

# QUESTIONNAIRE ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) IN HOUSEHOLDS IN 2022

Number of the household

Is the household surveyed?


- Yes → **Go to question 1**
- Uninhabited dwelling
- The household is temporarily absent
- No, members of the household are out of the age group (16 - 74)
- No, the household refuses to take part in the survey
- No, for other reasons
- End of the interview**

1. Total number of the household's members

of which aged (in completed years):

Under 5	5 - 13	14 - 15	16 - 24	25 - 64	65 - 74	75 and more
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

↓  
of which students:  
(at school or at university)

 All persons in the household aged 16 - 74 are subject to an interview with the questionnaire on the use of ICT by individuals. If there is no person aged 16 - 74, the interview is over!

2. Total average net current monthly income of the household

leva

or select one of the following answers:

- a) less than 400 leva
- b) 401 - 520 leva
- c) 521 - 700 leva
- d) 701 - 900 leva
- e) 901 - 1150 leva
- f) 1151 - 1450 leva
- g) 1451 - 1750 leva
- h) 1751 - 2200 leva
- i) 2201 - 2750 leva
- j) 2751 - 3450 leva
- k) 3451 - 4700 leva
- l) more than 4700 leva

## Module A: Access to Information and Communication Technologies (ICT)

*This module asks about the use of internet by the household at home regardless of the device used for access (e.g. desktop computer, laptop, tablet, mobile or smartphone, smart devices etc.).*

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### **A1. Do you or anyone in your household have access to the internet at home, by any device?**

*(incl. mobile phone or smartphone)*

- a) Yes
  - b) No
  - c) Don't know
- 

 **Go to "Questionnaire on the use of ICT by individuals"**

# QUESTIONNAIRE ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) BY INDIVIDUALS IN 2022

<b>Number of the household</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>Number of the individual in the household</b>	<input type="text"/> <input type="text"/>
<b>Is the individual surveyed?</b>	
Yes	<input type="checkbox"/> → <b>Go to question 1</b>
No, the individual is temporally absent	<input type="checkbox"/>
No, the individual refuses to take part in the survey	<input type="checkbox"/>
No, the individual is unable to provide information	<input type="checkbox"/>
No, for other reasons	<input type="checkbox"/>

**To be completed for all individuals aged between 16 and 74 which are members of the household**

**1. Year of birth**

**1.1. Have you already had your birthday this year at the date of the interview?**

- Yes  
 No

**1.2. Date of the first interview**

*Day Month Year*

**2. Sex**

- Male  
 Female

**3. Country of birth**

- Bulgaria  
 Other country

*Name of the country*

**4. Citizenship**

- Bulgaria  
 Other country

*Name of the country*

**5. Highest level of education successfully completed**

- No formal education or less than primary education  
 Primary education (*IV grade*)  
 Lower Secondary education (*VII or VIII grade*)  
*(incl. vocational technical school with admission after VI, VII or VIII grade)*  
 Upper Secondary education (*XI or XII grade*)  
*(incl. first gymnasium stage of upper secondary education with certificate for completed X grade, after 2020)*  
 Post-secondary vocational training, at least 2 years (*fourth level of professional qualification*)  
 Tertiary education - professional bachelor's degree/'a specialist in'/semi-higher education  
 Tertiary education - bachelor's degree  
 Tertiary education - master's degree (*incl. tertiary education before 1997*)  
 Tertiary education - doctor's degree (*incl. candidate of sciences before 1995*)

**6. What is your main activity status?**

- Employed
- Unemployed
- Student, pupil (*not in the labour force*)
- Retired
- Unable to work due to a long-standing health problems
- Fulfilling domestic tasks
- Other inactive person

→

***Go to question 7***

}  
}  
}

***Go to question 12***

**7. Do you work as a self-employed person or as an employee?**

- Employee
- Self-employed person with employees
- Self-employed person without employees
- Family worker (unpaid)

→

***Go to question 8***

}  
}

***Go to question 9***

**8. What is the type of contract of your main job according to its duration?**

- Contract with unlimited duration/permanent job
- Fixed-term contract/temporary work

**9. Do you work full-time or part-time?**

- Full-time
- Part-time

**10. What is your main job?**

*Describe the name of the person's main job or occupation:*

**ISCO-08 code**

**11. What is the main economic activity of the enterprise, company or organization in which you work?**

*Describe the economic activity of the enterprise or the type of self-employment of the person:*

**NACE Rev. 2 code**

**12. In the last 6 months or more, have you been limited in activities that people usually do because of health problems? Can you said that you were:**

- Yes, severely limited
- Yes, limited but not severely
- Not limited at all

## Module B: Use of the internet

The following questions ask about the internet use at any location (home, work or other places) via any device (e.g. desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

### B1. When did you last use the internet?

- a) Within the last 3 months → **Go to B2**
- b) Between 3 months and a year ago → **Go to C1**
- c) More than 1 year ago } **Go to X1**
- d) Never used it }

### B2. How often on average did you use the internet in the last 3 months?

- a) Several times during the day
- b) Once a day or almost every day
- c) At least once a week, but not every day
- d) Less than once a week

### B3. For which of the following activities did you use the internet (incl. via apps) in the last 3 months for private purpose?

