QUESTIONNAIRE ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES (ICT) IN HOUSEHOLDS IN 2023

Number of the household ☐☐☐☐☐☐

Is the household surveyed?

☐ Yes   →   **Go to question 1**

☐ Uninhabited dwelling

☐ The household is temporally absent

☐ No, members of the household are out of the age group (16 - 74)   **End of the interview**

☐ No, the household refuses to take part in the survey

☐ No, for other reasons

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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
☐	☐	☐	☐	☐	☐	☐

↓

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.).

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 2023

Number of the household ☐ ☐ ☐ ☐ ☐ ☐

Number of the individual in the household ☐ ☐

Is the individual surveyed?

Yes ☐ → ***Go to question 1***

No, the individual is temporally absent ☐

No, the individual refuses to take part in the survey ☐ ***End of the interview!***

No, the individual is unable to provide information ☐

No, for other reasons ☐

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 <u>completed X grade, after 2020</u>)

☐ 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 → *Go to question 7*

☐ Unemployed

☐ Student, pupil *(not in the labour force)*

☐ Retired → *Go to question B1*

☐ Unable to work due to a long-standing health problems

☐ Fulfilling domestic tasks

☐ Other inactive person

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

☐ Employee → *Go to question 8*

☐ Self-employed person with employees

☐ Self-employed person without employees → *Go to question 9*

☐ Family worker (unpaid)
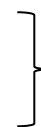
8. What is the type of contract of your main job according to its duration?

☐ 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**

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) Every day or almost every day

☐ c) At least once a week, but not every day

☐ d) Less than once a week

B3. On which of the following devices did you use the internet in the last 3 months?

(tick all that apply)

- ☐ a) `Desktop computer`
- ☐ b) `Laptop`
- ☐ c) `Tablet`
- ☐ d) `Mobile phone or smart phone`
- ☐ e) `Other devices` *(e.g. smart TV, smart speakers, game console, e-book устройство reader, smart watch)*

B4. 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 Viber, WhatsApp, Messenger, Snapchat, Skype, Discord, Telegram)*

Access to information

- ☐ e) Reading online news sites, newspapers, news magazines
- ☐ f) Seeking health-related information *(e.g. injuries, diseases, nutrition, improving health, etc.)*
- ☐ g) Finding information about goods or services

Civic and political participation

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

Professional life

- ☐ j) Looking for a job or sending a job application

Other on-line services

- ☐ k) Selling of goods or services via a website or app *(e.g. eBay, Facebook Marketplace, shpock)*
- ☐ l) Internet banking *(incl. mobile banking)*

B5. 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.)*

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) <u>via the internet</u> 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 of the Ministry of e-government.

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?

(tick all that apply or d))

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

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?

- ☐ Yes
- ☐ No

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)*

- ☐ Yes
- ☐ No

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.*

- ☐ Yes
- ☐ No

C5. Have you submitted your tax declaration <u>online</u> 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)*

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)*
- ☐ 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)*

⚠️ **If 'No´ to all item in C6, go to C7, otherwise go to D1.**

C7. What were the reasons for not requesting the activities mention in question C6 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

Module D: Use of electronic identification (eID)

The following questions concern using <u>qualified electronic signature</u> as a tool of electronic identification to access online services for private purpose issued by the following qualified service providers:
- *„Borica" AD - **B-Trust***
- *„Evrotrust Technologies" AD - **EvroTrust***
- *„Infonotary" EAD - **InfoNotary***
- *„Information service" AD - **StampIT***
- *„SEP Bulgaria" AD - **eSign***

D1. Have you used your qualified electronic signature to access online services for private purpose in the last 12 months?

- ☐ Yes   →   ***Go to D2***
- ☐ No   →   ***Go to D3***

D2. For what types of services have you used your qualified electronic signature in the last 12 months?

(tick all that apply)

- ☐ a) Services provided by public authorities or public services in Bulgaria *(e.g. submitting your tax declaration, applying for social benefits, replacing driving license, requesting official certificates, accessing your health records)*
- ☐ b) Services provided by public authorities or public services of other European countries *(e.g. submitting your tax declaration, requesting official documents or certificates)*

⚠ **Go to E1**

☐ c) Services provided by business sector *(e.g. accessing banking and insurance services, postal services)*
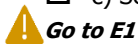
D3. What are the reasons for not using the qualified electronic signature in the last 12 months?

(tick all that apply or a) or b))

☐ a) I was not aware of the qualified existence of electronic signature

☐ b) I don't have an qualified electronic signature

☐ c) I have qualified electronic signature, but I didn't need to access any online services requiring electronic signature

☐ d) I have qualified electronic signature, but I don't feel safe using it *(concerns about ICT security, personal data protection)*

☐ e) I could not use my qualified electronic signature due to technical issues *(e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access)*

☐ f) I could not use my qualified electronic signature to access the service via a smartphone or tablet *(e.g. because the service is not available via a smartphone or tablet)*

☐ g) I have qualified electronic signature, but I'm not using it for other reasons

Module E: Use of e-commerce

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.

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

☐ a) Within the last 3 months → **Go to E2**

☐ b) Between 3 months and a year ago

☐ c) More than 1 year ago ⎱ **Go to E12**

☐ d) Never bought or ordered over the internet ⎰

E2. 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, 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, supermarkets and online platforms such as eBag, Farmhopping etc., incl. from meal-kits providers

☐ 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 there is at least one answer 'Yes' in E2, go to E3, otherwise go to E5.**

E3. From whom did you buy the mentioned in question E2 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

E4. Did you buy any of the mentioned in question E2 goods from private persons via a website or app? *(e.g. eBay, Facebook Marketplace)*

☐ Yes

☐ No

E5. Did you buy/subscribe to any of the following <u>digital products/services</u> 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. <u>paid subscriptions</u> 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. <u>paid subscriptions</u> for Netflix, HBO Max, Amazon Prime Video, 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, incl. 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)*

E6. 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, theatre, 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

E7. 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)*

E8. 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)*

E9. Did you buy any other services (excluding financial and insurance services) than those mentioned in question E5 to E8 via a website or app for private use in the last 3 months?

