



**CONFIDENTIAL**

## SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2017

**HOUSEHOLD DATA:**

1. Geographic code:.....					
2. Quarter code:.....					
3. Household serial number:.....					
4. Address:.....					
5. Number:.....					
6. Community / Municipality:.....					
7. Quarter:.....					
8. District:.....					
9. Post code:.....					
10. Telephone:.....					

**GENERAL INFORMATION:**

1. The aim of the survey is to collect data on the access to selected Information and Communication Technologies, the use of Computers and the Internet, use of e-Government, e-Commerce and e-Skills.
2. The survey is conducted following the European Commission Regulation 808/2004.
3. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. The provision of information is compulsory and everyone included in the sample should cooperate with the enumerator.
4. All questions should be answered with the highest possible accuracy. If the requested information is not known then the best estimate should be provided.
5. The Statistical Service is bound by the Statistics Law to treat all information obtained as **CONFIDENTIAL**. Your responses will be used solely for statistical purposes.

G. Chr. Georgiou  
Director  
Statistical Service

**PERSONAL QUESTIONNAIRE**

S/N

Name:

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**1. Gender**

- Male.....  1
- Female.....  2

**2. Birth Day**

Day	Month	Year
<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 30px; height: 20px;" type="text"/>	<input style="width: 100px; height: 20px;" type="text"/>
or		
Age: .....		<input style="width: 60px; height: 20px;" type="text"/>

**3. Country of Birth**

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**4. Country of Citizenship**

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**5. Marital Status**

- (a) Legal**
- Married .....  1
- Unmarried .....  2
- Widowed and not remarried .....  3
- Divorced and not remarried .....  4
- (b) "De facto"**
- Person living in a consensual union ....  1
- Person not living in a consensual union .  2

**6. Educational Level (completed on 31/3/2017)**

- Did not complete any education level ..  0
- Primary school .....  1
- Lower secondary school .....  2
- Upper secondary school .....  3
- Post secondary non-tertiary (< 2 years)  4
- Short-cycle tertiary (2-3 years) .....  5
- University (Bachelor) .....  6
- University (Master).....  7
- University (PhD) .....  8

**7. Employment**

- Student .....  1
- Employee .....  2
- Self employed.....  3
- Family worker .....  4
- In compulsory military service .....  5
- Fulfilling domestic tasks (housewife) .....  6
- Unemployed .....  7
- Retired .....  8
- Of independent means .....  9
- Other inactive .....  10
- Child who has not been to school .....  11

*For employee or self employed (incl. family worker)*

**8a. Occupation**

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- 8b** Permanent employment  1 Temporary employment  2

- 8c.** Full-time  1 Part-time  2

**9. Economic Activity**

- Agriculture, forestry and fishing .....  1
- Mining and quarrying, manufacturing and other  2
- Construction .....  3
- Wholesale and retail trades, transport, accommodation and food service activities ....  4
- Information and communication .....  5
- Financial and insurance activities .....  6
- Real estate activities .....  7
- Business services .....  8
- Public administration, defence, education, human health and social work activities  9
- Other service activities .....  10

**MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES**

<b>A1. Do you or anyone in your household have access to a computer at home?</b> (any type: desktop, laptop, netbook, tablet, excluding smart phones)				<b>Yes</b>  <input type="checkbox"/>	<b>No</b>  <input type="checkbox"/> Go to → A3
<b>A2. Do you or anyone in your household have access to any of the following type of <u>computer</u> at home?</b>		<b>Yes</b>	<b>No</b>		
a)	Desktop computer	<input type="checkbox"/>	<input type="checkbox"/>		
b)	Laptop computer	<input type="checkbox"/>	<input type="checkbox"/>		
c)	Netbook	<input type="checkbox"/>	<input type="checkbox"/>		
d)	Tablet	<input type="checkbox"/>	<input type="checkbox"/>		
e)	None of the above	<input type="checkbox"/>			
<b>A3. Do you or anyone in your household have access to the Internet at <u>home</u>? (by any device)</b>		<b>Yes</b>  <input type="checkbox"/>	<b>No</b>  <input type="checkbox"/> Go to → A5	<b>Don't know</b>  <input type="checkbox"/> Go to → B1	
<b>A4. What types of Internet connections are used at home?</b>		<b>Yes</b>	<b>No</b>		
<b><i>Broadband connections</i></b>					
a)	Fixed broadband connection (e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, public WiFi connections)	<input type="checkbox"/>	<input type="checkbox"/>		
b)	Mobile broadband connection (via mobile phone network, at least 3G, e.g. UMTS, using SIM card or USB key, mobile phone or smart phone as modem)	<input type="checkbox"/>	<input type="checkbox"/>		
<b><i>Other, narrowband connections</i></b>					
c)	Dial-up access over normal telephone line or ISDN	<input type="checkbox"/>	<input type="checkbox"/>		
d)	Mobile narrowband connection (less than 3G, e.g. 2G+/GPRS, using (SIM) card or USB key, mobile phone or smart phone as modem)	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Go to → B1</b>					

