

Grado de Economía

Anexos: El impacto de la transformación digital del mercado laboral y la brecha digital en el empleo

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Ţrabajo Final de Grado

Ámbito de especialización: Trabajo y ocupación Nombre del consultor: Dra. Juana Aznar Márquez

El impacto de la transformación digital del mercado laboral y la brecha digital en el emp	leo



ANEXO ÚNICO

Modelo de encuesta "Survey on the use of ICT in households and by individuals", desarrollada para el estudio de las habilidades digitales de la población durante el periodo 2021 en los países miembros de la Unión Europea.

SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS

<u>2021</u> . Model Questionnaire version 1.3 - Response burden

Module	Description	Mandatory variables	Optional variables	
Α	Access to Information and Communication Technologies	3	0)
В	Use of the internet	22	0)
С	Use of e-government	9	2	2
D	Use of e-commerce	62	2	2
Е	E-skills	17	0)
F	Privacy and protection of personal data	9		
G	Socio-demographic background information	14	10)
				_
Total	Without socio- demographic background information	122	5	-
Total	With socio-demographi background information		15	;



SURVEY ON THE USE OF ICT IN HOUSEHOLDS AND BY INDIVIDUALS

2021 Model Questionnaire version 1.3

* Annual ** biennial *** triennial in MFHH

	Module A: Access to Informati Technologies	ion and	l Comm	unication
	<u>Note:</u> This module is directed to the household and ask members of the household regardless of the device (e.gor smartphone, smart devices etc.).			•
A1.	Do you or anyone in your household have access to the internet at home? (by any device)	Yes □ -> go to A2	No □ -> go to B1	Don't know □ -> go to B1
A2.*	What types of internet connections are used at home (tick all that apply) Broadband connections*	9? ¹		
	a) Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, Wi-Fi			
	b) Mobile broadband connections (via mobile phone r UMTS, using (SIM) card or USB key, mobile phone or			
	[-> Go to B1]			

¹ The wording of the question can be adjusted, if the country asked only the broadband connection questions in the past. Imputation of the variable must follow the provisions of the Commission implementing Regulation specifying the technical items of the dataset, establishing the technical formats for transmission of information and specifying the detailed arrangements and content of the quality reports on the organisation of a sample survey in the use of information and communication technologies domain for reference year 2021 in accordance with Regulation (EU) 2019/1700 of the European Parliament and of the Council.



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	Module B: Use of the internet Note: This module asks about your internet use at any location (home, vany device (desktop computer, laptop, tablet, mobile or smart phone, sm			
B1.*	When did you last use the internet?			
	(Filter question)	•		
	a) Within the last 3 months		-> go	to B2
	b) Between 3 months and a year ago		.> go	to C1
	c) More than 1 year ago		.> go	to G1
	d) Never used it		.> go	to G1
B2.*	How often on average did you use the internet in the last 3 months? (tick one)	?		
	a) Every day or almost every day		-> gc	to B2.1
	b) At least once a week (but not every day)		-> go	o to B3
	c) Less than once a week		-> go	o to B3
B2.1.	Only for respondents who answered 'yes' to a) " Every day or almost every day " i	" in question B2		
	Did you use the internet several times during the day?	YES []	NO □
	[-> go to B3]			
B3.**	On which of the following devices did you use the internet in the last 3 months? (tick all that apply)			
	a) Desktop computer			
	b) Laptop			
	c) Tablet			
	d) Mobile phone or smart phone			
	e) Other devices (e.g. smart TV, smart speakers, game console, e-book smart watch)	reader,		
	[-> go to B4]			



B4.	For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose? (tick all that apply)					
	Communication					
	* a) Sending / receiving e-mails					
	* b) Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat					
	* c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.)					
	d) Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat					
	Access to information					
	** e) Reading online news sites / newspapers / news magazines					
	** f) Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)					
	*/** g) Finding information about goods or services					
	Civic and political participation					
	** h) Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)					
	** i) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)					
	Professional life					
	*** j) Looking for a job or sending a job application					
	Other on-line services					
	* k) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock)					
	* I) Internet banking (including mobile banking)					
	[-> go to B5]					
B5.**	Have you conducted either of the following learning activi educational, professional or private purposes in the last 3 mo (tick all that apply)					
	a) Doing an online course					
	b) Using online learning material other than a complete online cour (e.g. audio-visual materials, online learning software, electro textbooks, learning apps)					
	[-> go to C1]					



Module C: Use of e-government

For respondents who used the internet in the last 12 months – "Yes" to options a) or b) in question B1

Note:

This module asks about electronic contacts via the internet with public authorities and some public services. Contacts through manually typed e-mails should be excluded.

