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Form No. 1

# Canadian Internet Use Survey, 2012



Statistics  
Canada

Statistique  
Canada

Canada

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## **Purpose**

The primary objective of the 2010 Canadian Internet Use Survey is to assess the availability and use of highspeed Internet services by Canadian households. This will provide information needed to measure household connectivity for the Broadband Canada: Connecting Rural Canadians program - established to "extend broadband into unserved (and underserved) areas". In addition to this primary objective, the survey also gathers information needed to understand how individuals use the Internet, including their frequency and intensity of usage, and demand for specific online activities.

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**Person providing information (PPI)**

PPI\_BEG

Content block

Import the following variable:  
PPH\_N01 from the PPH block (01, 02, ...)

External variable required:

^RESPNAME = Respondent's name

Programmer:

Screen display:  
Display on header bar SELRESPNAME

PPI\_N01

INTERVIEWER: Select the person who is providing the information. (Only the respondent selected on the component screen may answer this portion of the CIUS. Proxy is not permitted.)

(DK, RF not allowed)

Programmer:

Display all current household members (i.e., those with membership codes of 01, 02, 03, 05 or 06). Surveys may choose whether to include a "Non-household member" category in the list (and therefore whether the second sentence in the interviewer instructions should be included). Note that "Non-household member" will be returned as code 88.

PPI\_END

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**Introduction (STI)**

Core content

STI_BEG	<p>Content block</p> <p>Import</p> <p>PPI_I.PPI_N01 PPI_H.PPI_N01</p>
STI_C01	<p>If If PPI_I = PPI_H, go to STI_R01. Otherwise, go to STI_R02.</p>
STI_R01	<p><b>We are going to ask some questions about <u>your personal use</u> of the Internet during the past 12 months, from any location. Please exclude business-related use.</b></p> <p><u>INTERVIEWER</u>: Press &lt;1&gt; to continue.</p> <p>Go to STI_END</p>
STI_R02	<p><b>Statistics Canada is conducting a survey on Internet use. The survey will help us better understand how the Internet is changing our lives and the economy.</b></p> <p><b>We are going to ask some questions about <u>your personal use</u> of the Internet during the past 12 months, from any location. Please exclude business-related use.</b></p> <p><b>Even if you do not use the Internet, it is important that we obtain your views. Your answers to this voluntary survey will be kept confidential and only used for statistical purposes</b></p> <p><u>INTERVIEWER</u>: Press &lt;1&gt; to continue.</p>
STI_END	

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**Current User (CU)**

Core content

CU\_BEG

Content block

CU\_Q01

CU\_01

**Did you use the Internet during the past 12 months for personal use?**

- 1 Yes (Go to CU\_Q02)
- 2 No
- DK, RF

Go to CU\_C12

CU\_Q02

CU\_02

**How many years have you used the Internet?**

INTERVIEWER: Read categories to respondent

- 1 **Less than 1 year**
- 2 **1 to 2 years** (1 to less than 2 years)
- 3 **2 to 5 years** (2 to less than 3 years)
- 4 **5 to 10 years** (5 to less than 10 years)
- 5 **10 or more years**
- DK, RF

CU\_Q03

CU\_03

**How often do you use the Internet for personal use in a typical month?**

INTERVIEWER: Read categories to respondent.

- 1 **At least once a day**
- 2 **At least once a week** (but not every day)
- 3 **At least once a month** (but not every week)
- 4 **Less than once a month**
- DK, RF

CU\_Q04

CU\_04

**In a typical week, on average, how many hours do you spend on the Internet for personal use?**

INTERVIEWER: Read categories to respondent.

- 1 **Less than 5 hours**
- 2 **5 to 9 hours** (5 to less than 10 hours)
- 3 **10 to 19 hours** (10 to less than 20 hours)
- 4 **20 to 29 hours** (20 to less than 30 hours)
- 5 **30 to 39 hours** (30 to less than 40 hours)
- 6 **40 or more hours**
- DK, RF

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CU\_Q05  
CU\_05

**During the past 12 months, did you use the Internet for personal use:**

**... from home?**

INTERVIEWER: Do not include use from home for tele-work or home based business.

- 1 Yes
- 2 No
- DK, RF

CU\_Q06  
CU\_06

**(During the past 12 months, did you use the Internet for personal use:)**

**... from work?**

- 1 Yes
- 2 No
- DK, RF

CU\_Q07  
CU\_07

**(During the past 12 months, did you use the Internet for personal use:)**

**... as a student from school?**

INTERVIEWER: Do not include if the respondent is an instructor using the Internet in school for work.

