

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2008

HOUSEHOLD DATA:

1. Geographic code:.....				
2. Quarter code:.....				
3. Enumeration block:.....				
4. Household serial number:.....				
5. Address:.....				
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 household access to Information and Communication Technologies (ICT), the use of computers and the Internet and e-commerce.
2. The survey is based on the methodology and demands of the European Union.
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 **STRICTLY CONFIDENTIAL**. Your responses will be used solely for statistical purposes.

G. Chr. Georgiou
 Director
 Statistical Service

HOUSEHOLD COMPOSITION

A/A	NAME (only first name)	GENDER 1: Male 2: Female	BIRTH DATE			EDUCATION LEVEL (completed on 31/3/2008)	EMPLOYMENT			OCCUPATION	
			YEAR	MONTH	DAY					DESCRIPTION	CODE
01											
02											
03											
04											
05											
06											
07											
08											
09											
10											

<u>HOUSEHOLD INCOME:</u> (net monthly income)	
0 - 1.300 € (0 - 760 £)	<input type="checkbox"/>
1.301 - 2.200 € (761 - 1.287 £)	<input type="checkbox"/>
2.201 - 3.250 € (1.288 - 1.902 £)	<input type="checkbox"/>
3.251 - € (1.903 - £)	<input type="checkbox"/>

CODES	
EDUCATION LEVEL	EMPLOYMENT
0 = Did not complete any education level	1 = Student
1 = Nursery school	2 = Employee
2 = Primary school	3 = Self employed
3 = Lower secondary school	4 = Family worker
4 = Upper secondary school	5 = In compulsory military service
5 = Tertiary (non-university)	6 = Fulfilling domestic tasks (housewife etc)
6 = University	7 = Unemployed
7 = University (Only PhD)	8 = Retired
	9 = of independent means
	10 = Other inactive
	11 = child who has not been to school yet

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES			
A1. Do you or anyone in your household have access to a computer at home? (any type: desktop, laptop, palmtop)		Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A2a
A1a. Do you or anyone in your household have access to any of the following at home?		Yes	No
a) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
b) Laptop computer		<input type="checkbox"/>	<input type="checkbox"/>
c) Handheld computer (Palmtop)		<input type="checkbox"/>	<input type="checkbox"/>
A2a. Is it possible to access the Internet <u>from your home</u>, regardless of whether it is used? (technical capacity)		Yes <input type="checkbox"/>	No <input type="checkbox"/> Don't know <input type="checkbox"/>
A2b. Do you or anyone in your household have access to the Internet <u>at home</u>, regardless of whether it is used?		Yes <input type="checkbox"/>	No <input type="checkbox"/> Don't know <input type="checkbox"/> Go to → A5 Go to → B1
A3. On which of the following devices is the Internet accessed at home?		Yes	No
a) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
b) Portable computer (laptop)		<input type="checkbox"/>	<input type="checkbox"/>
c) Other mobile devices		<input type="checkbox"/>	<input type="checkbox"/>
of which: c1) via Internet enabled mobile phone (GPRS, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
c2) via handheld computer (palmtop, PDA)		<input type="checkbox"/>	<input type="checkbox"/>
d) TV set with specific Internet device (e.g. digital TV or set top box)		<input type="checkbox"/>	<input type="checkbox"/>
e) Games console		<input type="checkbox"/>	<input type="checkbox"/>
f) Don't know		<input type="checkbox"/>	
A4. What types of Internet connection are used?		Yes	No
a) Modem (dial-up access over normal telephone line) or ISDN		<input type="checkbox"/>	<input type="checkbox"/>
b) DSL (e.g. ADSL, SHDSL, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
c) Other broadband connection (e.g. cable, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
d) Mobile phone over narrowband (GPRS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
Go to → B1			

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 want Internet (because content is harmful, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c) Don't need Internet (because not useful, not interesting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d) Equipment costs too high	<input type="checkbox"/>	<input type="checkbox"/>
e) Access costs too high (telephone, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
f) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
g) Privacy or security concerns	<input type="checkbox"/>	<input type="checkbox"/>
h) Physical disability	<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above, but other	<input type="checkbox"/>	