	Contact and interaction with public authorities and public services include web obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefic.g. ID card, birth certificate), public educational services (e.g. public library enrolment in schools or universities), public health services (e.g. services of public library enrollment in schools or universities).	efits), official documents ries, information on the
C1.*	Did you contact or interact with public authorities or public services of private purposes in the last 12 months for the following activities? (tick all that apply)	over the internet <u>for</u>
	a) Obtaining information from websites or apps	
	b) Downloading/printing official forms	
	c) Submitting completed forms online	
	[-> if 'no' to C1c), go to C2, otherwise go to D1]	
C2.*	What were the reasons for not submitting completed forms to public aut apps for private purposes in the last 12 months?	horities' websites or
	(tick all that apply or a))	
	a) I did not have to submit official forms at all	□ -> if 'yes' to C2a), go to question D1; if 'no', go to b)-h) of question C2
	b) There was no such online service available	
	c) Lack of skills or knowledge (e.g. did not know how to use the website or it was too complicated to use)	
	d) Concerns about protection and security of personal data	
	e) Lack of electronic signature or electronic ID/ certificate (required for using the services) [national examples] or problems in using the electronic signature or electronic ID/ certificate (optional)	
	f) Unwillingness to pay online (e.g. due to fear of credit card fraud) or inability to pay online (e.g. due to lack of access to payment methods required) (optional)	
	g) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	
	h) Other reason	
	[-> go to D1]	



Module D: Use of e-commerce For respondents who used the internet in the last 12 months - "Yes" to options a) or b) in question B1. Note: The following questions concern buying for private use over the internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]). D1.* When did you last buy or order goods or services for private use over the internet? a) Within the last 3 months ☐ -> go to D2 b) Between 3 months and a year ago ☐ -> go to D14 ☐ -> go to D14 c) More than 1 year ago □ -> go to D14 d) Never bought or ordered over the internet D2.* Did you buy any of the following goods via a website or app for private use in the last 3 months? Include online purchases from enterprises or private persons, including used goods. (tick all that apply) a) Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery) b) Sports goods (excluding sport clothing) c) Children toys or childcare items (e.g. nappies, bottles, baby strollers) d) Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants) e) Music as CDs, vinyls etc. f) Films or series as DVDs, Blu-ray etc. g) Printed books, magazines or newspapers h) Computers, tablets, mobile phones or accessories П i) Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines) j) Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included) k) Deliveries from restaurants, fast-food chains, catering services I) Food or beverages from stores or from meal-kits providers m) Cosmetics, beauty or wellness products



p) Other physical goods

[-> go to D3]

n) Cleaning products or personal hygiene products (e.g. toothbrushes,

handkerchiefs, washing detergents, cleaning cloths)

o) Bicycles, mopeds, cars, or other vehicles or their spare parts

D3.*/**	Only for respondents who answered 'yes' to any item in D2 From whom did you buy the mentioned goods via a websit online purchases from enterprises or private persons. (tick all that apply)	e or app in the la	ast 3 months? Include	
	a) National sellers			
	b) Sellers from other EU countries			
	c) Sellers from the rest of the world			
	d) Country of origin of sellers is not known			
	[-> go to D4]			
D4.**	Only for respondents who answered 'yes' to any item in D2			
	Did you buy any of the mentioned goods from private personant pers	ons via a website	e or app (e.g. on eBay,	
	(tick one)			
	Yes			
	No			
	[-> go to D5]			
D5.*	Only for respondents who answered 'yes' to 'Within the last 3 months' in Did you buy or subscribe to any of the following via a websmonths?	•	rivate use in the last 3	
	(tick all that apply)		_	
	a) Music as a streaming service or downloads			
	b) Films or series as a streaming service or downloads			
	c) E-books, online-magazines or online-newspapers			
	d) Games online or as downloads for smartphones, tablets, computers or consoles			
	e) Computer or other software as downloads including upgrades			
	f) Apps related to health or fitness (excluding free apps)			
	g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)			
	[-> go to D6]			



