

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2011

HOUSEHOLD DATA:

| | | | | |
|----------------------------------|----------------------|----------------------|----------------------|----------------------|
| 1. Geographic code:..... | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 2. Quarter code:..... | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 3. Enumeration block:..... | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 4. Household serial number:..... | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 5. Address:..... | <input type="text"/> | | | |
| 6. Community/ Municipality:..... | <input type="text"/> | | | |
| 7. Quarter:..... | <input type="text"/> | | | |
| 8. District:..... | <input type="text"/> | | | |
| 9. Post code:..... | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| 10. Telephone:..... | <input type="text"/> | | | |

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

| A/ A | NAME (only first name) | GENDER 1: Male 2: Female | BIRTH DATE | | | COUNTRY OF BIRTH | COUNTRY OF CITIZENSHIP | EDUCATION LEVEL (completed on 31/3/2011) | EMPLOYMENT | OCCUPATION | |
|---------|---------------------------|--------------------------------|----------------------|----------------------|----------------------|----------------------|------------------------------|---|----------------------|-------------|----------------------|
| | | | YEAR | MONTH | DAY | | | | | DESCRIPTION | CODE |
| 01 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 02 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 03 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 04 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 05 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 06 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 07 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 08 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 09 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |
| 10 | | <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | | <input type="text"/> |

| HOUSEHOLD INCOME: (net monthly income) | |
|---|--------------------------|
| 0 - 1.455 € | <input type="checkbox"/> |
| 1.456 - 2.560 € | <input type="checkbox"/> |
| 2.561 - 3.830 € | <input type="checkbox"/> |
| 3.831 - € | <input type="checkbox"/> |

| CODES | |
|---|---|
| EDUCATION LEVEL | EMPLOYMENT |
| 0 = Did not complete any education level | 1 = Student |
| 1 = Primary school | 2 = Employee |
| 2 = Lower secondary school | 3 = Self employed |
| 3 = Upper secondary school | 4 = Family worker |
| 4 = Post secondary (non-tertiary education) | 5 = In compulsory military service |
| 5 = Tertiary (non-university) | 6 = Fulfilling domestic tasks (housewife) |
| 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 |

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>at 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 at home, regardless of whether it is used? | Yes <input type="checkbox"/> | No <input type="checkbox"/> Go to → A4 | Don't know <input type="checkbox"/> Go to → B1 |
|---|--|--|--|

| A3. What types of Internet connection are used at home? | | 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, VDSL, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) | Other broadband connection (e.g. cable, UMTS, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| | <u>of which:</u> c1) wired fixed (cable, fiber, Ethernet, PLC, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| | c2) fixed wireless (sattelite, WiFi, WiMax) | <input type="checkbox"/> | <input type="checkbox"/> |
| | c3) mobile wireless connection (3G/UMTS etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| d) | Mobile narrowband connection (2G+/GPRS etc., used by mobile phone or modem in laptop) | <input type="checkbox"/> | <input type="checkbox"/> |

| |
|----------|
| Go to B1 |
|----------|

| A4. 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 subscriprion 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 our area | <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:

MODULE B: USE OF COMPUTERS

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

- | | | |
|---|--------------------------|------------|
| Within the last 3 months (The first quarter of 2011) | <input type="checkbox"/> | |
| Between 3 months and a year ago (During the period April - December 2010) | <input type="checkbox"/> | Go to → C1 |
| More than 1 year ago (Before April 2010) | <input type="checkbox"/> | Go to → C1 |
| 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"/> |

MODULE C: USE OF THE INTERNET

C1. When did you last use the Internet?

| | | |
|---|--------------------------|------------|
| Within the last 3 months (The first quarter of 2011) | <input type="checkbox"/> | |
| Between 3 months and a year ago (During the period April - December 2010) | <input type="checkbox"/> | Go to → D1 |
| More than 1 year ago (Before April 2010) | <input type="checkbox"/> | Go to → E1 |
| Never used it | <input type="checkbox"/> | Go to → F1 |

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"/> |
| e7) Other | <input type="checkbox"/> | |

C4. Do you use any of the following mobile devices to access the Internet away from home or work?