A5. What are the reasons for not having access to the Internet at home?	Yes	No
a) Have access to Internet elsewhere	<input type="checkbox"/>	<input type="checkbox"/>
b) Don't need Internet (because not useful, not interesting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c) Equipment costs too high	<input type="checkbox"/>	<input type="checkbox"/>
d) Access costs too high (telephone, DSL subscription, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
f) Privacy or security concerns	<input type="checkbox"/>	<input type="checkbox"/>
g) Broadband Internet is not available in the area	<input type="checkbox"/>	<input type="checkbox"/>
h) Other	<input type="checkbox"/>	<input type="checkbox"/>
<b>Go to → B1</b>		

**The following modules are directed to individuals 16 - 74 old**

**PERSONAL QUESTIONNAIRE**

**S/N OF MEMBER:**

**MODULE B: USE OF COMPUTERS**

**B1. When did you last use a computer (at home, at work or any other place)?**

(any type: desktop, laptop, netbook, tablet, excluding smart phones, PDA, games consoles, media players, e-book readers)

- |  |                          |            |
|--|--------------------------|------------|
| a) Within the last 3 months (The first quarter of 2017)                      | <input type="checkbox"/> |            |
| b) Between 3 months and a year ago (During the period April - December 2016) | <input type="checkbox"/> | Go to → B3 |
| c) More than 1 year ago (Before April 2016)                                  | <input type="checkbox"/> | Go to → B3 |
| d) Never used one  | <input type="checkbox"/> | Go to → B3 |

**B2. How often on average have you used a computer in the last 3 months (the first quarter of 2017)?**

(any type: desktop, laptop, netbook, tablet, excluding smart phones, PDA, games consoles, media players, e-book readers)

- |   |                          |
|---|--------------------------|
| a) Every day or almost every day            | <input type="checkbox"/> |
| b) At least once a week (but not every day) | <input type="checkbox"/> |
| c) Less than once a week                    | <input type="checkbox"/> |

**B3. Do you use any of the following type of telephones?**

	Yes	No
a) Mobile phone	<input type="checkbox"/>	<input type="checkbox"/>
b) Smart phone	<input type="checkbox"/>	<input type="checkbox"/>
c) None of the above	<input type="checkbox"/>	

## MODULE C: USE OF THE INTERNET

### C1. When did you last use the Internet?

(via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers)

- |  |                          |            |
|--|--------------------------|------------|
| a) Within the last 3 months (The first quarter of 2017)                      | <input type="checkbox"/> | Go to → C2 |
| b) Between 3 months and a year ago (During the period April - December 2016) | <input type="checkbox"/> | Go to → C7 |
| c) More than 1 year ago (Before April 2016)                                  | <input type="checkbox"/> | Go to → E1 |
| d) Never used it (end of the interview)                                      | <input type="checkbox"/> | THE END    |

### C2. How often on average did you use the Internet in the last 3 months (the first quarter of 2017)?

(via any device: desktop, laptop, netbook, tablet, as well as smart phones, games consoles, e-book readers)

- |   |                          |
|---|--------------------------|
| a) Every day or almost every day            | <input type="checkbox"/> |
| b) At least once a week (but not every day) | <input type="checkbox"/> |
| c) Less than once a week                    | <input type="checkbox"/> |

### C3. Did you use any of the following mobile devices to access the Internet away from home or work in the last 3 months (the first quarter of 2017)?

