

Microcensus 2025



7

Core programme and survey component relating to internet use

Question overview for information purposes

Topic: Household and dwelling

Question 1

Are there any other households in your dwelling apart from your own, e.g. subtenants?

Other households in your dwelling consist of people with whom you do not live together or maintain a joint household. People living in a shared dwelling should usually be treated as separate households.

Yes, number of other households

No, no other households

Question 2

How many people in total were living in your household on Thursday of the reference week?

People who are temporarily away from home, for instance for job or health reasons, are part of your household if that is where they usually live. Subtenants, visitors and domestic staff are not household members.

Number of people in your household

Question 3

Who are the members of your household? Please fold out the flap at the side of page 2 and enter their names.

If more than 5 people live in the household, please contact the statistical office to request an extra questionnaire. The contact details are given on the front cover.

Question 4

What is your sex, as stated in the birth register?

Male

Female

Gender diverse

Not stated in the birth register

Question 5

When were you born?

Month

Year

Question 6

Is your birthday before the last day of the reference week in 2025?

(Voluntary question)

Yes

No

Question 7

What is your marital status?

- Single
 - Married
 - Widowed
 - Divorced
 - Registered life partnership
 - Registered life partner has died
 - Registered life partnership has been dissolved
-

Question 8

Do you occupy at least one more dwelling (including room, accommodation, residential establishment)?

Please mark all relevant boxes.

- Yes, I have another dwelling in Germany.
 - Yes, I have another dwelling abroad.
 - No, I do not have another dwelling.
-

Question 9

Is this dwelling your main residence?

If you have more than one dwelling, your main residence is the one where you usually live (centre of social and personal life, family home).

- Yes
 - No
-

Question 10

Has your household been interviewed for the microcensus in this dwelling within the last 12 months?

- Yes
 - No
-

Question 11

Have any household members moved out since the last interview?

- Yes, enter how many people moved out
 - No
-

Question 12

Have any household members died since the last interview?

- Yes, enter how many people died
 - No
-

Question 13

Did you move into this household after the last interview?

Please mark “Yes” for children born in the last 12 months.

Yes

No

Topic: People and household

Question 14

Do you live in a one-person household?

Yes

No

Question 15**Does your mother live in this household?**

This includes stepmothers, adoptive and foster mothers.

Yes, my mother is number (see flap)

No

Question 16**Does your father live in this household?**

This includes stepfathers, adoptive and foster fathers.

Yes, my father is number (see flap)

No

Question 17**Does your spouse live in this household?**

Yes, my spouse is number (see flap)

No

Question 18**Does your partner live in this household?**

This includes registered life partnerships.

Yes, my partner is number (see flap)

No

Question 19

What is your relationship to Person 1?

I am Person 1.

I am (his/her) ...

wife, husband

partner

daughter, son (including stepchildren, adopted and foster children)

daughter-in-law, son-in-law

granddaughter, grandson

great-granddaughter, great-grandson

mother, father (including stepparents, adoptive and foster parents)

mother-in-law, father-in-law

grandmother, grandfather

great-grandmother, great-grandfather

sister, brother

sister-in-law, brother-in-law

another relative by birth/marriage

not related by birth/marriage

Topic: Information and communication technology in the household

Question 20

Does your household have internet access?

Please indicate "Yes" if you or another household member has access to the internet at home, e.g. via a desktop computer, laptop/tablet or smartphone. The household then generally has a contract with an internet provider (e.g. Telekom, Vodafone, o2, 1&1, Deutsche Glasfaser), and equipment to connect to the internet is available in the household (e.g. router, Fritzbox, modem). Other methods of accessing the internet are also included (e.g. mobile broadband dongle/SIM card) if this allows the use of the internet at home.

Yes

No

I don't know.

Topic: Childcare

Question 21

Is there at least one child in your household who is aged 14 or under?

Yes

No

Question 22

For each child aged 14 or under, please indicate the type of care in the 12 months before the reference week.

Please mark all relevant boxes.

- Day care centre (kindergarten, crèche)
 - Professional child minder
 - Au-pair, babysitter
 - Preschool institution (pre-primary education)
 - Care services for pupils before and/or after school (offered by school or other facility)
 - Relatives, friends, neighbours
 - Not applicable as the child is cared for only by his/her parents.
-

Question 23

For each child aged 14 or under, please indicate the type of care in the 4 weeks before the reference week.

Please mark all relevant boxes.

- Day care centre (kindergarten, crèche)
 - Professional child minder
 - Au-pair, babysitter
 - Preschool institution (pre-primary education)
 - Care services for pupils before and/or after school (offered by school or other facility)
 - Relatives, friends, neighbours
 - Not applicable as the child is cared for only by his/her parents.
-

Topic: Citizenship and duration of residence

Question 24

Were you born in Germany?

The place of birth is Germany also in the following cases:

- the place of birth was part of Germany's national territory at the time of birth, but today it is not (e.g. Breslau before 1945).
- the place of birth is part of Germany's national territory today, but it was not at the time of birth (e.g. the person concerned was born in Dresden between 1949 and 1990, which was GDR territory at the time, or in Saarland between 1947 and 1956).

- Yes
 - No
-

Question 25

Were you born in the Federal Republic of Germany (today's territory)?

"Today's territory" refers to the national borders of the Federal Republic of Germany as of 3 October 1990.

- Yes
 - No
-

Question 26

In which country (today's borders) were you born?

Question 27

When did you (first) arrive in the Federal Republic of Germany (today's territory)?

Year

Question 28

What was your (main) reason for moving to the Federal Republic of Germany (today's territory)?

If there are several reasons, please mark the main one.

Employment: job found before moving to Germany

Employment: no job found before moving to Germany

Academic studies or other education, advanced training

Moved to Germany with a family member or followed a family member (family reunification)

Marriage/partnership with a person living in Germany (family formation)

Flight, persecution, expulsion, asylum

Free movement within the EU: wished to settle in Germany

Retirement

Other main reason

Question 29

What language/languages do you speak at home?

I only speak German at home.

I speak German and at least one other language at home.

I do not speak German at home but another language/other languages.

Question 30

What language do you mainly speak at home?

Albanian
Arabic
Bosnian
Bulgarian
Chinese
Danish
German
English
French
Greek
Hindi
Italian
Croatian
Kurdish
Macedonian
Dutch
Pashto
Persian
Polish
Portuguese
Romanian
Russian
Serbian
Spanish
Turkish
Ukrainian
Hungarian
Urdu
Vietnamese
Another European language
Another African language
Another Asian language
Another language

Question 31

Have you ever interrupted your stay in the Federal Republic of Germany (today's territory) and lived abroad for at least one year?

Yes
No

Question 32

In what year did you return to the Federal Republic of Germany (today's territory) after you last stayed abroad for at least one year?

Year

Question 33

Do you have German citizenship?

Yes, German citizenship only

Yes, German citizenship and citizenship of at least one foreign country

No

Question 34

Of which foreign country do you have citizenship?

If you cannot furnish proof of citizenship, please enter "uncertain". If you do not have citizenship of any country, please enter "stateless".

Question 35

Do you have citizenship of another foreign country?

Yes

No

Question 36

Of which second foreign country do you have citizenship?

Question 37

Of which other country do you have citizenship?

Question 38

How did you obtain German citizenship?

By birth

As a non-naturalised (ethnic) German repatriate

As a naturalised (ethnic) German repatriate

By naturalisation (no ethnic German repatriate)

By adoption by German parent(s)

Question 39

When were you naturalised?

Year

Question 40

Which citizenship did you have before your naturalisation?

You may also enter citizenship of the following former countries: Yugoslavia, Serbia and Montenegro, Soviet Union, Czechoslovakia

If you were stateless before your naturalisation, please enter "stateless".

Question 41

Does your mother live in this household?

This includes stepmothers, adoptive and foster mothers.

Yes

No

Question 42

Has your mother moved to Germany (today's territory)?

Yes, in (year)

Yes, but I do not know the year of arrival.

No

Question 43

When did your mother move to Germany (today's territory)?

Before 1950

1950 or later

Question 44

Is/was your mother a German citizen?

Yes, by birth

Yes, as a non-naturalised (ethnic) German repatriate

Yes, as a naturalised (ethnic) German repatriate

Yes, by naturalisation (no ethnic German repatriate)

Yes, by adoption by German parent(s)

Yes, but I do not know how it was obtained.

No

Question 45

Was your mother born in Germany (today's territory)?

Yes

No

Question 46

In which country (today's borders) was your mother born?

Question 47

Does your father live in this household?

This includes stepfathers, adoptive and foster fathers.

Yes

No

Question 48

Has your father moved to Germany (today's territory)?

Yes, in (year)

Yes, but I do not know the year of arrival.

No

Question 49

When did your father move to Germany (today's territory)?

Before 1950

1950 or later

Question 50

Is/was your father a German citizen?

Yes, by birth

Yes, as a non-naturalised (ethnic) German repatriate

Yes, as a naturalised (ethnic) German repatriate

Yes, by naturalisation (no ethnic German repatriate)

Yes, by adoption by German parent(s)

Yes, but I do not know how it was obtained.

No

Question 51

Was your father born in Germany (today's territory)?

Yes

No

Question 52

In which country (today's borders) was your father born?

Question 53

Does your mother live in this household?

This includes stepmothers, adoptive and foster mothers.

Yes

No

Question 54

Was your mother born in Germany (today's territory)?

Yes

No

Question 55

In which country (today's borders) was your mother born?

Question 56

Does your father live in this household?

This includes stepfathers, adoptive and foster fathers.

Yes

No

Question 57

Was your father born in Germany (today's territory)?

Yes

No

Question 58

In which country (today's borders) was your father born?

Topic: School or university attendance

Question 59

Were you a pupil, apprentice, student in the 12 months before the reference week?

Please mark "Yes" even if this applied only to part of the period.

Yes

No

Question 60

Were you a pupil, apprentice, student in the 4 weeks before the reference week?

Yes

No, because I switched to another school, higher education institution or apprenticeship, because of university vacation, school holidays, practical training phase in an establishment, studies at a higher education institution or school abroad, illness, maternity leave

No, for other reasons

Question 61

Which school/higher education institution did you last attend?**Schools of general education**

Primary school

Orientation stage in grades 5/6 (e.g. at primary or secondary schools, diagnostic stage)

Special school, special needs school, special needs assistance

School offering several courses of education

Secondary general school, evening secondary general school

Intermediate school, evening intermediate school

Comprehensive school

Waldorf school

Grammar school

Vocational grammar school, also grammar school specialising in economics or technical subjects

Evening grammar school, adult education college

Vocational schools offering a general school certificate

Vocational school offering an intermediate school certificate (e.g. full-time vocational school)

Vocational school offering an entrance qualification for higher education institutions:

Specialised upper secondary school

Full-time vocational school

Two-year full-time vocational school

Vocational schools

Pre-vocational training year

Basic vocational training year

Vocational school (dual system)

Full-time vocational school providing a vocational qualification

Training centre/school for health-care service occupations and social occupations:

one year (e.g. geriatric care assistant)

two years (e.g. masseur/masseuse, pharmaceutical laboratory assistant)

three years (e.g. physiotherapy, medical laboratory assistant, geriatric care)

Training centre/school for educators

Master craftsman/craftswoman training programme at trade and technical schools

Trade and technical school e.g. for technicians, business economists

Specialised academy (in Bayern only)

Higher education institutions

Vocational academy

College of public administration

University of applied sciences, Cooperative State University (in Baden-Württemberg, Schleswig-Holstein and Thüringen)

University (also college of art and music, college of education, college of theology)

Doctoral studies

Question 62

Which are the highest grades you attended at a school of general education?

Grades 1 to 4

Grades 5 to 9/10

Upper secondary grades in grammar school

Question 63

What is the title of your master craftsman/craftswoman specialisation?

This refers to master craftsman/craftswoman training programmes at trade and technical schools, e.g. master carpenter, master hairdresser, master electrician, master home economist, master plumber and the like.

Question 64

What course of study did you take?

Bachelor's

Master's

Diplom degree or comparable course of study

Question 65

Are you 15 years or older?

Yes

No

Topic: Employment situation in the reference week

Question 66

Did you do at least 1 hour of paid work in the reference week? Please take into account also self-employment and minor jobs.

Yes

No

Question 67

Did you work for at least 1 hour in the reference week as an unpaid family worker in a family business?

Yes

No

Question 68

Do you normally have work or a job from which you were absent in the reference week?
Possible reasons are e.g. holidays, illness or parental leave.

Yes

No

Question 69

Did you do any casual or small jobs for payment in the reference week, such as those listed below? This refers to work that you did not do for your own family.

It includes working, for example, as/in ...

- waiter/waitress, service employee or temporary helper in a bar, restaurant or hotel
- household helper or cleaner
- delivery services driver for restaurants, online shops; or as courier
- babysitter
- carer of children or of people in need of care
- deliverer of advertising leaflets or free newspapers
- hostess/gentleman host
- private tutor
- renovation or construction helper (e.g. painting, wallpapering, plastering, installing electrics, plumbing)
- gardening (mowing the lawn, cutting hedges or trees, etc.)
- harvesting
- preparing analyses or reports, scientific work
- academic assistant
- bookkeeping
- translator
- coach in a sports club
- temporary security worker
- freelancer on online platforms
- artist or performer
- blogger, influencer, or creating other online content for pay
- pet carer
- preparing events
- other activities

Yes

No

Question 70

Why did you not work in the reference week?

If there are several reasons, please mark the main one.

- Illness, accident (including spa treatment, rehabilitation)
 - Holidays, special leave
 - Compensation leave (within the framework of a working time account or an annualised hours contract)
 - Maternity leave
 - Partial retirement
 - Vocational and continuing training
 - Parental leave
 - Released from work under the Caregiver Leave Act
 - Off-season
 - Strike, lockout
 - Bad weather
 - Short-time work for technical or economic reasons
 - General and continuing education, school attendance
 - Personal or family responsibilities
 - Other reasons
 - I have already found a job but did not yet work in that job in the reference week.
-

Question 71

Are you still receiving continued pay, public or social benefits as full or partial wage/salary replacement?

- Yes
 - No
 - Not applicable because self-employed, freelancer
-

Question 72

Indicate the total period of your absence from work.

- 3 months or less
 - More than 3 months
-

Question 73

Do you do any work in that job during the off-season?

- Yes
- No

Topic: Job during the reference week

Question 74

What was your status in employment in the reference week?

If you have more than one job, your answer should only refer to the job in which you work the most hours (main job). In this context, it is irrelevant whether you are actually working in your main job or whether you are absent, for instance, because of parental leave, illness or holidays.

- Self-employed person, freelancer
 - without employees
 - with employees
 - Unpaid family worker in a family business
 - Public official (not including candidates), judge
 - Salary earner, wage earner (not including apprentices)
 - Apprentice/trainee receiving remuneration
 - Candidate public official
 - Intern, trainee (including paid practical training or internship)
 - Temporary or professional soldier
 - In voluntary military service
 - In the Federal Volunteer Service (also social, ecological or cultural year)
 - Other employee with a small-scale job
-

Question 75

With whom did you conclude/enter into your apprenticeship contract?

This refers to remunerated apprenticeships/traineeships.

- With an establishment (company, shop, office, hospital, public authority)
 - With an inter-company or external institution as vocational training provider, e.g. a vocational training centre for disabled young people (Berufsbildungswerk), educational centre (Bildungszentrum)
-

Question 76

Are you in marginal employment?

If you have more than one job, your answer should only refer to the job in which you work the most hours (main job). In this context, it is irrelevant whether you are actually working in your main job or whether you are absent, for instance, because of parental leave, illness or holidays.

- Yes, a 538-euros job, mini-job (average maximum earnings of 538 euros per month)
 - Yes, short-term employment (a maximum of 3 months or 70 days worked per year)
 - Yes, a one-euro job (job opportunity for people receiving citizen's benefit)
 - No
-

Question 77

How often do you work in your job?

- Regularly
 - Irregularly, occasionally
 - On a seasonal basis
-

Question 78

Please provide some keywords to describe your current job.

(Voluntary question)

For example

- selling clothing
 - teaching children at primary school
 - advising and informing customers on travel offers
 - designing or planning buildings and other structures
 - assembling and testing electronic circuits
 - mixing concrete, mortar and plaster
 - attending to and caring for patients (before, during and after surgeries)
-

Question 79

What is the title of your current job?

For example:

- fashion shop assistant
 - primary school teacher
 - travel agent
 - construction engineer
 - electronic equipment mechanic
 - unskilled construction labourer
 - nurse
-

Question 80

Do you mainly perform executive or supervisory duties in your job?

Yes, executive duties (including the authority to take staff, budget and strategy decisions)

Yes, supervisory duties (guiding and supervising staff, distributing work and checking the outcome)

No

Question 81

Enter the branch of activity of the establishment (location) you currently work in.

If the establishment has several locations, please enter the main activity of the location, not of the whole enterprise. If you are a temporary employee, please enter the relevant branch of activity you currently work in. Please state the branch of activity as accurately as possible, for example:

- food retailing (not: trade)
 - machine tool industry (not: factory)
 - facility management, caretaker services, business consultancy (not: services)
 - software development (not: IT)
-

Question 82

Please fold out the flap at the side of page 2 and enter the name and address of the establishment.

The name and address of the establishment will only be used to identify its branch of activity and will not be stored.

Question 83

Are you employed in the public service?

The public service comprises the federal, Land and municipal authorities, publicly maintained schools, the employment agency, the social security institutions, the police and the Federal Armed Forces. If you work in a privatised successor company of Deutsche Post/Bundesbahn or are employed by a church, please indicate "No".

Yes

No

Question 84

How many people work in the establishment (location) you currently work in?

If you are self-employed and have several establishments/locations, your answer regarding the size of the establishment should refer to the establishment with the highest number of employees.

Up to 10 people

11 to 19 people

20 to 49 people

50 to 249 people

250 to 499 people

500 people or more

Question 85

Please enter the exact number of people working in the establishment:

Number of people

Topic: Change of job or occupation

Question 86

Did you change your job/line of business in the reference week or the preceding 12 months?

If you are self-employed or a freelancer and you changed your line of business, please mark "Yes". If you are an employee and you started a new job with your current or a new employer, please mark "Yes". A change of job includes a switch from dependent employment to self-employment or freelance work and vice versa.

Yes

No

Question 87

Did you change your occupation in the reference week or the preceding 12 months?

This includes a change of occupation without retraining.

Yes

No

Topic: Scope and scale of current job

Question 88

Do you currently have a full-time or part-time job?

If you have more than one job, your answer should only refer to the job in which you work the most hours (main job). If you are in partial retirement or on parental leave please mark the category relating to the time before you entered partial retirement or went on parental leave

Full-time

Part-time

Question 89

Why do you work part-time?