- 1 Yes
- 2 No
- DK, RF

CU\_Q08  
CU\_08

**(During the past 12 months, did you use the Internet for personal use:)**

**... from a public library?**

- 1 Yes
- 2 No
- DK, RF

CU\_Q09  
CU\_09

**(During the past 12 months, did you use the Internet for personal use:)**

**...with a smart phone, tablet or other wireless handheld device? For example, a Blackberry or iPhone.**

- 1 Yes
- 2 No
- DK, RF

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CU\_Q10  
CU\_10

**During the past 12 months, did you use the Internet for personal use:**

**... from any other locations (such as a friend's or relative's home or hotel)?**

- 1 Yes (Go to CU\_Q11)  
2 No  
DK, RF

Go to CU\_C12

CU\_Q11

**From what other locations did you use the Internet during the past 12 months?**

INTERVIEWER: Mark all that apply.

CU\_11A  
CU\_11B

CU\_11C

CU\_11D

CU\_11E  
CU\_11F

CU\_11G

- 1 Relative's home  
2 Friend's or neighbour's home  
3 Government office, department or kiosk (including Community Access Program site)  
4 Wifi hotspot (including Internet or cyber cafe, or similar)  
5 Voluntary organization  
6 During travel (including hotel, airport, other office)  
7 Other - Specify (Go to CU\_S11)  
DK, RF

Go to CU\_C12

CU\_S11

**(From what other locations did you use the Internet during the past 12 months?)**

INTERVIEWER: Specify.

---

(80 spaces)

(DK, RF not allowed)

Programmer:

*Response must contain at least one non-blank character, and must be capitalized.*

CU\_C12

If CU\_Q01 = 2 (No), go to CU\_Q12.  
Otherwise, go to CU\_END.



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CU\_Q12

**What are the reasons you do not use the Internet?**

INTERVIEWER: Mark all that apply.

CU\_12A  
CU\_12B

01 Cost (service or equipment)

02 Limited access to a  
computer

CU\_12C

03 No need / no interest / not  
useful / not enough time

CU\_12D

04 Lack of skills or training /  
Internet or computer too  
difficult to use

CU\_12E

05 Too much objectionable  
material on Internet

CU\_12F

06 Confidentiality, security or  
privacy concerns

CU\_12G

07 Fear of technology

CU\_12H

08 Age reasons/Seniors

CU\_12I

09 Disability

CU\_12J

10 Used at work, no longer at  
work

CU\_12K

11 Used at school, no longer at  
school

CU\_12L

12 Other - Specify (Go to CU\_S12)

DK, RF

Go to CU\_END

CU\_S12

**(What are the reasons you do not use the Internet?)**

INTERVIEWER: Specify.

---

(80 spaces)

(DK, RF not allowed)

Programmer:

*Response must contain at least one non-blank character, and must be capitalized.*

CU\_END

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**Specific Use (SU)**

Core content

SU\_BEG

Content block

Import the following variable:  
CU\_Q01 from the Module CU (1,2, DK, RF)

SU\_C01

If CU\_Q01 = 1 (Yes), go to SU\_R01.  
Otherwise, go to SU\_END.

SU\_R01

**The next questions relate to personal Internet use from any location and device.**

INTERVIEWER: Press <1> to continue.

SU\_Q01  
SU\_01

**During the past 12 months, have you used the Internet:**

**... for e-mail?**

1 Yes  
2 No  
DK, RF

SU\_Q02  
SU\_02

**(During the past 12 months, have you used the Internet:)**

**... to use an instant messenger? For example, Windows Live Messenger, Yahoo Messenger.**

INTERVIEWER: Include text messaging over cellular networks.

1 Yes  
2 No  
DK, RF

SU\_Q03  
SU\_03

**(During the past 12 months, have you used the Internet:)**

**... to visit or interact with government websites?**

1 Yes  
2 No  
DK, RF

SU\_Q04  
SU\_04

**(During the past 12 months, have you used the Internet:)**

**... to search for medical or health-related information?**

1 Yes  
2 No  
DK, RF

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SU\_Q05  
SU\_05

(During the past 12 months, have you used the Internet:)

... for formal education, training or school work?

- 1 Yes
- 2 No
- DK, RF

SU\_Q06  
SU\_06

During the past 12 months, have you used the Internet:

... for travel information or making travel arrangements?

