

# Revision of the ITU Model questionnaire for Measuring ICT Access and Use by households and individuals

Presented during the  
7th Meeting of the Expert Group on ICT Household Indicators (EGH)  
18-20 September 2019

# Annexes to the ITU Manual

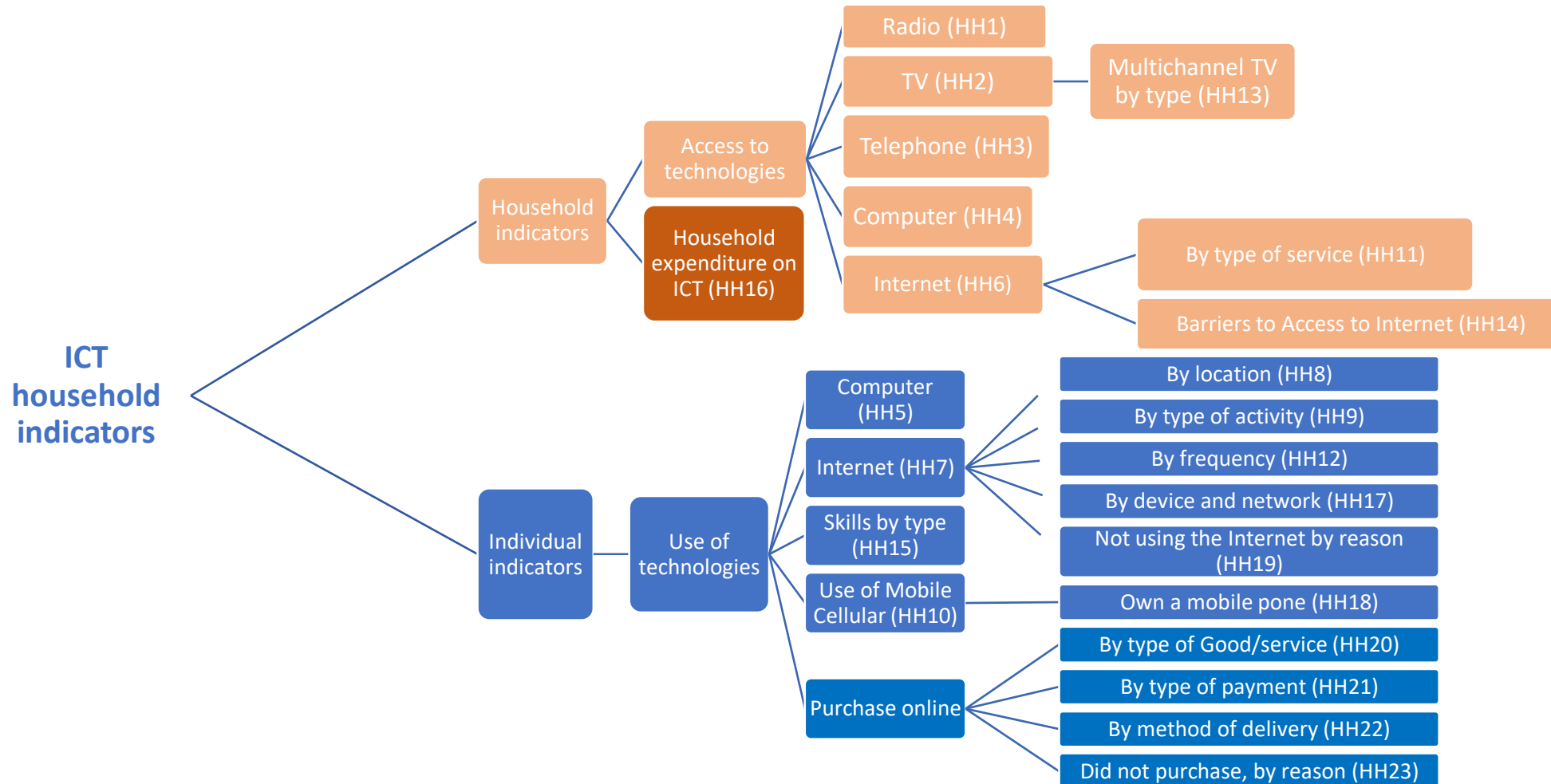
- Annex 1: Core list of ICT indicators
- Annex 2: Model questionnaire (for collection of individual data from households)
- Annex 3: Examples of imputation and weighting
- Annex 4. ITU questionnaire on ICT HH statistics (for collection of aggregate data from countries)
- Annex 5. Glossary of terms and abbreviations
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# Alternatives sources for data collection