If there are several reasons, please mark the main one.

- Could not find full-time work
 - School education, studies, other education or advanced training
 - Own illness, consequences of an accident
 - Permanently reduced earning capacity, permanent disability
 - Have to look after children
 - Have to look after people with disabilities
 - Have to look after people in need of care
 - Other family reasons
 - Other personal reasons
 - I want to work part-time.
 - Other main reason
-

Question 90

Why do you personally look after children, people with disabilities or people in need of care?

If there are several reasons, please mark the main one.

- There is no adequate care available in the vicinity.
 - There is no adequate care available at the relevant times of the day.
 - Adequate care is too expensive.
 - I want to do it myself.
 - Other essential reasons
-

Question 91

Are you self-employed/a freelancer or an unpaid family worker?

- Yes
 - No
-

Question 92

How many hours per week do you usually work?

If your working hours vary greatly, please estimate the average hours you work per week based on the last 4 to 12 weeks.

Please round to the nearest half hour (e.g. 38.5).

Number of hours

Question 93

Does your job involve temporary agency work?

- Yes
 - No
-

Question 94

Do you have a fixed-term working contract?

An apprenticeship or training contract is considered as a fixed-term contract.

Yes, fixed-term contract

No, open-ended contract

Question 95

Do you usually work as many hours per week as contractually agreed?

Yes

No

Question 96

How many hours a week do you usually work, including regular extra hours and stand-by duty?

If your working hours vary greatly, please estimate the average hours you work per week based on the last 4 to 12 weeks.

Please round to the nearest half hour (e.g. 40.5).

Number of hours

Question 97

In the reference week, were there any days when you did not work because of vacation or public holidays?

Yes

No

Question 98

How many days in total did you not work in the reference week because of vacation or public holidays?

Please include half days and count them as 0.5.

Number of days

Question 99

In the reference week, were there (other) days when you did not work because of illness, injury or a temporary disability?

Yes

No

Question 100

How many days in total did you not work in the reference week because of illness?

Please include half days and count them as 0.5.

Number of days

Question 101

In the reference week, were there (other) days when you did not work because of other reasons?

Yes

No

Question 102

How many days in total did you not work in the reference week for other reasons?

Please include half days and count them as 0.5.

Number of days

Question 103

How many hours did you actually work in the reference week?

The number of hours actually worked may differ from the hours usually worked because of overtime, holidays, extra shifts, public holidays, illness and the like. The number of hours actually worked includes continuing and advanced training, stand-by duty, mobile work hours and work done at home provided that it is a normal part of your job.

If you did not work in the reference week, please enter "0". Please round to the nearest half hour (e.g. 28.5).

Number of hours

Topic: Second or additional jobs

Question 104

Did you have more than one paid job in the reference week?

This includes working as a self-employed person or unpaid family worker.

Yes, I had 2 jobs.

Yes, I had more than 2 jobs.

No

Question 105

Are you in marginal employment in your additional job?

If you have more than one additional job, please answer the questions below for the additional job in which you work the most hours.

Yes, a 538-euros job, mini-job (average maximum earnings of 538 euros per month)

Yes, short-term employment (a maximum of 3 months or 70 days worked per year)

Yes, a one-euro job (job opportunity for people receiving citizen's benefit)

No

Question 106

How often do you work in your additional job?

- Regularly
 - Irregularly, occasionally
 - On a seasonal basis
-

Question 107

What is your status in your additional job?

- Self-employed person, freelancer
 - without employees
 - with employees
 - Unpaid family worker in a family business
 - Public official, judge
 - Salary earner, wage earner (not including apprentices)
-

Question 108

Please provide some keywords to describe your additional job.

(Voluntary question)

For example

- selling clothing
 - teaching children at primary school
 - advising and informing customers on travel offers
 - designing or planning buildings and other structures
 - assembling and testing electronic circuits
 - mixing concrete, mortar and plaster
 - attending to and caring for patients (before, during and after surgeries)
-

Question 109

What is the title of your additional job?

For example:

- fashion shop assistant
 - primary school teacher
 - travel agent
 - construction engineer
 - electronic equipment mechanic
 - unskilled construction labourer
 - nurse
-

Question 110

Do you mainly perform executive or supervisory duties in your additional job?

- Yes, executive duties (including the authority to take staff, budget and strategy decisions)
 - Yes, supervisory duties (guiding and supervising staff, distributing work and checking the outcome)
 - No
-

Question 111

Enter the branch of activity of the establishment (location) in which you work in your additional job.

If the establishment has several locations, please enter the main activity of the location, not of the whole enterprise. If you are a temporary employee, please enter the branch of activity in which you work in your additional job. Please state the branch of activity as accurately as possible, for example:

- food retailing (not: trade)
- machine tool industry (not: factory)
- facility management, caretaker services, business consultancy (not: services)
- software development (not: IT)

Question 112

How many hours a week do you usually work in your additional job, including regular extra hours and stand-by duty?

If your working hours vary greatly, please estimate the average hours you work per week based on the last 4 to 12 weeks.

Please round to the nearest half hour (e.g. 10.5).

Number of hours

Question 113

How many hours did you actually work in your additional job in the reference week?

If you did not work in the reference week, please enter "0". Please round to the nearest half hour (e.g. 9.5).

Number of hours

Topic: Desired number of working hours

Question 114

Would you like to retain your normal weekly working hours or to change them, subject to a corresponding adjustment in earnings?

The weekly working hours include the hours worked in the main job as well as in second and additional jobs.

- Retain
- Increase
- Reduce

Question 115

How would you like to increase your working hours?

- Exclusively by working more hours in the current job(s)
 - Exclusively by taking up one or more additional jobs
 - Exclusively by moving to a job with more working hours
 - Without committing to one of the above options
 - By combining some of the above options
-

Question 116

Thinking of the 2 weeks following the reference week: Would you be able to start working more hours in these 2 weeks?

- Yes
 - No
-

Question 117

How many hours a week would you like to work?

The weekly working hours include the hours worked in the main job as well as in second and additional jobs.

Please round to the nearest half hour (e.g. 32.5).

Number of hours

Topic: Search for work by persons in employment/persons with a second job

Question 118

Did you look for different or additional work in the reference week or the preceding 3 weeks?

Looking for work includes any search for paid work, including second or mini-jobs, self-employed or freelance activities, or small-scale activities. Forms of search are, for instance, looking through job offers in newspapers or on the internet, searching for job vacancies on notice boards, asking acquaintances and relatives.

- Yes
- No

Topic: Last job or absence from work

Question 119

Have you ever done paid work as an employee or self-employed person?

Retired people and former apprentices please mark “Yes” if they worked for a total of more than 3 months. Former unpaid family workers please mark “Yes”.

Yes

No

Question 120

Did you work for more than 3 months in that job?

If you did paid work several times for a shorter period (e.g. seasonal work or as a student assistant), please mark “Yes” if you worked for a total of more than 3 months.

Yes

No

Question 121

Why did you leave your last paid job or are absent from it?

If there are several reasons, please mark the main one.

Reasons related to the labour market

Dismissal (including closure of establishment)

End of a fixed-term working contract

Sale or closure of own enterprise

Family reasons

Have to look after children

Have to look after people with disabilities

Have to look after people in need of care

Other family reasons

Personal reasons

Own resignation

School or vocational education, studies

Own illness, consequences of an accident

Permanently reduced earning capacity, permanent disability

Retirement

Other personal reasons

Other reasons

Other main reason

Question 122

When did you leave your last paid job/since when have you been absent from it?

Month

Year

Question 123

What was your status in your last job/the job from which you are absent?

Self-employed person, freelancer

without employees

with employees

Unpaid family worker in a family business

Public official (not including candidates), judge

Salary earner, wage earner (not including apprentices)

Apprentice/trainee receiving remuneration

Candidate public official

Intern, trainee (including paid practical training or internship)

Temporary or professional soldier

Person doing compulsory military/civilian service

In voluntary military service

In the Federal Volunteer Service (also social, ecological or cultural year)

Question 124

With whom did you conclude/enter into your apprenticeship contract?

This refers to remunerated apprenticeships/traineeships.

With an establishment (company, shop, office, hospital, public authority)

With an inter-company or external institution as vocational training provider, e.g. a vocational training centre for disabled young people (Berufsbildungswerk), educational centre (Bildungszentrum)

Question 125

Please provide some keywords to describe your last job/the job from which you are absent.

(Voluntary question)

For example

- selling clothing
 - teaching children at primary school
 - advising and informing customers on travel offers
 - designing or planning buildings and other structures
 - assembling and testing electronic circuits
 - mixing concrete, mortar and plaster
 - attending to and caring for patients (before, during and after surgeries)
-

Question 126

What was/is the title of your last job/the job from which you are absent?

For example

- fashion shop assistant
 - primary school teacher
 - travel agent
 - construction engineer
 - electronic equipment mechanic
 - unskilled construction labourer
 - nurse
-

Question 127

Did you mainly perform executive or supervisory duties in your last job/the job from which you are absent?

Yes, executive duties (including the authority to take staff, budget and strategy decisions)

Yes, supervisory duties (guiding and supervising staff, distributing work and checking the outcome)

No

Question 128

Enter the branch of activity of the establishment (location) you last worked in/from which you are absent.

If the establishment has several locations, please enter the main activity of the location, not of the whole enterprise. If you were a temporary employee, please enter the branch of activity of the establishment (location) you last worked in or the branch of activity of the job from which you are absent. Please state the branch of activity as accurately as possible, for example:

- food retailing (not: trade)
 - machine tool industry (not: factory)
 - facility management, caretaker services, business consultancy (not: services)
 - software development (not: IT)
-

Question 129

In your last job/the job from which you are absent: Were you employed in the public service?

The public service comprises the federal, Land and municipal authorities, publicly maintained schools, the employment agency, the social security institutions, the police and the Federal Armed Forces. If you worked in a privatised successor company of Deutsche Post/Bundesbahn most recently or were employed by a church, please indicate "No".

Yes

No

Topic: Search for work

Question 130

Are you 90 years or older?

Yes

No

Question 131

**Did you make any effort to find (new) work in the reference week or the preceding 3 weeks?
This includes any search for a job with only a few hours or activities to start a business.**

Yes

No

Question 132

What did you do in the reference week or the preceding 3 weeks to find new work?*Please mark all relevant boxes.*

Contacted the employment agency (job centre) or other employment authority

Contacted private employment organisations

Placed job wanted advertisements

Responded to job offers

Sent off unsolicited applications

Asked friends, relatives, acquaintances

Looked through job offers

Took tests, interviews, exams

Placed or updated online CVs

Searched for premises, offices, equipment for self-employment or a freelance job

Applied for licences, concessions or financial resources for self-employment or a freelance job

Took other action for self-employment or a freelance job

Took other action

Question 133

Did you find a job in the reference week?

Yes, I found a job in the reference week and have started it.

Yes, I found a job in the reference week but have not started it yet.

No, I did not look for or find a job in the reference week.

Question 134

When will you start your new job?

Within the 3 months after the reference week

Later, that is, more than 3 months after the reference week

Question 135

If you are not looking for a job, would you nevertheless like to work?

This also refers to jobs with only a few hours.

Yes

No

Question 136

Why did you not look for a job in the reference week and the preceding 3 weeks?

If there are several reasons, please mark the main one.

No suitable job available

I am awaiting re-employment (following temporary lay-off).

Own illness, consequences of an accident

Permanently reduced earning capacity, permanent disability

Have to look after children

Have to look after people with disabilities

Have to look after people in need of care

Other family responsibilities

Other personal responsibilities

School or vocational education, studies

Retirement

Other main reason

Question 137

Why do you personally look after children, people with disabilities or people in need of care?

If there are several reasons, please mark the main one.

There is no adequate care available in the vicinity.

There is no adequate care available at the relevant times of the day.

Adequate care is too expensive.

I want to do it myself.

Other essential reasons

Question 138

If a paid job had been available in the reference week, could you have started it within the following 2 weeks?

Yes

No

Question 139

Why would you not be able to start a new job within the following 2 weeks?

If there are several reasons, please mark the main one.

- School or vocational education, studies
 - Own illness, consequences of an accident
 - Permanently reduced earning capacity, permanent disability
 - Have to look after children
 - Have to look after people with disabilities
 - Have to look after people in need of care
 - Other family responsibilities
 - Other personal responsibilities
 - Retirement
 - Other main reason
-

Question 140

Why do you personally look after children, people with disabilities or people in need of care?

If there are several reasons, please mark the main one.

- There is no adequate care available in the vicinity.
 - There is no adequate care available at the relevant times of the day.
 - Adequate care is too expensive.
 - I want to do it myself.
 - Other essential reasons
-

Question 141

Why do you not want to, or why are you not able to work?

If there are several reasons, please mark the main one.

- School or vocational education, studies
 - Own illness, consequences of an accident
 - Permanently reduced earning capacity, permanent disability
 - Have to look after children
 - Have to look after people with disabilities
 - Have to look after people in need of care
 - Other family responsibilities
 - Other personal responsibilities
 - Retirement
 - Other main reason
-

Question 142

Why do you personally look after children, people with disabilities or people in need of care?

If there are several reasons, please mark the main one.

There is no adequate care available in the vicinity.

There is no adequate care available at the relevant times of the day.

Adequate care is too expensive.

I want to do it myself.

Other essential reasons

Question 143

How long have you looked or did you look for (other) work?

Less than 1 month

1 to less than 3 months

3 to less than 6 months

6 to less than 12 months

1 to less than 1 ½ years

1 ½ to less than 2 years

2 to less than 4 years

4 years or more

Question 144

If a paid job had been available in the reference week, could you have started it within the following 2 weeks?

Yes

No

Question 145

Why would you not be able to start a new job within the following 2 weeks?

If there are several reasons, please mark the main one.

School or vocational education, studies

Own illness, consequences of an accident

Permanently reduced earning capacity, permanent disability

Have to look after children

Have to look after people with disabilities

Have to look after people in need of care

Other family responsibilities

Other personal responsibilities

Retirement

Other main reason

Question 146

Why do you personally look after children, people with disabilities or people in need of care?

If there are several reasons, please mark the main one.

There is no adequate care available in the vicinity.

There is no adequate care available at the relevant times of the day.

Adequate care is too expensive.

I want to do it myself.

Other essential reasons

Topic: Self-assessment of life situation in the reference week

Question 147

Regarding your situation in the reference week: which category best describes it?

Salary earner, wage earner, public official (including temporary or professional soldiers, apprentices) and currently:

on parental leave

in partial retirement

fully or partly released from work under the Caregiver Leave Act

partly released from work under the Family Caregiver Leave Act

Salary earner, wage earner, public official (including temporary or professional soldiers, apprentices) not on parental leave or in partial retirement and not released from work

Self-employed person, freelancer:

without employees

with employees

Unpaid family worker in a family business

In the Federal Volunteer Service (also social, ecological or cultural year), in voluntary military service

Pupil, student

Retired or in early retirement

Unemployed

Housewife/househusband, looking after children or people in need of care

Permanently unfit for work

Other

Topic: Current income situation

Question 148

Which are your main sources of livelihood?

Main sources of livelihood: code from List 148

Liste 148

Own employment	(Ziffer 1)
Unemployment benefit I	(Ziffer 2)
Citizen's benefit	(Ziffer 3)
Public assistance, e.g. basic security in old age and in cases of reduced earning capacity, assistance for nursing care, continuous subsistence payments	(Ziffer 4)
Pension based on my own entitlements	(Ziffer 5)
Surviving dependant's pension	(Ziffer 15)
Own property, savings, interest, renting, leasing, life interest retained for older people, life assurance, specific pensions fund (Versorgungswerk)	(Ziffer 6)
Parental allowance	(Ziffer 7)
Income of the parents	(Ziffer 8)
Income of the partner, spouse or other relatives	(Ziffer 14)
Maintenance payments or other regular payments received from other private households	(Ziffer 9)
Training assistance (BAföG), scholarship/grant	(Ziffer 10)
Benefits for asylum seekers	(Ziffer 11)
Benefits from own long-term care insurance (long-term care allowance)	(Ziffer 12)
Other financial support, e.g. early retirement payments, foster child allowance, sickness pay, loan in accordance with the Caregiver Leave Act or the Family Caregiver Leave Act	(Ziffer 13)

Question 149

What was your personal net income (total of all income sources) in the month before the reference week?

The personal net income is calculated as gross earnings less taxes and less contributions to health, long-term care and unemployment insurance as well as to statutory pension insurance. This includes:

- earnings from main and second job(s), extra payments (e.g. Christmas bonus, severance pay, bonus payments)
- pensions
- unemployment benefit I, citizen's benefit
- basic security in old age and in cases of reduced earning capacity, assistance for nursing care, continuous subsistence payments and other public assistance benefits
- heating and housing benefits, housing allowance, children's allowance, long-term care allowance, parental allowance, training assistance (BAföG), child bonus and other public payments
- maintenance payments or other regular payments received from other private households
- further income and receipts (e.g. entrepreneurial income, income from renting and leasing, interest, dividends)

Personal net income: code from List 149

I had no income.

Liste 149

Less than 250 euros	(Ziffer 1)
250 to less than 500 euros	(Ziffer 2)
500 to less than 750 euros	(Ziffer 3)
750 to less than 1 000 euros	(Ziffer 4)
1 000 to less than 1 250 euros	(Ziffer 5)
1 250 to less than 1 500 euros	(Ziffer 6)
1 500 to less than 1 750 euros	(Ziffer 7)
1 750 to less than 2 000 euros	(Ziffer 8)
2 000 to less than 2 250 euros	(Ziffer 9)
2 250 to less than 2 500 euros	(Ziffer 10)
2 500 to less than 2 750 euros	(Ziffer 11)
2 750 to less than 3 000 euros	(Ziffer 12)
3 000 to less than 3 250 euros	(Ziffer 13)
3 250 to less than 3 500 euros	(Ziffer 14)
3 500 to less than 4 000 euros	(Ziffer 15)
4 000 to less than 4 500 euros	(Ziffer 16)
4 500 to less than 5 000 euros	(Ziffer 17)
5 000 to less than 6 000 euros	(Ziffer 18)
6 000 to less than 7 000 euros	(Ziffer 19)
7 000 to less than 8 000 euros	(Ziffer 20)
8 000 to less than 10 000 euros	(Ziffer 21)
10 000 to less than 15 000 euros	(Ziffer 22)
15 000 to less than 25 000 euros	(Ziffer 23)
25 000 euros or over	(Ziffer 24)

Question 150

What was the total net income of your household in the month before the reference week?

The net income of the household is the sum of the net incomes of all people in the household.