- 1 Yes
- 2 No
- DK, RF

SU\_Q07  
SU\_07

(During the past 12 months, have you used the Internet:)

... to search for employment?

- 1 Yes
- 2 No
- DK, RF

SU\_Q08  
SU\_08

(During the past 12 months, have you used the Internet:)

... for electronic banking? For example, paying bills, viewing statements, transferring funds between accounts.

- 1 Yes
- 2 No
- DK, RF

SU\_Q09  
SU\_09

(During the past 12 months, have you used the Internet:)

... to research investments?

INTERVIEWER: "Research investments" includes gathering information about existing investments, or to learn about stock prices, interest rates, etc. for future personal investment.

- 1 Yes
- 2 No
- DK, RF

SU\_Q10  
SU\_10

(During the past 12 months, have you used the Internet:)

... to read or watch the news?

- 1 Yes
- 2 No
- DK, RF

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SU\_Q11  
SU\_11

During the past 12 months, have you used the Internet:

... to research community events?

- 1 Yes
- 2 No
- DK, RF

SU\_Q12  
SU\_12

(During the past 12 months, have you used the Internet:)

... to window shop or browse for information on goods or services?

- 1 Yes
- 2 No
- DK, RF

SU\_Q13  
SU\_13

(During the past 12 months, have you used the Internet:)

... to sell goods or services? For example, through auction sites.

- 1 Yes
- 2 No
- DK, RF

SU\_Q14  
SU\_14

(During the past 12 months, have you used the Internet:)

... to use social networking sites? For example, Facebook, Twitter.

- 1 Yes
- 2 No
- DK, RF

SU\_Q15  
SU\_15

(During the past 12 months, have you used the Internet:)

... to contribute content or participate in discussion groups? For example, blogging, message boards, posting images or videos.

- 1 Yes
- 2 No
- DK, RF

SU\_Q16  
SU\_16

During the past 12 months, have you used the Internet:

... to play online games?

INTERVIEWER: Include any games played over the Internet, including those using a video game console or social networking sites.

- 1 Yes
- 2 No
- DK, RF

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SU\_Q17  
SU\_17

(During the past 12 months, have you used the Internet:)

... to obtain or save music (free or paid downloads)?

- 1 Yes
- 2 No
- DK, RF

SU\_Q18  
SU\_18

(During the past 12 months, have you used the Internet:)

... to obtain or save software (free or paid downloads)?

- 1 Yes
- 2 No
- DK, RF

SU\_Q19  
SU\_19

(During the past 12 months, have you used the Internet:)

... to listen to the radio online?

- 1 Yes
- 2 No
- DK, RF

SU\_Q20  
SU\_20

(During the past 12 months, have you used the Internet:)

... to download or watch TV online?

- 1 Yes
- 2 No
- DK, RF

SU\_Q21  
SU\_21

(During the past 12 months, have you used the Internet:)

... to download or watch movies or video clips online?

- 1 Yes
- 2 No
- DK, RF

SU\_Q22  
SU\_22

(During the past 12 months, have you used the Internet:)

... to make telephone or video calls online? For example, Skype, FaceTime.

- 1 Yes
- 2 No
- DK, RF

SU\_END

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**E-Commerce (EC)**

Core content

EC\_BEG

Content block

Import the following variable:  
CU\_Q01 from the Module CU (1,2,DK, RF)

EC\_C01

If CU\_Q01 = 1 (Yes), go to EC\_R01.  
Otherwise, go to EC\_END.

EC\_R01

**The next few questions are about using the Internet to order goods and services for personal or household use. You may or may not have paid for these goods or services over the Internet. Please exclude any orders for a business.**

INTERVIEWER: Press <1> to continue.

EC\_Q01  
EC\_01

**During the past 12 months, did you order any goods or services over the Internet?**

INTERVIEWER: Include free orders and those based on points or redemption programs.

1 Yes (Go to EC\_Q02)  
2 No  
DK, RF

Go to EC\_C11

EC\_Q02

**During the past 12 months, which of the following types of goods or services did you order?**

INTERVIEWER: Read categories to respondent.  
Mark all that apply.

EC\_02A

01 **Software (for example, video games, PC applications)**

EC\_02B

02 **Music (for example, CDs, MP3)**

EC\_02C

03 **Books, magazines, online newspapers**

EC\_02D

04 **Videos or DVDs**

EC\_02E

05 **Memberships or registration fees (for example, health clubs, tuition, online television subscriptions)**

EC\_02F

06 **Gift certificates or gift cards**

EC\_02G

07 **Tickets for entertainment events (for example, concerts, movies, sports)**

EC\_02H

08 **None of the above**  
DK, RF

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EC\_E02

**You cannot select 'None of the above' and another category. Please return and correct.**

Rule :

*Trigger hard edit if item 8 selected with any other item in EC\_Q02.*

EC\_C03

If at least 1 item in EC\_Q02 is selected, go to EC\_Q03.  
Otherwise, go to EC\_Q04.

