Pretesting - final project report

Pretesting project

Definition and piloting of specific modules for the community surveys on ICT usage for 2013-2015

Agreement number 50701.2011.007-2011.334

WP5: Coordination

D6. Final report

Statistics Denmark
# Contents

1. Introduction .................................................................................................................. 3
2. Activities ...................................................................................................................... 5  
   WP1 - Test of existing questions – household survey .................................................. 5  
   WP2 - Test of existing questions – enterprise survey .................................................. 5  
   WP3 - Development and test of new questions, household survey .............................. 6  
   WP4 - Development and test of new questions, enterprise survey .............................. 7  
3. Summary and conclusions from the WPs ................................................................. 7  
   WP1 ............................................................................................................................. 7  
   WP2 ............................................................................................................................. 9  
   WP3 ............................................................................................................................. 10  
   WP4 ............................................................................................................................. 12  
4. General conclusions from the project ........................................................................ 15  
   Conclusions by WP ...................................................................................................... 15  
   Models for future testing ............................................................................................. 16  
5. Annexes ...................................................................................................................... 17  
   Reports and documents ............................................................................................... 17
1. Introduction

This report presents the overall conclusions from the EU project “Definition and piloting of specific modules for the community surveys on ICT usage for 2013-2015”.

The objective of the project has been to improve the quality of the EU surveys of ICT usage in households and enterprises by thorough testing questions with the users. The normal decision making cycle of the community surveys does not provide enough time for such testing.

One part of the project has focused on testing and improving existing questions in the 2012 surveys plus selected topics from earlier surveys. Another part has been to develop and test new modules on three topics: Cloud computing, ICT skills and Green ICT for households and enterprises.

The project has been divided in five work packages. 6 member states have participated in the testing and development of the questions. The content of the workpackages and the participating countries is shown in the following table.

<table>
<thead>
<tr>
<th>Work package</th>
<th>Organisation</th>
<th>Person</th>
<th>Mail</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
</tr>
</tbody>
</table>

Outside these member states, Statistics Germany has translated and disseminated a national test report on ICT usage in households for WP1.

Contact persons
The results have been documented in the project reports (see list in annex). Preliminary conclusions as well as final suggestions have been disseminated at the ICT working group meetings and taskforces in 2012-2013.

Suggestions for improvement of existing questions have been taking into account by the ICT taskforces and WG ISS for the 2014 survey. Adaption of the suggestions and principles is supposed to continue in the future survey rounds and for the development of new indicators. A summary of the recommendations from the WPs is included in chapter 3 of this report.

During the summer of 2012, cloud computing was chosen as a theme for the 2014 surveys. A final suggestion for cloud computing modules on the two ICT surveys was presented before the WG ISS March 2013, and approved by the member states with minor modifications. Also new modules on ICT skills and green ICT have been developed for future surveys.

The progress of the project has been communicated in quarterly status reports.

*For further description of activities, methodology and conclusions see the project reports from each work package.*

For further information on the project, please contact:

Martin Lundø, Statistics Denmark, mlu@dst.dk

Statistics Denmark
May 2013
2. Activities

WP1 - Test of existing questions – household survey

*Translation of report on the household survey by DESTATIS*: The report is based on a qualitative pre-test of 17 households, spring 2010. The report was discussed during the kick-off meeting November 2011 and distributed to all project members.

*Analysis of existing datasets from project members December 2011*: Examination of non-response, response distribution, imputation rates or inconsistent results in order to identify problematic or difficult questions to give extra attention during the phase of cognitive testing. The analysis included contribution from non-project members and feedback from Eurostat from recent Quality Reports.

A list of problematic questions/concepts was compiled January 2012 as input for the testing and recommendations.

*Cognitive testing of questions* was made January – April 2012, based on harmonised reporting templates. 26 interviews were carried out in Sweden, The Netherlands and Denmark. The content tested was:

- all questions from the 2012 Community Survey model questionnaire
- questions on e-commerce from the 2009 model questionnaire,
- questions on Internet security from the 2010 model questionnaire
- two questions on Social Networking from the 2011 model questionnaire

*The results and methodology are documented in separate reports* (see annex). Preliminary as well as final results have been disseminated at WG ISS 7-8 March, WG ISS October 2012 and at the household taskforce meetings in relation to the 2014 survey. Special emphasis was on the identified problematic questions and definitions.

