

**CONFIDENTIAL**

## SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2019

**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 the Internet, use of e-Government, e-Commerce, E-skills and Internet Security
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.

S. Karagiorgis  
Director  
Statistical Service

# PERSONAL QUESTIONNAIRE

S/N

Name: \_\_\_\_\_

## 1. Gender

Male..... ☐ 1

Female..... ☐ 2

## 2. Birth Day

Day

Month

Year

 
 
   

or

Age: .....

## 3. Country of Birth

 

## 4. Country of Citizenship

 

## 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 31/3/2019)

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

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 industry..... ☐ 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)	Yes <input type="checkbox"/>	No <input type="checkbox"/> <i>Go to → A3</i>
<b>A2. Do you or anyone in your household have access to any of the following type of <u>computer</u> at home?</b>	Yes	No
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 <u>at home</u>?</b> (by any device)	Yes <input type="checkbox"/> <i>Go to → A4</i>	No <input type="checkbox"/> <i>Go to → A7</i>
	Don't know <input type="checkbox"/> <i>Go to → B1</i>	
<b>A4. What types of Internet connections are used at home?</b>	Yes	No
<b>Broadband connections</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>Other, narrowband connections</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>If "Yes" to A4a), go to → A5, otherwise go to → B1</b>		
<b>A5. What is the maximum contracted download speed of the fastest fixed Internet connection of your household?</b> (tick one)		
a) Less than 10 Mbit/s	<input type="checkbox"/>	
b) At least 10 Mbit/s but less than 30 Mbit/s	<input type="checkbox"/>	
c) At least 30 Mbit/s but less than 100 Mbit/s	<input type="checkbox"/>	
d) At least 100 Mbit/s	<input type="checkbox"/>	
<b>If "Yes" to A5a) or A5b) or A5c), go to → A6, otherwise go to → B1</b>		
<b>A6. Why does your household not upgrade this connection to higher data transfer speeds? (more than 100 Mbit/s);</b>	Yes	No
a) Unnecessary	<input type="checkbox"/>	<input type="checkbox"/>
b) High cost	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
d) No proper broadband connection in the area	<input type="checkbox"/>	<input type="checkbox"/>
<b>Go to → B1</b>		
<b>A7. What are the reasons for not having access to the Internet at home?</b>	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 THE INTERNET**

**B1. 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 2019)                      | <input type="checkbox"/> | <i>Go to → B2</i> |
| b) Between 3 months and a year ago (During the period April - December 2018) | <input type="checkbox"/> | <i>Go to → C1</i> |
| c) More than 1 year ago (Before April 2018)                                  | <input type="checkbox"/> | <i>THE END</i>    |
| d) Never used it (end of the interview)                                      | <input type="checkbox"/> | <i>THE END</i>    |

**B2. How often on average did you use the Internet in the last 3 months (the first quarter of 2019)?**

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

- |   |                          |                     |
|---|--------------------------|---------------------|
| a) Once a day or almost every day           | <input type="checkbox"/> | <i>Go to → B2.1</i> |
| b) At least once a week (but not every day) | <input type="checkbox"/> | <i>Go to → B3</i>   |
| c) Less than once a week                    | <input type="checkbox"/> | <i>Go to → B3</i>   |

**B2.1 Did you use the internet several times during the day?**

**Yes**

☐

**No**

☐

**B3. 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 2019)?**

- |  | <b>Yes</b>               | <b>No</b>                |
|--|--------------------------|--------------------------|
| a) Mobile phone or smart phone   | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Laptop  | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Tablet  | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Other devices (e.g. media or games player, e-book reader, smart watch)    | <input type="checkbox"/> | <input type="checkbox"/> |
| e) I didn't access the internet via any mobile device away from home or work | <input type="checkbox"/> | <input type="checkbox"/> |

