies.

| QE10 | Do you currently telework? |
|---|---|

(SHOW CARD - READ OUT – ONE ANSWER ONLY)

| | **(558)** |
|---|---|
| Yes, occasionally/in addition to my normal working hours | 1 |
| Yes, 1 day per week from home | 2 |
| Yes, 1 day per week from another location | 3 |
| Yes, 2-3 days per week from home | 4 |
| Yes, 2-3 days per week from another location | 5 |
| Yes, more than 3 days per week from home | 6 |
| Yes, more than 3 days per week from another location | 7 |
| No | 8 |
| DK | 9 |

EB62.1 NEW

IF "DO NOT TELEWORK", CODE 8 IN QD10

QE11 Which of the following best explain why you do not telework?

(SHOW CARD - READ OUT – ONE ANSWER ONLY)

| | (559) |
|---|---|
| Because this option is not available from my employer | 1 |
| Because my work is not suitable for teleworking | 2 |
| I am not interested in teleworking | 3 |
| I never really thought about it | 4 |
| Other (SPONTANEOUS) | 5 |
| DK | 6 |

EB62.1 NEW

IF "DO TELEWORK", CODE 1 TO 7 IN QE10

QE12 What are the three most important advantages of teleworking for you?

(SHOW CARD - READ OUT – MAX. 3 ANSWERS)

| | (560-570) |
|---|---|
| You have more skills in your job | 1, |
| You have more responsibilities in your job | 2, |
| You carry out your job more effectively | 3, |
| It is easier to combine work and personal life | 4, |
| It reduces the need to commute | 5, |
| You have less stress in your job | 6, |
| You experience more job satisfaction | 7, |
| You have a better chance of being rewarded or promoted | 8, |
| You have better independence in your work | 9, |
| Other (SPONTANEOUS) | 10, |
| DK | 11, |

EB62.1 NEW

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

**(675-676)**

| LEFT | | | | | | | | | RIGHT |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

| | |
|---|---|
| Refusal | 11 |
| DK | 12 |

EB62.0 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

**(677-678)**

| | |
|---|---|
| Married | 1 |
| Remarried | 2 |
| Unmarried, currently living with partner | 3 |
| Unmarried, having never lived with a partner | 4 |
| Unmarried, having previously lived with a partner, but now on my own | 5 |
| Divorced | 6 |
| Separated | 7 |
| Widowed | 8 |
| Other (SPONTANEOUS) | 9 |
| Refusal (SPONTANEOUS) | 10 |

EB62.0 D7

| | |
|---|---|
| D8 | How old were you when you stopped full-time education? |

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')

**(679-680)**

| | |
|---|---|
| | |

EB62.0 D8

NO QUESTION D9

| | |
|---|---|
| D10 | Gender. |

| | **(681)** |
|---|---|
| Male | 1 |
| Female | 2 |

EB62.0 D10

QUESTION D11 ASKED AFTER Q1

NO QUESTION D12 TO D14

QUESTIONS D15a & b & c & d ASKED AFTER D11

NO QUESTIONS D16 TO D24

| | |
|---|---|
| D25 | Would you say you live in a...? |

(READ OUT)

| | **(682)** |
|---|---|
| rural area or village | 1 |
| small or middle sized town | 2 |
| large town | 3 |
| DK | 4 |

EB62.0 D25

NO QUESTIONS D26 TO D39

| | |
|---|---|
| D40a | Could you tell me how many people aged 15 years or more live in your household, yourself included? |

INT.: READ OUT - WRITE DOWN)

**(683-684)**

| | |
|---|---|
| | |

EB62.0 D40a

| | |
|---|---|
| D40b | Could you tell me how many children less than 10 years old live in your household |

INT.: READ OUT - WRITE DOWN)

**(685-686)**

| | |
|---|---|
| | |

EB62.0 D40b

| | |
|---|---|
| D40c | Could you tell me how many children aged 10 to 14 years old live in your household? |

INT.: READ OUT - WRITE DOWN)

**(687-688)**

| | |
|---|---|
| | |

EB62.0 D40c

| | |
|---|---|
| D41 | You personally, were you born…? |

SHOW CARD - READ OUT - ONE ANSWER ONLY)

| | **(689)** |
|---|---|
| in (OUR COUNTRY) | 1 |
| in another member country of the European Union | 2 |
| in Europe, but not in a member country of the European Union | 3 |
| in Asia, in Africa or in Latin America | 4 |
| in Northern America, in Japan or in Oceania | 5 |
| Refusal (SPONTANEOUS) | 6 |

EB62.0 D41

| | |
|---|---|
| D42 | which of these proposals corresponds to your situation? |

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

| | **(690)** |
|---|---|
| Your mother and your father were born in (OUR COUNTRY) | 1 |
| One of your parents was born in (OUR COUNTRY) and the other was born in another Member State of the European Union | 2 |
| Your mother and your father were born in another Member State of the European Union | 3 |
| At least one of your parents was born outside of the European Union | 4 |
| DK/Refusal (SPONTANEOUS) | 5 |

EB62.0 D42

| D43a | Fixed telephone available in the household? |
|---|---|

| D43b | Mobile telephone available in the household? |
|---|---|

| | (691) | (692) |
|---|---|---|
| | D43a | D43b |
| | Fixed | Mobile |
| Yes | 1 | 1 |
| No | 2 | 2 |

EB62.0 P12a P12b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

**(693-694)** | | DAY

**(695-696)** | | MONTH

EB62.0 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

**(697-698)** | | HOUR

**(699-700)** | | MINUTES

EB62.0 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

**(701-703)** | | | MINUTES

EB62.0 P3

P4 Number of persons present during the interview, including interviewer

| | **(704)** |
|---|---|
| Two (interviewer and respondent) | 1 |
| Three | 2 |
| Four | 3 |
| Five or more | 4 |

EB62.0 P4

P5 Respondent cooperation

| | **(705)** |
|---|---|
| Excellent | 1 |
| Fair | 2 |
| Average | 3 |
| Bad | 4 |

EB62.0 P5

P6 Size of locality

(LOCAL CODES)

**(706-707)**

| | |
|---|---|
| | |

EB62.0 P6

P7 Region

(LOCAL CODES)

**(708-709)**

| | |
|---|---|
| | |

EB62.0 P7

P8 Postal code

**(710-717)**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

EB62.0 P8

P9 Sample point number

**(718-725)**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

EB62.0 P9

P10 Interviewer number

**(726-733)**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

EB62.0 P10

P11 Weighting factor

**(734-741)**

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | | | | |

EB62.0 P11

ASK ONLY in LU, BE, ES, FI, EE, LV, MT and TR

P13 Language of interview

| | (742) |
|---|---|
| Language 1 | 1 |
| Language 2 | 2 |
| Language 3 | 3 |

EB62.0 P13