WP2 - Test of existing questions – enterprise survey

*Analysis of existing datasets from project members December 2011 - January 2012*. Examination of non-response, response distribution, imputation rates or inconsistent results in order to identify problematic or difficult questions to give extra attention during the phase of cognitive testing. The analysis included contribution from non-project members and feedback from Eurostat from recent Quality Reports.

A list of problematic questions/concepts was compiled January 2012 as input for the testing and recommendations.

*Cognitive testing of questions* was made February – March 2012, based on harmonised reporting templates. 30 enterprise interviews were carried out in Slovenia, Finland, The Netherlands and Sweden. The content tested was:

- all questions from the 2012 Community Survey model questionnaire
- Questions on open source software from the 2011 model questionnaire
- Questions on internet security from the 2010 model questionnaire
- Questions on RFID from the 2011 model questionnaire
- Questions on ICT investment and expenditure from the 2012 survey
The results and methodology are documented in separate reports (see annex). Preliminary as well as final results have been disseminated at WG ISS 7-8 March, WG ISS October 2012 and at the enterprise taskforce meetings in relation to the 2014 survey. Special emphasis was on the identified problematic questions and definitions.

WP3 - Development and test of new questions, household survey

Consultations of users and experts were held in parallel with WP4 in order to identify user needs and relevant concepts on the survey objectives (cloud computing, ICT skills and green ICT).

All WG members were consulted 16 March 2012, requesting inputs for the three subjects concerning reports, survey experience and user needs. A simultaneously consultation of EU experts and national users/experts in WP countries was made. Eurostat and DG Connect provided the inputs from EU experts incl. other DGs.

The first draft modules of the testing questionnaire were discussed at the WP3 meeting April 2012. The first versions of an annotated questionnaire were circulated from May between the editors, Eurostat and the DG Connect, with possible recontact of national and EU experts. A final, wider consultation was made again at June 2012 including WP1, WP2 and OECD. The consultation of users was finalized before the tests.

In total 130 questions plus meta questions have been developed for the testing and were translated into Polish, Finnish and Danish. Cognitive testing of the questions was made July – August 2012, based on harmonised reporting templates. 34 interviews were carried out in the three countries.

The questions have been further developed after based on the testing results and iterative feedback from the taskforce and users.

The results and methodology are documented in separate reports (see annex).

Draft results on cloud computing and ICT skills have been presented at the household task force in September 2012 and at the WGISS in October 2012. A final module on cloud computing was presented at the WGISS March 2013 and was approved by the member states with minor modifications.
WP4 - Development and test of new questions, enterprise survey

Consultations of users and experts were held in parallel with WP3 in order to identify user needs and relevant concepts on the survey objectives (cloud computing, ICT skills and green ICT).

All WG members were consulted 16 March 2012, requesting inputs for the three subjects concerning reports, survey experience and user needs. A simultaneously consultation of EU experts and national users/experts in WP countries was made. Eurostat and DG Connect provided the inputs from EU experts incl. other DGs.

The first draft modules of the testing questionnaire were discussed at the WP4 meeting April 2012. The first versions of an annotated questionnaire were circulated from May between the editors, Eurostat and the DG Connect, with possible recon- tact of national and EU experts. A final, wider consultation was made again at June 2012 including WP1, WP2 and OECD. The consultation of users was finalized before the tests.

In total 75 questions plus meta questions have been developed for the testing and were translated into Polish, Finnish and Danish. Cognitive testing of the questions was made July – September 2012, based on harmonised reporting templates. 21 enterprise interviews were carried out in the three countries.

The questions have been further developed after based on the testing results and iterative feedback from the taskforce and users.

The results and methodology are documented in separate reports (see annex).

Draft results on cloud computing and ICT skills have been presented at the enterprise task force in September 2012 and at the WGISS in October 2012. A final module on cloud computing was presented at the WGISS March 2013 and was approved by the member states with minor modifications.