- Stand-alone survey
- Module in other household surveys
- Inclusion of a limited number of questions in the next Population and Housing Census 2020/2021

Type of survey	Number of surveys				
	2014	2015	2016	2017	2018
<sup>[1]</sup> Data reported by the countries to ITU until September 2019.					
Labour Force Survey (LFS)	7	8	8	6	1
Multipurpose Household Survey (MPHS)/HH survey	5	6	9	7	4
Living Standard/Conditions Survey or Budget survey	16	11	12	10	5
ICT stand-alone survey	48	57	59	70	47
Other types of household surveys	11	12	11	10	3
Population census	4	1	1	2	0
Other and unknown data sources (estimation, projection...)	4	5	7	2	3
<b>TOTAL</b>	95	100	107	107	63

# Current list of ITU ICT HH indicators



# Metadata for each indicator

- Definition of concepts
- Model question
  - Household level
  - Individual level
- Target population
  - Filtering questions
- Calculation formula
  - Numerator
  - Denominator
- Breakdowns
  - For households
  - For individuals
- Edits (validation rules)



## ITU Model questionnaire for Household ICT Surveys

# Structure of ITU model questionnaire: Household sections

- Section 1: Household characteristics (*→ leads to individual questionnaires*)
  - Size and composition of HH
  - Rural/ Urban
  - Other: *income levels, type of dwelling*
- Section 2: Household Access to ICT
  - Radio
  - Television
    - *Filter for Television services*
  - Telephone
  - Computer
  - Access to Internet
    - *Filter for Barriers to Access to Internet*
    - *Filter for Internet services (technology)*

# Household sections: model questions

## Section 1: Household characteristics

<b>1</b>	<b>Number of household members</b>	<input type="text"/>
	-This question is asked of all in-scope households. -It includes members who are older or younger than any individual age scope used for the survey.	
<b>2</b>	<b>Are there any children aged under 15 years living in this household?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	-This question is asked of all in-scope households.	

## Section 2: Household access to information and communication technology

3	<b>Does this household have a radio?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	<p>-This question is asked of all in-scope households.</p> <p>-A radio is defined as a device capable of receiving broadcast radio signals, using common frequencies, such as FM, AM, LW and SW. A radio may be a stand-alone device, or it may be integrated with another device, such as an alarm clock, an audio player, a mobile telephone or a computer.</p> <p>-The equipment should be in working condition at the time of the survey.</p>		
4	<b>Does this household have a television?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> → Go to Q6
	<p>-This question is asked of all in-scope households.</p> <p>-A television (TV) is a device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. A television set is typically a stand-alone device, but it may also be integrated with another device, such as a computer or a mobile telephone.</p> <p>-The equipment should be in working condition at the time of the survey.</p>		
5	<b>Does this household have any of the following television services? Please tick all that apply.</b>		
	<b>Cable TV (CATV)</b> -Multichannel programming delivered over a coaxial cable for viewing on television sets.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Internet-protocol TV (IPTV)</b> -Multimedia services such as television/video/audio/text/graphics/data delivered over an IP-based network managed to support the required level of quality of service, quality of experience, security, interactivity and reliability; it does not include video accessed over the public Internet, for example, by streaming. IPTV services are also generally aimed at viewing over a television set rather than a personal computer.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Direct-to-home (DTH) satellite services</b> -TV services received via a satellite dish capable of receiving satellite television broadcasts.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Digital terrestrial TV (DTT)</b> -The technological evolution from analogue terrestrial television, providing capability for significantly more channels.	<input type="checkbox"/>	<input type="checkbox"/>