<b>B4.</b>	<b>For which of the following activities did you use the Internet in the last 3 months (the first quarter of 2019) for private purpose?</b>		
<b><u>Communication</u></b>		<b>Yes</b>	<b>No</b>
a)	Sending / receiving e-mails	<input type="checkbox"/>	<input type="checkbox"/>
b)	Making calls (including video calls) over the Internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber	<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)	Using instant messaging i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber	<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. injuries, diseases, 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"/>
<b><u>Creativity</u></b>		<b>Yes</b>	<b>No</b>
k)	Uploading self-created content (text, photos, music, videos, software, etc.) to any website to be shared	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Use of entertainemt</u></b>		<b>Yes</b>	<b>No</b>
l)	Listening to music (e.g. web radio, music streaming)	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Other on-line services</u></b>		<b>Yes</b>	<b>No</b>
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>B5</b>	<b>Did you interact via the internet with household equipment or appliances (such as thermostat, light bulb, robot vacuum or security system) in the last 3 months (the first quarter of 2019)?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>B6</b>	<b>Did you use storage space on the Internet (cloud computing) to save documents, pictures, music, video or other files for private purposes in the last 3 months (the first quarter of 2019) (e.g. Google Drive, Dropbox, Microsoft One Drive, iCloud, Amazon Cloud Drive)?</b>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
<b>B7.</b>	<b>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 2019)?</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>B8.</b>	<b>Have you used any website or app to arrange an accommodation (a room, apartment, house, holiday cottage, etc.) from another private individual in the last 12 months (April 2018 - March 2019)?</b> <i>(For respondents who answered "yes" to B1a)</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 B8a specify which website		
	b) Yes, other websites or apps (including social networks)	<input type="checkbox"/>	<input type="checkbox"/>
	c) No, I have not <i>(by default for respondents who answered "no" to B8a and B8b)</i>	<input type="checkbox"/>	
<b>B9.</b>	<b>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 2018 - March 2019)?</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 B9a specify which website		
	b) Yes, other websites or apps (including social networks)	<input type="checkbox"/>	<input type="checkbox"/>
	c) No, I have not <i>(by default for respondents who answered "no" to B9a and B9b)</i>	<input type="checkbox"/>	
<b>B10.</b>	<b>Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, TaskRabbit, Freelancer, Amazon Mechanical Turk) in the last 12 months (April 2018-March 2019)?</b> <i>Websites of employment agencies are excluded</i>	<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/>
		<i>Go to → B10.1</i>	<i>Go to → C1</i>
<b>B10.1</b>	<b>Could you please specify if the income of this work is:</b>		
	a) the main source of your income	<input type="checkbox"/>	
	b) an additional source of income	<input type="checkbox"/>	

## MODULE C: 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 B1**

**C1. Did you contact or interact with public authorities or public services over the Internet for private purposes in the last 12 months (April 2018 - March 2019) 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 or apps	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading/printing official forms	<input type="checkbox"/>	<input type="checkbox"/>
c) Submitting completed forms online	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Go to → D1</i>	<i>Go to → C2</i>

**C2. What were the reasons for not submitting completed forms to public authorities' websites or apps for private purposes in the last 12 months (April 2018 - March 2019)?**

	Yes	No
a) Did not have to submit official forms at all	<input type="checkbox"/>	<input type="checkbox"/>
	<i>Go to → D1</i>	
b) There was no such online service available	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of skills or knowledge (e.g. did not know how to use website or it was too complicated to use)	<input type="checkbox"/>	<input type="checkbox"/>
d) Concerns about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
e) Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)	<input type="checkbox"/>	<input type="checkbox"/>
f) Other reason	<input type="checkbox"/>	<input type="checkbox"/>

If "yes" to C2f specify the reason: -----

## MODULE D: 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 "More than 1 year ago" or "Never used it" in Question B1**

### D1. 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 2019)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2018)	<input type="checkbox"/>	
More than 1 year ago (Before April 2018)	<input type="checkbox"/>	Go to → D8
Never bought or ordered	<input type="checkbox"/>	Go to → D9

### D2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2018 - March 2019)?

	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, mobile phones, TVs, laptops)	<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, car hire 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 D2, go to → D3, otherwise go to → D4**

**D3. 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 2018 - March 2019)?**

*(if yes to k or/and, to l or/and, to n in question D2)*

	Yes	No
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"/>
e) None of the above were downloaded or accessed online	<input type="checkbox"/>	<input type="checkbox"/>