D6.*	Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1 Did you buy any of the following via a website or app for private use in the last 3 months' (tick all that apply)		
	a) Tickets to sports events		
	b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)		
	c) Subscriptions to the internet or mobile phone connections		
	d) Subscriptions to electricity, water or heating supply, waste disposal or similar services		
	e) Household services (e.g. cleaning, babysitting, repair work, gardening) (also when bought from private persons via e.g. Facebook Marketplace, [national examples])		
	[-> go to D7]		
D7.**	Only for respondents who answered 'yes' to e) in question D6 Did you buy any of the mentioned household services via a website or app (e.g. on Facebook Marketplace, [national examples])? (tick one)	from private persons	
	Yes		
	No		
	[-> go to D8]		
D8.*/**	Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1 Did you buy any transport service via a website or app for private use in the last 3 months from: (tick all that apply)		
	a) A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples], UBER ²)		
	b) A private person (e.g. [national examples])		
	[-> Go to D9]		
D9.*/**	Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1 Did you rent accommodation via website or app for private use in the last 3 (tick all that apply)	months from:	
	a) Enterprises such as hotels or travel agencies		
	b) A private person (e.g. Airbnb, [national examples])		
	[-> go to D10]		
D10.	Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1 Did you buy any other services (excluding financial and insurance service mentioned previously via a website or app for private use in the last 3 month (tick one)		
	Yes		
	No		
	[-> Go to D11]		

² "UBER" is to be mentioned in the list of examples only in countries where UBER offers its services in a way, which can be assimilated to a taxi service.



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D11.*	Only for respondents who answered 'yes' to 'Within the last 3 months' in How many times have you bought goods or services over last 3 months?			
	times (please provide an estimate)			
	Or (tick one)			
	1-2 times			
	3-5 times			
	6-10 times			
	> 10 times			
	[-> go to D12]			
D12. *	Only for respondents who answered 'yes' to 'Within the last 3 months' in	question D1		
	Estimate how much money you have spent in total on you for private use in the last 3 months.	r purchases via a website or app		
	euro (or national currency converted in euro)			
	Or (tick one)			
	less than 50 euro			
	50 to less than 100 euro			
	100 to less than 300 euro			
	300 to less than 500 euro			
	500 to less than 700 euro			
	700 to less than 1000 euro			
	1000 euro and more			
	Don't know			
	[-> go to D13]			
D13.*/ **	Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1 Did you encounter any of the following problems when buying via a website or with an app in the last 3 months? (tick all that apply or j)			
	a) Website was difficult to use, or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.)			
	b) Difficulties in finding information concerning guarantees or other legal rights			
	c) Speed of delivery slower than indicated			
	d) Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)			
	e) Wrong or damaged goods/services delivered			
	f) Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)			
	g) Complaints and redress were difficult or no satisfactory response after complaint			
	h) Foreign retailer did not sell to my country			
	i) Other			
	j) I have not encountered any problem			
	[-> go to D14]			



D14.	Only for respondents who answered 'yes' to 'Within the last 3 months' in question B1, otherw Did you carry out any of the following via a website or app for private pur months? (tick all that apply)	-	
	a) Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket		
	b) Take a loan, mortgage or arrange credit from banks or other financial providers		
	c) Buy or sell shares, bonds, units in funds or other financial assets		
D15.* / **	Only for respondents who answered 'yes' to 'Between 3 months and a year ago' or 'yes' to 'Wes' to 'Never bought or ordered over the internet' in question D1 and who answered 'yes' to What were the reasons for not buying anything via a website or app in the last	B1a)	
	(tick all that apply)		
	a) Prefer to shop in person, like to see product, loyalty to shops, force of habit		
	b) Perceived difficulty of ordering online (concerns about sufficiency of skills)		
	c) Concerns about cost of delivery of goods		
	d) Concerns about reliability or speed of delivery		
	e) Payment security or privacy concerns		
	f) Concerns about returning goods, complaints/ reimbursement		
	g) Foreign retailer did not sell to my country (optional)		
	h) There was no need to buy online in the last 3 months		
	i) Other		
	-> for respondents who answered 'yes' to 'Within the last 3 months' in question E go to E1; otherwise go to G1	31 ->	

	Module E: E-skills	
	For respondents who used the internet in the last 3 months – "Yes" to Note: The questions concern activities done for educational, profesvia any device (e.g. desktop computer, laptop, tablet, mobile or smarr	ssional or private purposes,
E1.*/**	Which of the following activities have you carried out in the last (tick all that apply)	3 months?
	 a) Copying or moving files (e.g. documents, data, images, video) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud 	
	b) Downloading or installing software or apps	
	c) Changing settings of software, app or device (e.g.adjusting language, colours, contrast, text size, toolbars/menu)	
	[-> go to E2]	
E2.*/**	Which of the following software related activities have you months?	carried out in the last 3
	(tick all that apply)	
	a) Using word processing software	
	b) Creating files (e.g. document, image, video) incorporating several elements, e.g. text, picture, table, chart, animation, sound	
	c) Using spreadsheet software	
	if 'yes' to c)	
	c1) Using advanced features of spreadsheet software (functions, formulas, macros, Visual Basic) to organise, analyse, structure or modify data	
	d) Editing photos, video or audio files	
	e) Writing code in a programming language	
	[-> ao to F3]	