- |   |                          |
|---|--------------------------|
| <b>a) Mobile phone (or smart phone)</b>   |                          |
| if "Yes" to a) → a1) via mobile phone network   | <input type="checkbox"/> |
| → a2) via wireless network (e.g. WiFi)  | <input type="checkbox"/> |
| <b>b) Portable computer (e.g. laptop, tablet)</b>   |                          |
| if "Yes" to b) → b1) via mobile phone network, using USB key or SIM card<br>or mobile phone or smart phone as a modem | <input type="checkbox"/> |
| → b2) via wireless network (e.g. WiFi)  | <input type="checkbox"/> |
| <b>c) Other devices</b>   | <input type="checkbox"/> |
| <b>d) I didn't access</b> the internet via any mobile device away from home or work                                   | <input type="checkbox"/> |

**C4. For which of the following activities did you use the Internet in the last 3 months (the first quarter of 2017) for private purpose?**

<b><u>Communication</u></b>	<b>Yes</b>	<b>No</b>
a) Sending / receiving e-mails	<input type="checkbox"/>	<input type="checkbox"/>
b) Telephoning over the Internet / video calls (via webcam) over the Internet (using applications e.g. Skype, Facetime)	<input type="checkbox"/>	<input type="checkbox"/>
c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d) Uploading self/created content (text, photos, music, videos, software etc.) to any website to be shared	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Access to information</u></b>	<b>Yes</b>	<b>No</b>
e) Reading online news sites / newspapers / news magazines	<input type="checkbox"/>	<input type="checkbox"/>
f) Seeking health related-information (e.g. injury, disease, nutrition, improving health, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
g) Finding information about goods or services	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Civic and political participation</u></b>	<b>Yes</b>	<b>No</b>
h) Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc. )	<input type="checkbox"/>	<input type="checkbox"/>
i) Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Professional life</u></b>	<b>Yes</b>	<b>No</b>
j) Looking for a job or sending a job application	<input type="checkbox"/>	<input type="checkbox"/>
k) Participating in professional networks (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc. )	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Other on-line services</u></b>	<b>Yes</b>	<b>No</b>
l) Using services related to travel or travel related accommodation	<input type="checkbox"/>	<input type="checkbox"/>
m) Selling of goods or services, e.g. via auctions (e.g. eBay)	<input type="checkbox"/>	<input type="checkbox"/>
n) Internet Banking	<input type="checkbox"/>	<input type="checkbox"/>

<b>C5. Did you use storage space on the Internet to save documents, pictures, music, video or other files for private purposes in the last 3 months (the first quarter of 2017), e.g. Google Drive, Dropbox, Windows One Drive (formerly Skydrive), iCloud, Amazon Cloud Drive?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>C6. Have you conducted any of the following learning activities over the Internet for educational, professional or private purposes in the last 3 months (the first quarter of 2017)?</b>	<b>Yes</b>	<b>No</b>
a) Doing an online course	<input type="checkbox"/>	<input type="checkbox"/>
b) Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks)	<input type="checkbox"/>	<input type="checkbox"/>
c) Communicating with instructors or students using educational websites / portals	<input type="checkbox"/>	<input type="checkbox"/>
d) Other	<input type="checkbox"/>	<input type="checkbox"/>
<b>C7. Have you used any website or app to arrange an accommodation (room, apartment, house, holiday cottage, etc.) from another private individual in the last 12 months (April 2016 - March 2017)?</b> <i>(For respondents who answered "yes" to C1a or C1b)</i>	<b>Yes</b>	<b>No</b>
a) Yes, intermediary websites or apps dedicated to arranging accommodation such as AIRBNB	<input type="checkbox"/>	<input type="checkbox"/>
If "yes" to C7a specify which website		
b) Yes, other websites or apps (including social networks)	<input type="checkbox"/>	<input type="checkbox"/>
c) No, I have not	<input type="checkbox"/>	<input type="checkbox"/>
<b>C8. Have you used any website or app to arrange a transport service (e.g. by car) from another private individual in the last 12 months (April 2016 - March 2017)?</b>	<b>Yes</b>	<b>No</b>
a) Yes, intermediary websites or apps dedicated to arranging transport services	<input type="checkbox"/>	<input type="checkbox"/>
If "yes" to C8a specify which website		
b) Yes, other websites or apps (including social networks)	<input type="checkbox"/>	<input type="checkbox"/>
c) No, I have not	<input type="checkbox"/>	<input type="checkbox"/>

## MODULE D: USE OF E-GOVERNMENT

**Use of e-government** refers to electronic contacts via the Internet with public authorities and some public services. **Contacts through manually typed e-mails should be excluded.**

Contact and interaction with public authorities and public services include websites concerning citizen obligations, (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. services of public hospitals).