Net household income

Code from List 149

Question 151

Are you 15 years or older?

Yes

No

Topic: Educational and vocational attainment

Question 152

Do you hold a general school certificate?

Yes

No/Not yet

Question 153

Which is your highest qualification?

Please convert qualifications gained abroad to German equivalents.

School certificate obtained after no more than 7 years of school attendance

Secondary general school certificate (also former school type starting with grade 1)

School of general education in the GDR

school certificate obtained after grade 8 or 9

school certificate obtained after grade 10

Intermediate school certificate, intermediate school-leaving certificate or equivalent

Entrance qualification for universities of applied sciences

Higher education entrance qualification (general or subject-restricted)

Certificate of special school

Question 154

Did you obtain your general school certificate in Germany or abroad?

Germany

Abroad

Question 155

How long did you attend school?

Please round to the nearest year.

Number of years in school

Question 156

Do you have a vocational training qualification or a higher education degree?

People who have completed a pre-vocational training year, on-the-job training or an internship of at least 12 months should also indicate “Yes” here. A higher education degree also includes a degree from a university of applied sciences.

Yes

No/Not yet

Question 157

In what year did you obtain your highest qualification from a school of general education?

Year

Not applicable as I have no general school certificate (yet).

Question 158

In what year did you obtain your highest vocational qualification or your higher education degree?

Year

Question 159

Did you obtain your highest vocational qualification or higher education degree in Germany or abroad?

Germany

Abroad

Question 160

Which is your highest qualification?

Please convert qualifications gained abroad to German equivalents.

Vocational qualification attained

On-the-job training

Internship

Pre-vocational training year

Apprenticeship, vocational training in the dual system

Certificate qualifying for an occupation obtained from a full-time vocational school or from a secondary school offering general as well as vocational education to pupils aged 16 to 19

Preparatory training for the intermediate service in public administration

Training centre/school for health-care service occupations and social occupations:

one year (e.g. geriatric care assistant)

two years (e.g. masseur/masseuse, pharmaceutical laboratory assistant)

three years (e.g. physiotherapy, medical laboratory assistant, geriatric care)

Nursery teacher/educator

Master craftsman/craftswoman

Technician's qualification or equivalent trade and technical school certificate

Specialised and engineering schools of the GDR

Specialised academy (in Bayern only)

Higher education institutions

Diplom degree, Bachelor's, Master's, state examination e.g. for the teaching profession

Vocational academy

College of public administration

University of applied sciences (also college of engineering), cooperative state university (in Baden-Württemberg, Schleswig-Holstein and Thüringen)

University (also college of art and music, college of education, college of theology)

Doctoral degree

Question 161

What is the title of the highest degree you obtained from a higher education institution?

Bachelor's

Master's

Diplom degree, state examination e.g. for the teaching profession, artistic and comparable degrees

Question 162

Did you work on your doctorate in the reference week or the preceding 12 months?

This refers only to doctorates that are supported by a doctoral supervisor.

Yes

No

Question 163

In what (main) field did you obtain your highest vocational qualification or higher education degree?

Fields of vocational training are e.g. care for the elderly, floristry, bricklayer, mechatronics technician, care assistant, industrial clerk. Fields of study are e.g. mechanical engineering, production engineering, agricultural science, teacher training course (grammar school).

Topic: Continuing education and training

Question 164

In the 4 weeks before the reference week, did you participate in continuing general or vocational training, such as courses, seminars, training sessions or workshops?

By training, we mean all continuing education measures

- in your free time or in a professional context,
- in person, online or directly at the workplace
- irrespective of their duration (over a longer period or just one hour)

It also includes continuing education that is still ongoing. Continuing general training includes measures such as language courses, computer courses, training courses, health education or political education courses, first-aid courses, private lessons, training for voluntary work. Continuing vocational training includes measures such as training by superiors, colleagues or trainers, advanced training (e.g. EDP, IT, rhetoric, soft skills) or courses and further training programmes to adapt to new (technological) developments or to prepare for new tasks in the job.

Yes

No

Topic: Pension insurance

Question 165

Do you receive an old-age pension from statutory pension insurance?

Yes

No

Question 166

Were you insured under the statutory pension insurance scheme in the reference week?

Yes, compulsorily insured

Yes, voluntarily insured

No

Topic: Internet access and internet use

Question 167

Did you use the internet in the last 3 months?

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Yes

No

Question 168

Is this dwelling your main residence?

If you occupy more than one dwelling, your main residence is the one where you usually live (centre of life, family home).

Yes

No

Question 169

Are you 16 to 74 years old?

Yes

No

Topic: Use of the internet - Person 1 (16 to 74 years)

Many questions on the use of information and communication technologies include the time categories "In the last 3 months", "More than 3 months ago, but within the last 12 months", and "More than 12 months ago". Those past periods refer to the reference week (the reference week is specified on the flap). Disclaimer: In the following questions on the use of information and communication technologies, any references to third party brands, products, trademarks and websites/apps are for the sake of clarification and are not intended to promote the use of such products/websites.

Question 170

When did you last use the internet?*(Voluntary question)*

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Please mark only one box.

- In the last 3 months
 - More than 3 months ago, but within the last 12 months
 - More than 12 months ago
 - Never
-

Question 171

How often on average have you used the internet in the last 3 months?*(Voluntary question)*

Please mark only one box.

- Several times during the day
 - Once a day or almost every day
 - At least once a week (but not every day)
 - Less than once a week
-

Question 172

On which of the following devices did you use the internet (including via apps) in the last 3 months?*(Voluntary question)*

Please mark all relevant boxes.

- Desktop PC
 - Laptop
 - Tablet
 - Smartphone or internet-enabled mobile phone
 - Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)
-

Frage 173

For which private purposes did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Communication

Sending or receiving e-mails

Yes

No

Making phone calls or video calls (phone calls using a webcam) via the internet (using apps, e.g. Skype, Messenger, Facetime, WhatsApp, Signal, Threema, Viber, Snapchat, Zoom, MS Teams, Webex)

Yes

No

Participating in social media (e.g. creating a user profile, posting messages or other contributions to Meta (Facebook, Instagram), X (formerly: Twitter), Snapchat, TikTok or other social networks)

Yes

No

Using instant messaging (i.e. exchanging messages e.g. via Skype, Messenger, WhatsApp, Viber, Snapchat, Telegram)

Yes

No

Searching for information

Reading online news sites, newspapers, news magazines

Yes

No

Searching for information on goods or services

Yes

No

Including:

Searching for information on product safety

Yes

No

Civic and political participation

Expressing opinions on political or social issues on websites (e.g. in blogs) or in social networks (e.g. Meta (Facebook, Instagram), X (formerly: Twitter), YouTube)

Yes

No

Taking part in online consultations or voting on political, social or municipal issues (e.g. urban planning or signing a petition)

Yes

No

Health**Searching for health-related information (e.g. injuries, diseases, nutrition, improving health)**

Yes

No

Including:**Search for information on physical health**

Yes

No

Search for information on mental health

Yes

No

Job search**Looking for a job or sending a job application**

Yes

No

Other online services**Selling goods or services via a website or app (e.g. Kleinanzeigen, Facebook Marketplace, Shpock or other online marketplace platforms)**

Yes

No

Internet banking (including mobile banking)

Yes

No

Topic: Artificial intelligence (AI)

The following section is about Artificial Intelligence (AI), a branch of computer science. AI is able to recognize information from existing data and thus imitate human cognitive abilities. This allows tasks that normally require human intelligence to be carried out automatically. Well-known examples of AI include search engines like Google or facial recognition in smartphones. Generative AI can also generate new content that appears realistic and seemingly original by using available information and learning from existing patterns.

Question 174

In the last 3 months, have you used any generative AI tools to create new content like text, images, programming code, or videos?

(Voluntary question)

Generative AI tools such as ChatGPT, Microsoft Copilot, Google Gemini (formerly Google Bard), LLaMA, Midjourney, DALL-E

Yes

No

Question 175

What was the purpose of using generative AI tools in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Private further education (e.g. use of online services to improve language skills)

Vocational/work-related education (company or individual job-related further education)

Formal education

Question 176

What is the main reason for not using generative AI tools in the last 3 months?

(Voluntary question)

Please mark only one box.

There was no need.

I didn't know that generative AI tools existed.

I didn't know how to use generative AI tools.

I have concerns about privacy, security or safety.

Other reasons

Frage 177

Did you conduct either of the following learning activities via the internet for educational, professional or private purposes in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Doing an online course

Yes

No

Using online learning material other than a complete online course (e.g. audio-visual material, video instructions (including YouTube videos), webinars, online learning software, electronic textbooks, learning apps or platforms)

Yes

No

Communicating with educators or learners using audio or video online tools (e.g. Zoom, Skype, Microsoft Teams, Google Classroom, Classtime)

Yes

No

Frage 178

Did you carry out any of the following financial activities over the internet (via websites or apps) for private purposes in the last 3 months?

(Voluntary question)

This does not include financial activities transmitted via e-mail or messaging (e.g. SMS, MMS).

Please mark "Yes" or "No".

Buying or extending existing insurance policies (including policies offered as a package together with other services, e.g. travel insurance offered together with an air ticket)

Yes

No

Taking loans/credits from banks or other financial services providers

Yes

No

Buying or selling shares, bonds, units in funds (e.g. ETF) or other financial assets such as cryptocurrencies, tokens, NFTs

Yes

No

Question 179

Have you encountered problems when using the internet in the last 3 months?

(Voluntary question)

For example: problems using online services, problems with the internet connection or with computer viruses

Yes

No

Question 180

How did you try to solve the problems?

(Voluntary question)

Please mark all relevant boxes.

I asked someone to help me solve the problems.

I fixed or tried to fix the problems myself.

I haven't done anything to solve the problems (yet).

Another solution

Topic: E-skills

The questions in this section concern your online activities done for private, professional or educational purposes, via any device (e.g. desktop PC, laptop, tablet, smartphone).

Frage 181

Did you carry out any of the following activities in the last 3 months when using the computer or a mobile device?

(Voluntary question)

Please mark "Yes" or "No".

Copying or moving files (e.g. documents, data, images, videos) between drive folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or online storage (cloud)

Yes

No

Installing software or apps

Yes

No

Changing the settings of software applications, apps or devices (e.g. adjusting language settings, colours, contrast, font size, toolbars/menu), including operating systems and security programmes

Yes

No

Frage 182

Did you carry out any of the following software-related activities in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Using word processing software

Yes

No

Using spreadsheet software

Yes

No

Question 183

When using spreadsheet software, did you use features to structure, organise, analyse or modify data (e.g. sorting, filtering, applying formulas/macros, creating diagrams)?

(Voluntary question)

Yes

No

Question 184

Did you create (multimedia) files consisting of several different elements such as text, images, tables, diagrams, animations and/or sound elements (e.g. presentations, charts, videos)?

(Voluntary question)

Yes

No

Question 185

Did you digitally edit photos, videos or audio files?

(Voluntary question)

Yes

No

Question 186

Did you write a program in a programming language?

(Voluntary question)

Yes

No

Question 187

Did you see information (e.g. text, videos, images) that you considered untrue or doubtful on internet news sites or social media platforms, e.g. Meta (Facebook, Instagram), YouTube, X (formerly: Twitter) in the last 3 months?

(Voluntary question)

Yes

No

Question 188

Did you check the truthfulness of the doubtful information?

(Voluntary question)

Yes

No

Question 189

How did you check the truthfulness of the doubtful information?*(Voluntary question)**Please mark all relevant boxes.*

I checked the source/origin of the information or compared it with information from other sources on the internet (e.g. other news sites, online encyclopaedias such as Wikipedia).

I followed or took part in the discussion on the internet regarding the information.

I discussed the information offline (i. e. not via the internet) with other people or researched the information in sources not on the internet.

Question 190

Why did you not check the truthfulness of the doubtful information found on the internet?*(Voluntary question)**Please mark all relevant boxes.*

I already knew that the information/content was not correct and/or the source was not reliable.

I lack sufficient internet skills or knowledge (e.g. did not know how to check the information or it was too complicated to do).

Other reasons

Question 191

Did you encounter messages on the internet in the last 3 months that you consider hostile or degrading towards groups of people or individuals, e.g. in videos, blogs, video blogs (vlogs), on social media or news sites (including comments' sections)?*(Voluntary question)*

Yes

No

Question 192

What personal characteristics do you think are the reason why these groups of people or individuals are attacked?*(Voluntary question)**Please mark all relevant boxes.*

Political or social views

Sexual orientation and/or gender identities (LGBTIQ: lesbian, gay, bisexual, transsexual, intersexual, queer)

Sex

Racial or ethnic origin

Religion or worldview/belief

Disability

Age

Other personal characteristics

Topic: Protection of privacy and personal identity on the internet

The questions in this section concern the provision and protection of personal data provided during activities carried out over the internet for any private or work-related purpose during the last 3 months, using websites or apps. Personal data are e.g. name, date of birth, contact and location data, identity card and credit card numbers.

Question 193

Which of the following activities did you carry out to control access to your personal data on the internet in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- ☐ I read the relevant privacy statement before providing my personal data on the internet.
 - ☐ I restricted access to my geographical location data.
 - ☐ I limited access to my profile or content on social network sites or shared online storage (cloud).
 - ☐ I refused allowing the use of my personal data for advertising purposes.
 - ☐ I checked the security status of the website where I had to provide personal data (e.g. checked whether it is an https site, checked safety logo/ certificate).
 - ☐ I asked for access to my personal data held and managed by websites or search engines to have them updated or deleted.
 - ☐ I did not carry out any of these activities to control access to my personal data on the internet.
-

Question 194

Have you ever changed the settings in your internet browser to prevent or limit cookies on the device you use for the internet?

(Voluntary question)

Cookies can be used by website operators to trace movements of users on the internet and to service them tailored advertisements.

- ☐ Yes
 - ☐ No
-

Question 195

How concerned are you with your online activities being recorded to provide you with tailored advertising?

(Voluntary question)

Please mark only one box.

- ☐ I am very concerned.
 - ☐ I am not very concerned.
 - ☐ I am not concerned.
-

Question 196

Do you use anti-tracking software that limits the ability to track your activities on the internet?

(Voluntary question)

Anti-tracking software (e.g. Ghostery) informs users when they are surfing on the internet that there are hidden services running in the background and transmitting personal data to website operators; if requested it blocks such services.

Yes

No

Topic: Problems encountered with deleting an account on the internet

The questions in this section refer to free apps or online services where you have registered and created a user account.

Question 197

Have you ever opened an account or registered with a free app or service on the internet?

(Voluntary question)

This includes setting up a social media account (e.g. on X (formerly: Twitter), Meta (Facebook, Instagram)) or registering in a free app (e.g. in an app for buying tickets, music streaming or online games). This does not include accounts in free trials for services that are otherwise chargeable or accounts where you use other paid components ("freemium models") in addition to the free basic product.

Yes

No

Question 198

Have you deleted or tried to delete your account of a free app or service in the last 3 months?

(Voluntary question)

Please also mark "Yes" if the account could not be deleted.

Yes

No

Question 199

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

(Voluntary question)

For example:

- difficulty to find a way to delete the account,
- spending a disproportionate amount of time to delete the account,
- technical problems, unacceptable conditions for deletion/withdrawal,
- inability to succeed with deleting the account.

Yes

No

Topic: Internet contacts with authorities and public institutions (e-government)

The questions in this section refer to the private use of websites or apps of authorities and public institutions (e.g. administrative/judicial authorities at national, regional or municipal level) in the last 12 months before the survey. Online contacts and transactions with authorities/public institutions include for example:

- searching/obtaining information and downloading of forms,
- requesting official documents (e.g. identity card, birth certificate),
- applying for social benefits,
- registration or change of residence notification,
- the electronic income tax return,
- contact with schools/universities and public educational establishments (e.g. public libraries, public health service institutions, services of public hospitals).

This does not include e-mail contacts with authorities and public institutions.

Frage 200

Did you do any of the following via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Accessing information stored by authorities or public institutions about you (e.g. information on pension, training assistance, health data)

Yes

No

Accessing information from public databases or registers (e.g. information about availability of books in public libraries, information from land registers of business registers)

Yes

No

Obtaining information (e.g. about services, benefits, entitlements, laws, opening hours)

Yes

No

Frage 201

Did you do any of the following for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Downloading or printing official forms from websites/apps of authorities or public institutions

Yes

No

Making an appointment or reservation via a website or app of authorities or public institutions (e.g. reservation of a book in a public library, appointment with an authority or statutory health insurance institution)

Yes

No

Receiving/accessing any official communication or documents sent by authorities or public institutions via your account on a website or app (e.g. notifications of fines or invoices, tax assessment notifications or other official letters, delivery of court summons, court documents)

Yes

No

Question 202

Did you submit your tax declaration via a website or app for private purposes in the last 12 months?

(Voluntary question)

Yes

No

Question 203

What other online transactions did you do via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I requested online official documents or certificates (e.g. marriage/birth/death certificate, divorce documents, residence title, certificate of good conduct, car-related information, certificate on recognition of a qualification).

I requested online social benefits or claimed entitlements (e.g. citizen's benefit, unemployment benefit, parental allowance, children's allowance, housing allowance, pension, severance pay).

I made other enquiries, claimed entitlements or made complaints online (e.g. reporting a theft to the police, making an appeal on points of law, applying for legal aid, initiating a civil action).

Not applicable, I did not do any of the above online transactions in the last 12 months.

Question 204

What were the reasons for you not to request documents or claim benefits/entitlements via a website or app of authorities or public institutions in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

There was no need to request documents or claim benefits/entitlements.

Lack of skills (e.g. I did not know how to use the website/app or using it was too complicated.)

I have concerns about the protection and security of my personal data or I was unwilling to pay the fees online (e.g. due to fear of credit card fraud).

Lack of electronic signature (e.g. lack of activated electronic identification (eID), De-Mail or other identification tool required for using the online service)

Someone else submitted the documents or claimed the benefits/entitlements on my behalf (e.g. family member, friend, adviser).

There was no such online service available.

Other reasons

Topic: Use of the electronic identification (eID)

All questions in this section refer to using electronic identification procedures. Electronic identification (eID) enables you to identify yourself, to securely log in to or access online services of authorities, public institutions and enterprises in Germany and other European countries.

Question 205

In the last 12 months, have you identified yourself electronically with your eID for private purposes in order to use online services from authorities, public institutions or companies in Germany and other European countries?