- ☐ Yes
- ☐ No

E10. How many times have you bought goods or services over the internet for private use in the last 3 months?

☐ *Provide an estimate or select one of the following answers:*
- ☐ a) 1 - 2 times
- ☐ b) 3 - 5 times
- ☐ c) 6 - 10 times
- ☐ d) > 10 times

E11. Did you encounter any of the following problems when buying goods or services over the internet in the last 3 months?

(tick all that apply or j))

- ☐ a) Website was difficult to use, or it worked unsatisfactorily *(too complicated, confusing, poorly functioning technically)*
- ☐ b) Difficulties in finding information concerning guarantees or other legal rights
- ☐ c) Speed of delivery slower than indicated
- ☐ d) Final costs higher than indicated *(e.g. unexpected transaction fees or unjustified guarantee fees)*
- ☐ e) Wrong or damaged goods/services delivered
- ☐ f) Problems with fraud encountered *(e.g. no goods/services received at all, misuse of credit card details)*
- ☐ g) Complaints and redress were difficult or no satisfactory response after complaint
- ☐ h) Foreign retailer did not sell to clients from Bulgaria
- ☐ i) Other problems
- ☐ j) I have not encountered any problem

E12. 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

Module F: E-skills

The following questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

F1. Which of the following activities have you carried out in the last 3 months?

(tick all that apply)

- ☐ a) Copying or moving files *(e.g. documents, data, images, video)* between folders, devices *(e.g. via e-mail, Messenger, Viber, WhatsApp, USB, cable)* or on the cloud
- ☐ b) Downloading or installing software or apps
- ☐ c) Changing settings of software, app or device *(e.g. adjusting language, colours, contrast, text size, toolbars/menu)*

F2. Which of the following software related activities have you carried out in the last 3 months?

(tick all that apply)

- ☐ a) Using word processing software *(e.g. Word)*
- ☐ b) Creating files *(e.g. document, image, video)*, incorporating several elements, e.g. text, picture, table, chart, animation, soud
- ☐ c) Using spreadsheet software *(e.g. Excel)*

  If E2c) = 'Yes', go to E2c1)
  - ⚠️ ☐ c1) Using advanced features of spreadsheet software *(functions, formulas, macros, Visual Basic)* to organise, analyse, structure or modify data
- ☐ d) Editing photos, video or audio files
- ☐ e) Writing code in a programming language

F3. Have you seen information or content *(e.g. videos, images)* **that you considered untrue or doubtful on internet news sites or social media in the last 3 months** *(e.g. Facebook, Instagram, YouTube, Twitter)***?**

- ☐ Yes → **Go to F4**
- ☐ No → **Go to F7**

F4. Have you checked the truthfulness of the information or content found on the internet?

- ☐ Yes → **Go to F5**
- ☐ No → **Go to F6**

F5. How did you check truthfulness of the information or content found on the internet?

(tick all that apply)

- ☐ a) Checking the sources or finding other information on the internet *(e.g. other news sites, Wikipedia etc.)*
- ☐ b) Following or taking part in discussion on the internet regarding the information
- ☐ c) Discussing the information offline with other persons or using sources not on the internet

⚠️ **Go to F7**

F6. Why did you not check truthfulness of the information or content found on the internet?

(tick all that apply)

- ☐ a) I already knew that information, content or source was not reliable
- ☐ b) Lack of skills or knowledge *(e.g. did not know how to check information on the internet or it was too complicated to do)*
- ☐ c) Other reasons

F7. Have you encountered messages online that you consider to be hostile or degrading towards groups of people or individuals in the last 3 months? *(e.g. in videos, blogs, vlogs, on social media or news sites,incl. in comment sections)*

- ☐ Yes → **Go to F8**
- ☐ No → **Go to G1**

F8. Were these groups of people or individuals attacked or targeted because of:

(tick all that apply)

- ☐ a) Political or social views
- ☐ b) Sexual orientation
- ☐ c) Sex
- ☐ d) Racial or ethnic origin
- ☐ e) Religion or belief

☐ f) Disability

☐ g) Other personal characteristics

Module G: Privacy and protection of personal data

The following questions concern the provision and protection of personal data for activities carried out over the internet (private or work-related purpose), using websites or apps.

G1. Have you carried out any of the following to manage access to your personal data on the internet in the last 3 months? *(e.g. name, date of birth, identity card number, contact details, credit card number, photos geographical location)*

(tick all that apply)

☐ a) Read privacy policy statements before providing personal data

☐ b) Restricted or refused access to your geographical location

☐ c) Limited access to profile or content on social networking sites or shared online storage

☐ d) Refused allowing the use of personal data for advertising purposes

☐ e) Checked that the website where you provided personal data was secure *(e.g. https sites, safety logo or certificate)*

☐ f) Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it

G2. Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?

☐ Yes

☐ No

G3. Are you concerned with your online activities being recorded to provide you with tailored advertising?

☐ a) Yes, very concerned

☐ b) Yes, somehow concerned

☐ c) No, I'm not concerned

G4. Do you use software that limits the ability to track your activities on the internet on any of your devices?

☐ Yes

☐ No

X1. Please, indicate the interview duration:

☐☐☐☐☐ *Minutes*

END OF THE INTERVIEW!