



National Statistics Act (OJ RS, No. 45/95 and No. 9/01)  
Annual Programme of Statistical Surveys (OJ RS No. 183/2021)

**Survey participation is voluntary.**

**READ:**

The sample questionnaire is intended only for information on what data we collect in this survey

**Questionnaire for statistical survey  
Usage of information and communications  
technology (ICT) in households and by individuals,  
2022**

WEB and field (CAPI) collection of data

SAMPLE

### AA1. Who will fill out the questionnaire?

1. Addressee of the information letter
2. Another person on behalf of the addressee of the letter
3. Another person on their own behalf

### A1. Have you used the Internet several times a day in the last 3 months?

*Consider using the Internet for private or professional purposes, where you can access the Internet from your mobile phone, desktop, laptop or tablet, SMART TV (smart TV), smartwatch or other such devices.*

1. Yes → A4
2. No → A2

(Filter A1 = 2)

### A2. When did you last use the Internet?

1. Within the last 3 months → A3
2. Between 3 months and a year ago → B1
3. More than 1 year ago → E1
4. Never used it → A10

(Filter A2 = 1)

### A3. How often on average did you use the Internet 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

(Filter A1 = 1 or A2 = 1)

### A4. For which of the following activities did you use the Internet (including via apps) in the last 3 months for private purpose?

*Consider the activities you have done over a mobile phone, desktop, laptop or tablet, smart TV, smartwatch, or other such devices.*

Tick all that apply.

1. Sending or receiving e-mails
2. Internet banking (including mobile banking)
3. Making calls (including video calls) over the Internet, for example, via Skype, Zoom, Viber, WhatsApp, FaceTime, MS Teams
4. Using instant messaging, i.e. exchanging messages, for example, via Viber, WhatsApp, Skype, Messenger, Snapchat
5. Participating in social networks (creating user profile, posting messages, pictures, liking image, video or other contributions to Snapchat, Facebook, Instagram, Twitter, TikTok)
6. Finding information about goods or services
7. Reading online news sites, newspapers or news magazines
8. Selling goods or services via a website or app (e.g. eBay, Facebook Marketplace, prodajko.si)
9. Looking for a job or sending a job application
10. Posting or liking opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)
11. Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition), e.g. on e-demokracija, predlagam.vladi.si
12. Listening to music over the Internet (e.g. web radio, YouTube or apps Deezer, Apple Music, Google Play Music, Spotify, Tidal)
13. Downloading music over the Internet, e.g. via YouTube, SoundCloud
14. Listening to podcasts over the Internet or downloading podcasts
15. Playing or downloading games over the Internet (including games for smartphones or other devices)
16. Other activities → A4p\_dr Which ones?

(Filter A4 = 16)

**A4p\_dr. For which other activities did you use the Internet in the last 3 months?**

\_\_\_\_\_

(Filter A1 = 1 or A2 = 1)

**A5. Which of the following health-related activities have you carried out in the last 3 months for private purposes for yourself or for another person via the Internet?**

*Exclude regular e-mail communication.*

*Tick all that apply.*

1. Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)
2. Making an appointment with the doctor at the hospital via the online form, e.g. via eNaročanje
3. Making an appointment with the chosen personal (family) practitioner via the online form
4. Accessing personal health records online, e.g. via zVEM (zdravjeVsenaEnemMestu) accessing to electronic health data, digital COVID certificate, e-prescriptions, e-referrals
5. Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online)
6. *None of the above*

**A6. What video content have you watched over the Internet in the last 3 months?**

*Consider watching video content over a mobile phone, desktop, laptop or tablet, smart TV, Apple TV, etc.*

*Tick all that apply.*

1. Internet TV from broadcasters or streamed TV (live or catch-up) (e.g. NEO, TVin, EON, tv2go, Xplore TV Go, RTVSlo, Sky News live)
2. Video on Demand (e.g. movies, TV-series) from commercial services over the Internet (e.g. Netflix, Voyo, HBO Max, Amazon Prime Video, Pickbox)
3. Video content on YouTube or similar sharing services
4. Other video content → **A6p\_dr**
5. *I did not watch video content over the Internet*