(Voluntary question)

This refers to eID procedures in which the means of identification (eID) used meets the “high” or “substantial” level of trust. In Germany these are the online ID, the electronic residence permit (eAT), the eID card for Union citizens and the Elster certificate. Electronic identification with the eID can be done, for example, as follows:

- with the Federal Government's AusweisApp or via the Federal Government's central user account (BundID),
- via digital wallets (“wallets”) for digital identities such as Verimi,
- on platforms such as AusweisIDent from D-Trust,
- with the apps from AUTHADA and PostIdent from Deutsche Post AG.

This includes electronic identification with certified eID service providers in Germany (federal, Land and municipal authorities, citizens portals, insurance companies, banks, telecommunications companies).

Yes

No

Question 206

For which online services did you use electronic identification (eID)?

(Voluntary question)

Please mark all relevant boxes.

Online services of authorities or public institutions (e.g. submitting tax declaration, accessing pension account or driving record (penalty points), requesting a certificate of good conduct or applying for social benefits such as training assistance, (de-)registering a car, accessing electronic personal health records) ...

in Germany

in other European countries

Online services of enterprises such as banks, insurance companies, transport and trade businesses, mobile network operators (e.g. opening a bank account, concluding an insurance contract, purchasing a car, buying a SIM card)

Question 207

What were the reasons for not using electronic identification (eID) for private purposes in the last 12 months?*(Voluntary question)**Please mark all relevant boxes.*

I did not know what electronic identification (eID) is/that there was an eID.

I do not have an eID.

I have an eID, but there was no need to access online services requiring secure identification.

I have an eID, but I feel unsafe using it (concerns about ICT security, personal data protection).

I could not use my eID because of practical/technical problems (e.g. the application was not user-friendly, lack of suitable smartphone or card reader, software incompatibility, eID was not accepted/offered for the services I needed to access).

I could not use my eID to access the desired service via a smartphone or tablet.

Other reasons

Topic: Buying via the internet (e-Commerce)

Question 208

When did you last order or buy goods or services for private use via the internet?*(Voluntary question)*

This concerns ordering/buying over the internet (via websites or apps), both from enterprises and from private individuals.

Please mark only one box.

Within the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

I have never ordered or bought goods or services for private use via the internet.

Question 209

In the last 3 months, did you buy any goods via the internet or an app for private use?

(Voluntary question)

This refers only to physical products (goods), including used goods. For example:

- Clothing, shoes or accessories
- Sports goods
- Children's toys or childcare items
- Furniture, home accessories or gardening products
- Washing machines, refrigerators
- Computers, tablets, mobile phones or accessories
- TV sets, smart speakers or virtual assistants
- Bicycles, motorcycles or cars (including spare parts)
- Music as CDs, films or series as DVDs
- Printed books, newspapers, magazines
- Pharmaceuticals or dietary supplements
- Cosmetics, beauty or wellness products
- Cleaning products or personal care products
- Food (including animal food) or beverages
- Home delivery of food/beverages
- Other goods (e.g. tobacco products, gift cards, jewelry)

This does not include online purchases of digital products (e.g. music streaming), of subscriptions (e.g. magazines, television, internet) and of household services, transport and other travel services.

Yes

No

Frage 210

In the last 3 months, did you do any of the following via a website or app for private use...

(Voluntary question)

Please mark "Yes" or "No".

making a subscription to an internet or mobile phone contract

Yes

No

making a subscription to electricity, water or heat supply, waste disposal or similar services

Yes

No

buying a transport service from a transport enterprise (e.g. local bus/train ticket, airline ticket, taxi ride)

Yes

No

booking accommodation from an enterprise (e.g. hotel, travel agency)

Yes

No

buying tickets to cultural or other events (e.g. cinema, theatre, concerts, fairs, sports events)

Yes

No

buying e-books or audiobooks as downloads (including paid updates)

Yes

No

buying computer or other software as downloads (including paid upgrades)

Yes

No

buying computer/video games online or as downloads (including paid upgrades/DLC) or virtual in-game items

Yes

No

Frage 211**Have you had a subscription to any of the following streaming services or apps in the last 3 months, which you paid for?***(Voluntary question)*

This includes both ongoing subscriptions and new subscriptions that were bought in the last 3 months. This includes also shared payment (e.g. in case of joint use in the household).

Please mark "Yes" or "No" for each type of subscription listed.

Music streaming service (e.g. Amazon Music Unlimited, Apple Music, Deezer, Tidal HIFI, Napster, Youtube Music, SoundCloud, Spotify Premium)

Yes

No

Films/series or sports streaming service (e.g. Amazon Prime Video, Apple TV+, DAZN, Disney+, Discovery+, HBO Max, Joyn/Joyn PLUS+, Netflix, Paramount+, RTL+/RTL+ Premium, Sky WOW)

Yes

No

Streaming service for online news sites, online newspapers (e-paper) or online magazines

Yes

No

Gaming streaming service (e.g. Amazon Luna, GeForce Now, Playstation Plus, Xbox Cloud Gaming/Xbox Game Pass Ultimate, Sony Cloud-Streaming)

Yes

No

Apps related to health/fitness (excluding free apps)

Yes

No

Other apps, such as related to learning languages, travelling, weather (excluding free apps)

Yes

No

Frage 212

In the last 3 months, did you buy or book online any of the following from private persons via a website or app for private use?

(Voluntary question)

E.g. via online marketplaces such as kleinanzeigen.de, Facebook Marketplace, or via intermediary platforms such as blablacar.de, fahrgemeinschaft.de, mitfahren.de, Airbnb, fewo-direkt.de, wimdu.de, couchsurfing.com, 9flats.com

Please mark "Yes" or "No" for each type of goods/services listed.

Physical goods (including used goods; e.g. clothes, furniture, motor vehicles)

Yes

No

Transport service

Yes

No

Accommodation

Yes

No

Household service (e.g. cleaning, babysitting, repair work, gardening)

Yes

No

Question 213

Did you buy any other services (excluding financial and insurance services) than those mentioned in the previous questions via a website or app for private use in the last 3 months?

(Voluntary question)

Yes

No

Question 214

How many times did you buy goods or services via the internet or an app for private use in the last 3 months?

(Voluntary question)

Please mark only one box.

1 to 2 times

3 to 5 times

6 to 10 times

More than 10 times

Question 215

Did you encounter any of the following problems when ordering or buying goods, digital products or services via the internet for private use in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- Technical errors of the website during the order or payment process
 - Difficulties in finding information on warranty or legal recourse
 - Speed of delivery slower than indicated
 - Final costs higher than indicated (e.g. higher shipping costs, unexpected transaction fees)
 - Wrong or damaged goods/services delivered
 - Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details or other fraud)
 - Problems with complaints encountered (e.g. difficult complaint procedure, no satisfactory response after complaint)
 - Foreign retailer did not sell to Germany.
 - Other problems
 - No, I did not encounter any of the above problems.
-

Question 216

In the last 3 months, have you had any safety or health problems caused by products you had once bought online for private use? (e.g. build, material or software of the product led to an accident, injury, or health issue)

(Voluntary question)

For example: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue. Issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof) are to be excluded.

- Yes
 - No
-

Topic: Participation in the survey

Question 217

Have you answered the questions yourself?

(Voluntary question)

- Yes
 - No, another household member has answered the questions.
 - No, someone not living in the household has answered the questions.
-

Question 218

Which household member has answered the questions?

(Voluntary question)

Please enter the number (see flap) of the person who has answered the questions.

Question 219

How many minutes did it take you to complete the questionnaire?

(Voluntary question)

Number of minutes

Topic: Use of the internet - Person 1 (16 to 74 years)

Many questions on the use of information and communication technologies include the time categories “In the last 3 months”, “More than 3 months ago, but within the last 12 months”, and “More than 12 months ago”. Those past periods refer to the reference week (the reference week is specified on the flap). Disclaimer: In the following questions on the use of information and communication technologies, any references to third party brands, products, trademarks and websites/apps are for the sake of clarification and are not intended to promote the use of such products/websites.

Question 170

When did you last use the internet?

(Voluntary question)

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Please mark only one box.

In the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

Never

Question 171

How often on average have you used the internet in the last 3 months?

(Voluntary question)

Please mark only one box.

Several times during the day

Once a day or almost every day

At least once a week (but not every day)

Less than once a week

Question 172

On which of the following devices did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Desktop PC

Laptop

Tablet

Smartphone or internet-enabled mobile phone

Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Frage 173

For which private purposes did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Communication

Sending or receiving e-mails

Yes

No

Making phone calls or video calls (phone calls using a webcam) via the internet (using apps, e.g. Skype, Messenger, Facetime, WhatsApp, Signal, Threema, Viber, Snapchat, Zoom, MS Teams, Webex)

Yes

No

Participating in social media (e.g. creating a user profile, posting messages or other contributions to Meta (Facebook, Instagram), X (formerly: Twitter), Snapchat, TikTok or other social networks)

Yes

No

Using instant messaging (i.e. exchanging messages e.g. via Skype, Messenger, WhatsApp, Viber, Snapchat, Telegram)

Yes

No

Searching for information**Reading online news sites, newspapers, news magazines**

Yes

No

Searching for information on goods or services

Yes

No

Including:**Searching for information on product safety**

Yes

No

Civic and political participation**Expressing opinions on political or social issues on websites (e.g. in blogs) or in social networks (e.g. Meta (Facebook, Instagram), X (formerly: Twitter), YouTube)**

Yes

No

Taking part in online consultations or voting on political, social or municipal issues (e.g. urban planning or signing a petition)

Yes

No

Health**Searching for health-related information (e.g. injuries, diseases, nutrition, improving health)**

Yes

No

Including:**Search for information on physical health**

Yes

No

Search for information on mental health

Yes

No

Job search**Looking for a job or sending a job application**

Yes

No

Other online services**Selling goods or services via a website or app (e.g. Kleinanzeigen, Facebook Marketplace, Shpock or other online marketplace platforms)**

Yes

No

Internet banking (including mobile banking)

Yes

No

Topic: Artificial intelligence (AI)

The following section is about Artificial Intelligence (AI), a branch of computer science. AI is able to recognize information from existing data and thus imitate human cognitive abilities. This allows tasks that normally require human intelligence to be carried out automatically. Well-known examples of AI include search engines like Google or facial recognition in smartphones. Generative AI can also generate new content that appears realistic and seemingly original by using available information and learning from existing patterns.

Question 174

In the last 3 months, have you used any generative AI tools to create new content like text, images, programming code, or videos?*(Voluntary question)*

Generative AI tools such as ChatGPT, Microsoft Copilot, Google Gemini (formerly Google Bard), LLaMA, Midjourney, DALL-E

Yes

No

Question 175**What was the purpose of using generative AI tools in the last 3 months?***(Voluntary question)**Please mark all relevant boxes.*

Private further education (e.g. use of online services to improve language skills)

Vocational/work-related education (company or individual job-related further education)

Formal education

Question 176

What is the main reason for not using generative AI tools in the last 3 months?

(Voluntary question)

Please mark only one box.

There was no need.

I didn't know that generative AI tools existed.

I didn't know how to use generative AI tools.

I have concerns about privacy, security or safety.

Other reasons

Frage 177

Did you conduct either of the following learning activities via the internet for educational, professional or private purposes in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Doing an online course

Yes

No

Using online learning material other than a complete online course (e.g. audio-visual material, video instructions (including YouTube videos), webinars, online learning software, electronic textbooks, learning apps or platforms)

Yes

No

Communicating with educators or learners using audio or video online tools (e.g. Zoom, Skype, Microsoft Teams, Google Classroom, Classtime)

Yes

No

Frage 178

Did you carry out any of the following financial activities over the internet (via websites or apps) for private purposes in the last 3 months?

(Voluntary question)

This does not include financial activities transmitted via e-mail or messaging (e.g. SMS, MMS).

Please mark "Yes" or "No".

Buying or extending existing insurance policies (including policies offered as a package together with other services, e.g. travel insurance offered together with an air ticket)

Yes

No

Taking loans/credits from banks or other financial services providers

Yes

No

Buying or selling shares, bonds, units in funds (e.g. ETF) or other financial assets such as cryptocurrencies, tokens, NFTs

Yes

No

Question 179

Have you encountered problems when using the internet in the last 3 months?*(Voluntary question)*

For example: problems using online services, problems with the internet connection or with computer viruses

Yes

No

Question 180

How did you try to solve the problems?*(Voluntary question)**Please mark all relevant boxes.*

I asked someone to help me solve the problems.

I fixed or tried to fix the problems myself.

I haven't done anything to solve the problems (yet).

Another solution

Topic: E-skills

The questions in this section concern your online activities done for private, professional or educational purposes, via any device (e.g. desktop PC, laptop, tablet, smartphone).

Frage 181

Did you carry out any of the following activities in the last 3 months when using the computer or a mobile device?*(Voluntary question)**Please mark "Yes" or "No".***Copying or moving files (e.g. documents, data, images, videos) between drive folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or online storage (cloud)**

Yes

No

Installing software or apps

Yes

No

Changing the settings of software applications, apps or devices (e.g. adjusting language settings, colours, contrast, font size, toolbars/menu), including operating systems and security programmes

Yes

No

Frage 182

Did you carry out any of the following software-related activities in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Using word processing software

Yes

No

Using spreadsheet software

Yes

No

Question 183

When using spreadsheet software, did you use features to structure, organise, analyse or modify data (e.g. sorting, filtering, applying formulas/macros, creating diagrams)?

(Voluntary question)

Yes

No

Question 184

Did you create (multimedia) files consisting of several different elements such as text, images, tables, diagrams, animations and/or sound elements (e.g. presentations, charts, videos)?

(Voluntary question)

Yes

No

Question 185

Did you digitally edit photos, videos or audio files?

(Voluntary question)

Yes

No

Question 186

Did you write a program in a programming language?*(Voluntary question)*

Yes

No

Question 187

Did you see information (e.g. text, videos, images) that you considered untrue or doubtful on internet news sites or social media platforms, e.g. Meta (Facebook, Instagram), YouTube, X (formerly: Twitter) in the last 3 months?*(Voluntary question)*

Yes

No

Question 188

Did you check the truthfulness of the doubtful information?*(Voluntary question)*

Yes

No

Question 189

How did you check the truthfulness of the doubtful information?*(Voluntary question)**Please mark all relevant boxes.*

I checked the source/origin of the information or compared it with information from other sources on the internet (e.g. other news sites, online encyclopaedias such as Wikipedia).

I followed or took part in the discussion on the internet regarding the information.

I discussed the information offline (i. e. not via the internet) with other people or researched the information in sources not on the internet.

Question 190

Why did you not check the truthfulness of the doubtful information found on the internet?*(Voluntary question)**Please mark all relevant boxes.*

I already knew that the information/content was not correct and/or the source was not reliable.

I lack sufficient internet skills or knowledge (e.g. did not know how to check the information or it was too complicated to do).

Other reasons

Question 191

Did you encounter messages on the internet in the last 3 months that you consider hostile or degrading towards groups of people or individuals, e.g. in videos, blogs, video blogs (vlogs), on social media or news sites (including comments' sections)?

(Voluntary question)

Yes

No

Question 192

What personal characteristics do you think are the reason why these groups of people or individuals are attacked?

(Voluntary question)

Please mark all relevant boxes.

Political or social views

Sexual orientation and/or gender identities (LGBTIQ: lesbian, gay, bisexual, transsexual, intersexual, queer)

Sex

Racial or ethnic origin

Religion or worldview/belief

Disability

Age

Other personal characteristics

Topic: Protection of privacy and personal identity on the internet

The questions in this section concern the provision and protection of personal data provided during activities carried out over the internet for any private or work-related purpose during the last 3 months, using websites or apps. Personal data are e.g. name, date of birth, contact and location data, identity card and credit card numbers.

Question 193

Which of the following activities did you carry out to control access to your personal data on the internet in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- ☐ I read the relevant privacy statement before providing my personal data on the internet.
 - ☐ I restricted access to my geographical location data.
 - ☐ I limited access to my profile or content on social network sites or shared online storage (cloud).
 - ☐ I refused allowing the use of my personal data for advertising purposes.
 - ☐ I checked the security status of the website where I had to provide personal data (e.g. checked whether it is an https site, checked safety logo/ certificate).
 - ☐ I asked for access to my personal data held and managed by websites or search engines to have them updated or deleted.
 - ☐ I did not carry out any of these activities to control access to my personal data on the internet.
-

Question 194

Have you ever changed the settings in your internet browser to prevent or limit cookies on the device you use for the internet?

(Voluntary question)

Cookies can be used by website operators to trace movements of users on the internet and to service them tailored advertisements.

- ☐ Yes
 - ☐ No
-

Question 195

How concerned are you with your online activities being recorded to provide you with tailored advertising?

(Voluntary question)

Please mark only one box.

- ☐ I am very concerned.
 - ☐ I am not very concerned.
 - ☐ I am not concerned.
-

Question 196

Do you use anti-tracking software that limits the ability to track your activities on the internet?

(Voluntary question)

Anti-tracking software (e.g. Ghostery) informs users when they are surfing on the internet that there are hidden services running in the background and transmitting personal data to website operators; if requested it blocks such services.

- ☐ Yes
- ☐ No

Topic: Problems encountered with deleting an account on the internet

The questions in this section refer to free apps or online services where you have registered and created a user account.

Question 197

Have you ever opened an account or registered with a free app or service on the internet?

(Voluntary question)

This includes setting up a social media account (e.g. on X (formerly: Twitter), Meta (Facebook, Instagram)) or registering in a free app (e.g. in an app for buying tickets, music streaming or online games). This does not include accounts in free trials for services that are otherwise chargeable or accounts where you use other paid components ("freemium models") in addition to the free basic product.

Yes

No

Question 198

Have you deleted or tried to delete your account of a free app or service in the last 3 months?

(Voluntary question)

Please also mark "Yes" if the account could not be deleted.

Yes

No

Question 199

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

(Voluntary question)

For example:

- difficulty to find a way to delete the account,
- spending a disproportionate amount of time to delete the account,
- technical problems, unacceptable conditions for deletion/withdrawal,
- inability to succeed with deleting the account.

Yes

No

Topic: Internet contacts with authorities and public institutions (e-government)

The questions in this section refer to the private use of websites or apps of authorities and public institutions (e.g. administrative/judicial authorities at national, regional or municipal level) in the last 12 months before the survey. Online contacts and transactions with authorities/public institutions include for example:

- searching/obtaining information and downloading of forms,
- requesting official documents (e.g. identity card, birth certificate),
- applying for social benefits,

- registration or change of residence notification,
- the electronic income tax return,
- contact with schools/universities and public educational establishments (e.g. public libraries, public health service institutions, services of public hospitals).

This does not include e-mail contacts with authorities and public institutions.