| | Yes | No |
|---|--------------------------|--------------------------|
| a) Mobile phone (or smart phone) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>if Yes to a)</u> → a1) Mobile phone (or smart phone) via GPRS | <input type="checkbox"/> | <input type="checkbox"/> |
| → a2) Mobile phone (or smart phone) via UMTS, HSDPA etc. (at least 3G) | <input type="checkbox"/> | <input type="checkbox"/> |
| → a3) Mobile phone (or smart phone) via public WiFi or WiMAX | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Portable computer (e.g.laptop) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>if Yes to b)</u> → b1) via USB key or laptop card (using at least 3G mobile broadband, e.g.UTMS) | <input type="checkbox"/> | <input type="checkbox"/> |
| → b2) via public WiFi or WiMAX | <input type="checkbox"/> | <input type="checkbox"/> |
| c) None of the above, but other | <input type="checkbox"/> | <input type="checkbox"/> |
| d) I don't access the internet via any mobile device away from home or work | <input type="checkbox"/> | <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</u> | Yes | No |
| a) Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Access to information</u> | Yes | No |
| b) Reading or downloading online news / newspapers / news magazines | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>if yes to b)</u> → b1) Have you subscribed to news services or products to receive them regularly (including RSS)? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Seeking health-related information (e.g. injury, disease, nutrition, improving health , etc) | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Looking for information about education, training or course offers | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Finding information about goods or services | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Downloading software (other than games software) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Civic and political participation</u> | Yes | No |
| g) Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| h) 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"/> |
| <u>Learning</u> | Yes | No |
| i) Doing an online course (in any subject) | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Consulting wikis (to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Professional life</u> | Yes | No |
| k) Looking for a job or sending a job application | <input type="checkbox"/> | <input type="checkbox"/> |
| l) Participating in professional networks (creating user profile, posting messages or other contributions to linkedIn, Xing, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| <u>Other on-line services</u> | Yes | No |
| m) Using services related to travel or travel related accommotation | <input type="checkbox"/> | <input type="checkbox"/> |
| n) Selling of goods or services, e.g. via auctions (e.g. eBay) | <input type="checkbox"/> | <input type="checkbox"/> |
| o) Telephoning over the internet / video calls (via webcam) over the internet | <input type="checkbox"/> | <input type="checkbox"/> |
| p) Internet banking | <input type="checkbox"/> | <input type="checkbox"/> |

MODULE D: USE OF E-GOVERNMENT

| | | |
|--|--|--|
| D1. Did you interact with public authorities over the internet for private purposes in the last 12 months for the following activities? | Yes | No |
| a) Obtaining information from public authorities' web sites | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Downloading official forms | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Sending filled in forms | <input type="checkbox"/> | <input type="checkbox"/> Go to → D2 |
| <u>if yes to c)</u> → c1) Have you sent filled-in forms for the purpose of the tax declaration? | <input type="checkbox"/> | <input type="checkbox"/> |
| D2. What are the reasons for not sending filled-in forms to public authorities over the internet in the last 12 months? | Yes | No |
| a) Did not have to submit official forms at all | <input type="checkbox"/> Go to → E1 | <input type="checkbox"/> |
| b) There was no such website service available | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Technical failure of website during filling-in or sending the form | <input type="checkbox"/> | <input type="checkbox"/> |
| d) 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"/> |
| e) Concerns about protection and security of personal data | <input type="checkbox"/> | <input type="checkbox"/> |
| f) None of the above, but other | <input type="checkbox"/> | |

MODULE E: USE OF THE E-COMMERCE

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

(for responders who didn't answer "Never used it" in question C1)

| | | |
|---|--------------------------|------------|
| Within the last 3 months (The first quarter of 2011) | <input type="checkbox"/> | |
| Between 3 months and a year ago (During the period April - December 2010) | <input type="checkbox"/> | |
| More than 1 year ago (Before April 2010) | <input type="checkbox"/> | Go to → E5 |
| Never bought or ordered | <input type="checkbox"/> | Go to → E5 |

E2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2010- March 2011)?

| | 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) Medicine | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Films, music | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Books, magazines, newspapers (including e-books) | <input type="checkbox"/> | <input type="checkbox"/> |
| f) e-Learning material | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Clothes, sports goods | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Video games software and upgrades | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Other computer software and upgrades | <input type="checkbox"/> | <input type="checkbox"/> |
| j) Computer hardware | <input type="checkbox"/> | <input type="checkbox"/> |
| k) Electronic equipment (incl. cameras) | <input type="checkbox"/> | <input type="checkbox"/> |
| l) 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"/> |
| m) Share purchases, insurance policies and other financial services | <input type="checkbox"/> | <input type="checkbox"/> |
| n) Holiday accommodation (hotel etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| o) Other travel arrangements (transport tickets, carhire, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| p) Tickets for events | <input type="checkbox"/> | <input type="checkbox"/> |
| q) Other | <input type="checkbox"/> | <input type="checkbox"/> |