(Filter A6 = 4)

**A6p\_dr. What other video content have you watched on the Internet in the last 3 months?**

\_\_\_\_\_

**A7. Which of the following open source services or programs have you used for private purposes in the last 3 months?**

*Exclude usage of non-open source programs:*

- *web browsers, e.g. Google Chrome, Microsoft Edge, Opera, etc.;*
- *text, image, sound or graphics editor, e.g. Microsoft Office (Word, Powerpoint), Adobe Photoshop, etc.;*
- *Google Maps;*
- *programs for storing, sharing documents in a data storage space (cloud) on the Internet, e.g. Google Drive, Microsoft OneDrive, etc.*

*Tick all that apply.*

1. Open source web browser, e.g. Mozilla Firefox, Brave
2. Open source text, image, sound or graphics editor, e.g. LibreOffice, Open Office, Inkscape, GIMP, Audacity, Blender
3. Web encyclopedias (e.g. Wikipedia), open source map (e.g. Open Street Map) or open source program for messaging or video calls (e.g. Jitsi Meet)
4. Open source programs for managing web content (e.g. WordPress) or for storing, sharing documents in a data storage space on the Internet (e.g. Nextcloud)
5. *None of the above*

**A8. Have you conducted any of the following learning activities over the Internet for educational, professional or private purposes in the last 3 months?**

*Tick all that apply.*

1. Doing an online course, e.g. webinar, online workshop/training
2. Distance learning within upper secondary or tertiary education, e.g. using MS Teams, Zoom
3. Using online learning material other than a complete online course, e.g. video tutorials (including YouTube), webinars, electronic textbooks, learning apps or platforms
4. Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams)
5. *None of the above*

(Filter A8 = 1, 2, 3, 4)

**A9. What was the purpose of the learning activities you participated in in the last 3 months?**

*Tick all that apply.*

1. For formal education (e.g. school or university)
2. For professional/work-related purposes
3. For private purpose (e.g. YouTube)

(Filter A2 = 4)

**A10. What are the reasons for not using the Internet?**

*Tick all that apply.*

1. Don't need the Internet
2. Lack of skills
3. Privacy or security concerns, e.g. distrust in providing personal data over the Internet, fear of computer viruses
4. Using the Internet would restrict my freedom
5. I do not trust information on the Internet
6. I am too old or too young
7. The cost of equipment or access is too high, e.g. buying a computer, the cost of subscription to the Internet
8. I expect a bad experience using the internet
9. I don't have enough time
10. I have no interest in using the Internet
11. I have a physical disability, special needs or other disability
12. Internet activities are performed by another person instead of me
13. I do not use the Internet for other reasons → **A10p\_dr Which ones?**

(Filter A10 =13)

**A10p\_dr. Please give other reasons why you have not used the Internet so far?**

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The following questions relate to the use of websites of public authorities.

(Filter A1 = 1 or A2 = 1 or A2 = 2)

**B1. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**

*Consider the following public authorities: libraries, kindergartens, educational institutions (schools, colleges, universities), health care institutions, social work centres, ministries, administrative units, municipalities and institutes. Examples of their website or apps are: zVEM (e.g. eNAPOTNICE), eUprava, eDavki, Gov.si., e-Sodstvo, eZPIZ, AJPES, COBISS.*

Tick all that apply.

1. Accessed personal information stored about you by public authorities or public services (e.g. information regarding years of service (eZPIZ), health (zVEM – e-prescriptions, e-referrals), data on portal eUprava (personal documents, submitted applications, etc.), education (student information system)
2. Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, spatial data, enterprise register of Slovenia, open data of Slovenia)
3. Obtained information (e.g. general information about contacts, opening hours, services, benefits, entitlements, laws)
4. Have not performed any of the mentioned activities

**B2. Have you downloaded/printed any official forms from a website or app of public authorities or public services for private purpose in the last 12 months?**

*Consider form or certificate, e.g. application from rights from public funds, certificate from criminal evidence, EU digital COVID certificate (DCP), certificate of testing (HAG / PCR), certificate of enrolment in college, etc.*

1. Yes
2. No

**B3. Have you made any appointment or reservation via a website or app with public authorities or public services for private purpose in the last 12 months?**

*Consider reservation of a book in a public library (COBISS), appointment with a government servant or a state healthcare provider (UeNaročanje, virtualno okence, zVem/eNaročanje, etc.).*

Exclude appointments or reservations via regular email.

1. Yes
2. No

**B4. Have you received any official communication/document by public authorities via your account on a website or app of public authorities or services for private purpose in the last 12 months?**

*Examples of official documents are referral for doctor's examination (e-referral) or digital COVID certificate (DCP) via the zVEM portal, notification of the status of the application submitted via the eUprava portal, eDavki, etc.*

Exclude the usage of e-mail or SMS based information messages or notifications that a document is available.

1. Yes
2. No

**B5. Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?**

1. Yes, I submitted the tax declaration or an appeal via the eDavki portal
2. No, I have already received an informative personal income tax declaration from the Financial Administration
3. No, I submitted the claim or an appeal to the Financial Administration in paper form
4. No, someone else did it on my behalf
5. No, for other reasons (e.g. not subject to income tax)

**B6. Have you performed any of the following activities via a website or app of public authorities or public services for private purpose in the last 12 months?**

*Tick all that apply.*

1. Requested official documents or certificates, e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records
2. Requested benefits or entitlements, e.g. social assistance, pension, unemployment, child allowance, enrolment in schools, universities, disability support pension, kindergarten subsidy
3. Made other requests, claims or complaints, e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court
4. *None of the above*

**(Filter B6 = 4)**

**B7. What were the reasons for not requesting any official documents or not making any claims via a website or app of public authorities or public services in the last 12 months?**

*Tick all that apply.*

1. I did not have to request any documents or make any claims
2. Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)
3. Concerns about the security of personal data or unwillingness to pay online (fear of credit card fraud)
4. Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID (required for using the services)
5. Another person did it on my behalf (e.g. consultant, adviser, relative)
6. Other reasons

**(Filter (B1 = 1, 2, 3) or (B2 = 1) or (B3 = 1) or (B4 =1) or (B5 = 1) or (B6 = 1, 2, 3))**

**B8. Have you encountered any of the following issues when using a website or app of public authorities or public services in the last 12 months?**

*Tick all that apply.*

1. Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)
2. Technical problems experienced when using website or app (e.g. long loading, website crashed)
3. Problems in using the electronic signature or electronic identification (eID), e.g. when using digital certificate, smsPASS or SI-PASS service
4. Not able to pay via the website or app (e.g. due to lack of access to the payment methods required)
5. Not able to access the service on smartphone or tablet
6. Other issue
7. I have not encountered any issues

The following questions relate to online purchasing for private purposes.

(Filter A1 = 1 or A2 = 1 or A2 = 2)

**C1. When did you last buy or order goods or services for private use over the Internet?**

Include:

- Online purchases of products in physical or digital form, including second-hand products,
- Online orders or purchases of services (e.g. flight tickets, tickets, e-vignette), accommodation reservations (e.g. via booking.com, Airbnb, travel agencies) or transport arrangements (e.g. GoOpti, prevoz.org),
- Online orders or subscriptions for viewing series, movies via online platforms (e.g. Netflix, HBO Max, Voyo) - including monthly payment -, online magazines, online food ordering, etc.,
- Online purchases of products or services from legal or natural persons,
- Online purchases made for yourself or others, the method of payment and the method of delivery are not important.

Exclude:

- orders via e-mail, SMS or MMS.

- |  |       |
|--|-------|
| 1. Within the last 3 months                  | → C2  |
| 2. Between 3 months and a year ago           | → C12 |
| 3. More than 1 year ago                      | → C12 |
| 4. Never bought or ordered over the Internet | → C12 |

(Filter C1 = 1)

**C2. Did you buy any of the following goods via a website or app for private use in the last 3 months?**

Include online purchases from enterprises or private persons, including used goods.

Tick all that apply.

1. Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)
2. Sports goods (excluding sport clothing)
3. Children toys or childcare items (e.g. nappies, bottles, baby strollers)
4. Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)
5. Music as CDs, vinyls, etc.
6. Films or series as DVDs, Blu-ray, etc.
7. Printed books, magazines or newspapers
8. Computers, tablets, mobile phones or accessories
9. Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines)
10. Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)
11. Deliveries from restaurants, fast-food chains (orders via apps like Wolt, Glovo included), catering services
12. Food or beverages from stores or from meal-kits providers
13. Cosmetics, beauty or wellness products
14. Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
15. Bicycles, mopeds, cars, or other vehicles or their spare parts
16. Other physical goods → **C2p\_dr Which?**
17. None of the above

(Filter C2 = 16)

**C2p\_dr. Please list the goods:**

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(Filter C2 = 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16)

**C3. From whom did you buy the mentioned goods via a website or app in the last 3 months?**

*Include online purchases from enterprises or private persons.*

*Tick all that apply.*

1. National sellers
2. Sellers from other EU Member States
3. Sellers from the rest of the world
4. Country of origin of sellers is not known

**C4. Did you buy any of the mentioned goods from private persons via a website or app (e.g. on eBay, Facebook Marketplace, Bolha, prodajko.si)?**

1. Yes
2. No

(Filter C1 = 1)

**C5. Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?**

*Include:*

- Subscriptions to the music streaming services (e.g. iTunes) via the Internet - including monthly payment -, the possibility of watching series, movies via online platforms (e.g. Netflix, HBO Max, Voyo);
- Online purchases from enterprises or private persons.

*Tick all that apply.*

1. Music as a streaming service or downloads, e.g. iTunes, Google Play, Amazon Music, Deezer, Napster, Spotify
2. Films or series as a streaming service or downloads, e.g. via Netflix, HBO Max, Voyo
3. E-books, online-magazines or online-newspapers
4. Games online or as downloads for smartphones, tablets, computers or consoles
5. Computer or other software as downloads including upgrades
6. Apps related to health or fitness (excluding free apps)
7. Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)
8. None of the above

**C6. Did you buy any of the following via a website or app for private use in the last 3 months?**

*Tick all that apply.*

1. Tickets to sports events
2. Tickets to cultural or other events (cinema, concerts, fairs, etc.)
3. Subscriptions to the Internet or mobile phone connections
4. Subscriptions to electricity, water or heating supply, waste disposal or similar services
5. Household services (e.g. cleaning, babysitting, repair work, gardening) from enterprises
6. Household services (e.g. cleaning, babysitting, repair work, gardening) from private persons via e.g. Facebook Marketplace, Bolha
7. None of the above

**C7. Did you buy or rent any of the following accommodation or transport services via a website or app in the last 3 months?**

*Tick all that apply.*

1. Organize accommodation in a hotel, hostel, etc., via a web portal or website, mobile app or travel agency, etc.
2. Organized accommodation at other private person, e.g. room, apartment, house, holiday home via Airbnb, etc.
3. Flight ticket, bus or train ticket, hired transport (e.g. via GoOpti), taxi, car

4. Organized transportation by car at other private person as a passenger, e.g. via prevoz.org, BlaBlaCar
5. *None of the above*

**C8. Did you buy any services (excluding financial and insurance services) other than those mentioned previously via a website or app for private use in the last 3 months, e.g. e-vignette?**

1. Yes → C8p\_dr Which?
2. No

(Filter C8 = 1)

**C8p\_dr Please list these other services:**

\_\_\_\_\_

(Filter C1 = 1)

**C9. How many times have you bought goods or services over the Internet for private use in the last 3 months?**

Include:

- Online purchases of products in physical or digital form, including second-hand products,
- Online orders or purchases of services (e.g. flight tickets, tickets, e-vignette), accommodation reservations (e.g. via booking.com, Airbnb, travel agencies) or transport arrangements (e.g. GoOpti, prevoz.org),
- Online orders or subscriptions for viewing series, movies via online platforms (e.g. Netflix, HBO Max, Voyo) - including monthly payment -, online magazines, online food ordering, etc.,
- Online purchases of products or services from legal or natural persons,
- Online purchases made for yourself or others, the method of payment and the method of delivery are not important.

1. 1–2 times
2. 3–5 times
3. 6–10 times
4. More than 10 times

**C10. Estimate how much money you have spent in total on your purchases via a website or app for private use in the last 3 months.**

Include:

- Online purchases of products in physical or digital form, including second-hand products,
- Online orders or purchases of services (e.g. flight tickets, tickets, e-vignette), accommodation reservations (e.g. via booking.com, Airbnb, travel agencies) or transport arrangements (e.g. GoOpti, prevoz.org),
- Online orders or subscriptions for viewing series, movies via online platforms (e.g. Netflix, HBO Max, Voyo) - including monthly payment -, online magazines, online food ordering, etc.,
- Online purchases of products or services from legal or natural persons,
- Online purchases made for yourself or others, the method of payment and the method of delivery are not important.

Exclude the purchase of shares, insurance policies and other financial services.

1. Less than EUR 50
2. EUR 50 to 99
3. EUR 100 to 299
4. EUR 300 to 499
5. EUR 500 to 699
6. EUR 700 to 999
7. EUR 1,000 EUR or more
8. *Don't know*

(Filter C1 = 1)

**C11. Which of the following statements related to online purchases for private purposes in the last 3 months applies to you?**

*Tick all that apply.*

1. I saved money by purchasing products online
2. Purchasing products or services online has saved me time
3. I was able to purchase products or services online abroad that I could not purchase in Slovenia
4. Information about products or services available online has helped me make the decision to purchase online
5. I purchased products or services online that I would not buy in a physical store for various reasons, e.g. intimate products, alcohol, medicines
6. I made fewer unnecessary purchases because of purchasing products or services online
7. *None of the above*

(Filter A1 = 1 or A2 = 1)

**C12. Did you carry out any of the following financial activities via a website or app for private purposes in the last 3 months?**

*Exclude financial activities carried out via e-mail.*

*Tick all that apply.*

1. Buy or renew insurance policies, including travel insurance, also as a package together with other service, e.g. a plane ticket
2. Take a loan, mortgage or arrange credit from banks or other financial providers
3. Buy or sell shares, bonds, units in funds or other financial assets
4. *None of the above*

The following questions are about smartphone usage.

(Filter – everyone)

**E1. Which of the following mobile phones do you use for private purposes?**

1. Smartphone (including BlackBerry)
2. Mobile phone with only basic functions, e.g. calling or sending SMS
3. *I do not use a mobile phone for private purposes*

(Filter E1 = 1)

**E2. For what private purposes have you used your smartphone in the last 3 months?**

*Tick all that apply.*

1. Sending or receiving e-mails via smartphone
2. Browsing the Internet, e.g. searching for various information, reading news
3. Participating in social media, e.g. Facebook, Twitter, Instagram, Snapchat, TikTok via smartphone
4. Making calls (including video calls) over the Internet via smartphone, e.g. via Skype, Zoom, WhatsApp, Facetime, Viber, Hangout
5. Using maps or navigation on a smartphone
6. *None of the above*

The following questions concern the use of Internet-connected devices (smart) or systems for private purposes, e.g. smart watches, smart bracelets, robotic vacuum cleaners or smart systems, e.g. smart cameras, lights.

(Filter A1 = 1 or A2 = 1)

**F1. Have you used any of the following smart devices or systems for private purposes?**

*Consider: smart devices or systems that are connected over the Internet or can also be connected to each other to enable advanced services, e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device, etc.*

Tick all that apply.

1. Smart thermostat, utility meter, lights, plug-ins or other Internet-connected solutions for energy management for your home
2. Smart home alarm system, smoke detector, security cameras, door locks or other smart security/safety solutions for your home
3. Smart home appliances such as robot vacuums, fridges, ovens, coffee machines
4. A virtual assistant in the form of a smart speaker or of an app, such as Telekom NEO, Google Home/Assistant, Amazon Alexa/Echo, Apple Siri, Microsoft Cortana, Samsung Bixby
5. None of the above

(Filter F1 = 5 and F1 not 1, 2, 3, 4)

**F2. Do you know any of the previously mentioned smart devices or systems?**

1. Yes
2. No

(Filter F2 = 1)

**F3. What were the reasons for not using any of the mentioned smart devices or systems for private purposes?**

Tick all that apply.

1. I had no need to use those smart devices/systems
2. Costs too high
3. Lack of compatibility with other devices or systems
4. Lack of skills to use those devices or systems
5. Concerns about the privacy and protection of data about me generated by those devices or systems
6. Concerns about security (e.g. that the device or system will be hacked)
7. Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)
8. Another household member uses mentioned smart devices or systems
9. Other reasons

(Filter A1 = 1 or A2 = 1)

**F4. Have you used any of the following smart devices or systems for private purposes?**

*Consider smart devices that are connected over the Internet (e.g. over mobile Internet, WiFi), Bluetooth, etc.*

Tick all that apply.

1. A smart watch, a fitness band, smart goggles (e.g. Samsung Gear VR goggles), wireless headphones (e.g. Apple AirPods, Galaxy Buds, earbuds or other wireless headphones), safety-trackers, smart accessories, smart clothes or shoes
2. Smart devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other smart devices for health and medical care, Telekom service E-oskrba
3. Smart toys, such as robot toys (including educational) or dolls
4. A car with built-in wireless Internet connection

5. *None of the above*

(Filter A1 = 1 or A2 = 1)

**F5. Have you used any of the following devices in your home?**

*Consider devices that allow you to access the Internet over fixed Internet connection or WiFi, and devices that can also be connected to each other, e.g. via Bluetooth.*

*Tick all that apply.*

1. An Internet-connected SMART TV or TV connected via Chromecast, e.g. browsing the Internet, watching video content on demand (e.g. Netflix), YouTube, movies or TV series
2. An Internet-connected game console, e.g. PlayStation, Xbox, Nintendo Switch
3. Speaker, home audio system, etc., with Bluetooth connection
4. An Internet-connected smart speaker or home audio system that allows voice control, control of other smart devices, web browsing, music playback, e.g. Amazon Echo, Google Home, Sonos One, Apple HomePod mini
5. *None of the above*

(Filter (F1 or F4 or F5) = 1, 2, 3, 4)

**F6. Have you encountered any of the following problems with the mentioned smart devices or systems?**

*Tick all that apply.*

1. Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems)
2. Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem)
3. Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device)
4. Other problems (e.g. Internet or Bluetooth connection problems or connection between devices, support problems)
5. I have not encountered any problem

The following questions concern handling devices that are no longer in use or old, used, replaced.

(Filter A1 = 1 or A2 = 1)

**G1. What did you do with mobile or smartphone when you last replaced or stopped using it?**

1. It is still kept in my household
2. Mobile or smartphone was sold or given away
3. It was disposed of in electronic waste collection/recycling, incl. leaving it to the retailer to dispose of when buying a new device or handed it over to a company that collects or recycles electronic equipment, e.g. to the public waste service provider, to the re-use "corner" or to a dedicated container in the waste collection centre
4. It was disposed of among other regular waste
5. It was never bought or is still in use
6. I don't use mobile or smartphone
7. Other → **G1p\_dr**

(Filter G1 = 7)

**G1p\_dr.: Indicate what you did with the mobile or smartphone you last replaced or stopped using:**

\_\_\_\_\_

**G2. What did you do with laptop or tablet when you last replaced or stopped using it?**

1. It is still kept in my household
2. Laptop or tablet was sold or given away
3. It was disposed of in electronic waste collection/recycling, incl. leaving it to the retailer to dispose of when buying a new device or handed it over to a company that collects or recycles electronic equipment, e.g. to the public waste service provider, to the re-use "corner" or to a dedicated container in the waste collection centre
4. It was disposed of among other regular waste
5. It was never bought or is still in use
6. I don't use laptop or tablet
7. Other → **G2p\_dr**

(Filter G2 = 7)

**G2p\_dr.: Indicate what you did with the laptop or tablet you last replaced or stopped using:**

\_\_\_\_\_

**G3. What did you do with desktop computer when you last replaced or stopped using it?**

1. It is still kept in my household
2. Desktop computer was sold or given away
3. It was disposed of in electronic waste collection/recycling, incl. leaving it to the retailer to dispose of when buying a new device or handed it over to a company that collects or recycles electronic equipment, e.g. to the public waste service provider, to the re-use "corner" or to a dedicated container in the waste collection centre
4. It was disposed of among other regular waste
5. It was never bought or is still in use
6. I don't use desktop computer
7. Other → **G3p\_dr**

(Filter G3 = 7)

**G3p\_dr.: Indicate what you did with the desktop computer you last replaced or stopped using:**

\_\_\_\_\_

**G4. When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important?**

*Tick all that apply.*

1. Price
2. Hard drive characteristics (storage, speed), processor speed
3. Ecodesign of the device, e.g. durable, upgradeable and repairable designs that require fewer materials; environmentally friendly materials used for packaging, etc.
4. Possibility to extend the life span of the device by buying extra guarantee
5. Energy efficiency of the device
6. A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device)
7. Have not considered any of the mentioned characteristics
8. Never bought any of these devices

SAMPLE

*The following questions apply to all members of your household, including you.*

**(Filter everyone)**

**H1. Do you or any other member of your household at home have access to the Internet via computer?**

*Include accessing the Internet via desktop, laptop computer, or tablet of any member of your household.*

1. Yes → H2
2. No → H2

**H2. Do you or any other member of your household at home have access to the Internet via mobile or smartphone?**

1. Yes
2. No

SAMPLE

The following questions are about you (the addressee of the letter) personally and about your household.

**I1. Your gender/sex?**

1. Male
2. Female

**I2. What year were you born?**  (value between 1946 and 2005)

**I3. How would you describe your current status?**

*If two or more statuses apply to you, choose the one that is more important to you.*

1. Employed
2. Self-employed
3. Farmer
4. Other form of work (employment contract, author's contract, casual work)
5. Helping family member or in family business (without payment)
6. Unemployed
7. Pupil, student
8. Retired
9. Fulfilling domestic tasks
10. Unable to work (due to long-term health problems)
11. Other status → I3\_dr

(Filter I3 = 11)

**I3\_dr. What is your current status?**

**I4. How many people, including you, live in your household?**

*Consider all persons who predominantly reside at this address (they may also be temporarily absent, but less than 6 months and have no permanent residence elsewhere) and share the costs with other members of the household.*

persons. (Value from 1 to 99)

**I5. How many people in the household are aged 16 to 74?**

*Including yourself.*

persons. (Value from 1 to 99)

**I6. How many people in the household are 15 years old or younger?**

persons. (Value from 0 to 99)

(Filter I6 > 0)

**I7. How many people in the household are 14 to including 15 years old?**

persons. (Value from 0 to 99)

(Filter difference between I6 and I7 > 0)

**I8. How many people in the household are 13 years old or younger?**

persons. (Value from 0 to 99)

**I9. What is the monthly net income of your household, i.e. the income of all household members together (in EUR)?**

*Include income from employment (salaries, allowances for food and transport to work), income from economic activities or agriculture, pensions, unemployment benefits, scholarships, child and parental allowances, alimony and other cash benefits of all members of the household.*

Monthly net household income: EUR |\_\_|\_|\_|\_|\_|\_|\_|\_|\_| → End

Value from 1 to 99,999.

Don't know → I10

Don't want to answer → I10

(Filter I9 = Don't know)

**I10. Perhaps you could classify the total monthly net income of your household in one of the following classes?**

1. up to and including EUR 400
2. up to and including EUR 700
3. up to and including EUR 1,100
4. up to and including EUR 1,500
5. up to and including EUR 1,800
6. up to and including EUR 2,100
7. up to and including EUR 2,500
8. up to and including EUR 3,000
9. up to and including EUR 4,000
10. more than EUR 4,000

Don't know → I11

Don't want to answer → I11

**I11. Do any health issues currently limit you during normal activities?**

1. Yes → I12
2. No → End

(Filter I11 = 1)

**I12. Has this limitation lasted continuously for at least 6 months?**

1. Yes → I13
2. No → End

(Filter I12 = 1)

**I13. To what extent are you limited because of health problems during normal activities?**

1. Severely limited
2. Limited but no severely

**End**