Frage 200

Did you do any of the following via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Accessing information stored by authorities or public institutions about you (e.g. information on pension, training assistance, health data)

Yes

No

Accessing information from public databases or registers (e.g. information about availability of books in public libraries, information from land registers of business registers)

Yes

No

Obtaining information (e.g. about services, benefits, entitlements, laws, opening hours)

Yes

No

Frage 201

Did you do any of the following for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Downloading or printing official forms from websites/apps of authorities or public institutions

Yes

No

Making an appointment or reservation via a website or app of authorities or public institutions (e.g. reservation of a book in a public library, appointment with an authority or statutory health insurance institution)

Yes

No

Receiving/accessing any official communication or documents sent by authorities or public institutions via your account on a website or app (e.g. notifications of fines or invoices, tax assessment notifications or other official letters, delivery of court summons, court documents)

Yes

No

Question 202

Did you submit your tax declaration via a website or app for private purposes in the last 12 months?

(Voluntary question)

Yes

No

Question 203

What other online transactions did you do via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I requested online official documents or certificates (e.g. marriage/birth/death certificate, divorce documents, residence title, certificate of good conduct, car-related information, certificate on recognition of a qualification).

I requested online social benefits or claimed entitlements (e.g. citizen's benefit, unemployment benefit, parental allowance, children's allowance, housing allowance, pension, severance pay).

I made other enquiries, claimed entitlements or made complaints online (e.g. reporting a theft to the police, making an appeal on points of law, applying for legal aid, initiating a civil action).

Not applicable, I did not do any of the above online transactions in the last 12 months.

Question 204

What were the reasons for you not to request documents or claim benefits/entitlements via a website or app of authorities or public institutions in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

There was no need to request documents or claim benefits/entitlements.

Lack of skills (e.g. I did not know how to use the website/app or using it was too complicated.)

I have concerns about the protection and security of my personal data or I was unwilling to pay the fees online (e.g. due to fear of credit card fraud).

Lack of electronic signature (e.g. lack of activated electronic identification (eID), De-Mail or other identification tool required for using the online service)

Someone else submitted the documents or claimed the benefits/entitlements on my behalf (e.g. family member, friend, adviser).

There was no such online service available.

Other reasons

Topic: Use of the electronic identification (eID)

All questions in this section refer to using electronic identification procedures. Electronic identification (eID) enables you to identify yourself, to securely log in to or access online services of authorities, public institutions and enterprises in Germany and other European countries.

Question 205

In the last 12 months, have you identified yourself electronically with your eID for private purposes in order to use online services from authorities, public institutions or companies in Germany and other European countries?

(Voluntary question)

This refers to eID procedures in which the means of identification (eID) used meets the “high” or “substantial” level of trust. In Germany these are the online ID, the electronic residence permit (eAT), the eID card for Union citizens and the Elster certificate. Electronic identification with the eID can be done, for example, as follows:

- with the Federal Government's AusweisApp or via the Federal Government's central user account (BundID),
- via digital wallets (“wallets”) for digital identities such as Verimi,
- on platforms such as AusweisIDent from D-Trust,
- with the apps from AUTHADA and PostIdent from Deutsche Post AG.

This includes electronic identification with certified eID service providers in Germany (federal, Land and municipal authorities, citizens portals, insurance companies, banks, telecommunications companies).

Yes

No

Question 206

For which online services did you use electronic identification (eID)?

(Voluntary question)

Please mark all relevant boxes.

Online services of authorities or public institutions (e.g. submitting tax declaration, accessing pension account or driving record (penalty points), requesting a certificate of good conduct or applying for social benefits such as training assistance, (de-)registering a car, accessing electronic personal health records) ...

in Germany

in other European countries

Online services of enterprises such as banks, insurance companies, transport and trade businesses, mobile network operators (e.g. opening a bank account, concluding an insurance contract, purchasing a car, buying a SIM card)

Question 207

What were the reasons for not using electronic identification (eID) for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I did not know what electronic identification (eID) is/that there was an eID.

I do not have an eID.

I have an eID, but there was no need to access online services requiring secure identification.

I have an eID, but I feel unsafe using it (concerns about ICT security, personal data protection).

I could not use my eID because of practical/technical problems (e.g. the application was not user-friendly, lack of suitable smartphone or card reader, software incompatibility, eID was not accepted/offered for the services I needed to access).

I could not use my eID to access the desired service via a smartphone or tablet.

Other reasons

Topic: Buying via the internet (e-Commerce)

Question 208

When did you last order or buy goods or services for private use via the internet?*(Voluntary question)*

This concerns ordering/buying over the internet (via websites or apps), both from enterprises and from private individuals.

Please mark only one box.

Within the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

I have never ordered or bought goods or services for private use via the internet.

Question 209

In the last 3 months, did you buy any goods via the internet or an app for private use?*(Voluntary question)*

This refers only to physical products (goods), including used goods. For example:

- Clothing, shoes or accessories
- Sports goods
- Children's toys or childcare items
- Furniture, home accessories or gardening products
- Washing machines, refrigerators
- Computers, tablets, mobile phones or accessories
- TV sets, smart speakers or virtual assistants
- Bicycles, motorcycles or cars (including spare parts)
- Music as CDs, films or series as DVDs
- Printed books, newspapers, magazines
- Pharmaceuticals or dietary supplements
- Cosmetics, beauty or wellness products
- Cleaning products or personal care products
- Food (including animal food) or beverages
- Home delivery of food/beverages
- Other goods (e.g. tobacco products, gift cards, jewelry)

This does not include online purchases of digital products (e.g. music streaming), of subscriptions (e.g. magazines, television, internet) and of household services, transport and other travel services.

Yes

No

Frage 210

In the last 3 months, did you do any of the following via a website or app for private use...*(Voluntary question)*

Please mark "Yes" or "No".

making a subscription to an internet or mobile phone contract

Yes

No

making a subscription to electricity, water or heat supply, waste disposal or similar services

Yes

No

buying a transport service from a transport enterprise (e.g. local bus/train ticket, airline ticket, taxi ride)

Yes

No

booking accommodation from an enterprise (e.g. hotel, travel agency)

Yes

No

buying tickets to cultural or other events (e.g. cinema, theatre, concerts, fairs, sports events)

Yes

No

buying e-books or audiobooks as downloads (including paid updates)

Yes

No

buying computer or other software as downloads (including paid upgrades)

Yes

No

buying computer/video games online or as downloads (including paid upgrades/DLC) or virtual in-game items

Yes

No

Frage 211**Have you had a subscription to any of the following streaming services or apps in the last 3 months, which you paid for?***(Voluntary question)*

This includes both ongoing subscriptions and new subscriptions that were bought in the last 3 months. This includes also shared payment (e.g. in case of joint use in the household).

Please mark "Yes" or "No" for each type of subscription listed.

Music streaming service (e.g. Amazon Music Unlimited, Apple Music, Deezer, Tidal HIFI, Napster, Youtube Music, SoundCloud, Spotify Premium)

Yes

No

Films/series or sports streaming service (e.g. Amazon Prime Video, Apple TV+, DAZN, Disney+, Discovery+, HBO Max, Joyn/Joyn PLUS+, Netflix, Paramount+, RTL+/RTL+ Premium, Sky WOW)

Yes

No

Streaming service for online news sites, online newspapers (e-paper) or online magazines

Yes

No

Gaming streaming service (e.g. Amazon Luna, GeForce Now, Playstation Plus, Xbox Cloud Gaming/Xbox Game Pass Ultimate, Sony Cloud-Streaming)

Yes

No

Apps related to health/fitness (excluding free apps)

Yes

No

Other apps, such as related to learning languages, travelling, weather (excluding free apps)

Yes

No

Frage 212**In the last 3 months, did you buy or book online any of the following from private persons via a website or app for private use?***(Voluntary question)*

E.g. via online marketplaces such as kleinanzeigen.de, Facebook Marketplace, or via intermediary platforms such as blablacar.de, fahrgemeinschaft.de, mitfahren.de, Airbnb, fewo-direkt.de, wimdu.de, couchsurfing.com, 9flats.com

Please mark "Yes" or "No" for each type of goods/services listed.

Physical goods (including used goods; e.g. clothes, furniture, motor vehicles)

Yes

No

Transport service

Yes

No

Accommodation

Yes

No

Household service (e.g. cleaning, babysitting, repair work, gardening)

Yes

No

Question 213

Did you buy any other services (excluding financial and insurance services) than those mentioned in the previous questions via a website or app for private use in the last 3 months?

(Voluntary question)

Yes

No

Question 214

How many times did you buy goods or services via the internet or an app for private use in the last 3 months?

(Voluntary question)

Please mark only one box.

1 to 2 times

3 to 5 times

6 to 10 times

More than 10 times

Question 215

Did you encounter any of the following problems when ordering or buying goods, digital products or services via the internet for private use in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Technical errors of the website during the order or payment process

Difficulties in finding information on warranty or legal recourse

Speed of delivery slower than indicated

Final costs higher than indicated (e.g. higher shipping costs, unexpected transaction fees)

Wrong or damaged goods/services delivered

Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details or other fraud)

Problems with complaints encountered (e.g. difficult complaint procedure, no satisfactory response after complaint)

Foreign retailer did not sell to Germany.

Other problems

No, I did not encounter any of the above problems.

Question 216

In the last 3 months, have you had any safety or health problems caused by products you had once bought online for private use? (e.g. build, material or software of the product led to an accident, injury, or health issue)

(Voluntary question)

For example: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue. Issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof) are to be excluded.

Yes

No

Topic: Participation in the survey

Question 217

Have you answered the questions yourself?

(Voluntary question)

Yes

No, another household member has answered the questions.

No, someone not living in the household has answered the questions.

Question 218

Which household member has answered the questions?

(Voluntary question)

Please enter the number (see flap) of the person who has answered the questions.

Question 219

How many minutes did it take you to complete the questionnaire?

(Voluntary question)

Number of minutes

Topic: Use of the internet - Person 1 (16 to 74 years)

Many questions on the use of information and communication technologies include the time categories "In the last 3 months", "More than 3 months ago, but within the last 12 months", and "More than 12 months ago". Those past periods refer to the reference week (the reference week is specified on the flap). Disclaimer: In the following questions on the use of information and communication technologies, any references to third party brands, products, trademarks and websites/apps are for the sake of clarification and are not intended to promote the use of such products/websites.

Question 170

When did you last use the internet?*(Voluntary question)*

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Please mark only one box.

- In the last 3 months
 - More than 3 months ago, but within the last 12 months
 - More than 12 months ago
 - Never
-

Question 171

How often on average have you used the internet in the last 3 months?*(Voluntary question)*

Please mark only one box.

- Several times during the day
 - Once a day or almost every day
 - At least once a week (but not every day)
 - Less than once a week
-

Question 172

On which of the following devices did you use the internet (including via apps) in the last 3 months?*(Voluntary question)*

Please mark all relevant boxes.

- Desktop PC
 - Laptop
 - Tablet
 - Smartphone or internet-enabled mobile phone
 - Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)
-

Frage 173

For which private purposes did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Communication

Sending or receiving e-mails

Yes

No

Making phone calls or video calls (phone calls using a webcam) via the internet (using apps, e.g. Skype, Messenger, Facetime, WhatsApp, Signal, Threema, Viber, Snapchat, Zoom, MS Teams, Webex)

Yes

No

Participating in social media (e.g. creating a user profile, posting messages or other contributions to Meta (Facebook, Instagram), X (formerly: Twitter), Snapchat, TikTok or other social networks)

Yes

No

Using instant messaging (i.e. exchanging messages e.g. via Skype, Messenger, WhatsApp, Viber, Snapchat, Telegram)

Yes

No

Searching for information

Reading online news sites, newspapers, news magazines

Yes

No

Searching for information on goods or services

Yes

No

Including:

Searching for information on product safety

Yes

No

Civic and political participation

Expressing opinions on political or social issues on websites (e.g. in blogs) or in social networks (e.g. Meta (Facebook, Instagram), X (formerly: Twitter), YouTube)

Yes

No

Taking part in online consultations or voting on political, social or municipal issues (e.g. urban planning or signing a petition)

Yes

No

Health**Searching for health-related information (e.g. injuries, diseases, nutrition, improving health)**

Yes

No

Including:**Search for information on physical health**

Yes

No

Search for information on mental health

Yes

No

Job search**Looking for a job or sending a job application**

Yes

No

Other online services**Selling goods or services via a website or app (e.g. Kleinanzeigen, Facebook Marketplace, Shpock or other online marketplace platforms)**

Yes

No

Internet banking (including mobile banking)

Yes

No

Topic: Artificial intelligence (AI)

The following section is about Artificial Intelligence (AI), a branch of computer science. AI is able to recognize information from existing data and thus imitate human cognitive abilities. This allows tasks that normally require human intelligence to be carried out automatically. Well-known examples of AI include search engines like Google or facial recognition in smartphones. Generative AI can also generate new content that appears realistic and seemingly original by using available information and learning from existing patterns.

Question 174

In the last 3 months, have you used any generative AI tools to create new content like text, images, programming code, or videos?

(Voluntary question)

Generative AI tools such as ChatGPT, Microsoft Copilot, Google Gemini (formerly Google Bard), LLaMA, Midjourney, DALL-E

Yes

No

Question 175

What was the purpose of using generative AI tools in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Private further education (e.g. use of online services to improve language skills)

Vocational/work-related education (company or individual job-related further education)

Formal education

Question 176

What is the main reason for not using generative AI tools in the last 3 months?

(Voluntary question)

Please mark only one box.

There was no need.

I didn't know that generative AI tools existed.

I didn't know how to use generative AI tools.

I have concerns about privacy, security or safety.

Other reasons

Frage 177

Did you conduct either of the following learning activities via the internet for educational, professional or private purposes in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Doing an online course

Yes

No

Using online learning material other than a complete online course (e.g. audio-visual material, video instructions (including YouTube videos), webinars, online learning software, electronic textbooks, learning apps or platforms)

Yes

No

Communicating with educators or learners using audio or video online tools (e.g. Zoom, Skype, Microsoft Teams, Google Classroom, Classtime)

Yes

No

Frage 178

Did you carry out any of the following financial activities over the internet (via websites or apps) for private purposes in the last 3 months?

(Voluntary question)

This does not include financial activities transmitted via e-mail or messaging (e.g. SMS, MMS).

Please mark "Yes" or "No".

Buying or extending existing insurance policies (including policies offered as a package together with other services, e.g. travel insurance offered together with an air ticket)

Yes

No

Taking loans/credits from banks or other financial services providers

Yes

No

Buying or selling shares, bonds, units in funds (e.g. ETF) or other financial assets such as cryptocurrencies, tokens, NFTs

Yes

No

Question 179

Have you encountered problems when using the internet in the last 3 months?

(Voluntary question)

For example: problems using online services, problems with the internet connection or with computer viruses

Yes

No

Question 180

How did you try to solve the problems?

(Voluntary question)

Please mark all relevant boxes.

I asked someone to help me solve the problems.

I fixed or tried to fix the problems myself.

I haven't done anything to solve the problems (yet).

Another solution

Topic: E-skills

The questions in this section concern your online activities done for private, professional or educational purposes, via any device (e.g. desktop PC, laptop, tablet, smartphone).

Frage 181

Did you carry out any of the following activities in the last 3 months when using the computer or a mobile device?

(Voluntary question)

Please mark "Yes" or "No".

Copying or moving files (e.g. documents, data, images, videos) between drive folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or online storage (cloud)

Yes

No

Installing software or apps

Yes

No

Changing the settings of software applications, apps or devices (e.g. adjusting language settings, colours, contrast, font size, toolbars/menu), including operating systems and security programmes

Yes

No

Frage 182

Did you carry out any of the following software-related activities in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Using word processing software

Yes

No

Using spreadsheet software

Yes

No

Question 183

When using spreadsheet software, did you use features to structure, organise, analyse or modify data (e.g. sorting, filtering, applying formulas/macros, creating diagrams)?

(Voluntary question)

Yes

No

Question 184

Did you create (multimedia) files consisting of several different elements such as text, images, tables, diagrams, animations and/or sound elements (e.g. presentations, charts, videos)?

(Voluntary question)

Yes

No

Question 185

Did you digitally edit photos, videos or audio files?

(Voluntary question)

Yes

No

Question 186

Did you write a program in a programming language?

(Voluntary question)

Yes

No

Question 187

Did you see information (e.g. text, videos, images) that you considered untrue or doubtful on internet news sites or social media platforms, e.g. Meta (Facebook, Instagram), YouTube, X (formerly: Twitter) in the last 3 months?

(Voluntary question)

Yes

No

Question 188

Did you check the truthfulness of the doubtful information?

(Voluntary question)

Yes

No

Question 189

How did you check the truthfulness of the doubtful information?*(Voluntary question)**Please mark all relevant boxes.*

I checked the source/origin of the information or compared it with information from other sources on the internet (e.g. other news sites, online encyclopaedias such as Wikipedia).

I followed or took part in the discussion on the internet regarding the information.

I discussed the information offline (i. e. not via the internet) with other people or researched the information in sources not on the internet.

Question 190

Why did you not check the truthfulness of the doubtful information found on the internet?*(Voluntary question)**Please mark all relevant boxes.*

I already knew that the information/content was not correct and/or the source was not reliable.

I lack sufficient internet skills or knowledge (e.g. did not know how to check the information or it was too complicated to do).

Other reasons

Question 191

Did you encounter messages on the internet in the last 3 months that you consider hostile or degrading towards groups of people or individuals, e.g. in videos, blogs, video blogs (vlogs), on social media or news sites (including comments' sections)?*(Voluntary question)*

Yes

No

Question 192

What personal characteristics do you think are the reason why these groups of people or individuals are attacked?*(Voluntary question)**Please mark all relevant boxes.*

Political or social views

Sexual orientation and/or gender identities (LGBTIQ: lesbian, gay, bisexual, transsexual, intersexual, queer)

Sex

Racial or ethnic origin

Religion or worldview/belief

Disability

Age

Other personal characteristics

Topic: Protection of privacy and personal identity on the internet

The questions in this section concern the provision and protection of personal data provided during activities carried out over the internet for any private or work-related purpose during the last 3 months, using websites or apps. Personal data are e.g. name, date of birth, contact and location data, identity card and credit card numbers.

Question 193

Which of the following activities did you carry out to control access to your personal data on the internet in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- ☐ I read the relevant privacy statement before providing my personal data on the internet.
 - ☐ I restricted access to my geographical location data.
 - ☐ I limited access to my profile or content on social network sites or shared online storage (cloud).
 - ☐ I refused allowing the use of my personal data for advertising purposes.
 - ☐ I checked the security status of the website where I had to provide personal data (e.g. checked whether it is an https site, checked safety logo/ certificate).
 - ☐ I asked for access to my personal data held and managed by websites or search engines to have them updated or deleted.
 - ☐ I did not carry out any of these activities to control access to my personal data on the internet.
-

Question 194

Have you ever changed the settings in your internet browser to prevent or limit cookies on the device you use for the internet?