3. Summary and conclusions from the WPs

WP1

Main findings and recommendations

A description of methods and main findings from the testing of the household survey are to be found in Deliverable 5 “Summary report on the testing of the survey ICT in households and by individuals”. In the report there are also suggestions for improvements. In the table below the main issues, effects and general recommendations for future surveys are summarized.
<table>
<thead>
<tr>
<th>Issue</th>
<th>Effects</th>
<th>Suggestions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shifting focus and reference periods (at home/not at home, device important/not important, 3 months/12 months/ever). Cognitive Overload.</td>
<td>All conditions will not be taken into account and we don’t know which ones are left out. Affects quality and adds to response burden.</td>
<td>Reduce the number of conditions in each question. Stick to the same conditions/focus within at least a whole module. To get focus on a specific condition place it before the question itself.</td>
</tr>
<tr>
<td>Long reference periods</td>
<td>Cannot remember /recall. Some things are left out and other added. Affects quality.</td>
<td>Use shorter reference periods. Do not change reference period within a module.</td>
</tr>
<tr>
<td>Not aware/no knowledge of ICT used</td>
<td>Guesses and don’t knows affect the quality</td>
<td>Settle for less detailed information for the most technical questions. Aggregate answer categories so that response with some specifica- tion can be provided.</td>
</tr>
<tr>
<td>Different understanding of abstract terms other concepts (e.g. professional networks, uploading self creating content)</td>
<td>Reduces comparability and quality.</td>
<td>Mention commonly recognized terms, brands, etc. early before technical, abstract and general terms.</td>
</tr>
<tr>
<td>Questions perceived to be repeated</td>
<td>Adds to response burden.</td>
<td>Combine questions and/or reduce the number of conditions in each question. This will help getting the focus on the specific item asked about.</td>
</tr>
<tr>
<td>Limitations in data collection method. Long questions and definitions will not work in a telephone situation.</td>
<td>Risk of interviewers not reading the complete question. Adds to response burden.</td>
<td>Use introductions to a module or questions and keep the question itself shorter. Make sure that there is a flow in the wording so it could be easily read. Look for and delete unnecessary words in the question.</td>
</tr>
<tr>
<td>Aim for exhaustive and complete answer categories</td>
<td>Infrequently used/rarely known techniques add to response burden and give poor quality. &quot;Other&quot; often gives little information, low quality and adds to burden.</td>
<td>Delete variables where possible. Arrange response options and technical terms more according to familiarity.</td>
</tr>
</tbody>
</table>
WP2

Overall assessment of questions

The general assessment of the questionnaire is that it functions relatively well. Although some major issues were identified:

- The questionnaire is lengthy and demanding for respondents. The questions vary from basic to specific usage of ICT in enterprises. The time needed to fill out the questionnaire thus increases, especially when respondents are not IT managers.

- The ranges of questions (different topics) require cooperation between different departments and respondents. This increases the possibility for incorrect information or (item) non-response.

- Some questions are not appropriate for all activities. Many of them are too manufacturing-oriented. This presents a great challenge for enterprises in service activities. They often answer the questions with ‘No’.

- Used technical terms, definitions, terminology and especially abbreviations are not always understood by respondents. It should be kept in mind that many questionnaires are not filled out by IT managers. Thus the language used should be as simple as possible – ‘everyday language’.

- The structure of the questionnaire should be improved to assure the ‘flow’ of questions. For example, in Module B it would be advisable to group all questions on the same topic together, like types of Internet connections followed by questions on the usage of mobile connections to the Internet for business use.

- Often it seems that there is no relationship between subsequent questions. The transitions between questions are abrupt. Changes in topics should be made more visible to respondents with insertion of introduction (title).

- The provided explanations are generally not read. They are too long and too technical. Explanations or definitions should be as simple as possible.
WP3

Scope and issues under the three topics

Green ICT

The proposed module covers three aspects of Green ICT: behaviours related to purchase, usage and disposal of ICT, power-saving features of ICT and professional usage. Only the first question is asked to households, other questions are aimed at individuals. The scope of the questions in the third category is limited to respondents who are employed or self-employed.

Questions in the first category cover the environment-related issues of purchase, usage and disposal of ICTs. The questions show respondents’ awareness of environment-friendly characteristics of devices and also their keenness towards green behaviours while using ICTs.

Second category concerns controlling or changing energy-saving settings of computers or operating systems. It will provide information on general power consumption control habits and indicator of environment consciousness related to ICT usage behaviours.

Questions in the third category refer to the environmental impact of professional usage of ICTs. The scope of those questions is therefore limited to working population (the employed or self-employed). The impact of the work-related ICT usage is measured from two points of view: teleworking and using video- or audio-meetings. In both cases the stress is put on the replacement effect. This category of questions covers also the reasons for not doing telework and for not using video- or audio-meetings. There are also questions included which measure the impact of replacing travelling to meetings with an audio- or video-meeting, based on the means of travel and duration of travel avoided.

Cloud services

The proposed module approaches cloud computing from three points of view: usage, experience of usage and barriers to usage. The scope for questions in the two first categories is respondents who have used cloud services and the scope for questions in the last category is non-users of cloud services.