(tick all that apply)

#### Communication

- a) Sending/receiving e-mails
- b) Making calls (including video calls) over the internet (via Viber, WhatsApp, Skype, Facetime, Messenger, Snapchat, Zoom, MS Teams, Webex)
- c) Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, TikTok, etc)
- d) Using instant messaging, i.e. exchanging messages (via Skype, Messenger, WhatsApp, Viber, Snapchat, Discord)

#### Access to information

- e) Finding information about goods or services
- f) Reading online news sites, newspapers, news magazines

#### Civic and political participation

- g) Expressing opinions on civic or political issues on websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube)
- h) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)

#### Use of entertainment

- i) Listening to music (e.g. web radio, music from You Tube, Spotify, Tidal, Deezer etc.) or downloading music
- j) Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. A1 Xplore TV, TV GO, Bulsatcom TV, Nova Play)
- k) Watching video on demand from commercial services (e.g. Voyo, Netflix, HBO Max, Amazon Prime Video, Apple TV)
- l) Watching video content from sharing services (e.g. You Tube, Vbox7)
- m) Playing or downloading games
- n) Listening to podcasts or downloading podcasts

#### eHealth

- o) Seeking health-related information (e.g. injuries, diseases, nutrition, improving, etc.)
- p) Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health center, Superdoc, EasyDoc)
- q) Accessing personal health records online
- r) 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)

#### Other on-line services

- s) Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace)
- t) Internet banking (incl. mobile banking)

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**B4. 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)

- a) Doing online course (e.g. distance learning, language course, preparation for exams, cooking course, etc.)
- b) Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms)
- c) Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, Shkolo etc.)



**If 'Yes' to any item from B4, go to B5, otherwise go to C1.**

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**B5. What was the purpose of the learning activities you participated in the last 3 months?**

(tick all that apply)

- a) For formal education (in school, university, college, professional education center)
- b) For professional/work-related purposes
- c) For private purpose

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**Module C: Use of e-government**

The following questions concern the interaction of individuals with public authorities or public services (e.g. government bodies at national, regional and local level, educational or health institutions) via the internet for private purposes. Contact and interaction are carried out through websites or apps of ministries, government agencies, local administrations, libraries, schools, universities, health institutions (hospitals, clinics, etc.) and other administrations, as well as through the unified portal for access to electronic administrative services eGov.bg.

Contacts through manually typed e-mails should be excluded.

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**C1. 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 or d))

- a) Accessed information about you stored by public authorities or public services (e.g. information regarding pension, health and social insurance, fines)
- b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, business register)
- c) Obtained information (e.g. about services, benefits, entitlement, laws, opening hours)
- d) I have not performed any of the mentioned activities

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**C2. Have you downloaded/printed any official document/form from a website or app of public authorities or public services for private purpose in the last 12 months?**

- a) Yes
- b) No

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**C3. 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 (e.g. appointment with a government servant or a state healthcare provider, reservation of a book in a public library, online registration for vaccination against Covid-19)?**

- a) Yes
- b) No

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**C4. Have you received any official communication/document by public authorities (e.g. in Secure electronic delivery system) via your account on a website or app of public authorities or services for private purpose in the last 12 months (e.g. notification of fines, invoices, letters, service of court summons, court documents)?**

Notifications received by e-mail or SMS are excluded.

- a) Yes
- b) No

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**C5. Have you submitted your tax declaration online via website or app for private purpose in the last 12 months?**

- a) Yes, I submitted it online in the website of NRA
- b) No, I submitted it in office of NRA in paper format or by post
- c) No, someone else did it on my behalf (e.g. family member, tax adviser)
- d) No, I have not submitted tax declaration (e.g. not subject to income tax)

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**C6. 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)

- a) Requested official documents or certificates (e.g. graduation, IDs, birth, marriage, divorce, death, residence certificates, police or criminal records)
- b) Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in school, universities, etc.)
- c) Made other requests, claims, or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, reporting/complaining to the municipality, etc.)