EC\_Q03

EC\_03

**Were any of these products delivered directly to your computer over the Internet rather than physically delivered to your home?**

INTERVIEWER: If respondent does not have a computer, include products delivered directly to wireless handheld devices and game consoles (such as a BlackBerry or iPhone).

1 Yes

2 No

DK, RF

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EC\_Q04

**During the past 12 months, did you order:**

INTERVIEWER: Read categories to respondent.  
Mark all that apply.

EC\_04A  
EC\_04B

01 ... computer hardware?  
02 ... food or beverages? For  
example, specialty foods or  
wine,  
pizza delivery.

EC\_04C

03 ... prescription drugs or  
products? For example,  
glasses.

EC\_04D

04 ... other health or beauty  
products? For example,  
vitamins, cosmetics.

EC\_04E

05 ... clothing, jewellery or  
accessories?

EC\_04F

06 ... house wares? For  
example, large appliances,  
furniture.

EC\_04G

07 ... consumer electronics? For  
example, cameras, stereos  
TVs, DVD players.

EC\_04H

08 ... travel arrangements? For  
example, hotel reservations,  
travel tickets, rental cars.

EC\_04I  
EC\_04J  
EC\_04K

09 ... sport equipment?  
10 ... toys and games?  
11 ... home improvement or  
gardening supplies  
(including tools)?

EC\_04L  
EC\_04M  
EC\_04N  
EC\_04O

12 ... photographic services?  
13 ... automotive products?  
14 ... flowers?  
15 ... other goods or services? -  
Specify (Go to EC\_S04)

EC\_04P

16 No other goods or services  
DK, RF

EC\_E04

**You cannot select 'No other goods or services' and another category.  
Please return and correct.**

Rule :

Trigger hard edit if item 16 selected with any other item in EC\_Q04.

EC\_S04

**(During the past 12 months, did you order:)**

INTERVIEWER: Specify.

(80 spaces)

(DK, RF not allowed)



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EC\_Q05

**Did you order goods and services from:**

INTERVIEWER: Read categories to respondent.  
Mark all that apply.

EC\_05A  
EC\_05B

- 1 ... vendors in Canada?
- 2 ... vendors in the United States?
- 3 ... vendors in other countries?

EC\_05C

DK, RF

EC\_Q06  
EC\_06

**During the past 12 months, how many separate orders did you place over the Internet?**

INTERVIEWER: Number of transactions, not articles purchased.

|\_|\_|\_|\_|  
(MIN: 1)  
(MAX: 995)

DK, RF

EC\_C07

If EC\_Q06 = DK, go to EC\_Q07.  
Otherwise, go to EC\_Q08.

EC\_Q07  
EC\_07

**Would you estimate the number of orders you placed on the Internet was:**

INTERVIEWER: Read categories to respondent.

- 1 ... 1 or 2 orders?
- 2 ... 3 to 10 orders?
- 3 ... 11 to 20 orders?
- 4 ... more than 20 orders?

DK, RF

EC\_Q08  
EC\_08

**During the past 12 months, what was the estimated total cost, in Canadian dollars, of the goods and services you ordered over the Internet?**

INTERVIEWER: Probe for estimate, round to nearest dollar.

|\_|\_|\_|\_|\_|\_|\_|  
(MIN: 0)  
(MAX: 999,995)

DK, RF

(Go to EC\_Q09)

Go to EC\_Q10

EC\_E08

An unusual value has been entered. Please confirm.

Rule :

Trigger soft edit if EC\_Q08 > 50000

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EC\_Q09  
EC\_09

Would you estimate the total cost of goods and services you ordered over the Internet was:

INTERVIEWER: Read categories to respondent.

- 1 ... less than \$200?
- 2 ... \$200 to \$499?
- 3 ... \$500 to \$999?
- 4 ... \$1000 to \$4999?
- 5 ... \$5000 or more?

DK, RF

EC\_Q10

During the past 12 months, how did you pay for these goods or services ordered over the Internet?

INTERVIEWER: Read categories to respondent.  
Mark all that apply.