**For respondents who didn't answer "More than 1 year ago" or "Never used it" in Question C1**

### D1. Did you contact or interact with public authorities or public services over the Internet for private purposes in the last 12 months for the following activities?

Includes websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in public schools or university), public health services (e.g. services of public hospitals). **(Excludes manually typed e-mails)**

	Yes	No
a) Obtaining information from websites	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>
c) Submitting completed forms	<input type="checkbox"/>	<input type="checkbox"/>

**If "No" to D1c), go to → D2, otherwise go to → E1**

### D2. What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months (April 2016 - March 2017)?

	Yes	No
a) Did not have to submit official forms at all, neither online nor or paper	<input type="checkbox"/> Go to → E1	<input type="checkbox"/>
b) There was no such website service available	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	<input type="checkbox"/>	<input type="checkbox"/>
d) Concerns about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of or problems with electronic signature or electronic ID/certificate (required for authentication/using the service) or problems with electronic signature or electronic ID/certificate	<input type="checkbox"/>	<input type="checkbox"/>
f) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	<input type="checkbox"/>	<input type="checkbox"/>
g) Other reason	<input type="checkbox"/>	<input type="checkbox"/>

If "yes" to D2g specify the reason:

## MODULE E: USE OF THE E-COMMERCE

**Use of e-commerce** refers to the purchase of goods and services over the Internet for **private use** via any device (desktop, portable or handheld, including mobile or smart phone).  
Purchases refer to ordering goods or services for which payment is required but the payment does not have to be online.  
**Orders via manually typed e-mails, SMS or MMS should be excluded.**  
**Orders via websites or apps should be considered.**

**For respondents who didn't answer "Never used it" to C1**

### E1. When did you last buy or order goods or services for private use over the Internet? (excluding manually typed e-mails, SMS, MMS)

(via any device: desktop, portable or handheld, including mobile or smart phones)

Within the last 3 months (The first quarter of 2017)	<input type="checkbox"/>
Between 3 months and a year ago (During the period April - December 2016)	<input type="checkbox"/>
More than 1 year ago (Before April 2016)	<input type="checkbox"/> Go to → E9 / if "more than a year ago" in C1 go to E10
Never bought or ordered	<input type="checkbox"/> Go to → E9/ if "more than a year ago" in C1 go to E10

### E2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2016 - March 2017)?

	Yes	No
a) Food or groceries	<input type="checkbox"/>	<input type="checkbox"/>
b) Household goods (e.g. furniture, toys etc; excluding consumer electronics)	<input type="checkbox"/>	<input type="checkbox"/>
c) Medicine	<input type="checkbox"/>	<input type="checkbox"/>
d) Clothes, sports goods	<input type="checkbox"/>	<input type="checkbox"/>
e) Computer hardware (e.g. external hard disks, graphic cards)	<input type="checkbox"/>	<input type="checkbox"/>
f) Electronic equipment (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
g) Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
h) Holiday accommodation (hotel etc.)	<input type="checkbox"/>	<input type="checkbox"/>
i) Other travel arrangements (transport tickets, carhire etc.)	<input type="checkbox"/>	<input type="checkbox"/>
j) Tickets for events	<input type="checkbox"/>	<input type="checkbox"/>
k) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
l) Books, magazines, newspapers	<input type="checkbox"/>	<input type="checkbox"/>
m) e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
n) Video games software, other computer software and software upgrades	<input type="checkbox"/>	<input type="checkbox"/>
o) Other	<input type="checkbox"/>	<input type="checkbox"/>