**If 'No' to all item in C6, go to C7, otherwise go to C8.**

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**C7. What were the reasons for not requesting the activities mention in question C6 via a website or app of public authorities or public services in the last 12 months?**

(tick all that apply or a))

- a) I did not have to request any documents or to make any claims
- b) Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use)
- c) Concerns about the security of personal data, unwillingness to pay online (credit card fraud)
- d) Lack of electronic identification (e.g. electronic signature, personal identification code of the NRA or NSSI, unique access code of the NHIF)
- e) Another person did it on my behalf (e.g. consultant, adviser, relative)
- f) Other reason



**If 'Yes' to any item from C1a), b), c); C2a); C3a); C4a); C5a); C6a), b), c), go to C8, otherwise go to D1.**

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**C8. 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 or g))

- a) Website or app was difficult to use (e.g. it was not user-friendly, the wording was not clear, procedure was not well explained)
- b) Technical problems experienced when using website or app (e.g. long loading, website crashed)
- c) Problems in using the electronic signature or electronic identification (e.g. electronic signature, personal identification code of NRA or NSSI, unique access code of NHIF)
- d) Not able to pay via the website or app (e.g. due to lack of access to the payment methods)
- e) Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)
- f) Other issue
- g) I have not encountered any issues

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**Module D: Използване на електронна търговия**

The following questions concerns buying goods or services for private use over the internet, either through a website or with an app via any device. Include also buying from private persons in marketplaces, e.g. eBay, Airbnb, Facebook Marketplace, etc.

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**D1. When did you last buy or order goods or services for private use over the internet?**

- a) Within the last 3 months → **Go to D2**
  - b) Between 3 months and a year ago
  - c) More than 1 year ago
  - d) Never bought or ordered over the internet
- } **Go to D11**

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**D2. 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, incl. used goods.

(tick all that apply)

- a) Clothes (incl. sport clothing), shoes or accessories (e.g. bags, jewellery)
- b) Sports goods (excluding sport clothing)
- c) Children toys or childcare items (e.g. nappies, bottles, baby strollers)
- d) Furniture, home accessories (e.g. carpets, curtains) or gardening products (e.g. tools, plants)
- e) Music as CDs, vinyls etc.
- f) Films or series as DVDs, Blu-ray etc.
- g) Printed books, magazines or newspapers
- h) Computers, tablets, mobile phone or accessories

- i) Consumer electronics (e.g. TV-sets, stereos, cameras, smart speakers, virtual assistants), household appliances (e.g. washing machines, cookers)
- j) Medicine or dietary supplements such as vitamins
- k) Deliveries from restaurants, fast-food chains, catering services
- l) Food or beverages from stores or supermarkets
- m) Cosmetics, beauty or wellness products
- n) Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- o) Bicycles, mopeds, cars, or other vehicles or their spare parts
- p) Other physical goods

**⚠ If 'Yes' to any item from D2a) to D2p), go to D3, otherwise go to D5.**

**D3. From whom did you buy the mentioned in question D2 goods via a website or app in the last 3 months? Include online purchases from enterprises or private persons, incl. used goods.**

(tick all that apply)

- Sellers from Bulgaria
- Sellers from other EU countries
- Sellers from the rest of the world
- Country of origin of sellers is not know

**D4. Did you buy any of the mentioned in question D2 goods from private persons via a website or app (e.g. eBay, Facebook Marketplace)?**

- Yes
- No

**D5. Did you buy or subscribe to any of the following digital products/services via a website or app for private use in the last 3 months?**

(tick all that apply)

- a) Music as a streaming service or downloads (e.g. paid subscriptions for musical apps as Spotify, Tidal, Deezer, Apple Music, Google Play Music, YouTube Premium, Amazon Music Unlimited)
- b) Films or series as a streaming service or downloads (e.g. paid subscriptions for Netflix, Amazon Prime Video, HBO GO, Apple TV+, Voyo)
- c) E-books, online-magazines or online-newspapers
- d) Games online or as downloads for smartphones, tablets, computers or consoles
- e) Computer or other software as downloads including upgrades
- f) Apps related to health or fitness (excluding free apps)
- g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)

**D6. Did you buy any of the following services via a website or app for private use in the last 3 months?**

(tick all that apply)

- a) Tickets to sports events
- b) Tickets to cultural or other events (cinema, concerts, fairs, etc.)
- c) Subscriptions to the internet or mobile phone connection
- d) Subscriptions to electricity, water or heating supply, waste disposal or similar services
- e) Household services (e.g. cleaning, babysitting, repair work, gardening), incl. when bought from private persons via e.g. Facebook Marketplace

**⚠ If D6e) = 'Yes', go to D7, otherwise go to D8.**

**D7. Did you buy any of the mentioned household services via a website or app from private persons (e.g. on Facebook Marketplace)?**

