

I. Household questions (Filled with household responsible person)

Module K. Household Composition

<u>Individual roster number</u>	<u>Name - Surname</u>	<u>K3. Sex</u>	<u>K4. Date of birth</u>	<u>K5. Completed age</u>	<u>K6. Relationship with household responsible person</u>
K1. ■ ■ ■ ■	K2. Household members will be registered in order of age, starting with the household responsible person. Those who are in the military, in prison, abroad or outside the household for a long time will not be considered as members of the household	K3. Sex Male <input type="checkbox"/> 1 Female <input type="checkbox"/> 2	If filled go to K6 K4. Date of birth Day, Month, Year	Ask if K4 is not filled K5. Completed age At time of first interview (for the children under the age of "1", fill in "0")	K6. Relationship with household responsible person Household responsible person <input type="checkbox"/> 1 Spouse <input type="checkbox"/> 2 Son/daughter <input type="checkbox"/> 3 Mother/father <input type="checkbox"/> 4 Sibling <input type="checkbox"/> 5 Mother in law /father in law <input type="checkbox"/> 6 Daughter-in-law/son-in-law <input type="checkbox"/> 7 Grandchild <input type="checkbox"/> 8 Other relative <input type="checkbox"/> 981 Not relative <input type="checkbox"/> 982

Module A. Household Questions

A1. Which of the following do you have in your household?

	<u>Yes</u>	<u>No</u>
1. Desktop computer	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Notebook (laptop, netbook, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Tablet computer	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Mobile phone or smart phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2
98. Other Internet-enabled devices (smart TV, smart speaker, game console, e-book reader, smart watch, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2

A2. Do you or anyone in your household have access to the internet at home? (by any device)

Yes 1
 No 2
 Don't know 99

A3. What is your household's total monthly net income?

■ ■ ■ ■ ■ ■ TL

II. Individual Questions (To be filled separately for each individual between the ages of 16 - 74.)

Individual interview method: Face to face 1 } In case of individual non-response, non-response form will be opened according to the chosen method
Telephone 3 }

Individual number

Individual response status Response 1 Non-Cevapsiz 2

Module G. Socio-Demographical Variables

If filled go to G3

G1. What is your date of birth?

Ask if G1 is not filled

G2. What is your age?

At time of first interview (for the children under the age of "1", fill in "0")

G3. What is the highest level of education you have completed?

In case of higher education level, the highest level completed will be taken as basis, not the last school completed.

- | | | |
|---|------------------------------|--------------|
| No school completed | <input type="checkbox"/> 1 | → Go to G3.1 |
| Primary school | <input type="checkbox"/> 2 | |
| General secondary/ Vocational or technical secondary / Primary school | <input type="checkbox"/> 3 | } Go to G4 |
| General high school / Vocational or technical high school | <input type="checkbox"/> 4 | |
| 2 or 3 years college | <input type="checkbox"/> 511 | |
| 4-year college or faculty | <input type="checkbox"/> 512 | |
| Master | <input type="checkbox"/> 52 | |
| Doctorate | <input type="checkbox"/> 53 | |

G3.1 Are you literate?

Yes 1 No 2

G4. Have you worked in a paid or unpaid job in the last week?

Worked 1 } Go to G6
Didn't work but still related to his job 2 }
Didn't work 3

G5. What is your reason for not working?

- | | | |
|--|-----------------------------|------------|
| Unable to find a job/ unemployed looking for a job | <input type="checkbox"/> 1 | } Go to G8 |
| Student | <input type="checkbox"/> 3 | |
| Fulfilling domestic tasks (including taking care of children, the elderly, sick, etc.) | <input type="checkbox"/> 4 | |
| Retired or given up business | <input type="checkbox"/> 5 | |
| Unable to work due to a long-standing health problems | <input type="checkbox"/> 6 | |
| Other (Specify:.....) | <input type="checkbox"/> 98 | |

G6. What is your status at work?

- | | |
|--|----------------------------|
| Employee | <input type="checkbox"/> 1 |
| Self-employed person with employees | <input type="checkbox"/> 2 |
| Self-employed person without employees | <input type="checkbox"/> 3 |
| Family worker (unpaid) | <input type="checkbox"/> 4 |

G7. Indicate the most appropriate option for your duties and responsibilities in your workplace/job.

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G8. What is your country of birth?

Türkiye 1 Abroad 2 → Country code

G9. What is your country of main citizenship?

Türk 1 Not Türk 2 → Country code

G10. For at least the last 6 months, have you had a limitation in your daily activities due to a health problem?

- | | |
|--------------------------|------------------------------|
| Severely limited | <input type="checkbox"/> 115 |
| Limited but not severely | <input type="checkbox"/> 116 |
| Not limited at all | <input type="checkbox"/> 213 |

Module T. Use of mobile phone

T1. Do you use mobile phone?

Yes 1 No 2 → Go to B1



T1.1 Is the use of this mobile phone solely yours?

Yes 1 No 2

[> Go to B1]

Module B: Use of the internet

NOTE: This module asks about your internet use at any location (home, work or other places) via any device (desktop computer, laptop, tablet, mobile or smart phone, smart devices, etc.).

B1. When did you last use the internet?

Within the last 3 months 1 → Go to B2
Between 3 months and a year ago 2 → Go to B6
More than 1 year ago 3
Never used it 90 } Complete questionnaire

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

Several times during the day 16
Once a day or almost every day 17
At least once a week (but not every day) 13
Less than once a week 9

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

	Yes	No
Communication		
1. Sending / receiving e-mails	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Making calls (including video calls) over the internet (via WhatsApp, Facetime, Viber, Messenger, Skype, Snapchat, Zoom, MS Teams, Webex, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Creating a profile on social media (Facebook, Twitter, Instagram, Snapchat, etc.), sending messages or sharing content such as photos	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Messaging (WhatsApp, Messenger, Skype, BEEP, Viber, Snapchat etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Access to information		
5. Finding information about goods or services	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Reading online news sites/ newspapers/ news magazines	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Civic and political participation		
7. Expressing opinions on civic or political issues on websites or in social media (blogs, facebook, twitter, intagram, YouTube etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8. Taking part in online consultations or voting to define civic or political issues	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Use of entertainment		
9. Listening to music (e.g. web radio, music streaming) or downloading music	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10. Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. TRT, STAR TV, Kanal D, Tivibu, Turkcell TV+, Vodafone TV, Dsmart, Digiturk etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
11. Watching Video on Demand from commercial services (Netflix, Exxen, Amazon Prime, Blutv, puhutv, gain etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
12. Watching video content from sharing services (e.g. YouTube)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
13. Playing or downloading games	<input type="checkbox"/> 1	<input type="checkbox"/> 2
eHealth		
14. Seeking health-related information (e.g. injuries, diseases, nutrition, improving health, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
15. Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre, e-Nabız, MHRS etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
16. Accessing personal health records online (appointment, prescription, report, examination results, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
17. 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)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Other on-line services		
18. Selling of goods or services via a website or app (Facebook Marketplace, Gittigidiyor, Sahibinden, Letgo, Sahaf, Dolap, BebeCruz, Tarz2 etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
19. Internet banking (website or mobile banking applications)	<input type="checkbox"/> 1	<input type="checkbox"/> 2

B4. Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

Yes **No**

- | | | |
|--|----------------------------|----------------------------|
| 1. Doing an online course | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Communicating with educators or learners using audio or video online tools (e.g. Zoom, MS Teams, Google Classroom, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

(Only for respondents who ticked 'yes' to B4.1 or 2 or 3)

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

Yes **No**

- | | | |
|---|----------------------------|----------------------------|
| 1. For formal education (e.g. school or university) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. For professional/work-related purposes | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. For private purpose | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

(Only for respondents who ticked '1' or '2' to B1)

B6. Which of the following social media and messaging apps do you use?

Yes **No**

- | | | |
|--|----------------------------|----------------------------|
| 1. WhatsApp | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Instagram | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. YouTube | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Facebook | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Twitter | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 6. Telegram | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 7. TikTok | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 8. Snapchat | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 9. BiP | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 10. Other mobile applications (Specify:) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[> Go to C1]

Module C. Use of e-government

Note: For respondents who used the internet in the last 12 months (B1=1 or 2). This module asks about the usage of websites or apps of public authorities and the use of public services over the internet. Websites or apps of public authorities or public services include websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. services of public hospitals, "Hayat eve sigar", MHRS web/mobile application appointment system). Contacts through manually typed e-mails should be excluded.

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?

- | | <u>Yes</u> | <u>No</u> |
|--|----------------------------|----------------------------|
| 1. Accessed information stored about you by public authorities or public services about retirement, health, lawsuit, title deed, payroll, traffic ticket etc. over (e-Devlet portal (turkiye.gov.tr), e-Nabiz, Hayat Eve Sigar etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Obtained information (e.g. about services, benefits, entitlements, laws, opening hours) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Have not performed any of the mentioned activities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

C2. 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?

Yes 1 No 2

C3. Have you made any appointment or reservation via a website or app with public authorities or public services ?

(Reservation/accommodation from public facilities, a government official (doctor, etc.) or government health institution (for vaccination, test, etc.), public hospital appointment, title deed/driver's license/passport/T.R. ID card appointment, etc.)

Yes 1 No 2

C4. Have you submitted your tax declaration via a website or app for private purpose in the last 12 months?

- Yes, I did it myself 1
- No, it was done automatically (by the tax authority, employer, other authority) 2
- No, I delivered it to the tax authority in paper format 3
- No, someone else did it on my behalf (e.g. family member, tax adviser) 4
- No, for other reasons (e.g. not subject to income tax) 5

C5. 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?

- | | <u>Yes</u> | <u>No</u> |
|---|----------------------------|----------------------------|
| 1. Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police or criminal records, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 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, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[If 'no' reply to all options in C5 -> go to C6; otherwise-> go to C7]

(Only for respondents who answered 'no' to all options in C5)

C6. 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?

- | | <u>Yes</u> | <u>No</u> |
|--|----------------------------|----------------------------|
| 1. I did not have to request any documents or to make any claims | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Lack of skills or knowledge (e.g. did not know how to use the website/app or it was too complicated to use) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Concerns about the security of personal data or unwillingness to pay online (credit card fraud) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Another person did it on my behalf (e.g. consultant, adviser, relative) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Other reason (Specify:) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[-> If any of the following items selected: C1.1.,2.,3, C2.1, C3.1, C4.1, C5.1.,2.,3 -> go to C7, otherwise -> go to D1]

(Only for respondents who selected at least one of the following items: C1.1.,2.,3, C2.1, C3.1, C4.1, C5.1.,2.,3)

C7. 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?

- | | <u>Yes</u> | <u>No</u> |
|---|----------------------------|----------------------------|
| 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) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Technical problems experienced when using website or app (e.g. long loading, website crashed) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Other issue (Specify:) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. I have not encountered any issues | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[-> Go to D1]

(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)

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

- | | <u>Yes</u> | <u>No</u> |
|---|----------------------------|----------------------------|
| 1. Tickets to sports events | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Tickets to cultural or other events (cinema, theatre, concerts, fairs, museum, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Subscriptions to the internet or mobile phone connections | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Subscriptions to electricity, water, waste disposal or similar services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Household services (e.g. cleaning, babysitting, repair work, gardening) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

(Only for respondents who answered 'yes' to D6.5)

D7. Did you buy any of the mentioned household services via a website or app from private persons?

Private individuals operating on armut.com, bakıcıburada.com, facebook marketplace, sahibinden.com, etc.

Yes 1

No 2

(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)

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

- | | <u>Yes</u> | <u>No</u> |
|--|----------------------------|----------------------------|
| 1. Enterprises (TCDD, THY, anadolujet, EGOÇepte, kamil koç, pamukkale, ido, budo, bitaksi, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Private individuals (Blabla car, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)

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

- | | <u>Yes</u> | <u>No</u> |
|--|----------------------------|----------------------------|
| 1. Enterprises such as hotels or travel agencies (jollytur, etstur, setur, booking, trivago, tatilsepeti, tripadvisor, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. A private person (private individuals operating on airbnb, booking, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

(Only for respondents who answered 'yes' to 'Within the last 3 months' in question D1)

D10. Did you carry out any of the following via a website or app for private purposes in the last 3 months?

- | | <u>Yes</u> | <u>No</u> |
|--|----------------------------|----------------------------|
| 1. Purchase of insurance policies or renewal of existing ones (including insurance policies purchased in packages with other services (travel insurance with plane tickets, etc.)) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Obtaining loans, mortgages from banks or other financial institutions | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Buying and selling stocks, bonds, funds and other investment instruments | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[> Go to E1]

Module E. Internet of Things

Note: For respondents who used the internet in the last 3 months (B1=1). 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 settings, giving instructions for tasks to be performed, receiving feedback from the device, etc.

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

- | | Yes | No | |
|---|----------------------------|----------------------------|------------------------------------|
| 1. Internet-connected solutions used for energy saving in home (thermostat, lighting, combi/air conditioning heating-cooling, electricity meter, add-ons or other internet-connected solutions) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | } If any of these "Yes", Go to E3. |
| 2. Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | |
| 3. Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | |
| 4. A virtual assistant in the form of a smart speaker or of an app (Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | |
| 5. I have not used any of the above | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | } If E1.5 is "Yes", go to E2. |

(Only for respondents who answered 'Yes' to E1.5)

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

- (if 'yes' to E2.1, go to question E3; if 'no', go to E2.2-E2.9)
- | | Yes | No |
|--|----------------------------|----------------------------|
| 1. I had no need to use those connected devices/systems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. I had no need to use those connected devices/systems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Costs too high | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Lack of compatibility with other devices or systems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Lack of skills to use those devices or systems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 6. Concerns about the privacy and protection of data about me generated by those devices or systems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 7. Concerns about security (e.g. that the device or system will be hacked) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 8. Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 9. Other (Specify:.....) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

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

- | | Yes | No |
|--|----------------------------|----------------------------|
| 1. An internet-connected TV | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. An internet-connected game console | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. An internet-connected home audio system, smart speakers | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

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

- | | Yes | No |
|---|----------------------------|----------------------------|
| 1. A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Toys connected to the internet, such as robot toys (including educational) or dolls | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. A car with built-in wireless internet connection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[-> If either of E1 1., 2., 3., 4.; E3 1., 2., 3.; E4 1., 2., 3., 4. is "Yes", go to E5, otherwise got to F1.]

(Only for respondents who answered 'Yes' to any of the following reply options: E1.1-4., E3.1-3., E4.1-E4.4)

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

- | | Yes | No |
|--|----------------------------|----------------------------|
| 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) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Difficulties with using the device (e.g. setting-up, installing, connecting, pairing the device) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Other problems (e.g. connection problems, support problems) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. I have not encountered any problem | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

[-> Go to F1t]

Note: For respondents who used the internet in the last 3 (B1= 1).

F1. What did you do with any of the following devices when you replaced or were no longer using them?
 (For each item, please refer to your personal, most recent device that you replaced/no longer use)
 (for each item tick one)

	It is still kept in my household	It was sold or given away	It was disposed of in electronic waste collection/recycling (incl. leaving it to the retailer to dispose of recycling)	It was disposed of but not in electronic waste collection/ recycling	It was never bought or is still in use	Other (it was stolen, disappeared etc.)
1. Mobile or smartphone	<input type="checkbox"/> 1	<input checked="" type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 98
2. Laptop or tablet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 98
3. Desktop computer	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input checked="" type="checkbox"/> 4	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 98