6	<b>Does this household have a fixed telephone line?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	<p>-This question is asked of all in-scope households.</p> <p>-A fixed telephone line refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange. This term is synonymous with the terms main station or Direct Exchange Line (DEL) that are commonly used in telecommunication documents. It may not be the same as an access line or a subscription.</p> <p>-The equipment should be in working condition at the time of the survey.</p>	
7	<b>Does this household have a mobile telephone?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> → Go to Q9
	<p>-This question is asked of all in-scope households.</p> <p>-A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems and technologies such as IMT-2000 (3G) and IMT-Advanced. Users of both post-paid subscriptions and pre-paid accounts are included.</p> <p>-The equipment should be in working condition at the time of the survey.</p>	
8	<b>Does this household have a smartphone?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
	<p>-This question is asked of all in-scope households that answered yes to question 7.</p> <p>-A smart telephone (or smartphone) refers to a mobile handset that is used as the person's primary phone device which has smart capabilities, including Internet-based services, and performs many of the functions of a computer, including having an operating system capable of downloading and running applications, also those created by third-party developers. Users of both postpaid subscriptions and prepaid accounts are included.</p> <p>-The equipment should be in working condition at the time of the survey.</p>	

9	<p><b>Does this household have a computer (desktop, laptop, tablet or similar)?</b> Please tick all that apply.</p>		
	<p><b>Desktop</b>          -Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard.</p>	<input data-bbox="2061 344 2257 429" type="checkbox"/>	
	<p><b>Laptop</b>          -Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers.</p>	<input data-bbox="2061 525 2257 611" type="checkbox"/>	
	<p><b>Tablet</b>          -Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard.</p>	<input data-bbox="2061 736 2257 822" type="checkbox"/>	
	<p>-This question is asked of all in-scope households.          -The equipment should be in working condition at the time of the survey.          -A computer refers to a desktop computer, a laptop (portable) computer or a tablet (or similar handheld computer). It does not include equipment with some embedded computing abilities, such as smart TV sets, and devices with telephony as their primary function, such as smartphones.</p>		

10	<b>Does this household have Internet?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> → Go to Q12	
	<p>-This question is asked of all in-scope households.</p> <p>-The Internet is a worldwide public computer network. It provides access to a number of communication services including the World Wide Web and carries e-mail, news, entertainment and data files, irrespective of the device used (not assumed to be only via a computer - it may also be by mobile telephone, tablet, PDA, games machine, digital TV etc.).</p> <p>-Access can be via a fixed or mobile network.</p> <p>-An Internet connection in the household should be working at the time of the survey.</p>		


Only for households  
with Access to Internet

11	<b>What type/s of Internet services are used for Internet access at home?</b> Please tick all that apply.		
	<b>Fixed (wired) narrowband network, at advertised download speeds below 256 kbit/s:</b> -Analogue modem (dial-up via standard telephone line) -ISDN (Integrated Services Digital Network) -DSL (Digital Subscriber Line) at advertised download speeds below 256 kbit/s -Other fixed (wired) narrowband with an advertised download speed of less than 256 kbit/s		<input type="checkbox"/>
	<b>Fixed (wired) broadband network, at advertised download speeds of at least 256 kbit/s:</b> -DSL (Digital Subscriber Line) at advertised download speeds of at least 256 kbit/s -Cable modem -High speed leased lines -Fibre-to-the-home/building -Powerline -Other fixed (wired) broadband		<input type="checkbox"/>
	<b>Terrestrial fixed (wireless) broadband network, at advertised download speeds of at least 256 kbit/s:</b> -WiMAX -Fixed CDMA		<input type="checkbox"/>
	<b>Satellite broadband network (via a satellite connection), at advertised download speeds of at least 256 kbit/s</b>		<input type="checkbox"/>
	<b>Mobile broadband network (at least 3G, e.g. UMTS) via a handset</b>		<input type="checkbox"/>
	<b>Mobile broadband network (at least 3G, e.g. UMTS) via a card:</b> -Integrated SIM card in a computer -USB modem		<input type="checkbox"/>
	Additional question notes -This question is asked of all in-scope households with the Internet at home. -Record all Internet services used by the household (that is, allow multiple responses). -The response categories need to be adapted by countries according to plans and services offered by operators, and terminologies that are more familiar to users. -According to local context, additional information could be collected to better identify the correct type of access.		Go to Q13