- Yes
- No

**D8. Did you buy any transport service via a website or app for private use in the last 3 months from:**

(tick all that apply)

- a) A transport enterprise (e.g. local bus, train, flight ticket, taxi ride, rent an electric scooter, car or bike)
- b) A private person (e.g. via Facebook groups or shared travel website)



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**D9. Did you rent accommodation via website or app for private use in the last 3 months from:**

(tick all that apply)

- a) Enterprises such as hotels or travel agencies (*incl. Booking.com*)
- b) A private person (*e.g. Airbnb*)

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**D10. Did you buy any other services (excluding financial and insurance services) than those mentioned in question D5 to D9 via a website or app for private use in the last 3 months?**

- Yes
- No

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**D11. Did you carry out any of the following financial activities via a website or app for private purposes in the last 3 months?**

(tick all that apply)

- a) Purchase or renewal of insurance policies, including travel insurance, also as a package together with e.g. a plane ticket
- b) Take a loan, mortgage or arrange credit from banks or other financial providers
- c) Buy or sell shares, bonds, units in funds or other financial assets



**If B1 = 'Within the last 3 months', go to E1, otherwise go to X1.**

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**Module E: Internet of things**

The following questions concern the use of internet-connected devices or systems for private purposes that can also be connected to each other to enable advanced services, e.g. remotely controlling the device, adjusting setting, giving instructions for tasks to be performed, receiving feedback from the device, etc.

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**E1. Have you used any of the internet-connected devices or systems for private purposes?**

(tick all that apply or e))

- a) Internet-connected thermostat, utility meter, light, plug-ins or other internet-connected solutions for energy management for your home
- b) Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home
- c) Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines
- d) A virtual assistant in the form of a smart speaker or of an app (*e.g. Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby*)



**If 'Yes' to any item from E1a) to E1d), go to E3.**

- e) I have not used any of the above



**If E1= e), go to E2.**

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**E2. What were the reasons for not using the mentioned internet-connected devices or systems for private purposes?**

(tick all that apply or a))

- a) I didn't know such devices or systems exist
- **If E2 = a), go to E3, otherwise go to E2b).**
- b) I had no need to use those connected devices/systems
  - c) Costs too high
  - d) Lack of compatibility with other devices or systems
  - e) Lack of skills to use those devices or systems
  - f) Concerns about the privacy and protection of data about me generated by those devices or systems
  - g) Concerns about security (*e.g. that the device or system will be hacked*)
  - h) Concern about safety or health (*e.g. that the use of the device or system could lead to an accident, injury or health problem*)
  - i) Other reasons

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**E3. Have you used the internet on any of the following devices in your home for private purposes?**

(tick all that apply)

- a) An internet-connected TV (*smart TV*)
- b) An internet-connected game console
- c) An internet-connected home audio system, smart speaker

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**E4. Have you used any of the following internet-connected devices for private purposes?**

(tick all that apply)

- a) A smart watch, a fitness band, connected googles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes
- b) Internet-connected devices for monitoring blood pressure, sugar level, body weight or other internet-connected devices for health and medical care

- c) Toys connected to the internet, such as robot toys (incl. educational), dolls
- d) A car with built-in-wireless internet connection



**If 'Yes' to any item from E1a) to E1d), E3 or E4, go to E5, otherwise go to F1.**

**E5. Have you encountered any of the following problems with the mentioned internet-connected devices or systems?**

*(tick all that apply or e))*

- a) 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)*
- b) Safety or health problems *(e.g. the use of the device or system lead to an accident, injury or health problem)*
- c) Difficulties with using the device *(e.g. setting-up, installing, connecting, pairing the device)*
- d) Other problems *(e.g. connection problems, support problems)*
- e) I have not encountered any problem

**Module F: Green ICT**

**F1. What did you do with any of the following devices when you replaced or were no longer using them?**

*Refers to the most recent device that you replaced/no longer use.*

*(For each device tick one)*

	Mobile phone, smartphone	Laptop, tablet	Desktop computer
a) It is still kept in my household	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) It was sold or given away	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) It was disposed of but not in electronic waste collection/recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) It was never bought or is still in use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**F2. 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 or g) or h))*

- a) Price
- b) Hard drive characteristics (storage, speed), processor speed
- c) Ecodesign of the device *(e.g. durable, upgradeable, repairable designs that require fewer materials, environmentally friendly materials used for packaging, etc.)*
- d) Possibility to extend the life span of the device by buying extra guarantee
- e) Energy efficiency of the device
- f) 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)*
- g) Have not considered any of the mentioned characteristics
- h) Never bought any of the mentioned characteristics

**X1. Please, indicate the interview duration:**

*Minutes*

**END OF THE INTERVIEW!**