Respondents having answered "Yes" in E2 d), e), f), h) or i) → Go to E3

Respondents having answered "No" in E2 d), e), f), h) and i) → 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 d), e), f), h) or i) 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 (April 2010 - March 2011)? | Yes | No |
| a) National sellers | <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"/> |
| E5. Did you place a bet (e.g. sports betting) or gamble or play lotto over the Internet in the last 12 months (April 2010 - March 2011)? (for respondents who didn't answer "more than 1 year ago" in question C1) | Yes | No |
| | <input type="checkbox"/> | <input type="checkbox"/> |

MODULE F: E-SKILLS

| | | |
|---|--------------------------|--------------------------|
| F1. 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 years | <input type="checkbox"/> | → Go to F3 |
| More than 3 years ago | <input type="checkbox"/> | |
| Never take one | <input type="checkbox"/> | |
| F2. What are the reasons for not taking a course on computer use within the last 3 years? | Yes | No |
| a) No need to take one because my computer skills are sufficient | <input type="checkbox"/> | <input type="checkbox"/> |
| b) No need to take one because I rarely use computer | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Engagement in self-study or assistance from others | <input type="checkbox"/> | <input type="checkbox"/> |
| For respondents who answer "Yes" in a), b) or c) → Go to F3 | | |
| d) Lack of time | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Course costs | <input type="checkbox"/> | <input type="checkbox"/> |
| f) No suitable offer on content available | <input type="checkbox"/> | <input type="checkbox"/> |
| g) None of the above | <input type="checkbox"/> | |
| F3. Which of the following computer related activities have you already carried out? (for respondents who didn't answer "Never used one" in question B1) | | |
| a) Copying or moving a file or folder | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Using copy and paste tools to duplicate or move information within a document | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Using basic arithmetic formulas in a spreadsheet | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Compressing(or zipping) files | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Connecting and installing new devices, e.g. a modem | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Writing a computer program using a specialised programming language | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Transferring files from other devices to a computer (i.e. files from digital camera or mobile phone, mp3/mp4 player to computer) | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Creating electronic presentations with presentation software (e.g. slides), including e.g. images, sound, video or charts | <input type="checkbox"/> | <input type="checkbox"/> |
| i) Installing a new or replacing an old operating system | <input type="checkbox"/> | <input type="checkbox"/> |
| j) None of the above | <input type="checkbox"/> | |

F4. Which of the following Internet related activities have you already carried out?

(for responders who didn't answer "Never used one" in question B1)

| | Yes | No |
|--|--------------------------|--------------------------|
| a) Using a search engine to find information | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Sending e-mails with attached files (documents, pictures, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking) | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Using the internet to make telephone calls | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Using peer-to-peer file sharing for exchanging movies, music, etc. | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Creating a web page | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Uploading text, games, images, films or music to websites (e.g. on websites for social networking) | <input type="checkbox"/> | <input type="checkbox"/> |
| h) Modifying the security settings of internet browsers | <input type="checkbox"/> | <input type="checkbox"/> |
| i) None of the above | <input type="checkbox"/> | |

F5. Where or how did you obtain your computer or internet skills?

(for respondents who ticked at least one option (a to i) in question F3 or (a to h) in F4)

| | Yes | No |
|---|--------------------------|--------------------------|
| a) Formal education institution (school, college, university) | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes to a) and if respondent aged < 35 years: | <input type="checkbox"/> | <input type="checkbox"/> |
| a1) Primary or lower secondary schools | <input type="checkbox"/> | <input type="checkbox"/> |
| a2) Upper secondary educational institution (schools for university entrance qualification or skilled posts) | <input type="checkbox"/> | <input type="checkbox"/> |
| a3) Tertiary educational institution (e.g. university leading to BA, MA degrees, PhD) | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Training courses in adult education center (but not on the initiative of your employer) | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Vocational training courses (on the demand of the employer) | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Self-study using books, cd-roms, online courses, wikis, online discussion forum etc. | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Self-study in the sense of learning-by-doing | <input type="checkbox"/> | <input type="checkbox"/> |
| f) Informal assistance from colleagues, relatives, friends | <input type="checkbox"/> | <input type="checkbox"/> |
| g) Some other way | <input type="checkbox"/> | <input type="checkbox"/> |

F6. Do you judge your current computer or internet skills to be sufficient?

| | Yes | No | Not applicable |
|---|--------------------------|--------------------------|--------------------------|
| a) If you were to look for a job or change within a year | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) To communicate with relatives, friends, colleagues over the internet | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) To protect your personal data | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) To protect your private computer from virus or other computer infection | <input type="checkbox"/> | <input type="checkbox"/> | <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:

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ENUMERATOR'S INFORMATION:

Enumerator's name:

Enumerator's code:

Date of interview:

Time needed to fill out this questionnaire:

FOR OFFICIAL USE ONLY:

Code of the person who checked the questionnaire: