National Statistics Office of Georgia
Geostat

Questionnaire: № 07.1.9.1 (Annual)
Approved by the February 19, 2019 №4 resolution
of the board of National Statistics Office of
Georgia

Survey on Information and Communication Technologies Usage in Households

For the household member aged 15 years and above who have ever used
internet or computer

(Except individuals who are temporarily absent)

Main Questionnaire

Enumeration Area	
Household	

	Name and Surname	Code
Interviewer		
Supervisor		

	Day	Month	Year
Date of the Interview			

	Hour	Minute
Start Time of the Interview	:	

	Name and Surname	Code (from Demographic questionnaire)
Respondent		

Respondent's Telephone Number

Telephone Number	
Code	Number

According to the "Law of Georgia on Official Statistics" 24th Article, point second, with the view of fulfilling its functions the Geostat shall be authorized to request and receive from administrative bodies, physical and legal persons all kinds of statistical data and other information, including confidential information and/or information containing personal data, in line with the "Law on Personal Data Protection".

The information provided by you is confidential and protected by the "Law of Georgia on Official Statistics". It is only used for calculating the general statistical indexes.

Module A. Access to Information and Communication Technologies

Note: this module is directed to the household

A1. Do you or anyone in your household have access to a computer at home? (any type: desktop, laptop, netbook, tablet, excluding mobile phone/smartphone)

    1. Yes
    2. No

A2. Do you or anyone in your household have access to the Internet at home? (via any device: any type of computer, mobile phone/smartphone, etc.)

    1. Yes
    2. No [→**A4**]
    78. Don't know [→**B1**]

A3. What types of Internet connection are used at your home:

	Yes	No
1. Fixed broadband connection (DSL, cable, satellite)?	1	2
Fixed, fixed wireless broadband connections		
2. DSL (e.g. ADSL, SHDSL, VDSL)?	1	2
3. Wired fixed (cable modem, optical fiber, LAN, Ethernet, PLC)?	1	2
4. Fixed wireless (satellite, fixed wireless access (FWA), public WiFi)?	1	2
Mobile broadband connections		
5. Mobile phone network (at least 3G, e.g. UMTS) via mobile phone?	1	2
6. Mobile phone network (at least 3G, e.g. UMTS) via a card or USB key (e.g. integrated SIM card)?	1	2
Other, narrowband connections		
7. Dial-up access over normal telephone line or ISDN?	1	2
8. Mobile narrowband connection (less than 3G, e.g. 2G+/GPRS, used by mobile phone or modem in laptop)?	1	2
9. MagtiFix phone?	1	2

[→**B1**]

A4. What are the reasons for not having access to the Internet at your home:

	Yes	No
1. Have access to Internet elsewhere	1	2
2. Don't need Internet (not useful, not interesting, etc.)	1	2
3. Equipment costs too high	1	2
4. Access costs too high (telephone, DSL service charges, etc.)	1	2
5. Lack of skills	1	2
6. Privacy or security concerns	1	2

	Yes	No
7. Broadband internet is not available in our area	1	2
99. Other (specify)_____	1	2

Module B. Use of computer

Note: this and the following modules are directed to the individual selected within the household

B1. When did you last use a computer independently (at home, at work or any other place)? (any type: desktop, laptop, netbook, tablet, excluding mobile phone/smartphone)

1. Within the last 3 months
2. Within the last 3-12 months [→**B3**]
3. More than 12 months ago [→**B3**]
4. Never used [→**B3**]

B1.1. Which type of computer have you used in the last 3 months:

	Yes	No
1. Desktop?	1	2
2. Portable computer (laptop, notebook, netbook)?	1	2
3. Tablet or similar devices?	1	2

B2. How often on average have you used a computer in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day)
3. Less than once a week

B3. Which of the following software related activities have you carried out in the last 3 months:

Note: includes activities carried out via any type of device: desktop computer, laptop, netbook, tablet, smartphone, etc.

	Yes	No
1. Copying or moving a file or folder?	1	2
2. Using copy and paste tools to duplicate or move information within a document (e.g. photo, text etc.)?	1	2
3. Using basic arithmetic formulas in spreadsheet?	1	2
4. Connecting and installing new devices (e.g. a modem, web-camera, printer)?	1	2
5. Finding, downloading, installing and configuring software?	1	2
6. Creating electronic presentations with presentation software?	1	2
7. Transferring files between a computer and other devices?	1	2
8. Writing a computer program using a specialized programming language?	1	2
77. None of the above?	1	2

B4. Do you judge your current computer skills to be sufficient if you would need to take up a new job on the labour market or change your job within a year?

1. Yes
2. No
78. Don't know/Difficult to answer

Module C. Use of the Internet

C1. When did you last use the Internet independently (from any place)? (via any device: desktop computer, portable or handheld, including mobile phones and smartphones)

1. Within the last 3 months
2. Within the last 3-12 months [→C7]
3. More than 12 months ago [→ E1]
4. Never used [→G1]

C2. On average how often did you use the Internet in the last 3 months?

1. Every day or almost every day
2. At least once a week (but not every day) [→C2.2]
3. Less than once a week [→C2.2]

C2.1. Did you use the internet several times during the day in the last 3 months?

1. Yes
2. No

C2.2. On which of the following devices did you use the internet in the last 3 months:

	Yes	No
1. Desktop?	1	2
2. Portable computer (laptop, notebook, netbook)?	1	2
3. Tablet?	1	2
4. Mobile phone (or smartphone)?	1	2
99. Other devices (e.g. portable games consoles, smart watches, e-book reader devices, etc.) (specify) _____	1	2

C3. Where have you used the Internet in the last 3 months (using a computer or any other devices):

	Yes	No
1. At home?	1	2
2. At place of work (other than home)?	1	2
3. At place of education (e.g. school, university)?	1	2

4. At another person's home?	1	2
99. At other places (specify) _____	1	2

C4. Do you use any of the following mobile devices to access the Internet from any place in the last 3 months:

	Yes	No
Mobile phone (or smartphone)		
1.1. via mobile phone network?	1	2
1.2. via wireless network (e.g. WiFi)?	1	2
Portable computer (e.g. laptop, notebook, netbook)		
2.1. via mobile phone network, using USB key or (SIM) card or mobile phone as modem?	1	2
2.2. via wireless network (e.g. WiFi)?	1	2
Tablet		
3.1. via mobile phone network, using USB key or (SIM) card or mobile phone as modem?	1	2
3.2. via wireless network (e.g. WiFi)?	1	2
99. Other mobile devices (e.g. portable games consoles, smart watches, e-book reader devices etc.)? (specify) _____	1	2
77. I don't have access to the internet via any mobile device?	1	2

C5. For which of the following activities did you use the Internet in the last 3 months for private purposes (using a computer or any other devices):

Note: This question asks about using internet for private or personal pusposes (It should not be related to working purposes). It also includes cases where the respondent has performed the activity for another person.

	Yes	No
Communication		
1. Sending/receiving e-mails?	1	2
2. Participating in social networks (e.g. Facebook, Twitter, Odnoklassniki, YouTube, etc.)?	1	2
Access to information		
3. Reading or downloading online news/newspapers/magazines/electronic books?	1	2
4. Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.)?	1	2
5. Booking an appointment with a doctor via a website?	1	2
6. Looking for information about education, training or course offers?	1	2
7. Getting information about goods or services?	1	2
8. Downloading software or applications (other than games software)?	1	2

Civic and political participation

9. Posting opinions on civic or political issues via websites (that may be created by any individual or organization, e.g. blogs, social networks, etc.)?	1	2
10. Taking part in on-line consultations or voting to define civil or political issues (e.g. urban planning, signing a petition, etc.)?	1	2

Learning

11. Doing an online course?	1	2
12. Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, or other online encyclopedia)?	1	2

Professional life

13. Looking for a job or sending/submitting a job application?	1	2
14. Participating in professional networks (e.g. creating user profile or other contributions to LinkedIn, etc.)?	1	2

Other on-line services

15. Using services related to travel or travel related accommodation?	1	2
16. Selling of goods or services, e.g. via auctions (e.g. eBay, etc.)?	1	2
17. Telephoning over the internet/video calls (via webcam) over the internet (VoIP, Skype, Google Hangout, Yahoo Messenger etc.)?	1	2
18. Internet Banking?		
19. Using storage space on the Internet to save documents, pictures, music, video or other files (e.g. Google Drive, Dropbox, Windows OneDrive, iCloud)?	1	2
20. Using software run over the Internet for editing text documents, spreadsheets or presentations?	1	2

Online media

21. Listening to web radio?	1	2
22. Watching web television?	1	2
23. Streaming movies?	1	2
24. Streaming music?	1	2
25. Downloading images?	1	2
26. Playing or downloading games?	1	2

Creativity

27. Uploading self/user-created content to a website to be shared (text, image/photo, video, music, software, etc.)?	1	2
28. Managing personal/own homepage?	1	2
29. Blogging: maintaining or adding contents to a blog?	1	2
77. None of the above?	1	2

C5.1. Which of the following security related activities have you already carried out in the last 3 months:

	Yes	No
1. Taking security measures to protect devices and online accounts (e.g. changing passwords, avoiding unsecure links or downloads, setting up two-factor authentication)?	1	2
2. Taking measures to protect privacy on your device, account or app (e.g. to limit the sharing of personal data and information, restrict access to social network profiles or geolocation, prevent targeted marketing)?	1	2
3. Verifying the truthfulness of information found online?	1	2
77. None of the above?	1	2

C6. Which of the following Internet related activities have you already carried out in the last 3 months:

	Yes	No
1. Using a search engine to find information?	1	2
2. Sending e-mails with attached files (documents, pictures, etc.)?	1	2
3. Posting messages to chat rooms, newsgroups or an online discussion forum (e.g. on websites for social networking)?	1	2
4. Using the Internet to make telephone calls?	1	2
5. File sharing for exchanging movies, music, etc. using "torrents" and other means that are based on P2P (peer-to-peer) technology?	1	2
6. Creating a web page?	1	2
7. Uploading text, games, images, films or music to websites (e.g. to websites for social networking)?	1	2
8. Modifying the security settings of internet browsers?	1	2
77. None of the above? [→D1]	1	2

C7. Do you judge your current internet skills to be sufficient:
(encircle one answer in a row)

	Yes	No	Don't know/ Difficult to answer
1. To communicate with relatives, friends, colleagues over the internet?	1	2	78
2. To protect your personal data?	1	2	78
3. To protect your private computer from viruses or other computer infections?	1	2	78

Module D: Use of e-Government

D1. Did you contact or interact with public authorities or public services over the internet for <u>private purposes</u> in the last 12 months for the following activities?

Note: This question asks about contacts with public authorities and some public services for private or personal pusposes (It should not be related to working purposes). It also includes cases where the respondent has performed the activity for another person.

Contact and interaction with public authorities and public services include websites concerning citizen obligations (e.g. tax declaration, notification of moving/changing address), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate, etc.), public educational services (e.g. information on the enrolment in schools or universities), public health services (including services of public hospitals). Contacts through manually typed e-mails should be excluded.

(Read to the respondent all possible answers and in the appropriate row indicate code 1 if the respondent answered "Yes", code 2 if the respondent answered "No". For example, if any of the categories is code 1, in category 77 should be indicated code 2, and if all categories except 77 are code 2, for category 77 should be indicated code 1).

	Yes	No
1. Yes, obtaining information from websites of public authorities	1	2
2. Yes, downloading official forms	1	2
3. Yes, submitting completed forms	1	2
77. None of the above [→D5]	1	2

D2. Did you use websites of public authorities or public services in the last 12 months for any of the following:

	Yes	No
1. Income/customs declaration?	1	2
2. Claiming/searching information about social benefits (e.g. retirement, child allowance)?	1	2
3. Requesting/searching information about personal documents/certificates (passport, ID card, driver's license, birth, marriage or death certificates)?	1	2
4. Public libraries (e.g. availability of catalogues, search tools)?	1	2
5. Searching information about enrolment in higher education and university or registration on exams (e.g. united national exams, master exams, professional/graduate tests)?	1	2
99. Other? (specify)_____	1	2

D3. Have you experienced any of the following problems when using websites of public authorities or public services for <u>private purposes</u> in the last 12 months:

	Yes	No
1. Technical failure of website?	1	2
2. Insufficient, unclear or outdated information?	1	2

3. Support was needed but not found (on-line or off-line)?	1	2
99. Other (specify)_____	1	2
77. No, didn't have?	1	2

D4. Are you satisfied or dissatisfied with the following aspects of using websites of public authorities or public services in the last 12 months?
(encircle one answer in a row)

		Mainly satisfied	Mainly dissatisfied	Don't know /Difficult to answer
1.	Ease of finding information	1	2	78
2.	Usefulness of the information available	1	2	78
3.	The information provided on the progress, follow-up of the request	1	2	78
4.	Ease of using services on the website	1	2	78

D5. Did you contact public authorities or public services using methods other than websites for private purposes in the last 12 months?

	Yes	No
1. Yes, by telephone (excluding SMS)	1	2
2. Yes, by e-mail	1	2
3. Yes, personal visit	1	2
99. Other (specify)_____	1	2
77. No, did not have to contact public authorities or services using methods other than websites for private purposes in the last 12 months	1	2

[if in D1 in category 3 (Submitting completed forms) is encircled code 2 – „No" → D6, otherwise (code 1 - „Yes")→E1]

D6. What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months:

	Yes	No
1. Did not have to submit official forms at all?	1	2
[If in category 1 is encircled code 1 → E1, otherwise go on]		
2. There was no such website service available?	1	2
3. Personal contact is missing (on website), prefer visits?	1	2
4. Immediate response is missing (on website)?	1	2
5. I trust submitting on paper more?	1	2
6. Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)?	1	2

7. Concerns about protection and security of personal data?	1	2
8. The relevant services will require personal visits or paper submission anyway?	1	2
9. Another person did it on my behalf (e.g. consultant, relative or family member)?	1	2
99. Other reason (specify) _____	1	2

Module E. Use of E-Commerce

E1. When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails, SMS, MMS)? (via any device, desktop computer, portable or handheld, including mobile phones or smartphones)

1. Within the last 3 months
2. Within the last 3-12 months [→E4]
3. More than 12 months ago [→F1]
4. Never bought or ordered [→F1]

E2. How many times did you order or buy goods or services over the Internet for private use in the last 3 months?
1. ___ times (please provide an estimate) or (tick one)
2. 1-2 times
3. 3-5 times
4. 6-10 times
5. More than 10 times

E3. How much as an estimate did you spend buying or ordering goods or services over the Internet (excluding shares or other financial services) for private use in the last 3 months?
1. ____ GEL (please provide an estimate) or (tick one)
2. Less than 50 GEL
3. 50 to 100 GEL
4. 100 to 500 GEL
5. 500 to 1000 GEL
6. 1000 GEL and more
78. Don't know/Difficult to answer

E4. What types of goods or services did you buy or order over the Internet for <u>private use</u> in the last 12 months:

	Yes	No
1. Food or groceries?	1	2
2. Household goods (e.g. furniture, toys, etc.)?	1	2
3. Medicine?	1	2

4. Films?	1	2
5. Music?	1	2
6. Books, magazines, newspapers (including e-books)?	1	2
7. E-learning material?	1	2
8. Clothes, sports goods?	1	2
9. Video games software or their upgrades?	1	2
10. Other computer software or its upgrades?	1	2
11. Computer hardware?	1	2
12. Electronic equipment (incl. cameras)?	1	2
13. Telecommunication services (TV, broadband subscriptions, fixed line or mobile phone subscriptions, etc.)?	1	2
14. Share purchases, insurance policies and other financial services?	1	2
15. Holiday accommodation (e.g. hotel, etc.)?	1	2
16. Other travelrelated arrangements (e.g. transport tickets, car hire, etc.)?	1	2
17. Tickets for events?	1	2
99. Other (specify)_____	1	2

[If in at least one of the categories 4, 5, 6, 7, 9, 10 is encircled code 1 continue, otherwise →E6]

E5. Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.:

	Yes	No
1. Films?	1	2
2. Music?	1	2
3. (Electronic) books, magazines, newspapers, e-learning material?	1	2
4. Computer software (incl. computer and video games and their upgrades)?	1	2
77. None of the above?	1	2

E6. From which country did you buy or order goods or services for private purpose over the Internet in the last 12 months:

	Yes	No
1. Georgia?	1	2
2. EU countries?	1	2
3. Former USSR countries (excl. Baltic countries)?	1	2
4. USA?	1	2
99. From the rest of the world?	1	2
78. Country of origin of sellers is unknown/don't remember?	1	2

E7. Did you carry out any of the following financial activities over the internet for private purposes in the last 12 months:

Note: For respondents who answered "Within the last 3 months" or "Within the last 3-12 months" in question C1.

	Yes	No
1. Buying or selling shares, bonds, funds or other investment services?	1	2
2. Buying or renewing existing insurance policies, including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)?	1	2
3. Taking a loan or mortgage or arranging credit from banks or other financial providers?	1	2
77. None of the above?	1	2

Module F: Trust, security and privacy

Note: For respondents who answered "Within the last 3 months" or "Within the last 3-12 months" in question C1.

F1. Have you used the following identification procedures for online services (e.g. online banking, public services, ordering or buying goods or services online) for private purposes in the last 12 months:

	Yes	No
1. Simple login with username and password?	1	2
2. Social media login used for other services?	1	2
3. Digipass (a security token)?	1	2
4. Electronic identification certificate or card used with a card reader?	1	2
5. Procedure involving your mobile phone (a code received via a message)?	1	2
6. Single use pin code list (add national example or explanation – plastic card with codes, scratch codes, etc.) or random characters of a password?	1	2
99. Other? (specify)_____	1	2
77. None of the above?	1	2

F2. Do you use a smartphone for private purposes in the last 12 months?
1. Yes
2. No [→G1]

F3. Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?
1. Yes, installed automatically or provided with the operating system
2. Yes, I installed it or subscribed to it or somebody else did it
3. No
78. Don't know.

F4. Have you lost information, documents, pictures or other kind of data on your smartphone as a result of a virus or other hostile type of programs in the last 12 months?
1. Yes
2. No
78. Don't know

F5. When using or installing an application (app) on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list) in the last 12 months?
1. Yes, at least once
2. No
3. I did not know it was possible
78. I didn't know if that was possible

Module G. Employment
G1. Employment

1. Employee or self-employed (incl. family workers)

   If „Yes"

   1.1 Employee
   1.2 Self-employed (incl. family workers)
2. Unemployed [→**I1**]
3. Not in labor force (inactive population)

   If „Yes"

   3.1. Student (not in labor force) [→**I1**]
   3.2. Other not in labor force [→**I1**]

G2. Occupation
(For respondents who answered "employee" or "self-employed" in question G1)

(Write in words)

_____
_____
_____

2-digit ISCO-08 code ☐☐ (Is not filled by interviewer)

Module H. ICT usage at work

Note: For respondents who answered "Within the last 3 months" or "Within the last 3-12 months" in question C1.
The following questions concern the usage of information and communication Technologies (computers and the internet) for working activities. In case of multiple activities, please always refer to main paid job.

H1. Did you use computers, laptops, smartphones, tablets or other portable devices at work in the last 12 months?

1. Yes
2. No

H2. Did you use other computerised equipment or machinery such as those used in production lines, transportation or other services (including handheld devices such as those used for stock control) at work in the last 12 months?

1. Yes
2. No

[if in H1 is encircled code 1 – „Yes" → H3, if in H1 is encircled code 2 – „No" and in H2 code 1 – „Yes" → H4, otherwise (in both code 2 - „No")→I1]

H3. Did you carry out any of the following activities in your work at least once per week in the last 12 months:

	Yes	No
1. Exchange e-mails or enter data into databases?	1	2
2. Create or edit electronic documents?	1	2
3. Use social media for work?	1	2
4. Use of applications to receive tasks or instructions (excluding e-mails)?	1	2
5. Use of occupational specific software (e.g. for design, data analysis, processing, etc.)?	1	2
6. Develop or maintain IT systems or software?	1	2
77. None of the above?	1	2

H4. Have your main job tasks changed as a result of the introduction of new software or computerised equipment in the last 12 months?

1. Yes
2. No

H5. Did you have to learn how to use new software or computerized equipment for your job in the last 12 months?

1. Yes
2. No

H6. Have you been involved in choosing, modifying or testing the software or computerised equipment you use at work in the last 12 months?
1. Yes
2. No

H7. Which of the following statements best describes your skills relating to the use of computers, software or applications at work?
1. I need further training to cope well with my duties
2. My skills correspond well with my duties
3. I have the skills to cope with more demanding duties

H8. Has the usage of computers, laptops, smartphones, or other computerised equipment at work changed any of the following characteristics of your work in the last 12 months:
(encircle one answer in a row)

	Increased	Decreased	No relevant change
1. The time spent on repetitive tasks?	1	2	3
2. The independence in organising my tasks?	1	2	3
3. The monitoring of my performance at work?	1	2	3
4. Time spent on acquiring new skills needed for work?	1	2	3
5. The ease of collaboration with colleagues or business partners?	1	2	3
6. The amount of irregular working hours (night, week-end, shift work)?	1	2	3

H9. How often did you work from home in the last 12 months?
1. Every day or almost every day
2. At least once a week (but not every day)
3. Less than once a week
4. Never [→**H10**]

H9.1. When working from home, did you use the Internet for your job in the last 12 months?
1. Yes
2. No

H10. How often did you work at an external site (e.g. construction site, agricultural field, other public/private spaces) or on the move (e.g. in a vehicle) in the last 12 months?
1. Every day or almost every day
2. At least once a week (but not every day)
3. Less than once a week
4. Never [→**I1**]

H10.1. When working at an external site or on the move did you use laptops, smartphones, tablets or other portable devices for your job in the last 12 months?

1. Yes
2. No

Module I. Digital Skills

Note: For respondents who answered "Within the last 3 months" or "Within the last 3-12 months" in question C1.

I1. Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months:

	Yes	No
1. Free online training or self-study?	1	2
2. Training paid by yourself?	1	2
3. Free training provided by public programs or organisations (other than your employer)?	1	2
4. Training paid or provided by your employer?	1	2
5. On-the-job training (e.g. co-workers, supervisors)?	1	2
77. None of the above → *[if 1 - „Yes", write end time of the interview and finish]*	1	2

I2. In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months:

	Yes	No
1. Online marketing or e-Commerce?	1	2
2. Social media (e.g. google groups, Facebook, Jive)?	1	2
3. Programming languages, including design or management of websites?	1	2
4. Data analysis or management of databases?	1	2
5. Maintenance of computer networks, servers, etc.?	1	2
6. IT-security or privacy management?	1	2
7. Specific software applications for work?	1	2
99. Other? (specify)_____	1	2

End time of the Interview

:
Hour   Minute

Interviewer's comments:

_____

_____

_____

_____

_____

_____

Supervisor's comments:

_____

_____

_____

_____

_____

_____