(Voluntary question)

Cookies can be used by website operators to trace movements of users on the internet and to service them tailored advertisements.

- ☐ Yes
 - ☐ No
-

Question 195

How concerned are you with your online activities being recorded to provide you with tailored advertising?

(Voluntary question)

Please mark only one box.

- ☐ I am very concerned.
 - ☐ I am not very concerned.
 - ☐ I am not concerned.
-

Question 196

Do you use anti-tracking software that limits the ability to track your activities on the internet?

(Voluntary question)

Anti-tracking software (e.g. Ghostery) informs users when they are surfing on the internet that there are hidden services running in the background and transmitting personal data to website operators; if requested it blocks such services.

Yes

No

Topic: Problems encountered with deleting an account on the internet

The questions in this section refer to free apps or online services where you have registered and created a user account.

Question 197

Have you ever opened an account or registered with a free app or service on the internet?

(Voluntary question)

This includes setting up a social media account (e.g. on X (formerly: Twitter), Meta (Facebook, Instagram)) or registering in a free app (e.g. in an app for buying tickets, music streaming or online games). This does not include accounts in free trials for services that are otherwise chargeable or accounts where you use other paid components ("freemium models") in addition to the free basic product.

Yes

No

Question 198

Have you deleted or tried to delete your account of a free app or service in the last 3 months?

(Voluntary question)

Please also mark "Yes" if the account could not be deleted.

Yes

No

Question 199

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

(Voluntary question)

For example:

- difficulty to find a way to delete the account,
- spending a disproportionate amount of time to delete the account,
- technical problems, unacceptable conditions for deletion/withdrawal,
- inability to succeed with deleting the account.

Yes

No

Topic: Internet contacts with authorities and public institutions (e-government)

The questions in this section refer to the private use of websites or apps of authorities and public institutions (e.g. administrative/judicial authorities at national, regional or municipal level) in the last 12 months before the survey. Online contacts and transactions with authorities/public institutions include for example:

- searching/obtaining information and downloading of forms,
- requesting official documents (e.g. identity card, birth certificate),
- applying for social benefits,
- registration or change of residence notification,
- the electronic income tax return,
- contact with schools/universities and public educational establishments (e.g. public libraries, public health service institutions, services of public hospitals).

This does not include e-mail contacts with authorities and public institutions.

Frage 200

Did you do any of the following via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Accessing information stored by authorities or public institutions about you (e.g. information on pension, training assistance, health data)

Yes

No

Accessing information from public databases or registers (e.g. information about availability of books in public libraries, information from land registers of business registers)

Yes

No

Obtaining information (e.g. about services, benefits, entitlements, laws, opening hours)

Yes

No

Frage 201

Did you do any of the following for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Downloading or printing official forms from websites/apps of authorities or public institutions

Yes

No

Making an appointment or reservation via a website or app of authorities or public institutions (e.g. reservation of a book in a public library, appointment with an authority or statutory health insurance institution)

Yes

No

Receiving/accessing any official communication or documents sent by authorities or public institutions via your account on a website or app (e.g. notifications of fines or invoices, tax assessment notifications or other official letters, delivery of court summons, court documents)

Yes

No

Question 202

Did you submit your tax declaration via a website or app for private purposes in the last 12 months?

(Voluntary question)

Yes

No

Question 203

What other online transactions did you do via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I requested online official documents or certificates (e.g. marriage/birth/death certificate, divorce documents, residence title, certificate of good conduct, car-related information, certificate on recognition of a qualification).

I requested online social benefits or claimed entitlements (e.g. citizen's benefit, unemployment benefit, parental allowance, children's allowance, housing allowance, pension, severance pay).

I made other enquiries, claimed entitlements or made complaints online (e.g. reporting a theft to the police, making an appeal on points of law, applying for legal aid, initiating a civil action).

Not applicable, I did not do any of the above online transactions in the last 12 months.

Question 204

What were the reasons for you not to request documents or claim benefits/entitlements via a website or app of authorities or public institutions in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

There was no need to request documents or claim benefits/entitlements.

Lack of skills (e.g. I did not know how to use the website/app or using it was too complicated.)

I have concerns about the protection and security of my personal data or I was unwilling to pay the fees online (e.g. due to fear of credit card fraud).

Lack of electronic signature (e.g. lack of activated electronic identification (eID), De-Mail or other identification tool required for using the online service)

Someone else submitted the documents or claimed the benefits/entitlements on my behalf (e.g. family member, friend, adviser).

There was no such online service available.

Other reasons

Topic: Use of the electronic identification (eID)

All questions in this section refer to using electronic identification procedures. Electronic identification (eID) enables you to identify yourself, to securely log in to or access online services of authorities, public institutions and enterprises in Germany and other European countries.

Question 205

In the last 12 months, have you identified yourself electronically with your eID for private purposes in order to use online services from authorities, public institutions or companies in Germany and other European countries?

(Voluntary question)

This refers to eID procedures in which the means of identification (eID) used meets the “high” or “substantial” level of trust. In Germany these are the online ID, the electronic residence permit (eAT), the eID card for Union citizens and the Elster certificate. Electronic identification with the eID can be done, for example, as follows:

- with the Federal Government's AusweisApp or via the Federal Government's central user account (BundID),
- via digital wallets (“wallets”) for digital identities such as Verimi,
- on platforms such as AusweisIDent from D-Trust,
- with the apps from AUTHADA and PostIdent from Deutsche Post AG.

This includes electronic identification with certified eID service providers in Germany (federal, Land and municipal authorities, citizens portals, insurance companies, banks, telecommunications companies).

Yes

No

Question 206

For which online services did you use electronic identification (eID)?

(Voluntary question)

Please mark all relevant boxes.

Online services of authorities or public institutions (e.g. submitting tax declaration, accessing pension account or driving record (penalty points), requesting a certificate of good conduct or applying for social benefits such as training assistance, (de-)registering a car, accessing electronic personal health records) ...

in Germany

in other European countries

Online services of enterprises such as banks, insurance companies, transport and trade businesses, mobile network operators (e.g. opening a bank account, concluding an insurance contract, purchasing a car, buying a SIM card)

Question 207

What were the reasons for not using electronic identification (eID) for private purposes in the last 12 months?*(Voluntary question)**Please mark all relevant boxes.*

I did not know what electronic identification (eID) is/that there was an eID.

I do not have an eID.

I have an eID, but there was no need to access online services requiring secure identification.

I have an eID, but I feel unsafe using it (concerns about ICT security, personal data protection).

I could not use my eID because of practical/technical problems (e.g. the application was not user-friendly, lack of suitable smartphone or card reader, software incompatibility, eID was not accepted/offered for the services I needed to access).

I could not use my eID to access the desired service via a smartphone or tablet.

Other reasons

Topic: Buying via the internet (e-Commerce)

Question 208

When did you last order or buy goods or services for private use via the internet?*(Voluntary question)*

This concerns ordering/buying over the internet (via websites or apps), both from enterprises and from private individuals.

Please mark only one box.

Within the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

I have never ordered or bought goods or services for private use via the internet.

Question 209

In the last 3 months, did you buy any goods via the internet or an app for private use?

(Voluntary question)

This refers only to physical products (goods), including used goods. For example:

- Clothing, shoes or accessories
- Sports goods
- Children's toys or childcare items
- Furniture, home accessories or gardening products
- Washing machines, refrigerators
- Computers, tablets, mobile phones or accessories
- TV sets, smart speakers or virtual assistants
- Bicycles, motorcycles or cars (including spare parts)
- Music as CDs, films or series as DVDs
- Printed books, newspapers, magazines
- Pharmaceuticals or dietary supplements
- Cosmetics, beauty or wellness products
- Cleaning products or personal care products
- Food (including animal food) or beverages
- Home delivery of food/beverages
- Other goods (e.g. tobacco products, gift cards, jewelry)

This does not include online purchases of digital products (e.g. music streaming), of subscriptions (e.g. magazines, television, internet) and of household services, transport and other travel services.

Yes

No

Frage 210

In the last 3 months, did you do any of the following via a website or app for private use...

(Voluntary question)

Please mark "Yes" or "No".

making a subscription to an internet or mobile phone contract

Yes

No

making a subscription to electricity, water or heat supply, waste disposal or similar services

Yes

No

buying a transport service from a transport enterprise (e.g. local bus/train ticket, airline ticket, taxi ride)

Yes

No

booking accommodation from an enterprise (e.g. hotel, travel agency)

Yes

No

buying tickets to cultural or other events (e.g. cinema, theatre, concerts, fairs, sports events)

Yes

No

buying e-books or audiobooks as downloads (including paid updates)

Yes

No

buying computer or other software as downloads (including paid upgrades)

Yes

No

buying computer/video games online or as downloads (including paid upgrades/DLC) or virtual in-game items

Yes

No

Frage 211**Have you had a subscription to any of the following streaming services or apps in the last 3 months, which you paid for?***(Voluntary question)*

This includes both ongoing subscriptions and new subscriptions that were bought in the last 3 months. This includes also shared payment (e.g. in case of joint use in the household).

Please mark "Yes" or "No" for each type of subscription listed.

Music streaming service (e.g. Amazon Music Unlimited, Apple Music, Deezer, Tidal HIFI, Napster, Youtube Music, SoundCloud, Spotify Premium)

Yes

No

Films/series or sports streaming service (e.g. Amazon Prime Video, Apple TV+, DAZN, Disney+, Discovery+, HBO Max, Joyn/Joyn PLUS+, Netflix, Paramount+, RTL+/RTL+ Premium, Sky WOW)

Yes

No

Streaming service for online news sites, online newspapers (e-paper) or online magazines

Yes

No

Gaming streaming service (e.g. Amazon Luna, GeForce Now, Playstation Plus, Xbox Cloud Gaming/Xbox Game Pass Ultimate, Sony Cloud-Streaming)

Yes

No

Apps related to health/fitness (excluding free apps)

Yes

No

Other apps, such as related to learning languages, travelling, weather (excluding free apps)

Yes

No

Frage 212

In the last 3 months, did you buy or book online any of the following from private persons via a website or app for private use?

(Voluntary question)

E.g. via online marketplaces such as kleinanzeigen.de, Facebook Marketplace, or via intermediary platforms such as blablacar.de, fahrgemeinschaft.de, mitfahren.de, Airbnb, fewo-direkt.de, wimdu.de, couchsurfing.com, 9flats.com

Please mark "Yes" or "No" for each type of goods/services listed.

Physical goods (including used goods; e.g. clothes, furniture, motor vehicles)

Yes

No

Transport service

Yes

No

Accommodation

Yes

No

Household service (e.g. cleaning, babysitting, repair work, gardening)

Yes

No

Question 213

Did you buy any other services (excluding financial and insurance services) than those mentioned in the previous questions via a website or app for private use in the last 3 months?

(Voluntary question)

Yes

No

Question 214

How many times did you buy goods or services via the internet or an app for private use in the last 3 months?

(Voluntary question)

Please mark only one box.

1 to 2 times

3 to 5 times

6 to 10 times

More than 10 times

Question 215

Did you encounter any of the following problems when ordering or buying goods, digital products or services via the internet for private use in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- Technical errors of the website during the order or payment process
 - Difficulties in finding information on warranty or legal recourse
 - Speed of delivery slower than indicated
 - Final costs higher than indicated (e.g. higher shipping costs, unexpected transaction fees)
 - Wrong or damaged goods/services delivered
 - Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details or other fraud)
 - Problems with complaints encountered (e.g. difficult complaint procedure, no satisfactory response after complaint)
 - Foreign retailer did not sell to Germany.
 - Other problems
 - No, I did not encounter any of the above problems.
-

Question 216

In the last 3 months, have you had any safety or health problems caused by products you had once bought online for private use? (e.g. build, material or software of the product led to an accident, injury, or health issue)

(Voluntary question)

For example: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue. Issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof) are to be excluded.

- Yes
 - No
-

Topic: Participation in the survey

Question 217

Have you answered the questions yourself?

(Voluntary question)

- Yes
 - No, another household member has answered the questions.
 - No, someone not living in the household has answered the questions.
-

Question 218

Which household member has answered the questions?*(Voluntary question)*

Please enter the number (see flap) of the person who has answered the questions.

Question 219

How many minutes did it take you to complete the questionnaire?*(Voluntary question)*

Number of minutes

Topic: Use of the internet - Person 1 (16 to 74 years)

Many questions on the use of information and communication technologies include the time categories “In the last 3 months”, “More than 3 months ago, but within the last 12 months”, and “More than 12 months ago”. Those past periods refer to the reference week (the reference week is specified on the flap). Disclaimer: In the following questions on the use of information and communication technologies, any references to third party brands, products, trademarks and websites/apps are for the sake of clarification and are not intended to promote the use of such products/websites.

Question 170

When did you last use the internet?*(Voluntary question)*

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Please mark only one box.

- In the last 3 months
 - More than 3 months ago, but within the last 12 months
 - More than 12 months ago
 - Never
-

Question 171

How often on average have you used the internet in the last 3 months?*(Voluntary question)*

Please mark only one box.

- Several times during the day
 - Once a day or almost every day
 - At least once a week (but not every day)
 - Less than once a week
-

Question 172

On which of the following devices did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Desktop PC

Laptop

Tablet

Smartphone or internet-enabled mobile phone

Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)

Frage 173

For which private purposes did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Communication

Sending or receiving e-mails

Yes

No

Making phone calls or video calls (phone calls using a webcam) via the internet (using apps, e.g. Skype, Messenger, Facetime, WhatsApp, Signal, Threema, Viber, Snapchat, Zoom, MS Teams, Webex)

Yes

No

Participating in social media (e.g. creating a user profile, posting messages or other contributions to Meta (Facebook, Instagram), X (formerly: Twitter), Snapchat, TikTok or other social networks)

Yes

No

Using instant messaging (i.e. exchanging messages e.g. via Skype, Messenger, WhatsApp, Viber, Snapchat, Telegram)

Yes

No

Searching for information**Reading online news sites, newspapers, news magazines**

Yes

No

Searching for information on goods or services

Yes

No

Including:**Searching for information on product safety**

Yes

No

Civic and political participation**Expressing opinions on political or social issues on websites (e.g. in blogs) or in social networks (e.g. Meta (Facebook, Instagram), X (formerly: Twitter), YouTube)**

Yes

No

Taking part in online consultations or voting on political, social or municipal issues (e.g. urban planning or signing a petition)

Yes

No

Health**Searching for health-related information (e.g. injuries, diseases, nutrition, improving health)**

Yes

No

Including:**Search for information on physical health**

Yes

No

Search for information on mental health

Yes

No

Job search**Looking for a job or sending a job application**

Yes

No

Other online services

Selling goods or services via a website or app (e.g. Kleinanzeigen, Facebook Marketplace, Shpock or other online marketplace platforms)

Yes

No

Internet banking (including mobile banking)

Yes

No

Topic: Artificial intelligence (AI)

The following section is about Artificial Intelligence (AI), a branch of computer science. AI is able to recognize information from existing data and thus imitate human cognitive abilities. This allows tasks that normally require human intelligence to be carried out automatically. Well-known examples of AI include search engines like Google or facial recognition in smartphones. Generative AI can also generate new content that appears realistic and seemingly original by using available information and learning from existing patterns.

Question 174

In the last 3 months, have you used any generative AI tools to create new content like text, images, programming code, or videos?

(Voluntary question)

Generative AI tools such as ChatGPT, Microsoft Copilot, Google Gemini (formerly Google Bard), LLaMA, Midjourney, DALL-E

Yes

No

Question 175

What was the purpose of using generative AI tools in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Private further education (e.g. use of online services to improve language skills)

Vocational/work-related education (company or individual job-related further education)

Formal education

Question 176

What is the main reason for not using generative AI tools in the last 3 months?

(Voluntary question)

Please mark only one box.

There was no need.

I didn't know that generative AI tools existed.

I didn't know how to use generative AI tools.

I have concerns about privacy, security or safety.

Other reasons

Frage 177

Did you conduct either of the following learning activities via the internet for educational, professional or private purposes in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Doing an online course

Yes

No

Using online learning material other than a complete online course (e.g. audio-visual material, video instructions (including YouTube videos), webinars, online learning software, electronic textbooks, learning apps or platforms)

Yes

No

Communicating with educators or learners using audio or video online tools (e.g. Zoom, Skype, Microsoft Teams, Google Classroom, Classtime)

Yes

No

Frage 178

Did you carry out any of the following financial activities over the internet (via websites or apps) for private purposes in the last 3 months?

(Voluntary question)

This does not include financial activities transmitted via e-mail or messaging (e.g. SMS, MMS).

Please mark "Yes" or "No".

Buying or extending existing insurance policies (including policies offered as a package together with other services, e.g. travel insurance offered together with an air ticket)

Yes

No

Taking loans/credits from banks or other financial services providers

Yes

No

Buying or selling shares, bonds, units in funds (e.g. ETF) or other financial assets such as cryptocurrencies, tokens, NFTs

Yes

No

Question 179

Have you encountered problems when using the internet in the last 3 months?*(Voluntary question)*

For example: problems using online services, problems with the internet connection or with computer viruses

Yes

No

Question 180

How did you try to solve the problems?*(Voluntary question)**Please mark all relevant boxes.*

I asked someone to help me solve the problems.

I fixed or tried to fix the problems myself.

I haven't done anything to solve the problems (yet).

Another solution

Topic: E-skills

The questions in this section concern your online activities done for private, professional or educational purposes, via any device (e.g. desktop PC, laptop, tablet, smartphone).

Frage 181

Did you carry out any of the following activities in the last 3 months when using the computer or a mobile device?*(Voluntary question)**Please mark "Yes" or "No".***Copying or moving files (e.g. documents, data, images, videos) between drive folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or online storage (cloud)**

Yes

No

Installing software or apps

Yes

No

Changing the settings of software applications, apps or devices (e.g. adjusting language settings, colours, contrast, font size, toolbars/menu), including operating systems and security programmes

Yes

No

Frage 182

Did you carry out any of the following software-related activities in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Using word processing software

Yes

No

Using spreadsheet software

Yes

No

Question 183

When using spreadsheet software, did you use features to structure, organise, analyse or modify data (e.g. sorting, filtering, applying formulas/macros, creating diagrams)?

(Voluntary question)

Yes

No

Question 184

Did you create (multimedia) files consisting of several different elements such as text, images, tables, diagrams, animations and/or sound elements (e.g. presentations, charts, videos)?

(Voluntary question)

Yes

No

Question 185

Did you digitally edit photos, videos or audio files?

(Voluntary question)

Yes

No

Question 186

Did you write a program in a programming language?

(Voluntary question)

Yes

No

Question 187

Did you see information (e.g. text, videos, images) that you considered untrue or doubtful on internet news sites or social media platforms, e.g. Meta (Facebook, Instagram), YouTube, X (formerly: Twitter) in the last 3 months?

(Voluntary question)

Yes

No

Question 188

Did you check the truthfulness of the doubtful information?

(Voluntary question)

Yes

No

Question 189

How did you check the truthfulness of the doubtful information?

(Voluntary question)

Please mark all relevant boxes.

I checked the source/origin of the information or compared it with information from other sources on the internet (e.g. other news sites, online encyclopaedias such as Wikipedia).

I followed or took part in the discussion on the internet regarding the information.

I discussed the information offline (i. e. not via the internet) with other people or researched the information in sources not on the internet.

Question 190

Why did you not check the truthfulness of the doubtful information found on the internet?

(Voluntary question)

Please mark all relevant boxes.

I already knew that the information/content was not correct and/or the source was not reliable.

I lack sufficient internet skills or knowledge (e.g. did not know how to check the information or it was too complicated to do).

Other reasons

Question 191

Did you encounter messages on the internet in the last 3 months that you consider hostile or degrading towards groups of people or individuals, e.g. in videos, blogs, video blogs (vlogs), on social media or news sites (including comments' sections)?

(Voluntary question)

Yes

No

Question 192

What personal characteristics do you think are the reason why these groups of people or individuals are attacked?

(Voluntary question)

Please mark all relevant boxes.

Political or social views

Sexual orientation and/or gender identities (LGBTIQ: lesbian, gay, bisexual, transsexual, intersexual, queer)

Sex

Racial or ethnic origin

Religion or worldview/belief

Disability

Age

Other personal characteristics

Topic: Protection of privacy and personal identity on the internet

The questions in this section concern the provision and protection of personal data provided during activities carried out over the internet for any private or work-related purpose during the last 3 months, using websites or apps. Personal data are e.g. name, date of birth, contact and location data, identity card and credit card numbers.

Question 193

Which of the following activities did you carry out to control access to your personal data on the internet in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- ☐ I read the relevant privacy statement before providing my personal data on the internet.
 - ☐ I restricted access to my geographical location data.
 - ☐ I limited access to my profile or content on social network sites or shared online storage (cloud).
 - ☐ I refused allowing the use of my personal data for advertising purposes.
 - ☐ I checked the security status of the website where I had to provide personal data (e.g. checked whether it is an https site, checked safety logo/ certificate).
 - ☐ I asked for access to my personal data held and managed by websites or search engines to have them updated or deleted.
 - ☐ I did not carry out any of these activities to control access to my personal data on the internet.
-

Question 194

Have you ever changed the settings in your internet browser to prevent or limit cookies on the device you use for the internet?

(Voluntary question)

Cookies can be used by website operators to trace movements of users on the internet and to service them tailored advertisements.

- ☐ Yes
 - ☐ No
-

Question 195

How concerned are you with your online activities being recorded to provide you with tailored advertising?

(Voluntary question)

Please mark only one box.

- ☐ I am very concerned.
 - ☐ I am not very concerned.
 - ☐ I am not concerned.
-

Question 196

Do you use anti-tracking software that limits the ability to track your activities on the internet?

(Voluntary question)

Anti-tracking software (e.g. Ghostery) informs users when they are surfing on the internet that there are hidden services running in the background and transmitting personal data to website operators; if requested it blocks such services.

- ☐ Yes
- ☐ No

Topic: Problems encountered with deleting an account on the internet

The questions in this section refer to free apps or online services where you have registered and created a user account.

Question 197

Have you ever opened an account or registered with a free app or service on the internet?

(Voluntary question)

This includes setting up a social media account (e.g. on X (formerly: Twitter), Meta (Facebook, Instagram)) or registering in a free app (e.g. in an app for buying tickets, music streaming or online games). This does not include accounts in free trials for services that are otherwise chargeable or accounts where you use other paid components ("freemium models") in addition to the free basic product.

Yes

No

Question 198

Have you deleted or tried to delete your account of a free app or service in the last 3 months?

(Voluntary question)

Please also mark "Yes" if the account could not be deleted.

Yes

No

Question 199

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

(Voluntary question)

For example:

- difficulty to find a way to delete the account,
- spending a disproportionate amount of time to delete the account,
- technical problems, unacceptable conditions for deletion/withdrawal,
- inability to succeed with deleting the account.

Yes

No

Topic: Internet contacts with authorities and public institutions (e-government)

The questions in this section refer to the private use of websites or apps of authorities and public institutions (e.g. administrative/judicial authorities at national, regional or municipal level) in the last 12 months before the survey. Online contacts and transactions with authorities/public institutions include for example:

- searching/obtaining information and downloading of forms,
- requesting official documents (e.g. identity card, birth certificate),
- applying for social benefits,

- registration or change of residence notification,
- the electronic income tax return,
- contact with schools/universities and public educational establishments (e.g. public libraries, public health service institutions, services of public hospitals).

This does not include e-mail contacts with authorities and public institutions.

Frage 200

Did you do any of the following via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Accessing information stored by authorities or public institutions about you (e.g. information on pension, training assistance, health data)

Yes

No

Accessing information from public databases or registers (e.g. information about availability of books in public libraries, information from land registers of business registers)

Yes

No

Obtaining information (e.g. about services, benefits, entitlements, laws, opening hours)

Yes

No

Frage 201

Did you do any of the following for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Downloading or printing official forms from websites/apps of authorities or public institutions

Yes

No

Making an appointment or reservation via a website or app of authorities or public institutions (e.g. reservation of a book in a public library, appointment with an authority or statutory health insurance institution)

Yes

No

Receiving/accessing any official communication or documents sent by authorities or public institutions via your account on a website or app (e.g. notifications of fines or invoices, tax assessment notifications or other official letters, delivery of court summons, court documents)

Yes

No

Question 202

Did you submit your tax declaration via a website or app for private purposes in the last 12 months?

(Voluntary question)

Yes

No

Question 203

What other online transactions did you do via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I requested online official documents or certificates (e.g. marriage/birth/death certificate, divorce documents, residence title, certificate of good conduct, car-related information, certificate on recognition of a qualification).

I requested online social benefits or claimed entitlements (e.g. citizen's benefit, unemployment benefit, parental allowance, children's allowance, housing allowance, pension, severance pay).

I made other enquiries, claimed entitlements or made complaints online (e.g. reporting a theft to the police, making an appeal on points of law, applying for legal aid, initiating a civil action).

Not applicable, I did not do any of the above online transactions in the last 12 months.

Question 204

What were the reasons for you not to request documents or claim benefits/entitlements via a website or app of authorities or public institutions in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

There was no need to request documents or claim benefits/entitlements.

Lack of skills (e.g. I did not know how to use the website/app or using it was too complicated.)

I have concerns about the protection and security of my personal data or I was unwilling to pay the fees online (e.g. due to fear of credit card fraud).

Lack of electronic signature (e.g. lack of activated electronic identification (eID), De-Mail or other identification tool required for using the online service)

Someone else submitted the documents or claimed the benefits/entitlements on my behalf (e.g. family member, friend, adviser).

There was no such online service available.

Other reasons

Topic: Use of the electronic identification (eID)

All questions in this section refer to using electronic identification procedures. Electronic identification (eID) enables you to identify yourself, to securely log in to or access online services of authorities, public institutions and enterprises in Germany and other European countries.

Question 205

In the last 12 months, have you identified yourself electronically with your eID for private purposes in order to use online services from authorities, public institutions or companies in Germany and other European countries?

(Voluntary question)

This refers to eID procedures in which the means of identification (eID) used meets the “high” or “substantial” level of trust. In Germany these are the online ID, the electronic residence permit (eAT), the eID card for Union citizens and the Elster certificate. Electronic identification with the eID can be done, for example, as follows:

- with the Federal Government's AusweisApp or via the Federal Government's central user account (BundID),
- via digital wallets (“wallets”) for digital identities such as Verimi,
- on platforms such as AusweisIDent from D-Trust,
- with the apps from AUTHADA and PostIdent from Deutsche Post AG.

This includes electronic identification with certified eID service providers in Germany (federal, Land and municipal authorities, citizens portals, insurance companies, banks, telecommunications companies).

Yes

No

Question 206

For which online services did you use electronic identification (eID)?

(Voluntary question)

Please mark all relevant boxes.

Online services of authorities or public institutions (e.g. submitting tax declaration, accessing pension account or driving record (penalty points), requesting a certificate of good conduct or applying for social benefits such as training assistance, (de-)registering a car, accessing electronic personal health records) ...

in Germany

in other European countries

Online services of enterprises such as banks, insurance companies, transport and trade businesses, mobile network operators (e.g. opening a bank account, concluding an insurance contract, purchasing a car, buying a SIM card)

Question 207

What were the reasons for not using electronic identification (eID) for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I did not know what electronic identification (eID) is/that there was an eID.

I do not have an eID.

I have an eID, but there was no need to access online services requiring secure identification.

I have an eID, but I feel unsafe using it (concerns about ICT security, personal data protection).

I could not use my eID because of practical/technical problems (e.g. the application was not user-friendly, lack of suitable smartphone or card reader, software incompatibility, eID was not accepted/offered for the services I needed to access).

I could not use my eID to access the desired service via a smartphone or tablet.

Other reasons

Topic: Buying via the internet (e-Commerce)

Question 208

When did you last order or buy goods or services for private use via the internet?*(Voluntary question)*

This concerns ordering/buying over the internet (via websites or apps), both from enterprises and from private individuals.

Please mark only one box.

Within the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

I have never ordered or bought goods or services for private use via the internet.

Question 209

In the last 3 months, did you buy any goods via the internet or an app for private use?*(Voluntary question)*

This refers only to physical products (goods), including used goods. For example:

- Clothing, shoes or accessories
- Sports goods
- Children's toys or childcare items
- Furniture, home accessories or gardening products
- Washing machines, refrigerators
- Computers, tablets, mobile phones or accessories
- TV sets, smart speakers or virtual assistants
- Bicycles, motorcycles or cars (including spare parts)
- Music as CDs, films or series as DVDs
- Printed books, newspapers, magazines
- Pharmaceuticals or dietary supplements
- Cosmetics, beauty or wellness products
- Cleaning products or personal care products
- Food (including animal food) or beverages
- Home delivery of food/beverages
- Other goods (e.g. tobacco products, gift cards, jewelry)

This does not include online purchases of digital products (e.g. music streaming), of subscriptions (e.g. magazines, television, internet) and of household services, transport and other travel services.

Yes

No

Frage 210

In the last 3 months, did you do any of the following via a website or app for private use...*(Voluntary question)*

Please mark "Yes" or "No".

making a subscription to an internet or mobile phone contract

Yes

No

making a subscription to electricity, water or heat supply, waste disposal or similar services

Yes

No

buying a transport service from a transport enterprise (e.g. local bus/train ticket, airline ticket, taxi ride)

Yes

No

booking accommodation from an enterprise (e.g. hotel, travel agency)

Yes

No

buying tickets to cultural or other events (e.g. cinema, theatre, concerts, fairs, sports events)

Yes

No

buying e-books or audiobooks as downloads (including paid updates)

Yes

No

buying computer or other software as downloads (including paid upgrades)

Yes

No

buying computer/video games online or as downloads (including paid upgrades/DLC) or virtual in-game items

Yes

No

Frage 211**Have you had a subscription to any of the following streaming services or apps in the last 3 months, which you paid for?***(Voluntary question)*

This includes both ongoing subscriptions and new subscriptions that were bought in the last 3 months. This includes also shared payment (e.g. in case of joint use in the household).

Please mark "Yes" or "No" for each type of subscription listed.

Music streaming service (e.g. Amazon Music Unlimited, Apple Music, Deezer, Tidal HIFI, Napster, Youtube Music, SoundCloud, Spotify Premium)

Yes

No

Films/series or sports streaming service (e.g. Amazon Prime Video, Apple TV+, DAZN, Disney+, Discovery+, HBO Max, Joyn/Joyn PLUS+, Netflix, Paramount+, RTL+/RTL+ Premium, Sky WOW)

Yes

No

Streaming service for online news sites, online newspapers (e-paper) or online magazines

Yes

No

Gaming streaming service (e.g. Amazon Luna, GeForce Now, Playstation Plus, Xbox Cloud Gaming/Xbox Game Pass Ultimate, Sony Cloud-Streaming)

Yes

No

Apps related to health/fitness (excluding free apps)

Yes

No

Other apps, such as related to learning languages, travelling, weather (excluding free apps)

Yes

No

Frage 212**In the last 3 months, did you buy or book online any of the following from private persons via a website or app for private use?***(Voluntary question)*

E.g. via online marketplaces such as kleinanzeigen.de, Facebook Marketplace, or via intermediary platforms such as blabla-car.de, fahrgemeinschaft.de, mitfahren.de, Airbnb, fewo-direkt.de, wimdu.de, couchsurfing.com, 9flats.com

Please mark "Yes" or "No" for each type of goods/services listed.

Physical goods (including used goods; e.g. clothes, furniture, motor vehicles)

Yes

No

Transport service

Yes

No

Accommodation

Yes

No

Household service (e.g. cleaning, babysitting, repair work, gardening)

Yes

No

Question 213

Did you buy any other services (excluding financial and insurance services) than those mentioned in the previous questions via a website or app for private use in the last 3 months?

(Voluntary question)

Yes

No

Question 214

How many times did you buy goods or services via the internet or an app for private use in the last 3 months?

(Voluntary question)

Please mark only one box.

1 to 2 times

3 to 5 times

6 to 10 times

More than 10 times

Question 215

Did you encounter any of the following problems when ordering or buying goods, digital products or services via the internet for private use in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Technical errors of the website during the order or payment process

Difficulties in finding information on warranty or legal recourse

Speed of delivery slower than indicated

Final costs higher than indicated (e.g. higher shipping costs, unexpected transaction fees)

Wrong or damaged goods/services delivered

Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details or other fraud)

Problems with complaints encountered (e.g. difficult complaint procedure, no satisfactory response after complaint)

Foreign retailer did not sell to Germany.

Other problems

No, I did not encounter any of the above problems.

Question 216

In the last 3 months, have you had any safety or health problems caused by products you had once bought online for private use? (e.g. build, material or software of the product led to an accident, injury, or health issue)

(Voluntary question)

For example: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue. Issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof) are to be excluded.

Yes

No

Topic: Participation in the survey

Question 217

Have you answered the questions yourself?

(Voluntary question)

Yes

No, another household member has answered the questions.

No, someone not living in the household has answered the questions.

Question 218

Which household member has answered the questions?

(Voluntary question)

Please enter the number (see flap) of the person who has answered the questions.

Question 219

How many minutes did it take you to complete the questionnaire?

(Voluntary question)

Number of minutes

Topic: Use of the internet - Person 1 (16 to 74 years)

Many questions on the use of information and communication technologies include the time categories "In the last 3 months", "More than 3 months ago, but within the last 12 months", and "More than 12 months ago". Those past periods refer to the reference week (the reference week is specified on the flap). Disclaimer: In the following questions on the use of information and communication technologies, any references to third party brands, products, trademarks and websites/apps are for the sake of clarification and are not intended to promote the use of such products/websites.

Question 170

When did you last use the internet?*(Voluntary question)*

You may have used the internet at any location (at home, at work or other places) via any internet-enabled device (e.g. desktop PC, laptop, tablet, smartphone, game console, e-book reader). Please note: Internet use also includes receiving/sending e-mails, messaging (e.g. via WhatsApp), gaming, streaming, online/mobile banking.

Please mark only one box.

- In the last 3 months
 - More than 3 months ago, but within the last 12 months
 - More than 12 months ago
 - Never
-

Question 171

How often on average have you used the internet in the last 3 months?*(Voluntary question)*

Please mark only one box.

- Several times during the day
 - Once a day or almost every day
 - At least once a week (but not every day)
 - Less than once a week
-

Question 172

On which of the following devices did you use the internet (including via apps) in the last 3 months?*(Voluntary question)*

Please mark all relevant boxes.

- Desktop PC
 - Laptop
 - Tablet
 - Smartphone or internet-enabled mobile phone
 - Other devices (e.g. smart TV, smart speakers, game console, e-book reader, smart watch)
-

Frage 173

For which private purposes did you use the internet (including via apps) in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Communication

Sending or receiving e-mails

Yes

No

Making phone calls or video calls (phone calls using a webcam) via the internet (using apps, e.g. Skype, Messenger, Facetime, WhatsApp, Signal, Threema, Viber, Snapchat, Zoom, MS Teams, Webex)

Yes

No

Participating in social media (e.g. creating a user profile, posting messages or other contributions to Meta (Facebook, Instagram), X (formerly: Twitter), Snapchat, TikTok or other social networks)

Yes

No

Using instant messaging (i.e. exchanging messages e.g. via Skype, Messenger, WhatsApp, Viber, Snapchat, Telegram)

Yes

No

Searching for information

Reading online news sites, newspapers, news magazines

Yes

No

Searching for information on goods or services

Yes

No

Including:

Searching for information on product safety

Yes

No

Civic and political participation

Expressing opinions on political or social issues on websites (e.g. in blogs) or in social networks (e.g. Meta (Facebook, Instagram), X (formerly: Twitter), YouTube)

Yes

No

Taking part in online consultations or voting on political, social or municipal issues (e.g. urban planning or signing a petition)

Yes

No

Health**Searching for health-related information (e.g. injuries, diseases, nutrition, improving health)**

Yes

No

Including:**Search for information on physical health**

Yes

No

Search for information on mental health

Yes

No

Job search**Looking for a job or sending a job application**

Yes

No

Other online services**Selling goods or services via a website or app (e.g. Kleinanzeigen, Facebook Marketplace, Shpock or other online marketplace platforms)**

Yes

No

Internet banking (including mobile banking)

Yes

No

Topic: Artificial intelligence (AI)

The following section is about Artificial Intelligence (AI), a branch of computer science. AI is able to recognize information from existing data and thus imitate human cognitive abilities. This allows tasks that normally require human intelligence to be carried out automatically. Well-known examples of AI include search engines like Google or facial recognition in smartphones. Generative AI can also generate new content that appears realistic and seemingly original by using available information and learning from existing patterns.

Question 174

In the last 3 months, have you used any generative AI tools to create new content like text, images, programming code, or videos?

(Voluntary question)

Generative AI tools such as ChatGPT, Microsoft Copilot, Google Gemini (formerly Google Bard), LLaMA, Midjourney, DALL-E

Yes

No

Question 175

What was the purpose of using generative AI tools in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

Private further education (e.g. use of online services to improve language skills)

Vocational/work-related education (company or individual job-related further education)

Formal education

Question 176

What is the main reason for not using generative AI tools in the last 3 months?

(Voluntary question)

Please mark only one box.

There was no need.

I didn't know that generative AI tools existed.

I didn't know how to use generative AI tools.

I have concerns about privacy, security or safety.

Other reasons

Frage 177

Did you conduct either of the following learning activities via the internet for educational, professional or private purposes in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Doing an online course

Yes

No

Using online learning material other than a complete online course (e.g. audio-visual material, video instructions (including YouTube videos), webinars, online learning software, electronic textbooks, learning apps or platforms)

Yes

No

Communicating with educators or learners using audio or video online tools (e.g. Zoom, Skype, Microsoft Teams, Google Classroom, Classtime)

Yes

No

Frage 178

Did you carry out any of the following financial activities over the internet (via websites or apps) for private purposes in the last 3 months?

(Voluntary question)

This does not include financial activities transmitted via e-mail or messaging (e.g. SMS, MMS).

Please mark "Yes" or "No".

Buying or extending existing insurance policies (including policies offered as a package together with other services, e.g. travel insurance offered together with an air ticket)

Yes

No

Taking loans/credits from banks or other financial services providers

Yes

No

Buying or selling shares, bonds, units in funds (e.g. ETF) or other financial assets such as cryptocurrencies, tokens, NFTs

Yes

No

Question 179

Have you encountered problems when using the internet in the last 3 months?

(Voluntary question)

For example: problems using online services, problems with the internet connection or with computer viruses

Yes

No

Question 180

How did you try to solve the problems?

(Voluntary question)

Please mark all relevant boxes.

I asked someone to help me solve the problems.

I fixed or tried to fix the problems myself.

I haven't done anything to solve the problems (yet).

Another solution

Topic: E-skills

The questions in this section concern your online activities done for private, professional or educational purposes, via any device (e.g. desktop PC, laptop, tablet, smartphone).

Frage 181

Did you carry out any of the following activities in the last 3 months when using the computer or a mobile device?

(Voluntary question)

Please mark "Yes" or "No".

Copying or moving files (e.g. documents, data, images, videos) between drive folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or online storage (cloud)

Yes

No

Installing software or apps

Yes

No

Changing the settings of software applications, apps or devices (e.g. adjusting language settings, colours, contrast, font size, toolbars/menu), including operating systems and security programmes

Yes

No

Frage 182

Did you carry out any of the following software-related activities in the last 3 months?

(Voluntary question)

Please mark "Yes" or "No".

Using word processing software

Yes

No

Using spreadsheet software

Yes

No

Question 183

When using spreadsheet software, did you use features to structure, organise, analyse or modify data (e.g. sorting, filtering, applying formulas/macros, creating diagrams)?

(Voluntary question)

Yes

No

Question 184

Did you create (multimedia) files consisting of several different elements such as text, images, tables, diagrams, animations and/or sound elements (e.g. presentations, charts, videos)?

(Voluntary question)

Yes

No

Question 185

Did you digitally edit photos, videos or audio files?

(Voluntary question)

Yes

No

Question 186

Did you write a program in a programming language?

(Voluntary question)

Yes

No

Question 187

Did you see information (e.g. text, videos, images) that you considered untrue or doubtful on internet news sites or social media platforms, e.g. Meta (Facebook, Instagram), YouTube, X (formerly: Twitter) in the last 3 months?

(Voluntary question)

Yes

No

Question 188

Did you check the truthfulness of the doubtful information?

(Voluntary question)

Yes

No

Question 189

How did you check the truthfulness of the doubtful information?*(Voluntary question)**Please mark all relevant boxes.*

I checked the source/origin of the information or compared it with information from other sources on the internet (e.g. other news sites, online encyclopaedias such as Wikipedia).

I followed or took part in the discussion on the internet regarding the information.

I discussed the information offline (i. e. not via the internet) with other people or researched the information in sources not on the internet.

Question 190

Why did you not check the truthfulness of the doubtful information found on the internet?*(Voluntary question)**Please mark all relevant boxes.*

I already knew that the information/content was not correct and/or the source was not reliable.

I lack sufficient internet skills or knowledge (e.g. did not know how to check the information or it was too complicated to do).

Other reasons

Question 191

Did you encounter messages on the internet in the last 3 months that you consider hostile or degrading towards groups of people or individuals, e.g. in videos, blogs, video blogs (vlogs), on social media or news sites (including comments' sections)?*(Voluntary question)*

Yes

No

Question 192

What personal characteristics do you think are the reason why these groups of people or individuals are attacked?*(Voluntary question)**Please mark all relevant boxes.*

Political or social views

Sexual orientation and/or gender identities (LGBTIQ: lesbian, gay, bisexual, transsexual, intersexual, queer)

Sex

Racial or ethnic origin

Religion or worldview/belief

Disability

Age

Other personal characteristics

Topic: Protection of privacy and personal identity on the internet

The questions in this section concern the provision and protection of personal data provided during activities carried out over the internet for any private or work-related purpose during the last 3 months, using websites or apps. Personal data are e.g. name, date of birth, contact and location data, identity card and credit card numbers.

Question 193

Which of the following activities did you carry out to control access to your personal data on the internet in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- ☐ I read the relevant privacy statement before providing my personal data on the internet.
 - ☐ I restricted access to my geographical location data.
 - ☐ I limited access to my profile or content on social network sites or shared online storage (cloud).
 - ☐ I refused allowing the use of my personal data for advertising purposes.
 - ☐ I checked the security status of the website where I had to provide personal data (e.g. checked whether it is an https site, checked safety logo/ certificate).
 - ☐ I asked for access to my personal data held and managed by websites or search engines to have them updated or deleted.
 - ☐ I did not carry out any of these activities to control access to my personal data on the internet.
-

Question 194

Have you ever changed the settings in your internet browser to prevent or limit cookies on the device you use for the internet?

(Voluntary question)

Cookies can be used by website operators to trace movements of users on the internet and to service them tailored advertisements.

- ☐ Yes
 - ☐ No
-

Question 195

How concerned are you with your online activities being recorded to provide you with tailored advertising?

(Voluntary question)

Please mark only one box.

- ☐ I am very concerned.
 - ☐ I am not very concerned.
 - ☐ I am not concerned.
-

Question 196

Do you use anti-tracking software that limits the ability to track your activities on the internet?

(Voluntary question)

Anti-tracking software (e.g. Ghostery) informs users when they are surfing on the internet that there are hidden services running in the background and transmitting personal data to website operators; if requested it blocks such services.

Yes

No

Topic: Problems encountered with deleting an account on the internet

The questions in this section refer to free apps or online services where you have registered and created a user account.

Question 197

Have you ever opened an account or registered with a free app or service on the internet?

(Voluntary question)

This includes setting up a social media account (e.g. on X (formerly: Twitter), Meta (Facebook, Instagram)) or registering in a free app (e.g. in an app for buying tickets, music streaming or online games). This does not include accounts in free trials for services that are otherwise chargeable or accounts where you use other paid components ("freemium models") in addition to the free basic product.

Yes

No

Question 198

Have you deleted or tried to delete your account of a free app or service in the last 3 months?

(Voluntary question)

Please also mark "Yes" if the account could not be deleted.

Yes

No

Question 199

Have you encountered problems when trying to delete your account of a free app or service in the last 3 months?

(Voluntary question)

For example:

- difficulty to find a way to delete the account,
- spending a disproportionate amount of time to delete the account,
- technical problems, unacceptable conditions for deletion/withdrawal,
- inability to succeed with deleting the account.

Yes

No

Topic: Internet contacts with authorities and public institutions (e-government)

The questions in this section refer to the private use of websites or apps of authorities and public institutions (e.g. administrative/judicial authorities at national, regional or municipal level) in the last 12 months before the survey. Online contacts and transactions with authorities/public institutions include for example:

- searching/obtaining information and downloading of forms,
- requesting official documents (e.g. identity card, birth certificate),
- applying for social benefits,
- registration or change of residence notification,
- the electronic income tax return,
- contact with schools/universities and public educational establishments (e.g. public libraries, public health service institutions, services of public hospitals).

This does not include e-mail contacts with authorities and public institutions.

Frage 200

Did you do any of the following via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Accessing information stored by authorities or public institutions about you (e.g. information on pension, training assistance, health data)

Yes

No

Accessing information from public databases or registers (e.g. information about availability of books in public libraries, information from land registers of business registers)

Yes

No

Obtaining information (e.g. about services, benefits, entitlements, laws, opening hours)

Yes

No

Frage 201

Did you do any of the following for private purposes in the last 12 months?

(Voluntary question)

Please mark "Yes" or "No".

Downloading or printing official forms from websites/apps of authorities or public institutions

Yes

No

Making an appointment or reservation via a website or app of authorities or public institutions (e.g. reservation of a book in a public library, appointment with an authority or statutory health insurance institution)

Yes

No

Receiving/accessing any official communication or documents sent by authorities or public institutions via your account on a website or app (e.g. notifications of fines or invoices, tax assessment notifications or other official letters, delivery of court summons, court documents)

Yes

No

Question 202

Did you submit your tax declaration via a website or app for private purposes in the last 12 months?

(Voluntary question)

Yes

No

Question 203

What other online transactions did you do via a website or app of authorities or public institutions for private purposes in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

I requested online official documents or certificates (e.g. marriage/birth/death certificate, divorce documents, residence title, certificate of good conduct, car-related information, certificate on recognition of a qualification).

I requested online social benefits or claimed entitlements (e.g. citizen's benefit, unemployment benefit, parental allowance, children's allowance, housing allowance, pension, severance pay).

I made other enquiries, claimed entitlements or made complaints online (e.g. reporting a theft to the police, making an appeal on points of law, applying for legal aid, initiating a civil action).

Not applicable, I did not do any of the above online transactions in the last 12 months.

Question 204

What were the reasons for you not to request documents or claim benefits/entitlements via a website or app of authorities or public institutions in the last 12 months?

(Voluntary question)

Please mark all relevant boxes.

There was no need to request documents or claim benefits/entitlements.

Lack of skills (e.g. I did not know how to use the website/app or using it was too complicated.)

I have concerns about the protection and security of my personal data or I was unwilling to pay the fees online (e.g. due to fear of credit card fraud).

Lack of electronic signature (e.g. lack of activated electronic identification (eID), De-Mail or other identification tool required for using the online service)

Someone else submitted the documents or claimed the benefits/entitlements on my behalf (e.g. family member, friend, adviser).

There was no such online service available.

Other reasons

Topic: Use of the electronic identification (eID)

All questions in this section refer to using electronic identification procedures. Electronic identification (eID) enables you to identify yourself, to securely log in to or access online services of authorities, public institutions and enterprises in Germany and other European countries.

Question 205

In the last 12 months, have you identified yourself electronically with your eID for private purposes in order to use online services from authorities, public institutions or companies in Germany and other European countries?

(Voluntary question)

This refers to eID procedures in which the means of identification (eID) used meets the “high” or “substantial” level of trust. In Germany these are the online ID, the electronic residence permit (eAT), the eID card for Union citizens and the Elster certificate. Electronic identification with the eID can be done, for example, as follows:

- with the Federal Government's AusweisApp or via the Federal Government's central user account (BundID),
- via digital wallets (“wallets”) for digital identities such as Verimi,
- on platforms such as AusweisIDent from D-Trust,
- with the apps from AUTHADA and PostIdent from Deutsche Post AG.

This includes electronic identification with certified eID service providers in Germany (federal, Land and municipal authorities, citizens portals, insurance companies, banks, telecommunications companies).

Yes

No

Question 206

For which online services did you use electronic identification (eID)?

(Voluntary question)

Please mark all relevant boxes.

Online services of authorities or public institutions (e.g. submitting tax declaration, accessing pension account or driving record (penalty points), requesting a certificate of good conduct or applying for social benefits such as training assistance, (de-)registering a car, accessing electronic personal health records) ...

in Germany

in other European countries

Online services of enterprises such as banks, insurance companies, transport and trade businesses, mobile network operators (e.g. opening a bank account, concluding an insurance contract, purchasing a car, buying a SIM card)

Question 207

What were the reasons for not using electronic identification (eID) for private purposes in the last 12 months?*(Voluntary question)**Please mark all relevant boxes.*

I did not know what electronic identification (eID) is/that there was an eID.

I do not have an eID.

I have an eID, but there was no need to access online services requiring secure identification.

I have an eID, but I feel unsafe using it (concerns about ICT security, personal data protection).

I could not use my eID because of practical/technical problems (e.g. the application was not user-friendly, lack of suitable smartphone or card reader, software incompatibility, eID was not accepted/offered for the services I needed to access).

I could not use my eID to access the desired service via a smartphone or tablet.

Other reasons

Topic: Buying via the internet (e-Commerce)

Question 208

When did you last order or buy goods or services for private use via the internet?*(Voluntary question)*

This concerns ordering/buying over the internet (via websites or apps), both from enterprises and from private individuals.

Please mark only one box.

Within the last 3 months

More than 3 months ago, but within the last 12 months

More than 12 months ago

I have never ordered or bought goods or services for private use via the internet.

Question 209

In the last 3 months, did you buy any goods via the internet or an app for private use?

(Voluntary question)

This refers only to physical products (goods), including used goods. For example:

- Clothing, shoes or accessories
- Sports goods
- Children's toys or childcare items
- Furniture, home accessories or gardening products
- Washing machines, refrigerators
- Computers, tablets, mobile phones or accessories
- TV sets, smart speakers or virtual assistants
- Bicycles, motorcycles or cars (including spare parts)
- Music as CDs, films or series as DVDs
- Printed books, newspapers, magazines
- Pharmaceuticals or dietary supplements
- Cosmetics, beauty or wellness products
- Cleaning products or personal care products
- Food (including animal food) or beverages
- Home delivery of food/beverages
- Other goods (e.g. tobacco products, gift cards, jewelry)

This does not include online purchases of digital products (e.g. music streaming), of subscriptions (e.g. magazines, television, internet) and of household services, transport and other travel services.

Yes

No

Frage 210

In the last 3 months, did you do any of the following via a website or app for private use...

(Voluntary question)

Please mark "Yes" or "No".

making a subscription to an internet or mobile phone contract

Yes

No

making a subscription to electricity, water or heat supply, waste disposal or similar services

Yes

No

buying a transport service from a transport enterprise (e.g. local bus/train ticket, airline ticket, taxi ride)

Yes

No

booking accommodation from an enterprise (e.g. hotel, travel agency)

Yes

No

buying tickets to cultural or other events (e.g. cinema, theatre, concerts, fairs, sports events)

Yes

No

buying e-books or audiobooks as downloads (including paid updates)

Yes

No

buying computer or other software as downloads (including paid upgrades)

Yes

No

buying computer/video games online or as downloads (including paid upgrades/DLC) or virtual in-game items

Yes

No

Frage 211**Have you had a subscription to any of the following streaming services or apps in the last 3 months, which you paid for?***(Voluntary question)*

This includes both ongoing subscriptions and new subscriptions that were bought in the last 3 months. This includes also shared payment (e.g. in case of joint use in the household).

Please mark "Yes" or "No" for each type of subscription listed.

Music streaming service (e.g. Amazon Music Unlimited, Apple Music, Deezer, Tidal HIFI, Napster, Youtube Music, SoundCloud, Spotify Premium)

Yes

No

Films/series or sports streaming service (e.g. Amazon Prime Video, Apple TV+, DAZN, Disney+, Discovery+, HBO Max, Joyn/Joyn PLUS+, Netflix, Paramount+, RTL+/RTL+ Premium, Sky WOW)

Yes

No

Streaming service for online news sites, online newspapers (e-paper) or online magazines

Yes

No

Gaming streaming service (e.g. Amazon Luna, GeForce Now, Playstation Plus, Xbox Cloud Gaming/Xbox Game Pass Ultimate, Sony Cloud-Streaming)

Yes

No

Apps related to health/fitness (excluding free apps)

Yes

No

Other apps, such as related to learning languages, travelling, weather (excluding free apps)

Yes

No

Frage 212

In the last 3 months, did you buy or book online any of the following from private persons via a website or app for private use?

(Voluntary question)

E.g. via online marketplaces such as kleinanzeigen.de, Facebook Marketplace, or via intermediary platforms such as blablacar.de, fahrgemeinschaft.de, mitfahren.de, Airbnb, fewo-direkt.de, wimdu.de, couchsurfing.com, 9flats.com

Please mark "Yes" or "No" for each type of goods/services listed.

Physical goods (including used goods; e.g. clothes, furniture, motor vehicles)

Yes

No

Transport service

Yes

No

Accommodation

Yes

No

Household service (e.g. cleaning, babysitting, repair work, gardening)

Yes

No

Question 213

Did you buy any other services (excluding financial and insurance services) than those mentioned in the previous questions via a website or app for private use in the last 3 months?

(Voluntary question)

Yes

No

Question 214

How many times did you buy goods or services via the internet or an app for private use in the last 3 months?

(Voluntary question)

Please mark only one box.

1 to 2 times

3 to 5 times

6 to 10 times

More than 10 times

Question 215

Did you encounter any of the following problems when ordering or buying goods, digital products or services via the internet for private use in the last 3 months?

(Voluntary question)

Please mark all relevant boxes.

- Technical errors of the website during the order or payment process
 - Difficulties in finding information on warranty or legal recourse
 - Speed of delivery slower than indicated
 - Final costs higher than indicated (e.g. higher shipping costs, unexpected transaction fees)
 - Wrong or damaged goods/services delivered
 - Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details or other fraud)
 - Problems with complaints encountered (e.g. difficult complaint procedure, no satisfactory response after complaint)
 - Foreign retailer did not sell to Germany.
 - Other problems
 - No, I did not encounter any of the above problems.
-

Question 216

In the last 3 months, have you had any safety or health problems caused by products you had once bought online for private use? (e.g. build, material or software of the product led to an accident, injury, or health issue)

(Voluntary question)

For example: a product breaking during use due to its faulty construction or design, a product causing skin irritations due to a wrong material used, or a device overheating due to a software issue. Issues where the involved product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it's not waterproof) are to be excluded.

- Yes
 - No
-

Topic: Participation in the survey

Question 217

Have you answered the questions yourself?

(Voluntary question)

- Yes
 - No, another household member has answered the questions.
 - No, someone not living in the household has answered the questions.
-

Question 218

Which household member has answered the questions?

(Voluntary question)

Please enter the number (see flap) of the person who has answered the questions.

Question 219

How many minutes did it take you to complete the questionnaire?

(Voluntary question)

Number of minutes