**If "Yes" to categories k), l), n) in E2, go to → E3, otherwise go to → E4**

<b>E3. Were any of the following products that you bought or ordered over the internet for private use downloaded or accessed from websites or apps in the last 12 months (April 2016 - March 2017)?</b> <i>(if yes to k or/and, to l or/and, to n in question E2)</i>		
	<b>Yes</b>	<b>No</b>
a) Film, music	<input type="checkbox"/>	<input type="checkbox"/>
b) E-Books	<input type="checkbox"/>	<input type="checkbox"/>
c) E-Magazines, e-newspapers	<input type="checkbox"/>	<input type="checkbox"/>
d) Computer software (inc. computer and video games and software upgrades)	<input type="checkbox"/>	<input type="checkbox"/>
<b>E4. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months (April 2016 - March 2017)?</b>		
	<b>Yes</b>	<b>No</b>
a) Sellers from Cyprus	<input type="checkbox"/>	<input type="checkbox"/>
b) Sellers from other EU countries	<input type="checkbox"/>	<input type="checkbox"/>
c) Sellers from the rest of the world	<input type="checkbox"/>	<input type="checkbox"/>
d) Country of origin of sellers is not known	<input type="checkbox"/>	<input type="checkbox"/>
<i>If yes to E4b or/and E4c go to E5 if no to E4b and E4c and yes to 'Within the last 3 months' in question E1 go to E6, otherwise go to E8</i>		
<b>E5. Which type of products did you buy or order over the internet for private use from sellers from other EU countries or from the rest of the world in the last 12 months (April 2016 - March 2017)?</b> <i>(For respondents who answered yes to categories E4b or/and E4c )</i>		
a) Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CDs/DVDs)		<input type="checkbox"/>
b) Products downloaded or accessed from websites or apps (e.g. films, music, e-books, e-newspapers, games, paid applications)		<input type="checkbox"/>
c) Travel, accomodation or holiday arrangements (e.g. tickets and documents by mail or printed by yourself)		<input type="checkbox"/>
d) Other services (e.g. tickets for events received via mail, telecom subscriptions)		<input type="checkbox"/>
<b>E6a. How many times did you order or buy goods or services over the Internet for private use in the last 3 months (the first quarter of 2017)?</b> <i>(For respondents who answered "Within the last 3 months" in question E1)</i>		
<b>Please provide an estimate:</b>		.....times
<b>E6b. or choose one of the following:</b>		
1 - 2 times		<input type="checkbox"/>
3 - 5 times		<input type="checkbox"/>
6 - 10 times		<input type="checkbox"/>
More than 10 times		<input type="checkbox"/>
<b>E7a. How much as an estimate did you spend buying or ordering goods or services over the Internet (excluding shares or other financial services) for private use in the last 3 months (the first quarter of 2017)?</b> <i>(For respondents who answered "Within the last 3 months" in question E1)</i>		
<b>Please provide an estimate:</b>		€.....
<b>E7b. or choose one of the following:</b>		
Less than 50 euro		<input type="checkbox"/>
50 to less than 100 euro		<input type="checkbox"/>
100 to less than 500 euro		<input type="checkbox"/>
500 to less than 1000 euro		<input type="checkbox"/>
1000 euro and more		<input type="checkbox"/>
Don't know		<input type="checkbox"/>