The following modules are directed to individuals 16-74 old		
PERSONAL QUESTIONNAIRE	S/N OF MEMBER: <input style="width: 80px;" type="text"/>	
MODULE B: USE OF COMPUTERS		
B1. When did you last use a computer?		
Within the last 3 months (The first quarter of 2008)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2007)	<input type="checkbox"/>	Go to → B4
More than 1 year ago (Before April 2007)	<input type="checkbox"/>	Go to → B4
Never used one	<input type="checkbox"/>	Go to → C1
B2. How often on average have you used a computer in the last 3 months?		
Every day or almost every day	<input type="checkbox"/>	
At least once a week (but not every day)	<input type="checkbox"/>	
At least once a month (but not every week)	<input type="checkbox"/>	
Less than once a month	<input type="checkbox"/>	
B3. Where have you used a computer in the last 3 months?	Yes	No
a) At home	<input type="checkbox"/>	<input type="checkbox"/>
b) At place of work (other than home)	<input type="checkbox"/>	<input type="checkbox"/>
c) At place of education	<input type="checkbox"/>	<input type="checkbox"/>
d) At another person's home	<input type="checkbox"/>	<input type="checkbox"/>
e) Other (e.g. public library, hotel, airport, internet café, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
B4. When did you last take a training course (of at least 3 hours) on any aspect of computer use? (for respondents who didn't answer "Never used one" in question B1)		
Within the last 3 months (The first quarter of 2008)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2007)	<input type="checkbox"/>	
Between 1 and 3 years ago (April 2005 - March 2007)	<input type="checkbox"/>	
More than 3 years ago (Before April 2005)	<input type="checkbox"/>	
Never taken one	<input type="checkbox"/>	

MODULE C: USE OF THE INTERNET

C1. When did you last use the Internet?

- | | | |
|---|--------------------------|------------|
| Within the last 3 months (The first quarter of 2008) | <input type="checkbox"/> | |
| Between 3 months and a year ago (During the period April - December 2007) | <input type="checkbox"/> | Go to → D8 |
| More than 1 year ago (Before April 2007) | <input type="checkbox"/> | Go to → D8 |
| Never used it | <input type="checkbox"/> | Go to → D8 |

C2. On average how often did you use the Internet in the last 3 months?

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

C3. Where have you used the Internet in the last 3 months (using a computer or any other means)?

- | | Yes | No |
|---|--------------------------|--------------------------|
| a) At home | <input type="checkbox"/> | <input type="checkbox"/> |
| b) At place of work (other than home) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) At place of education | <input type="checkbox"/> | <input type="checkbox"/> |
| d) At another person's home | <input type="checkbox"/> | <input type="checkbox"/> |
| e) At other places | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>of which:</u> e1) Public Library | <input type="checkbox"/> | <input type="checkbox"/> |
| e2) Post office | <input type="checkbox"/> | <input type="checkbox"/> |
| e3) Public office, town hall, government agency | <input type="checkbox"/> | <input type="checkbox"/> |
| e4) Community or voluntary organisation | <input type="checkbox"/> | <input type="checkbox"/> |
| e5) Internet Café | <input type="checkbox"/> | <input type="checkbox"/> |
| e6) Hotspot (at hotels, airports, public places etc.) | <input type="checkbox"/> | <input type="checkbox"/> |

C4. Do you use any of the following mobile devices to access the Internet?

- | | Yes | No |
|--|--------------------------|--------------------------|
| a) Mobile phone via GPRS | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Mobile phone via UMTS (3G) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Handheld computer (palmtop, PDA) | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Portable computer (laptop) via wireless connection away from home or work | <input type="checkbox"/> | <input type="checkbox"/> |
| e) None of the above | <input type="checkbox"/> | |