E3.*/**	Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (e.g. Facebook, Instagram, YouTube, Twitter) in the last 3 months?			
	(tick one)			
	Yes			
	No			
	[if 'Yes'-> go to E4; if 'No' -> go to F1]			
E4.*/**	Only for respondents who answered 'yes' to question E3 Have you checked the truthfulness of the information or content you news sites or social media in the last 3 months?	ı found on internet		
	(tick one)	_		
	Yes			
	No			
	[if 'Yes'-> go to E5; if 'No' -> go to E6]			
E5.*/**	* Only for respondents who answered 'yes' to question E4 How did you check truthfulness of the information or content found on the internet?			
	(tick all that apply)			
	a) Checking the sources or finding other information on the internet (e.g. other news sites, Wikipedia etc.)			
	 Following or taking part in discussion on the internet regarding the information 			
	Discussing the information offline with other persons or using sources not on the internet			
	[-> go to F1]			
E6.*/**	Only for respondents who answered 'no' to question E4 Why did you not check truthfulness of the information or content found of	on the internet?		
	(tick all that apply)			
	You already knew that information, content or source was not reliable			
	 b) Lack of skills or knowledge (e.g. Did not know how to check information on the internet or it was too complicated to do) 			
	c) Other reasons			
	[-> go to F1]			



Module F: Privacy and protection of personal data

For respondents who used the internet in the last 3 months – "Yes" to option a) in question B1

	<u>Note:</u> The following questions concern the provision and protection of carried out over the internet for any private or work-related purpose, using	
F1.*/**	Have you carried out any of the following to manage access to your date of birth, identity card number, contact details, credit card num location) on the internet in the last 3 months? (tick all that apply)	
	a) Read privacy policy statements before providing personal data	
	b) Restricted or refused access to your geographical location	
	c) Limited access to profile or content on social networking sites or shared online storage	
	d) Refused allowing the use of personal data for advertising purposes	
	e) Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate)	
	f) Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it	
	[-> go to F2]	
F2.*/**	Did you know that cookies can be used to trace movements of permake a profile of each user and service them tailored ads? (tick one)	eople on the internet, to
	Yes	
	No	
	[-> go to F3]	
F3.*/** Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices? (tick one)		
	Yes	
	No	
	[-> go to F4]	
F4.	Are you concerned with your online activities being recorded to advertising? (optional) (tick one)	provide you with tailored
	Yes, very concerned	
	Yes, somehow concerned	
	No, I'm not concerned	
	[-> go to F5]	
F5.*/**	Do you use software that limits the ability to track your activities o your devices? (tick one)	n the internet on any of
	Yes	
	No	
	[-> go to G1]	



	Module G: Socio-demographic background information			
DEM	DEMOGRAPHY			
G1.	Age in completed years			
	Year of birth	0000		
	Passing of birthday at the reference date	Yes	No	
	Reference date ³	(DD / MN	1 / YYYY)	
G2.	Sex	Male	Female	
CITIZ	ENSHIP AND MIGRANT BACKGROUND			
G3.	Country of birth	□□ or other		
	Country of usual residence of the individual's mother at the time of the delivery, according to the current national boundaries (and not according to the boundaries in place at the time of birth)	SCL GEO code ⁴ or "Fo		
G4.	Country of main citizenship	or other .		
		SCL GEO code ⁴ , "State citizenship but counti		

The list of countries is defined according to the Eurostat Standard Code list (SCL) GEO: http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=CL_GEO&S_trLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC (English version)



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³ The reference date is the time of the first interview (DD/MM/YYYY).