Only for households  
without Access to Internet

<b>12</b>	<b>Why does this household not have Internet access?</b> Please tick all that apply.		
	<b>Do not need the Internet</b> -Not useful, not interesting	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Have access to the Internet elsewhere</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Cost of the equipment is too high</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Cost of the service is too high</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Privacy or security concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Internet service is not available in the area</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Internet service is available but it does not correspond to household needs</b> -For example, quality, speed.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Cultural reasons</b> -For example, exposure to harmful content.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Lack of local content</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>No electricity in the household</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Other reason (please specify).....</b>	<input type="checkbox"/>	<input type="checkbox"/>
	Additional question notes -This question is asked of all in-scope households which did not have the Internet at home. -Record all reasons (that is, allow multiple responses).		

# Structure of ITU model questionnaire: Individual sections

- Section 3: Individual characteristics
  - Sex, Age
  - Education
  - Labour force status / Occupation
- Section 4: Individual use of ICT
  - Use of mobile phone / smartphone
  - Owning a mobile phone
  - Use of computer / type
  - ICT-related activities (*device-agnostic, not filtered by use of computer*)
  - Use of Internet / device /
    - *Filter to* Barriers to use of Internet
    - *Filter to* location / frequency / activities 
    - *Filter to* Online purchases (orders) / mode of payment / mode of delivery

# Individuals sections: model questions

Section 3: Individual characteristics		
<b>13</b>	<b>Age (years)</b>	<input type="text"/>
	-This question is asked of all in-scope individuals.	
<b>14</b>	<b>Sex</b>	<input type="checkbox"/> <b>Male</b> <input type="checkbox"/> <b>Female</b>
	-This question is asked of all in-scope individuals.	
<b>15</b>	<b>Highest educational level. Please tick one.</b>	
	<b>Primary education or lower</b>	<input type="checkbox"/>
	<b>Lower secondary education</b>	<input type="checkbox"/>
	<b>Upper secondary education or post-secondary non-tertiary education</b>	<input type="checkbox"/>
	<b>Tertiary</b>	<input type="checkbox"/>
	<b>Post-tertiary</b>	<input type="checkbox"/>
	Additional question notes -This question is asked of all in-scope individuals. -Only one educational level can be selected. -Categories are based on UNESCO's International Standard Classification of Education (ISCED-A 2011), or the equivalent national classification.	

<b>16</b>	<b>Labour force status.</b> Please tick one.		
	<b>Employee</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Self-employed</b> -Includes employers, own-account workers, members of producers' cooperatives and contributing family workers.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Workers not classifiable by status</b> -For whom insufficient relevant information is available, and/or who cannot be included in either of the preceding categories.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Unemployed</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Outside the labour force</b> -Individuals who are not economically active: usually students (not in the workforce), people undertaking home duties only, and those who are retired or infirm.	<input type="checkbox"/>	<input type="checkbox"/>
	Additional question notes -This question is asked of all in-scope individuals. -Only one labour force status category can be selected. Respondents should select the option that best describes their labour force status. -If respondents tick either of the last two categories, they should go to Q18. -Categories are based on the International Labour Organization's (ILO) International Classification of Status in Employment (ICSE-93), or the equivalent national classification, with additional categories for <i>unemployed</i> and <i>outside the labour force</i> .		
<b>17</b>	<b>Main occupation (please describe)</b> .....		
	-This question is asked of all in-scope individuals who are employed (employees, self-employed and workers not classifiable by status). -Responses should be coded according to the 1-digit categories of the International Labour Organization's International Standard Classification of Occupations (ISCO 1988 or 2008), or the equivalent national classification.		



**Section 4: Individual use of information and communication technology**

18	<p><b>Have you used a mobile telephone in the last three months?</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> → Go to Q20</p>
<p>-This question is asked of all in-scope individuals. -Mobile telephone is defined in Q7. -Use of a mobile telephone does not necessarily mean that the telephone is owned or paid for by the individual but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile telephone to make a call.</p>		
19	<p><b>Have you used a smartphone in the last three months?</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>-This question is asked of all individuals having used a mobile phone. -Smartphone is defined in Q8. -Use of a smartphone does not necessarily mean that the telephone is owned or paid for by the individual but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile telephone to make a call.</p>		
20	<p><b>Do you own a mobile phone?</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> → Go to Q22</p>
<p>-This question is asked of all individuals having used a mobile phone. - Mobile telephone is defined in Q7. - An individual owns a mobile cellular telephone if he/she has a mobile cellular phone device with at least one active SIM card for personal use. It includes mobile cellular phones supplied by employers that can be used for personal reasons (to make personal calls, access the Internet, etc.) and those who have a mobile phone for personal use that is not registered under his/her name. It excludes individuals who have only active SIM card(s) and not a mobile phone device.</p>		
21	<p><b>Do you own a smartphone?</b></p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>-This question is asked of all individuals owning a mobile phone. - Smartphone is defined in Q8. - An individual owns a smartphone if he/she has a smartphone with at least one active SIM card for personal use. It includes smartphones supplied by employers that can be used for personal reasons (to make personal calls, access the Internet, etc.) and those who have a smartphone for personal use that is not registered under his/her name. It excludes individuals who have only active SIM card(s) and not a smartphone.</p>		



22	<p><b>Have you used a computer (desktop, laptop, tablet or similar) from any location in the last three months? Please tick all that apply.</b></p>		
	<p><b>Desktop</b>          -Desktop: a computer that usually remains fixed in one place; normally the user is placed in front of it, behind the keyboard.</p>	<input type="checkbox"/>	
	<p><b>Laptop</b>          -Laptop (portable) computer: a computer that is small enough to carry and usually enables the same tasks as a desktop computer; it includes notebooks and netbooks but does not include tablets and similar handheld computers.</p>	<input type="checkbox"/>	
	<p><b>Tablet</b>          -Tablet (or similar handheld computer): a tablet is a computer that is integrated into a flat touch screen, operated by touching the screen rather than (or as well as) using a physical keyboard.</p>	<input type="checkbox"/>	
	<p>-This question is asked of all in-scope individuals.          -Computer is defined in Q9.</p>		

For all individuals

23	<b>Which of the following activities have you carried out in the last three months (independent of the device used)?</b> Please tick all that apply.		
	Using copy and paste tools to duplicate or move data, information and content in digital environments (e.g. within a document, between devices, on the cloud)	<input type="checkbox"/>	<input type="checkbox"/>
	Sending messages (e.g. e-mail, messaging service, SMS) with attached files (e.g. document, picture, video)	<input type="checkbox"/>	<input type="checkbox"/>
	Using basic arithmetic formulas in a spreadsheet	<input type="checkbox"/>	<input type="checkbox"/>
	Connecting and installing new devices -For example, a modem, camera, printer.	<input type="checkbox"/>	<input type="checkbox"/>
	Finding, downloading, installing and configuring software	<input type="checkbox"/>	<input type="checkbox"/>
	Creating electronic presentations with presentation software -Including text, images, sound, video or charts	<input type="checkbox"/>	<input type="checkbox"/>
	Transferring files or applications between a computer and other devices	<input type="checkbox"/>	<input type="checkbox"/>
	Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts	<input type="checkbox"/>	<input type="checkbox"/>
	Changing privacy settings on your device, account or app to limit the sharing of personal data and information (e.g. name, contact information, photos)	<input type="checkbox"/>	<input type="checkbox"/>
	Verifying the reliability of information found online	<input type="checkbox"/>	<input type="checkbox"/>
	Writing a computer program using a specialized programming language (Programming or coding in digital environments e.g. computer software, app development)	<input type="checkbox"/>	<input type="checkbox"/>
	Additional question notes -Record all activities (that is, allow multiple responses).		

Only for individuals  
having used the Internet

24	<b>Have you used the Internet from any location in the last three months?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/> → Go to Q33
	-This question is asked of all in-scope individuals (not only those who have used a computer). -Internet is defined in Q9. -Access can be via a fixed or mobile network.	
25	<b>Where did you use the Internet in the last three months? Please tick all that apply.</b>	
	<b>Home</b>	<input type="checkbox"/>
	<b>Work</b> -Where a person's workplace is located at his/her home, then he/she would answer yes to the home category only.	<input type="checkbox"/>
	<b>Place of education</b> -applies only to students – teachers and others who work at a place of education would report 'work' as the place of Internet use; where a place of education is also made available as a location for general community Internet use, such use should be reported in the Community Internet access facility category.	<input type="checkbox"/>
	<b>Another person's home</b> -The home of a friend, relative or neighbour.	<input type="checkbox"/>
	<b>Facility open to the public</b> -use at a facility open to the public regardless of payment, type of connection or nature of the facility, such as libraries, telecenters, cafes, restaurants, and shopping malls.	<input type="checkbox"/>
	<b>Of which, at a Community Internet access facility</b> -Typically free of charge; includes Internet use at community facilities such as public libraries, publicly provided Internet kiosks, non-commercial telecentres, digital community centres, post offices, other government agencies; access is typically free and available to the general public.	<input type="checkbox"/>
	<b>While commuting, in transport or walking</b> - While moving between places, commuting or on the street, independently of the device being used.	<input type="checkbox"/>
	<b>Other locations (please specify).....</b>	<input type="checkbox"/>
	Additional question notes -This question is only asked of individuals who used the Internet in the last three months. -Access via a mobile device should be classified to the appropriate location or to 'while commuting, in transport or walking', that is, while mobile. -Record all locations where individuals used the Internet (that is, allow multiple responses).	

Only for individuals  
having used the Internet

26	Have you used the Internet in the last three months using...? Please tick all that apply.		
	<b><u>A mobile phone</u></b>		
	A mobile phone via the cellular network	<input type="checkbox"/>	<input type="checkbox"/>
	A mobile phone via other wireless networks (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>
	<b><u>A tablet</u></b>		
	A tablet via the cellular network, using USB key or SIM card	<input type="checkbox"/>	<input type="checkbox"/>
	A tablet via other wireless networks (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>
	<b><u>A portable computer (laptop, notebook, netbook)</u></b>		
	A portable computer via the cellular network, using USB key or SIM card	<input type="checkbox"/>	<input type="checkbox"/>
	A portable computer via other wireless networks (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>
	<b><u>Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)</u></b>	<input type="checkbox"/>	<input type="checkbox"/>

Only for individuals  
having used the Internet

27	<b>How often did you typically use the Internet during the last three months (from any location)?</b> Please tick one.		
	<b>At least once a day</b> -Once a working day for respondents who only (or most frequently) use the Internet from work or school etc.	<input type="checkbox"/>	
	<b>At least once a week but not every day</b>	<input type="checkbox"/>	
	<b>Less than once a week</b>	<input type="checkbox"/>	
	Additional question notes -This question is only asked of individuals who used the Internet in the last three months. -Only one frequency can be selected. -The question refers to a typical period; therefore, respondents should ignore weekends (if they only use the Internet from work or school) and breaks from their usual routine, such as holidays.		

Only for individuals  
having used the Internet

28	For which of the following activities did you use the Internet for private purposes in the last three months (from any location)? Please tick all that apply.		
	<b><u>Access to information:</u></b>		
	Getting information about goods or services	<input type="checkbox"/>	<input type="checkbox"/>
	Seeking health information -On injury, disease, nutrition etc.	<input type="checkbox"/>	<input type="checkbox"/>
	Getting information from general government organizations	<input type="checkbox"/>	<input type="checkbox"/>
	<i>General government organizations should be consistent with the SNA93 (2008 revision) concept of general government. According to the SNA "... the principal functions of government are to assume responsibility for the provision of goods and services to the community or to individual households and to finance their provision out of taxation or other incomes; to redistribute income and wealth by means of transfers; and to engage in non-market production." (General) government organizations include central, state and local government units.</i>		
	Using services related to travel or travel-related accommodation	<input type="checkbox"/>	<input type="checkbox"/>
	Downloading software or applications -Includes patches and upgrades, either paid or free of charge.	<input type="checkbox"/>	<input type="checkbox"/>
	Reading or downloading online newspapers or magazines, electronic books -Includes accessing news websites, either paid or free of charge; includes subscriptions to online news services.	<input type="checkbox"/>	<input type="checkbox"/>
	<b><u>Communication, civic participation and collaboration:</u></b>		
	Sending or receiving e-mail	<input type="checkbox"/>	<input type="checkbox"/>
	Making calls (telephoning over the Internet/VoIP, using Skype, iTalk, etc.; includes video calls via webcam).	<input type="checkbox"/>	<input type="checkbox"/>
	Participating in social networks -Creating user profile, posting messages or other contributions to Facebook, Twitter etc.	<input type="checkbox"/>	<input type="checkbox"/>
	Making an appointment with a health practitioner via a website	<input type="checkbox"/>	<input type="checkbox"/>
	Interacting with general government organizations -Downloading/requesting forms, completing/lodging forms online, making online payments and purchasing from government organizations etc.	<input type="checkbox"/>	<input type="checkbox"/>
	Taking part in online consultations or voting to define civic or political issues -Urban planning, signing a petition etc.	<input type="checkbox"/>	<input type="checkbox"/>
	Accessing or posting opinions on chat sites, blogs, newsgroups or online discussions	<input type="checkbox"/>	<input type="checkbox"/>

Only for individuals  
having used the Internet

<b><u>Electronic commerce, trade and transactions</u></b>			
<b>Purchasing or ordering goods or services</b> -Purchase orders placed via the Internet whether or not payment was made online; excludes orders that were cancelled or not completed; includes purchasing of products such as music, travel and accommodation via the Internet.	<input type="checkbox"/>		If NO, skip Q29,Q30 and Q31
<b>Selling goods or services</b> -Via eBay, Mercado libre, Facebook etc.	<input type="checkbox"/>		
<b>Internet banking</b> Includes electronic transactions with a bank for payment, transfers, etc. or for looking up account information; excludes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance.	<input type="checkbox"/>		
<b><u>Learning</u></b>			
<b>Doing a formal online course (in any subject)</b>	<input type="checkbox"/>		
<b>Consulting wikis (Wikipedia etc.), online encyclopaedias or other websites for formal learning purposes</b>	<input type="checkbox"/>		
<b><u>Professional life</u></b>			
<b>Looking for a job or sending/submitting a job application</b> -Includes searching specific web sites for a job; sending/submitting an application online.	<input type="checkbox"/>		
<b>Participating in professional networks</b> -These are also seen in the broader context of social networking and have the same requirement of profile creation, contributing through messaging or chat, or uploading text or audio-visual content files. -Examples of professional or business networks are LinkedIn and Xing.	<input type="checkbox"/>		



Only for individuals  
having used the Internet

	<b><u>Entertainment, digital content consumption</u></b>		
	<b>Listening to web radio</b> -Either paid or free of charge.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Watching web television</b> -Either paid or free of charge.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Streaming or downloading images, movies, videos or music; playing or downloading games</b> -Either paid or free of charge.	<input type="checkbox"/>	<input type="checkbox"/>
	<b><u>Digital content creation</u></b>		
	<b>Uploading self/user-created content to a website to be shared</b> -Text, images, photos, videos, music, software, etc.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Using storage space on the Internet to save documents, pictures, music, video or other files</b> -For example, Google Drive, Dropbox, Windows Skydrive, iCloud, Amazon Cloud Drive.	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Using software run over the Internet for editing text documents, spreadsheets or presentations</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Other activities (please specify).....</b>	<input type="checkbox"/>	<input type="checkbox"/>
	Additional question notes -This question is only asked of individuals who used the Internet in the last three months. -Record all Internet activities undertaken (that is, allow multiple responses). Activities are not mutually exclusive, that is, there is overlap between some categories. -"Private purposes" means not as part of one's current job or business.		

29	<b>What types of goods or services did you buy or order over the Internet for private use in the last 3 months? Please tick all that apply.</b>		
	<b>Books, magazines or newspapers</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Clothing, footwear, sporting goods or accessories</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Computer equipment or parts (including peripheral equipment)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Computer or video games</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Computer software (includes upgrades and paid apps; not games)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Cosmetics</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Financial products (including shares and insurance)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Food, groceries, alcohol or tobacco</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Household goods (e.g. furniture, toys, etc.; excluding consumer electronics)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>ICT services (excluding software)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Medicine</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Movies, short films or images</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Music products</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Photographic, telecommunications or optical equipment</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Travel products (travel tickets, accommodation, vehicle hire, transport services etc.)</b>	<input type="checkbox"/>	<input type="checkbox"/>



Only for individuals  
having purchased /placed orders  
over the Internet

Only for individuals  
having purchased / placed orders  
over the Internet

<b>30</b>	<b>How did you pay for the goods or services you bought over the Internet for private use in the last 3 months? Please tick all that apply.</b>		
	Cash on delivery	<input type="checkbox"/>	<input type="checkbox"/>
	Credit card online	<input type="checkbox"/>	<input type="checkbox"/>
	Debit card or electronic bank transfer online	<input type="checkbox"/>	<input type="checkbox"/>
	Mobile money account (account connected to the mobile number)	<input type="checkbox"/>	<input type="checkbox"/>
	Online payment service (e.g. PayPal, Google Checkout)	<input type="checkbox"/>	<input type="checkbox"/>
	Prepaid gift card or online voucher	<input type="checkbox"/>	<input type="checkbox"/>
	Points from rewards or redemption program (e.g. Air Miles)	<input type="checkbox"/>	<input type="checkbox"/>
	Other (e.g. bank check by post, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<b>31</b>	<b>How did you receive the goods or services you bought over the Internet for private use in the last 3 months? Please tick all that apply.</b>		
	Delivery directly to the buyer using regular postal services or other forms of delivery	<input type="checkbox"/>	<input type="checkbox"/>
	Picked up from point of sale or service point	<input type="checkbox"/>	<input type="checkbox"/>
	Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases, streaming services etc.).	<input type="checkbox"/>	<input type="checkbox"/>





<b>32</b>	<b>What are the reasons why you did not purchase goods or services the Internet for private use in the last 3 months? Please tick all that apply.</b>		
	<b>Not interested</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Prefer to shop in person</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Security concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Privacy concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Technical concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Trust concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>
	<b>Lack of confidence, knowledge or skills</b>	<input type="checkbox"/>	<input type="checkbox"/>

Only for individuals  
NOT having purchased/placed  
orders over the Internet

**33**

**What are the reasons for not having used the Internet?**

**Do not need the Internet (not useful, not interesting)**

**Do not know how to use it**

**Cost of Internet use is too high (service charges, etc.)**

**Privacy or security concerns**

**Internet service is not available in the area**

**Cultural reasons (e.g. exposure to harmful content)**

**Don't know what Internet is**

**Not allowed to use the Internet**

**Lack of local content**

**Other reason, specify .....**

*Only for individuals  
NOT having used the Internet*

# Required support from EGH for the revision

- Based on country experiences in implementing ICT Household surveys
- Suggestions of question flows : ordering, probing the answers
- Suggestions for ordering/grouping of response categories within each question
  
- Country examples are welcome!
  - Topics: model questionnaires, results of cognitive testing of questionnaires, additional modules/questions, breakdowns...

Thank you!