C5. For which of the following activities did you use the Internet, in the last 3 months for private purpose?			
<u>Communication, information search and on-line services</u>		Yes	No
a) Sending / receiving e-mails		<input type="checkbox"/>	<input type="checkbox"/>
b) Finding information about goods or services		<input type="checkbox"/>	<input type="checkbox"/>
c) Using services related to travel and accommodation		<input type="checkbox"/>	<input type="checkbox"/>
d) Downloading software (other than games software)		<input type="checkbox"/>	<input type="checkbox"/>
e) Reading or downloading online news / newspapers / news magazines		<input type="checkbox"/>	<input type="checkbox"/>
<u>If Yes to e)</u> e1) Have you subscribed to news services or products to receive them regularly?		<input type="checkbox"/>	<input type="checkbox"/>
f) Looking for a job or sending a job application		<input type="checkbox"/>	<input type="checkbox"/>
g) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)		<input type="checkbox"/>	<input type="checkbox"/>
<u>Banking, selling of goods or services</u>		Yes	No
h) Internet Banking		<input type="checkbox"/>	<input type="checkbox"/>
i) Selling of goods or services, e.g. via auctions		<input type="checkbox"/>	<input type="checkbox"/>
<u>Training and education</u>		Yes	No
j) Looking for information about education, training or course offers		<input type="checkbox"/>	<input type="checkbox"/>
k) Doing an online course (in any subject)		<input type="checkbox"/>	<input type="checkbox"/>
l) Consulting the Internet with the purpose of learning		<input type="checkbox"/>	<input type="checkbox"/>
C6. For which of the following activities relating to interaction with public services or administrations and during which period did you use the Internet for private purpose?	In the last 3 months (first quarter of 2008)	In the last 12 months (April 2007 - March 2008)	No
a) Obtaining information from public authorities' web sites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Sending filled in forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MODULE D: USE OF ADVANCED SERVICES			
D1. Did you use the Internet in the past 3 months for private purposes for the following communication activities?		Yes	No
a) Telephoning over the Internet		<input type="checkbox"/>	<input type="checkbox"/>
b) Video calls (via webcam) over the Internet		<input type="checkbox"/>	<input type="checkbox"/>
c) Posting messages to chat sites, newsgroups or on-line discussion forum		<input type="checkbox"/>	<input type="checkbox"/>
d) Use of instant messaging (real-time communication with others by typed text)		<input type="checkbox"/>	<input type="checkbox"/>
e) Reading weblogs or blogs		<input type="checkbox"/>	<input type="checkbox"/>
f) Creating or maintaining own weblog or blog		<input type="checkbox"/>	<input type="checkbox"/>
g) None of the above		<input type="checkbox"/>	
Respondents having answered "Yes" in D1(a) or (b) → Go to D2 Respondents having answered "No" in D1(a) and (b) → Go to D3			
D2. Did you replace with your Internet calls the following other means of communication? <i>(If 'yes' to a and/or b in question D1)</i>		Very much	To some extent
a) Mobile phone calls		<input type="checkbox"/>	<input type="checkbox"/>
b) Use of fixed telephone line (not linked to Internet)		<input type="checkbox"/>	<input type="checkbox"/>
c) Use of e-mail		<input type="checkbox"/>	<input type="checkbox"/>
d) No effect on other communication means		<input type="checkbox"/>	
D3. Did you use the Internet in the last 3 months for the following leisure activities related to obtaining and sharing audiovisual content?		Yes	No
a) Listening to web radios and/or watching web television		<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading and/or listening to music (other than via web radio)		<input type="checkbox"/>	<input type="checkbox"/>
c) Downloading and/or watching movies, short films or video files (other than via web TV)		<input type="checkbox"/>	<input type="checkbox"/>
d) Using peer-to-peer file sharing for exchanging movies, music, video files		<input type="checkbox"/>	<input type="checkbox"/>
e) Using podcast service to automatically receive audio or video files of interest		<input type="checkbox"/>	<input type="checkbox"/>
f) Downloading computer or video games or their updates		<input type="checkbox"/>	<input type="checkbox"/>
g) Playing networked games with others		<input type="checkbox"/>	<input type="checkbox"/>
h) Uploading self-created content (text, images, photos, videos, music etc.) to any website to be shared		<input type="checkbox"/>	<input type="checkbox"/>
i) Using browser based news feeds (e.g. RSS) for reading new content on websites		<input type="checkbox"/>	<input type="checkbox"/>
j) None of the above		<input type="checkbox"/> Go to → D7	
Respondents having answered "Yes" in D3(b) or (c) or (d) or (e) → Go to D4 Respondents having answered "No" in D3(b), (c), (d) and (e) → Go to D5			

D4. On average how often did you download music and/or films in the last 3 months? <i>(If 'yes' to b, c, d, and/or e in question D3)</i>			
Every day or almost every day		<input type="checkbox"/>	
At least once a week (but not every day)		<input type="checkbox"/>	
At least once a month (but not every week)		<input type="checkbox"/>	
Less than once a month		<input type="checkbox"/>	
Not applicable (only listened to music and/or watched films)		<input type="checkbox"/>	
D5. Did you pay in the last 3 months for online audiovisual content?		Yes <input type="checkbox"/> Go to → D7	No <input type="checkbox"/>
D6. What would make you pay for online audiovisual content?		Yes	No
a) Lack of free available content		<input type="checkbox"/>	<input type="checkbox"/>
b) Right to share legally protected content		<input type="checkbox"/>	<input type="checkbox"/>
c) More convenient payment methods		<input type="checkbox"/>	<input type="checkbox"/>
d) More advantageous prices compared to offline content		<input type="checkbox"/>	<input type="checkbox"/>
e) Better quality of paid content than free services		<input type="checkbox"/>	<input type="checkbox"/>
f) Wider range of choices, content more easily available		<input type="checkbox"/>	<input type="checkbox"/>
g) None of the above, but other (e.g. to support artists work etc.)		<input type="checkbox"/>	<input type="checkbox"/>
h) Nothing, no willingness to pay		<input type="checkbox"/>	
D7. Did the use of the Internet replace your time spent with off-line media or other off-line activities?		Very much	To some extent
a) Reading of online news instead of printed news, newspapers, magazines		<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading music files instead of buying a CD		<input type="checkbox"/>	<input type="checkbox"/>
c) Downloading films and videos instead of buying/renting a DVD		<input type="checkbox"/>	<input type="checkbox"/>
d) Listening to web radio instead of listening to normal radio		<input type="checkbox"/>	<input type="checkbox"/>
e) Using online contacts instead of personal contacts with public services and administrations		<input type="checkbox"/>	<input type="checkbox"/>

D8. Do you use a mobile phone?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → E1
D9. For which of the following activities did you use a mobile phone for private purposes in the last 3 months (other than involving voice calls or SMS)?	Yes	No
a) Sending photographs or video clips	<input type="checkbox"/>	<input type="checkbox"/>
b) Uploading photographs or video clips from your phones to websites	<input type="checkbox"/>	<input type="checkbox"/>
c) Receiving subscription-paid information services (for example news, weather forecast, sports results etc.)	<input type="checkbox"/>	<input type="checkbox"/>
d) Browsing the Internet	<input type="checkbox"/>	<input type="checkbox"/>
e) Reading your e-mails	<input type="checkbox"/>	<input type="checkbox"/>
f) Downloading and/or watching TV or video	<input type="checkbox"/>	<input type="checkbox"/>
g) Paying for goods or services (instead of cash or credit card)	<input type="checkbox"/>	<input type="checkbox"/>
h) Personal navigation (for finding location or address), use of location-aware services (e.g. to receive nearby travel, shopping, event information)	<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above	<input type="checkbox"/>	
D10. Do you use pre-payment or post-payment for your mobile phone?	Yes	No
a) Pre-paid	<input type="checkbox"/>	<input type="checkbox"/>
b) Post-paid	<input type="checkbox"/>	<input type="checkbox"/>
<u>If Yes to b)</u> b1) Do you pay a flat rate for Internet access via your mobile phone?	<input type="checkbox"/>	<input type="checkbox"/>

MODULE E: USE OF E-COMMERCE

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

Within the last 3 months (The first quarter of 2008)	<input type="checkbox"/>
Between 3 months and a year ago (During the period April - December 2007)	<input type="checkbox"/>
More than 1 year ago (Before April 2007)	<input type="checkbox"/> Go to → F1
Never bought or ordered	<input type="checkbox"/> Go to → F1

E2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months?

	Yes	No
a) Food or groceries	<input type="checkbox"/>	<input type="checkbox"/>
b) Household goods (e.g. furniture, toys, etc)	<input type="checkbox"/>	<input type="checkbox"/>
c) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
d) Books, magazines, newspapers or e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
e) Clothes, sports goods	<input type="checkbox"/>	<input type="checkbox"/>
f) Computer software and upgrades (incl. computer and video games)	<input type="checkbox"/>	<input type="checkbox"/>
g) Computer hardware	<input type="checkbox"/>	<input type="checkbox"/>
h) Electronic equipment (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
i) Share purchases, financial services or insurances	<input type="checkbox"/>	<input type="checkbox"/>
j) Travel or holiday accommodation	<input type="checkbox"/>	<input type="checkbox"/>
k) Tickets for events	<input type="checkbox"/>	<input type="checkbox"/>
l) Lotteries or betting	<input type="checkbox"/>	<input type="checkbox"/>
m) Other	<input type="checkbox"/>	<input type="checkbox"/>

Respondents having answered "Yes" in E2(c) or (d), or (f) → Go to E3

Respondents having answered "No" in E2(c), (d), and (f) → Go to E4

E3. Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.?

(If 'yes' to c), d) or f) in question E2)

	Yes	No
a) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
b) (Electronic) books, magazines, newspapers, e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
c) Computer software (incl. computer and video games and software upgrades)	<input type="checkbox"/>	<input type="checkbox"/>

E4. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months?

	Yes	No
a) National sellers (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"/>

MODULE F: e-GOVERNMENT							
F1.	Do you know that there are available government services on the Internet?	Yes <input type="checkbox"/>		No <input type="checkbox"/>			
F2.	Have you visited the Government Web Portal (http://www.cyprus.gov.cy)?	Yes <input type="checkbox"/>	No, but I know about it <input type="checkbox"/>	No, I do not know about it <input type="checkbox"/>			
Respondents having answered "Yes" in C6(c) → Go to F3 Respondents having answered "No" in C8(c) → Go to F6							
F3.	Which of the following matters are you already dealing via Internet, to interact with public authorities? If yes, how satisfied are you with the service provided? If you answered 'Not Satisfied at all' or 'A bit Satisfied' please mention the reasons why you were unsatisfied.	Degree of Satisfaction 1:Not Satisfied at all, 2:A bit Satisfied, 3:Satisfied, 4:Very Satisfied					
		Yes	No	1	2	3	4
	a) Renewal of Road Tax License (Road Transport Department)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	a1) I was not satisfied because:						
	b) Other services provided by the Road Transport Department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	b1) I was not satisfied because:						
	c) Submission of Income Tax forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	c1) I was not satisfied because:						
	d) Social Security services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	d1) I was not satisfied because:						
	e) Job Search services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	e1) I was not satisfied because:						
	f) Citizen Complaints (Office of the Commissioner for Administration)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	f1) I was not satisfied because:						
	g) Consumer Complaints (Competition and Consumer Protection Service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	g1) I was not satisfied because:						
	h) Public Libraries (availability of catalogues, search tools)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	h1) I was not satisfied because:						
	i) Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	i1) I was not satisfied because:						
Respondents having answered "No" in any of the items in F3 → Go to F4 Respondents having answered "Yes" in all the items in F3 → Go to F5							

F4. What were the reasons why you chose not to use the Internet for dealing with public services or administrations for the matters mentioned above, in the past 12 months?		
	Yes	No
a) Personal contact is missing	<input type="checkbox"/>	<input type="checkbox"/>
b) The procedure cannot be completed via Internet	<input type="checkbox"/>	<input type="checkbox"/>
c) Immediate response is missing	<input type="checkbox"/>	<input type="checkbox"/>
d) Concerned about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
e) The services provided are not user friendly	<input type="checkbox"/>	<input type="checkbox"/>
f) Phobia in using the Internet	<input type="checkbox"/>	<input type="checkbox"/>
g) Other, please specify	<input type="checkbox"/>	<input type="checkbox"/>

F5. Which additional services would you want to be offered online by the government?

.....

.....

.....

End of Questionnaire

F6. What are the reasons that you did not use the Internet for dealing with public services or administrations, in the last 12 months?		
	Yes	No
a) The services needed are not available on-line or difficult to find	<input type="checkbox"/>	<input type="checkbox"/>
<u>If yes to a)</u> a1) Which services?		
b) Personal contact is missing	<input type="checkbox"/>	<input type="checkbox"/>
c) The procedure cannot be completed via Internet	<input type="checkbox"/>	<input type="checkbox"/>
d) Immediate response is missing	<input type="checkbox"/>	<input type="checkbox"/>
e) Concerned about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
f) The services provided are not user friendly	<input type="checkbox"/>	<input type="checkbox"/>
g) Concerned about security of payments via the Internet	<input type="checkbox"/>	<input type="checkbox"/>
h) Phobia in using the Internet	<input type="checkbox"/>	<input type="checkbox"/>
i) Lack of motive (e.g. financial motive, extension of application etc.)	<input type="checkbox"/>	<input type="checkbox"/>
j) Force of habit	<input type="checkbox"/>	<input type="checkbox"/>
k) None of the above, but other	<input type="checkbox"/>	

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:

.....

.....

.....

.....

.....

.....

.....

.....

ENUMERATOR'S INFORMATION:

Enumerator's name:

Enumerator's code:

Date of the interview: