



ANNUAL SURVEY ON THE USAGE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS IN 2022.

The obligation to submit reports is based on Article 38 of the Law on Official Statistics (NN, No. 103/03, 75/09, 59/12 and 12/13). Refusing to provide data, providing incomplete and incorrect data, or not providing data within the prescribed time limit shall result in penal provisions from Articles 69 and 70 of the aforementioned Law. The data you provide in this report will be used for statistical purposes only and will not be published individually.

1. REPORTING ENTITY

Name and surname: _____

Address:

County: _____ Municipality: _____

City: _____ Street & no: _____

Phone: _____

E-mail: _____

Dear sir/madam,

The annual Survey on the use of information and communication technologies in households and by individuals (IKT-DOM) in 2022 is conducted with the purpose of collecting data on the use of information and communication technologies, Internet use and Internet shopping in households. The research is based on the methodology and requirements of the European Union.

Your household, as well as other households that will be surveyed in the Republic of Croatia, was selected using the random sample method, and the survey will be conducted by specially trained interviewers via telephone. If the household to which this letter is addressed is no longer at the selected address, according to the research methodology, we survey the person who is now a member of the household at that address. After receiving this letter, an interviewer from the National Bureau of Statistics will contact you. The estimated average duration of the survey is about fifteen minutes.

The obligation to provide data is based on Article 38 of the Law on Official Statistics. According to the same law, all data collected by this survey are an official secret and are used exclusively for statistical purposes. The data are not published or submitted in individual form, and the confidentiality of the data is guaranteed, in accordance with the Law on Official Statistics.

By cooperating in this research, you will help the State Bureau of Statistics to obtain quality statistical data that will be used by state institutions for the preparation and monitoring of computerization in Croatia, as well as by scientific and professional workers who study this area.

For any possible ambiguities, you can consult with the State Bureau of Statistics on phone (01) 4806 284 or by e-mail at the address IKT@dzs.hr.

Thank you for your cooperation!

MODUL A: ACCESS TO ICT

A1. Do you or anyone in your household have access to desktop or portable computer (laptop, tablet)?

- 1 Yes
- 2 No

A2. Do you have access to internet in your household?

- 1 Yes **Go to A3**
- 2 No **Go to B1**
- 3 Don't know **Go to B1**

A3. What type of internet connection is used in your household?

(Multiple answers possible)

- 1 Fixed broadband connection (DSL, cable internet, satellite internet, public WiFi network)
- 2 3G/4G mobile telephone network (accessed by mobile phone or smart phone, tablet, USB stick modem)

MODUL B: COMPUTER USAGE

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

- 1 Within the last 3 months **Go to B2**
- 2 Within the last 12 months **Go to C1**
- 3 More than 1 year ago **Go to C1**
- 4 Never **Go to C1**

B2. How often on average have you used a computer in the last 3 months?

- 1 Every day or almost every day
- 2 At least once a week (but not every day)
- 3 Less than once a week

MODUL C: INTERNET USAGE

C1. When did you last use the internet?

- 1 Within the last 3 months **Go to C2**
- 2 Within the last 12 months **Go to D1**
- 3 More than 1 year ago **Go to G2**
- 4 Never **Go to G2**

C2. How often on average have you used internet in the last 3 months?

- 1 Every day or almost every day **Go to C21a**
 - 1a) Did you use the internet several times during the day? **Go to C3**
- 2 At least once a week (but not every day) **Go to C3**
- 3 Less than once a week **Go to C3**

C3. For which of the following activities did you use the internet in the last 3 months for private purpose?

(Multiple answers possible)

- 1 Sending or receiving e-mails
- 2 Phone calls or using web camera for video calls (npr. Skype, Messenger, Facetime, WhatsApp, Viber)
- 3 Participating in social networks (npr. Facebook, Instagram, Snapchat, MySpace, Twitter)
- 4 Sending messages via messenger apps (npr. Skype, Messenger, WhatsApp, Viber)
- 5 Finding information about goods or services
- 6 Reading online news sites, newspapers or magazines
- 7 Listening to music via internet radio stations or streaming sites
- 8 Listening or downloading podcasts
- 9 Watching streams from the portals of television companies (e.g. HRTi, RTL Sada, Nova TV)
- 10 Watch video on demand (eg Netflix, MaxTV, HBO, Pickbox)
- 11 Watching videos from sharing sites (e.g. Youtube, Vimeo, Dailymotion)
- 12 Playing or downloading computer games
- 13 Seeking health-related information
- 14 Scheduling a doctor's appointment
- 15 Access to the health card (eCard) through the e-Citizens system
- 16 Use of other online health services (e.g. obtaining a prescription, consultation)
- 17 Taking part in online voting to define civic or political issues, signing a petition
- 18 Looking for a job or sending a job application
- 19 Selling of goods or services (npr. eBay, Facebook Marketplace)
- 20 Internet banking via web page or mobile app

C4. Have you conducted any of the following educational activities online in the last 3 months?

(Multiple answers possible)

- 1 Doing an online course
- 2 Using online learning material (electronic textbooks, audio-visual materials, learning software)
- 3 Communication with educators using online tools (e.g. MS Teams, Zoom)

MODUL D: E-GOVERNMENT USAGE

D1. Have you used any of the following public/governmental services online for private purposes in the last 12 months?

(Multiple answers possible or 4)

- 1 Access to your personal data through the e-Citizens system
- 2 Accessing data from publicly available registers and databases
- 3 Obtaining information from websites or apps of public or administrative institutions
- 4 None of the above

D2. In the past 12 months, have you downloaded (downloaded) forms from official websites and applications of public or administrative institutions?

- 1 Yes
- 2 No

D3. In the past 12 months, have you made an appointment through a website or app with public authorities or public services (eg reserving a book at a public library, making an appointment with a government official or a government health care provider)?

- 1 Yes
- 2 No

D4. In the past 12 months, have you received any official document or notice in your inbox in the e-Citizens system?

- 1 Yes
- 2 No

D5. In the past 12 months, have you used the e-Citizens system for the following activities?
(Multiple answers possible)

- 1 Issuance of a personal document or certificate (eg birth/death/marriage certificate, driver's license, registration of residence/residence, identity card/passport, etc.)?
- 2 Submission of applications for some of the social benefits (e.g. pension, social care, child allowance, enrollment of children in school institutions, etc.)
- 3 Submission of any other request, request or complaint

D6. In the last 12 months, have you filed your tax return via an app or website?
(Single answer only)

- 1 Yes, personally
- 2 No, the application was submitted by the employer
- 3 No, the application is submitted in paper form
- 4 No, someone else submitted the application on my behalf
- 5 No, I didn't have to submit an application

D7. What were the reasons for not using internet for submitting completed forms in the last 12 months?
(Multiple answers possible or 1)

- 1 I did not have to submit official forms
- 2 Procedure for submitting forms via official website/app was overly complicated
- 3 Worried about security of personal data while submitting forms online
- 4 I do not have the necessary user account/eCitizen certificate to be able to submit the form
- 5 Another person did it on my behalf (e.g. lawyer, relative or family member)
- 6 Other reason

D8. In the past 12 months, have you had any of the following problems with the use of websites or applications of public/state institutions?
(Multiple answers possible or 7)

- 1 The website/app was too complicated to use
- 2 I had technical problems using the website/application (problems with access, loading, slowness, crashes, etc.)
- 3 I had problems with the certificate of the e-Citizens system
- 4 I was unable to make a payment through the app/website
- 5 I could not access the e-Citizens system via smartphone or tablet
- 6 Some unmentioned problem
- 7 Had no problems

MODUL E: COMMERCE VIA INTERNET

E1. When did you last buy or order goods or services for private use over the internet?

1 Within the last 3 months	Go to E2
2 Within the last 12 months	Go to E10
3 More than 1 year ago	Go to E10
4 Never	Go to E10

E2. What types of physical products have you purchased online for private use in the past 3 months?

(Multiple answers possible)

- 1 Clothes and shoes (including sport), bags, jewelry
- 2 Sport goods, except clothing (incl. ski boots, skates, diving equipment)
- 3 Children toys or childcare items (e.g. nappies, bottles, baby strollers)
- 4 Furniture, curtains, carpets, tools, plants
- 5 Music CDs, vinyls, etc.
- 6 Films/series DVDs, Blu-ray, etc.
- 7 Printed books, magazines or newspapers
- 8 Computers, tablets, mobile phones or accessories
- 9 Consumer electronics and household appliances (TV i audio systems, cameras, refrigerators, washing machines, etc.)
- 10 Medicines, dietary supplements, vitamins
- 11 Deliveries from restaurants, fast-food chains, catering services
- 12 Food or beverages from stores and supermarkets
- 13 Cosmetics (make-up, cremes, parfumes, wellness products, etc.)
- 14 Cleaning or personal hygiene products (soaps, toothbrushes and pastes, shampoos, detergents, handkerchiefes, toilet paper, etc.)
- 15 Cars, motor bikes, bicycles and their accessories and parts
- 16 Other physical goods

E3. Have you purchased any of the products from the previous question from private individuals through online marketplaces such as eBay or Facebook Marketplace?

- 1 Yes
- 2 No

E4. Where were the sellers you purchased products or services from online in the past 3 months?

(Multiple answers possible)

- 1 From Croatia
- 2 From other EU countries
- 3 From the rest of the world
- 4 I don't know the country of origin

E5. In the past 3 months, have you purchased online or subscribed to any of the following products or services delivered in digital format as a download or stream service, rather than in physical form?

(Multiple answers possible)

- 1 Music (e.g. Tidal, Amazon Prime Music, Spotify, Google Play Music, Apple Music)
- 2 Films or series (e.g. Netflix, Pickbox, MaxTV, Amazon Prime, HBO, Hulu, Apple TV)
- 3 Electronic books, magazines and newspapers in digital format
- 4 Games for computer, game console or smartphone
- 5 Software other than games, for computer or smartphone, including updates
- 6 Smartphone applications for fitness or health
- 7 Other applications for various purposes (except free ones)

E6. Have you purchased any of the following products online in the past 3 months?

(Multiple answers possible)

- 1 Tickets for sports events
- 2 Tickets for cinema, theatre, concerts and similar events
- 3 Telecommunication services (subscription to the Internet or mobile phone)
- 4 Subscriptions to electricity, gas, water, etc.
- 5 Household services such as cleaning, repairs, babysitting (incl. from private individuals)

E7. In the past 3 months, have you bought any transport service online (e.g. a bus, train, plane or taxi ticket)?

(Multiple answers possible)

- 1 A transport enterprise
- 2 Private person

E8. In the past 3 months, have you purchased an accommodation service online (eg hotel room, apartment)?

(Multiple answers possible)

- 1 Hotel or travel agency
- 2 Private renter

E9. In the past 3 months, have you purchased any other services (excluding financial ones) other than those listed above through the website or application?

- 1 Yes
- 2 No

E10. In the past 3 months, have you used the Internet to perform any of the following activities:

(Multiple answers possible)

- 1 Buy or sell shares, bonds, units in funds or other financial assets
- 2 Purchase or extension of various insurance policies (including travel)
- 3 Taking a credit, loan or mortgage

MODUL Z: INTERNET OF THINGS

Z1. Do you use any of the following Internet-connected devices or systems in your household?

(Multiple answers possible or 5)

- 1 Internet-connected thermostats, meters, lighting devices and similar devices for energy management
- 2 Internet-connected alarm devices, smoke detectors, security cameras, door locks and similar security devices
- 3 Internet-connected household appliances such as refrigerators, ovens, dishwashers or washing machines, vacuum cleaners or hot drink makers
- 4 Software virtual assistants, usually built into speakers, that you control with voice commands to perform a task (such as Google Assistant, Amazon Alexa, Siri, Cortana)
- 5 Do not use any of the above

Z2. For what reason do you not use some of the Internet-connected devices listed in the previous question?

(Multiple answers possible or 1)

- 1 I don't know that such devices or systems exist
- 2 I see no benefit in using such devices or systems
- 3 The price of the device or system is too high
- 4 The system is incompatible with other devices I use
- 5 I do not have enough knowledge to be able to use such devices or systems
- 6 I am concerned about protecting the privacy of the data that such devices or systems generate
- 7 I am concerned about protecting the device or system from unauthorized access from the outside (possibility of hacking)
- 8 Other reasons

Z3. Have you used the Internet on any of the following devices in your household?

(Multiple answers possible)

- 1 Internet-connected TV (e.g. Smart TV)
- 2 Internet-connected gaming console (e.g. Xbox, Nintendo, PlayStation)
- 3 Internet-connected audio system or smart speakers

Z4. Have you used any of the following Internet-connected devices?
(Multiple answers possible)

- 1 Smart wristwatch or fitness bracelet, GPS locator for children, interfaces for virtual reality (e.g. headphones and glasses)
- 2 Medical assistance devices (e.g. blood pressure, blood sugar or scales)
- 3 Robotic toys or dolls
- 4 A car with a built-in wireless Internet connection

Z5. Have you experienced any of the following problems when using Internet-connected devices?
(Multiple answers possible or 5)

- 1 Issues with device security and data privacy protection
- 2 Health issues
- 3 Technical problems with using the device
- 4 Other problems
- 5 None of the above

MODUL X: GREEN ICT

X1. What did you do with the last of the following devices after you stopped using them or replaced them with new ones?

	Still in household	Sold or given away	Disposed of in electronic waste	Disposed of in regular waste	Never bought/Still in use	Other
Mobile phone/smartphone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptop/tablet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Desktop PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MODUL G: SOCIO-DEMOGRAPHIC CHARACTERISTICS

G1. What year were you born: _____

G2. Have you already had a birthday this year?

- 1 Yes
- 2 No

G3. Sex:

- 1 Male
- 2 Female

G4. Country of birth: _____

G5. Country of citizenship: _____

G6. Level of education successfully completed:

- 1 no school
- 2 incomplete elementary school
- 3 completed elementary school
- 4 vocational school, lasting up to 3 years
- 5 high school, art school, vocational school, lasting at least 4 years
- 6 college, lasting up to 5 semesters
- 7 bachelor's degree
- 8 master's degree
- 9 doctorate

G7. Employment status

1 Employed

Go to G8**a) Are you employed as:**

- 1) Self-employed person with employees
- 2) Self-employed person without employees
- 3) Employee
- 4) Unpaid family worker

b) Is your employment:

- 1) Permanent job
- 2) Fixed-term contract

c) Are you working:

- 1) Full-time
- 2) Part-time

2 Unemployed

Go to G10

3 Retired

Go to G10

4 Unemployable due to a long-standing health problems/disability

Go to G10

5 Fullfilling domestic tasks

Go to G10

6 Student or pupil (not in the labour force)

Go to G10

7 Other

Go to G10**G8. Occupation at current job:** _____**G9. What is the economic activity of the enterprise you are employed in:** _____**G10. Number of household members:** _____**G11. Number of children younger than 16:** _____**G11a) Number of children aged 14 or 15:** _____**G12. Can you estimate the monthly income of your household?**

1 _____ kn

Or

2 do 4000 kn

3 od 4000-7000 kn

4 od 7000-10000 kn

5 od 10000-15000 kn

6 više od 15000 kn

7 Respondent refused

G13. Are you limited in your daily activities due to health problems?**(Single answer only)**

1 Severely limited

2 Moderately limited

3 Not limited at all