<b>E8. Did you encounter any of the following problems when buying or ordering goods or services over the Internet in the last 12 months (April 2016 - March 2017)?</b>		
<i>(For respondents who answered yes to "Within the last 3 months" or yes to "Between 3 months and a year ago" question E1)</i>		
	<b>Yes</b>	<b>No</b>
a) Technical failure of website during ordering or payment	<input type="checkbox"/>	<input type="checkbox"/>
b) Difficulties in finding information concerning guarantees and other legal rights	<input type="checkbox"/>	<input type="checkbox"/>
c) Speed of delivery slower than indicated	<input type="checkbox"/>	<input type="checkbox"/>
d) Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fee)	<input type="checkbox"/>	<input type="checkbox"/>
e) Wrong or damaged goods/services delivered	<input type="checkbox"/>	<input type="checkbox"/>
f) Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
g) Complaints and redress were difficult or no satisfactory response after complaint	<input type="checkbox"/>	<input type="checkbox"/>
h) Foreign retailer did not sell to my country	<input type="checkbox"/>	<input type="checkbox"/>
i) Others	<input type="checkbox"/>	<input type="checkbox"/>
j) I have not encountered any problem	<input type="checkbox"/>	<input type="checkbox"/>
<b>E9. Did you carry out any of the following financial activities over the internet (excluding e-mail) for private purposes in the last 12 months (April 2016 - March 2017)?</b>		
<i>(For respondents who answered yes to "Within the last 3 months" or "yes" to "Between 3 months and a year ago" in question C1)</i>		
	<b>Yes</b>	<b>No</b>
a) Buying or selling shares, bonds, funds or other investment services	<input type="checkbox"/>	<input type="checkbox"/>
b) Buying or renewing existing insurance policies, including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)	<input type="checkbox"/>	<input type="checkbox"/>
c) Taking a loan or arranging credit from banks or other financial providers	<input type="checkbox"/>	<input type="checkbox"/>
<i>(For respondents who answered yes to "Within the last 3 months" or "yes" to "Between 3 months and a year ago" in question E1 go to F1 otherwise go to E10)</i>		
<b>E10. What were the reasons for not buying or ordering any goods or services for your own private use in the last 12 months (April 2016 - March 2017)?</b>		
	<b>Yes</b>	<b>No</b>
a) Prefer to shop in person, like to see product, loyalty to shops, force of habit	<input type="checkbox"/>	<input type="checkbox"/>
b) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	<input type="checkbox"/>	<input type="checkbox"/>
c) Delivery of goods ordered over the Internet is a problem (e.g. takes too long or is logistically difficult)	<input type="checkbox"/>	<input type="checkbox"/>
d) Payment security or privacy concerns (e.g. giving credit card details or personal details over the Internet)	<input type="checkbox"/>	<input type="checkbox"/>
e) Concerns about receiving or returning goods, complaint / redress concerns	<input type="checkbox"/>	<input type="checkbox"/>
f) Don't have a payment card allowing to pay over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
g) Foreign retailer did not sell to my country	<input type="checkbox"/>	<input type="checkbox"/>
h) Others	<input type="checkbox"/>	<input type="checkbox"/>
<i>(For respondents who answered yes to "Within the last 3 months" or "yes" to "Between 3 months and a year ago" in question C1 go to F1 otherwise go to the END)</i>		

**MODULE F: E-SKILLS****For respondents who didn't answer "More than 1 year ago" or "Never used it" in question C1**

<b>F1. Which of the following computer or mobile device related activities have you ever carried out in the last 12 months (April 2016 - March 2017)?</b>	<b>Yes</b>	<b>No</b>
a) Transferring files between computers or other devices	<input type="checkbox"/>	<input type="checkbox"/>
b) Installing software or applications (apps)	<input type="checkbox"/>	<input type="checkbox"/>
c) Changing the settings of any software, including operational system or security programs	<input type="checkbox"/>	<input type="checkbox"/>
<b>F2. Which of the following software related activities have you carried out in the last 12 months (April 2016- March 2017)?</b>	<b>Yes</b>	<b>No</b>
a) Copying or moving files or folders	<input type="checkbox"/>	<input type="checkbox"/>
b) Using word processing software	<input type="checkbox"/>	<input type="checkbox"/>
c) Creating presentations or documents integrating text, pictures, tables or charts	<input type="checkbox"/>	<input type="checkbox"/>
d) Using spread sheet software	<input type="checkbox"/>	<input type="checkbox"/>
<u>If "Yes" to d)</u> → d1) Using advanced functions of spread sheet software to organise and analyse data such as sorting, filtering, using formulas, creating charts	<input type="checkbox"/>	<input type="checkbox"/>
e) Using software to edit photos, video or audio files	<input type="checkbox"/>	<input type="checkbox"/>
f) Writing code in a programming language	<input type="checkbox"/>	<input type="checkbox"/>

<b><u>HOUSEHOLD INCOME:</u></b> <i>(net monthly income)</i>	€0 - €1.168 <input type="checkbox"/>	€1.169 - €1.948 <input type="checkbox"/>	€1.949 - €3.080 <input type="checkbox"/>	€3.081 - <input type="checkbox"/>
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**REASONS FOR NOT COMPLETING THE QUESTIONNAIRE:**

- 1. The household refuses to cooperate .....
- 2. The household is absent for long period .....
- 3. The house has been demolished .....
- 4. The house is empty .....
- 5. The house is inhabited temporarily by individuals who live permanently in other place .....
- 6. The house is used for non housing reasons.....
- 7. The house can not be located.....
- 8. Other reasons (specify): .....   
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**NOTES:**

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**ENUMERATOR'S INFORMATION:**

Enumerator's name: .....

Enumerator's code: .....

Date of interview: .....

Time needed to fill out this questionnaire: .....