**D4. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months (April 2018 - March 2019)?**

	Yes	No
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"/>

*If yes to D1a go to D5, otherwise go to D7*

**D5a. 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 2019)?**

*(For respondents who answered "Within the last 3 months" in question D1)*

**Please provide an estimate:** .....times

**D5b. or choose one of the following:**

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"/>

**D6a. 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 2018)?**

*(For respondents who answered "Within the last 3 months" in question D1)*

**Please provide an estimate:** €.....

**D6b. or choose one of the following:**

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>D7. Did you encounter any of the following problems when buying or ordering goods or services over the Internet in the last 12 months (April 2018 - March 2019)?</b>		
(For respondents who answered yes to "Within the last 3 months" or yes to "Between 3 months and a year ago" question D1)	<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 fees)	<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>D8. 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 2018 - March 2019)?</b>		
(For respondents who answered yes to "Within the last 3 months" in question B1)	<b>Yes</b>	<b>No</b>
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 mortgage or arranging credit from banks or other financial providers	<input type="checkbox"/>	<input type="checkbox"/>
c) Buying or selling shares, bonds, funds or other investment services	<input type="checkbox"/>	<input type="checkbox"/>
(For respondents who answered yes to "Within the last 3 months" or "yes" to "Between 3 months and a year ago" in question D1 go to E1 otherwise go to D9)		
<b>D9. What were the reasons for not buying or ordering any goods or services for your own private use in the last 12 months (April 2018 - March 2019)?</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"/>
g) Someone did it on my behalf	<input type="checkbox"/>	<input type="checkbox"/>
h) Others	<input type="checkbox"/>	<input type="checkbox"/>
(For respondents who answered yes to "Within the last 3 months" or "yes" to "Between 3 months and a year ago" in question B1 go to E1 otherwise go to the END)		

## MODULE E: E-SKILLS

For respondents who didn't answer "More than 1 year ago" or "Never used it" in question B1

<b>E1. Which of the following computer or mobile device related activities have you ever carried out in the last 12 months (April 2018 - March 2019)?</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>E2. Which of the following software related activities have you carried out in the last 12 months (April 2018- March 2019)?</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) → d1) Using its advanced functions to organise and analyse data, such as sorting, filtering, using formulas, creating charts</u>	<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"/>

**MODULE F: INTERNET SECURITY****For respondents who didn't answer "More than 1 year ago" or "Never used it" in Question B1****F1. Have you experienced any of the following security related problems through using the Internet for private purposes in the last 12 months (April 2018 - March 2019)?**

	Yes	No
a) Fraudulent credit or debit card use	<input type="checkbox"/>	<input type="checkbox"/>
b) Loss of documents, pictures or other data due to a virus or other infection (e.g. worm or Trojan horse)	<input type="checkbox"/>	<input type="checkbox"/>
c) Misuse of your personal information available on the Internet resulting in e.g. discrimination, harassment, bullying	<input type="checkbox"/>	<input type="checkbox"/>
d) Your social network or e-mail account being hacked and content being posted or sent without your knowledge	<input type="checkbox"/>	<input type="checkbox"/>
e) Online identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	<input type="checkbox"/>	<input type="checkbox"/>
f) Receiving fraudulent messages ('phishing')	<input type="checkbox"/>	<input type="checkbox"/>
g) Getting redirected to fake websites asking for personal information ('pharming')	<input type="checkbox"/>	<input type="checkbox"/>
h) Children accessing inappropriate websites	<input type="checkbox"/>	<input type="checkbox"/>

**If "Yes" to categories e), f) or g) in F1, go to → F2, otherwise go to → F3****F2. Have you experienced financial loss, in the last 12 months, resulting from identity theft, receiving fraudulent messages or being redirected to fake websites?**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**F3. Have security concerns limited or prevented you from doing the following activities via the Internet for private purposes in the last 12 months? (April 2018 - March 2019)?**

	Yes	No
a) Ordering or buying goods or services	<input type="checkbox"/>	<input type="checkbox"/>
b) Internet banking	<input type="checkbox"/>	<input type="checkbox"/>
c) Providing personal information to social or professional networking services	<input type="checkbox"/>	<input type="checkbox"/>
d) Communicating with public services or administrations	<input type="checkbox"/>	<input type="checkbox"/>
e) Downloading software or apps, music, video files, games or other data files	<input type="checkbox"/>	<input type="checkbox"/>
f) Using the Internet via public WiFi	<input type="checkbox"/>	<input type="checkbox"/>
g) Other	<input type="checkbox"/>	<input type="checkbox"/>

**F4. Do you make back up of your files (documents, pictures, etc.) on any external storage device or to Internet storage space (cloud services) for private purposes?***(tick one)*

a) Yes, automatically or manually	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) I don't know	<input type="checkbox"/>

**MODULE H: USE OF TELEPHONE****H1. Do you use any of the following type of telephones?**

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	

<b><u>HOUSEHOLD INCOME:</u></b> (net monthly income)	<b>€ 0 - € 1.250</b> <input type="checkbox"/>	<b>€ 1.251 - € 2.043</b> <input type="checkbox"/>	<b>€ 2.044 - € 3.189</b> <input type="checkbox"/>	<b>€ 3.190 -</b> <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): ..... ☐  
.....

### NOTES:

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### ENUMERATOR'S INFORMATION:

Enumerator's name: .....

Enumerator's code: .....

Date of interview: .....

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