Probably the most important experience from the tests was that the questions in the tested version of the questionnaire were too difficult and there were too many questions for non-users. In the further work with the questions for this module the WP3 group aimed at making the questions as comprehensive as possible and at the same time making sure that they would cover as many types of cloud services and as many aspects of their usage as possible.

Questions in the first category concern extension and frequency of cloud computing usage by the respondents who use online cloud computing services. In this category we also ask about the purpose of the usage of cloud services, as we try to cover most possible aspects of the use of cloud services.

The scope in the second category is respondents that are using cloud computing for online saving or sharing of data. The questions concern reasons for using cloud computing and problems encountered while using it.
The scope in the last category is non-users. We want to find out how non-users of cloud services save or share their data and whether or not they are familiar with the concept. Also is concerns about the security, privacy or reliability are what’s keeping them from using cloud computing.

In 2014 the cloud computing module will be a part of the ‘2014 Community Survey on ICT usage in households and by individuals’.

**ICT skills**

The proposed module approaches ICT skills from three points of view: source of skills, level of skills and sufficiency of skills.

Questions about source of skills provide information about ways of acquiring ICT skills, areas of skills improved and reasons for not improving ICT skills.

The skill level questions divide skills into three categories: general ICT skills, software skills and media & Internet competence. For each category indicators on the level of skills are proposed.

The general ICT skills include tasks that are related to management and maintenance of devices and internet connections. Secondly, they include basic and recurrent tasks necessary and useful in usage of the Internet, irrespective of purpose of usage. Thirdly, general ICT skills include skills related to Internet security and protection of personal/private information. General ICT skills are instrumental.

Software skills concern usage of the most common software: file management, word processing, spread sheet programmes (including making graphs), electronic presentation programs and programming.

The third skill category, media and internet competence, refers to activities on the level of purposes of Internet usage. Some of the most common and most central usages were chosen for topics of the questions. They are grouped under three headings: **communication and collaboration**, **information search and learning** and **meaningful participation**. Media and Internet competence indicators are based on existing Internet activity questions of the EU survey on usage of ICT in households and by individuals.

The treatment of sufficiency of ICT skills in the proposal is based on respondent’s subjective judgement of their skills. Respondents are asked for judgement on how sufficient their general ICT skills, software skills and media and Internet competences are.
WP4

Scope and issues under the three topics

Cloud computing

Cloud computing is very new subject in statistics and as the issue itself is also not unambiguous the work on conceptualising cloud computing took quite big effort in the project. Measurement of a concept is impossible if the concept itself is not clear and agreed. In addition it must be communicated to respondents in a survey.

The definition for the purpose of measurement of cloud computing in enterprises is based on few basic sources, the NIST definition of cloud computing, user requirements and other hearing results from stakeholders. In addition accumulated ICT statistics professional practices and existing survey framework gave input to process.

The definition is built on some essential characteristics of cloud computing generally and in addition some limiting factors due to feasibility and policy interest, namely limiting measurement to paid commercial services, mainly to public cloud, but including part from private cloud, use of dedicated servers of service providers.

In final module the questions itself are six, having cloud computing, which cloud computing services are used, split to use of public cloud and dedicated private cloud, limiting factors for using cloud computing, benefits in cloud computing and barriers to use for nonusers.

Regarding cloud computing module, process became especially intensive after decision to have cloud module in 2014 regulation. In addition to project work, the module was under work in TF and WG consultation. The work in these forums became intertwined inseparably. Project was preparing input for two TF meetings and one WG in September – December 2012, and feedback from meetings was taken into the process. Project members took part on all TF and WG meetings. Also project was discussing in mail, telephone and telephone conferences with project participants and Eurostat extensively during process, making recommendations based on feedback from meetings and on written contributions received.

In the end cloud module was finalised for regulation 2014 in working group meeting in March 2013.

ICT skills

To take full advantage of the opportunities offered nowadays by information and communication technologies, more and better qualified ICT professionals are needed. The e-skills chapter focus on measurement of dimensions considered as important to describe this subject.

At a very early stage the proposed list of questions within module was longer and included for example question about reasons of buying external services or question about hiring foreign specialists which was decided not to include due to difficulties in defining “specialists from another country”.

It was decided to take into account only questions which can be easily and clearly defined and formulated and thus will be easy to understand for respondents and...
those which are not considered as “too obvious” to derive valuable indicators. The shape and content of questions was also affected by WP2 testing results which had influence for example on shape of ICT specialists definition, formulation of question about obstacles in filling vacancies for ICT specialists, reference period used or taken into account rule not to include too many items in one questions (not using “or”).

The initial idea to focus only on ICT specialists was broadened, taking into account DG CONNECT comments, questions about training provided by enterprise was completed with training intended for employees other than ICT specialists. Other questions focus only on ICT specialists.

The ICT skills module was divided into three dimensions concerning recruitment, upgrading and outsourcing. Such division is already visible in Eurostat Model Questionnaire where skills subject is included (e.g. special module in year 2007) and which was basis for developing testing questions.

Recruitment part focus on action taken to hire ICT specialists and difficulties in doing it, upgrading part includes information on training and its forms. Outsourcing part focus on ICT specialists functions which can be performed internally or externally. Scope of latter one was initially only on external performance and was built as “yes”, “no” question. In the final proposal it was changed to scale question capturing balance between internal and external performance.

Question about specialists’ position, which was tested only in Poland, was not taken into account in the final proposal as it was too difficult for respondents: some considered it as too detailed, some as not extensive list. The used approach focused on positions not tasks performed and test results showed it may be difficult especially for small enterprises where one person can perform several tasks (and does not suit to one position).

An additional question merging all three dimensions is proposed. It was constructed on request of DG CONNECT. The proposed question focus on future needs foreseen by enterprise in a field of hiring, training ICT specialists and buying ICT services but possible approach is also to ask about current problems connected with too low level of ICT specialists’ tasks performance and possible solutions to this situation.

Green ICT

*Green ICT* is the popular designation for so-called environmental friendly aspects of ICT. It is also referred to as *sustainable ICT* or *smart ICT*, and is understood as the influence that ICT have or may have on the environment, during its production, deployment and ways of disposal. A basic distinction is between ICT as part of the solution and ICT as part of the problem.

Green ICT has been on the political agenda for some years. The potential of green ICT is emphasized by the Commission in “A Digital Agenda for Europe” and in reports by OECD.
The following question themes are proposed as relevant and feasible to include in the EU survey of ICT usage in enterprises:

- Procedures/guidelines in the enterprise
- Use of servers
- Remote access to enterprises’ e-mail or other ICT systems
- Virtual meetings (video meetings and other meetings via the internet)

Some questions from the testing have been omitted as either less relevant or feasible, based on testing results and subsequent inputs from users. This regards questions on acquisition of ICT, green policies and certain initiatives to reduce energy consumption of ICT.

The indicators suggested are mainly constructed as per cent of enterprises but employment weighting can alternatively make sense in e.g. question on servers, in order to get a better idea of the magnitude of the effects.

In relation to the chosen scope, it should be noted that the existing EU model questionnaire already cover internet activities related to digitization of physical products and processes. Examples are use of e-government, ordering/buying goods or services, electronic invoicing and social media. Cloud computing is, not least, relevant due to a centralized and potentially more energy efficient use of servers.

Though enterprises might have green behaviour, their motives for the activities may be different (e.g. consideration for saving money or time rather than energy). This is not necessarily a problem if the questions do not assume motives. However, it is recommended to keep the questions as neutral on “green” as possible in order not to confuse respondents on motives and actions (some suggestions in the report).
4. General conclusions from the project

General experiences from the pre-testing project were discussed at the round up meeting of the project 18-19 March 2013. The following is a resume of the conclusion from the minutes.

Conclusions by WP

On WP1 some questions are considered too long by respondents and variations of questions were perceived to be repetitions. There are still too many and too long reference periods. General suggestions were to shorten the questions, reduce the number of conditions in the questionnaire, use of shorter and fewer reference periods, and to make breakdown of technical questions. Some of the recommendations were taking into account for 2014, but the work is expected to continue.

On WP2 especially the following caused problems in the enterprise questionnaire: too long definitions and instructions, to many conditions in the questions, illogical order of questions. For the 2014 questionnaire selected wordings and definitions have been shortened and present time is now used instead of the reference to January (another recommendation).

Time constraints have not allowed all suggestions to be implemented yet in the questionnaires and in some cases consideration for consistency would make it more imperative for users to keep the existing wording. For future development and revisions, however, the recommendations should be revisited in order to ensure quality of the responses. The summary conclusions from the WPs have been compiled in chapter 3 of this report.