EC\_10A  
EC\_10B

- 1 A credit card online
- 2 Debit card or electronic bank transfer online
- 3 Online payment service such as Paypal or Google Checkout
- 4 Prepaid gift card or online voucher
- 5 Points from rewards or redemption programs (for example, Air Miles)
- 6 Payment not made on the internet (for example, telephone, mail, COD)

DK, RF

EC\_10F

EC\_C11

if EC\_Q01 = 2 (No), go to EC\_Q11.  
Otherwise, go to EC\_END.

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EC\_Q11  
EC\_11

What was the main reason for not ordering any goods or services  
online during the last 12 months?

- 01 No interest
  - 02 Prefer to shop in person
  - 03 Security concerns (about  
giving credit card details)
  - 04 Privacy concerns (about  
providing personal  
information)
  - 05 Delivery concerns (shipping  
costs or concerns about  
returning goods)
  - 06 Availability (products not  
always available to a  
Canadian address)
  - 07 Do not have a credit card  
for online transactions
  - 08 Speed of Internet  
connection is too slow
  - 09 Other
- DK, RF

EC\_END

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**Privacy and security (PS)**

Core content

PS\_BEG

Content block

Import the following variables:

CU\_Q01 from the Module CU (1,2,DK, RF)

SU\_Q08 from the Module SU (1,2,DK, RF)

EC\_Q10 from the Module EC (1, 2, 3, 4, 5, 6, DK, RF)

PS\_C01

If CU\_Q01 = 1 (Yes), go to PS\_R01.

Otherwise, go to PS\_END.

PS\_R01

**The next set of questions relates to privacy and security concerns on the Internet.**

INTERVIEWER: Press <1> to continue.

PS\_Q01

PS\_01

**How concerned ^AREYOU01 about conducting banking transactions over the Internet?**

INTERVIEWER: Read categories to respondent.

1 **Not at all concerned**

2 **Concerned**

3 **Very concerned**

DK, RF

Go to PS\_Q02

PS\_Q02

PS\_02

**How concerned ^AREYOU02 about using your credit card over the Internet?**

INTERVIEWER: Read categories to respondent.

1 **Not at all concerned**

2 **Concerned**

3 **Very concerned**

4 I do not have a credit card

DK, RF

Go to PS\_Q03

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PS\_Q03  
PS\_03

**Do you currently use any security software to protect your computer or other devices you use to access the Internet?**

INTERVIEWER: Other devices may include a BlackBerry, iPhone, tablet or any other wireless handheld device (e.g., iPod Touch, other smartphone) with Internet access.

- 1 Yes (Go to PS\_Q04)
- 2 No
- DK, RF

Go to PS\_Q05

PS\_Q04  
PS\_04

**Do you currently use any free versions of Internet security software?**

INTERVIEWER: Exclude software that came with an operating system or is provided by an Internet Service Provider.

- 1 Yes
- 2 No
- DK, RF

PS\_Q05  
PS\_05

**How often do you back up files electronically (for example, documents, spreadsheets or pictures)?**

INTERVIEWER: Read categories to respondent.  
Include electronic copies of files only (e.g., files placed on a CD, DVD, memory stick or external hard drive, or stored on websites). Do not include printed copies of documents.

- 1 **Always or almost always**
- 2 **Occasionally**
- 3 **Never**
- DK, RF

PS\_Q06  
PS\_06

**How frequently do you delete your browser history?**

INTERVIEWER: Read categories to respondent.

- 1 **After each use**
- 2 **Occasionally**
- 3 **Never**
- DK, RF

PS\_Q07  
PS\_07

**Have you ever:**

**... received emails requesting personal financial information (such as bank account numbers or passwords) from a fraudulent source?**

- 1 Yes
- 2 No
- DK, RF

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PS\_Q08  
PS\_08

Have you ever:

... experienced misuse of personal information on the Internet (for example, misuse of pictures, videos or personal data uploaded on public websites)?

- 1 Yes
- 2 No
- DK, RF

PS\_Q09  
PS\_09

Have you ever:

... had a computer virus?

- 1 Yes
- 2 No
- DK, RF

(Go to PS\_Q10)

Go to PS\_END

PS\_Q10  
PS\_10

Did the virus (or viruses) result in the loss of information or damage to software?

- 1 Yes
- 2 No
- DK, RF

PS\_END

**End of Survey (SEI)**

Core content

SEI\_BEG

Content block

SEI\_R01

**Thank you for your participation.**

INTERVIEWER: Press <1> to continue.

SEI\_END

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