EDUCATION ATTAINMENT AND BACKGROUND			
G5.	Educational attainment level (highest level of education successfully completed) according to functional Standard Classification of Education (ISCED 2011): (tick only one)		
	At most lower secondary education [ISCED 0, 1 or 2]		
	☐ No formal education [ISCED 0]		
	Primary education [ISCED 1]		
	☐ Lower secondary education [ISCED 2]		
	Upper secondary and post-secondary non-tertiary education [ISCED 3 or 4]		
	☐ Upper secondary education [ISCED 3]		
	☐ Post-secondary non-tertiary education [ISCED 4]		
	Tertiary education [ISCED 5, 6, 7 or 8]		
	☐ Short-cycle tertiary education [ISCED 5]		
	☐ Bachelor's or equivalent level [ISCED 6]		
	☐ Master's or equivalent level [ISCED 7]		
	☐ Doctoral or equivalent level [ISCED 8]		

LABOUR MARKET PARTICIPATION			
MAIN ACTIVITY STATUS (Employment situation)			
G6.	Main activity status (self-defined) (tick only one)		
	Employed		
	Unemployed		
	Retired		
	Unable to work due to a long–standing health problems		
	Student, pupil (not in the labour force)		
	Fulfilling domestic tasks		
	Compulsory military or civilian service (if applicable)		
	Other		
ELEME	ENTARY JOB CHARACTERISTICS and CAREER CONTINUITY AND BREAKS		
G7.	Only for respondents who answered "yes" to "employed" in question G6 Status in employment in the main job (tick only one)		
	Self-employed person with employees		
	Self-employed person without employees		
	Employee		
	Family worker (unpaid)		
G8.	Only for respondents who answered "yes" to "employed" in question G6 8. Full- or part-time main job (self-defined) (OPTIONAL) (tick only one)		
	Full-time job		
	Part-time job		
G 9.	Only for respondents who answered "yes" to "employee" in question G7 Permanency of main job (OPTIONAL) (tick only one)		
	Permanent job		
	Fixed-term contract		

G10.	Only for respondents who answered "yes" to "employed" in question G6 10. Economic activity of the local unit for the main job (OPTIONAL) (tick only one)		
	A	Agriculture, Forestry and Fishing	
	В	Mining and Quarrying	
	С	Manufacturing	
	D	Electricity, Gas, Steam and Air Conditioning Supply	
	E	Water supply; sewerage, waste management and remediation activities	
	F	Construction	
	G	Wholesale and retail trade; repair of motor vehicles and motorcycles	
	Н	Transportation and Storage	
	I	Accommodation and Food Service Activities	
	J	Information and Communication	
	К	Financial and Insurance Activities	
	L	Real Estate Activities	
	М	Professional, Scientific and Technical Activities	
	N	Administrative and Support Service Activities	
	0	Public Administration And Defence; Compulsory Social Security	
	Р	Education	
	Q	Human Health and Social Work Activities	
	R	Arts, Entertainment and Recreation	
	s	Other Service Activities	
		Only for respondents who answered "yes" to "employed" in question G6	
G11.	Occupation in the main job		
	< description >		
		<transmission 2-digit="" addition,="" all="" ict="" in="" isco-08="" mandatory.="" manual="" non-ict="" non-manual="" occupations="" of="" of:="" professional="" professional;="" transmission="" worker=""></transmission>	SCL ISCO-08 2, digits code

LOCALISATION			
G12.	Region of Residence	< description >	NUTS 1
G13.		< description >	NUTS 2 OPTIONAL
G14.	Geographical location (tick only one)		
	Less developed region		
	Transition region		
	More developed region		
G15.	Degree of urbanisation (tick only one)		
	Cities (Densely populated area)		
	Towns and suburbs (Intermediate	density area)	
	Rural areas (Thinly populated area)	
HOUS	EHOLD COMPOSITION		
G16.	Total number of members in the household (household size)		<_>
	of which: OPTIONAL		
	Number of persons aged from 16 to	to 24	<_>
	of which: OPTIONAL		
	Number of students <>		
	Number of persons aged 25 to	64	<_>
	Number of persons aged more	than or equal to 65	<_>
G17.	of which, number of children un of which: OPTIONAL	der 16:	<_>
	Number of children aged from	14 to 15	<_>
	Number of children aged from	5 to 13	<_>
	Number of children aged less the	han or equal to 4	<_>
тота	L MONTHLY HOUSEHOLD INCOM	E	
	Household income:	<> <national cur<="" th=""><th>rency> or income bands</th></national>	rency> or income bands
G18.	(total average net current monthly income)	To be transmitted in one of the quintiles' groups (for more information regarding variable, see methodological m	g the mode of collection of this
INTER	RVIEW DURATION		
G19.	Interview duration	<	
	<u>Disclaimer:</u> References to third-pclarification and are not intended to		