On WP3 and WP4 the module of cloud computing have already been adapted in the 2014 surveys at the WG ISS, March 2013. The other modules – ICT skills and green ICT are ready and can be further discussed in the taskforces when appropriate.

During the project it was decided to hasten the closing of the testing under WP3 and WP4 from December 2012 to August/September in order to have complete test records for first taskforce meetings, that prepared the new cloud computing module for the 2014 survey. As a consequence the project reports and documentation of the concepts used was postponed to after the testing.

For all four WPs the testing procedures worked well including use of cognitive interviews and standardized templates. The build-in ‘scoring’ of the problems in the templates provided a sort of objective measure; however it was believed by the WPs that the dimensions for the scoring could be simplified.
Models for future testing

The future testing of new or revised question was discussed as well.

The present regulation concerning Community statistics on the information society states that “Whenever significant new data requirements are identified or insufficient quality of data is to be expected, the Commission will institute pilot studies to be completed on a voluntary basis by the Member States before any data collection.”

The consequences of a FRIBS regulation are not known yet, but it was assumed that flexibility would be kept in the FRIBS concerning revision of the ICT indicators.

It was expected that the taskforces still should prepare the modules for future testing based on inputs from the Commission and with presentation at the two annual WGs.

3 participating countries was recommended as a minimum in order to test for different conditions, languages etc. Testing will take minimum a month. The testing solutions should, however, also take into account the limited time available from the first draft of modules till the decision of final version at WG ISS.

Outside timing issues, the resources available are limited compared to the Pretest project that also included testing of the existing questionnaire, older questions and three modules equivalent to three annual themes. 

The following possible models for pilot testing were outlined:

1. Testing in November/December based on inputs from the September taskforce. The schedule will be tight and a delay in the written consultation of the WG might also be a consequence.
2. Testing in May/June. This would give earlier feedback to the WG, but would also require that the Commission should define the theme and the inputs earlier.
3. ‘Testing’ in the full-scale survey in selected countries, one year before. This model would not require a special set-up and would provide an extensive feedback in number of enterprises; however, it had some drawbacks. The questions would need to be ready much earlier and the feedback from interviews would miss. It might not be possible to include pilot questions in the regular survey for concerns of respondent’s burden.
5. Annexes

Reports and documents

Attached/available in electronic format (Excel).

WP1

- Recommendations from WP1 to final report
- WP1 D2_1 Summary template 2011
- WP1 D2_2 Summary template 2010
- WP1 D2_3 Summary template 2009
- WP1 D3 List of problematic questions 2011
- WP1 D4_1 Report on findings
- WP1 D4_2 Revised Questionnaire incl. old Q.s and justifications
- WP1 D5_1 Summary Report_v1.1
- WP1 D5_1.1 Annex HH test questionnaire
- WP1 D5_2 Revised questionnaire

WP2

- WP2_D1_Individual_reports_2010_2011
- WP2_D2_1_Data analysis_COUNTRIES
- WP2_D3_6_Test_questionnaire_ICT_ENT_INVEST_V1.2
- WP2_D3_7_Test_questionnaire_meta_questions
- WP2_D4_1_Summary_report
- WP2_D5_1_Final_report
- WP2_D5_2_Revised_questionnaire

WP3

- ICT Test WP3_Template_Microdocumentation_DK PL FI
- WP3 D3&D5. Conceptualisation document & Draft scoping document_final
- WP3 D6 List of questions_test questionnaire
- WP3 D8 Translation of questionnaire_DK
- WP3 D8 Translation of questionnaire_FI
- WP3 D8 Translation of questionnaire_PL
- WP3 D9 Draft findings for at least one subject TF presentation
- WP3 D10 Prefield testing results_final
- WP3 D11 WP Report on the findings_final
- WP3 Final questionnaire
- WP3 Simulation of ICT skills indices by Statistics Finland
- WP3 Simulation of ICT skills indices by Statistics Poland

WP4

- ICT pretest WP4 - D6. List of questions
- ICT pretest WP4 - Information on work for WGISS (out)
- ICT pretest WP4 D3 Conceptualisation Report final (out) (incl. D5 Scoping document)
- ICT pretest WP4 - D8. Translated questionnaire DK
- ICT pretest WP4 - D8. Translated questionnaire FI
- ICT pretest WP4 - D8. Translated questionnaire POL
- ICT Pretest WP4 D10 Prefield testing results final (out)
- ICT pretest WP4 D11 Report on the findings final (out)
- Pretest WP4 Microdocumentation 121009 DK FI PL final