USE OF INFORMATION
COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS

Bosnia and Herzegovina

BHAS
**Agency for Statistics of
Bosnia and Herzegovina**

Sarajevo, 2025

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Contents:

Introduction

Objective of the survey and legal basis

The main objective of the **Survey on the use of information and communication technologies in households and by individuals** is to collect certain information related to the use of the Internet and information and communication technologies in households and by individuals, for different purposes.

Data collection is carried out in accordance with the Law on Statistics of BiH "Official Gazette of BiH, No. 26/2004 and 42/2004 and in accordance with the methodological recommendations of EUROSTAT (Implementation Regulation (EC) No. 808/2004 and European Commission regulations that change depending on the year of the survey.

The regulation defines which data and which characteristics of households and persons will be collected in the reference year, which means that not all the same variables and their characteristics are monitored every year.

By following the Regulation and recommendations of the European Commission, comparability of data among different countries at the EU level is ensured.

Individual data obtained through surveys are protected, they represent an official secrecy and are used exclusively for statistical purposes, in an aggregated form.

The publication of data from this survey is done for the level of BiH and the entity level.

Statistical or reporting unit

A statistical unit is the basic type of element of a group (also called a population) that we want to observe or analyze.

In the use of ICT survey, the following statistical units were used (depending on variables):

- households;
- individuals.

Ideally, data collected within the statistical unit „household" should be collected by the entire household. In most cases, it is not possible to gather all the persons of one household to collect their mutual response, and this is especially impossible when we use phone interview. In general, one person from the household will answer the questions related to the household. This individual can be the head of the household or the individual selected to answer the individual questions.

Since the survey is related to the use of computers an the Internet, it is necessary that the selected individual answers the questions personally. Interviews through an intermediary can lead to errors in data collection.

Different reporting units, i.e. households and individuals, are used in different parts of the questionnaire. Household questions are used for collecting information about the access to different electronic devices, type of internet connection and barriers in internet use. Individual approach is used for collecting information about the computer use, internet use, e-shopping and e-skills.

Target population

Target population is the population of interest. In the use of ICT survey, the target population for the different statistical units is:

- Individuals: all individuals aged 16 to 74;
- Households: all (private) households with at least one member aged 16 to 74.

Scope and sample

The use of ICT survey in households and by individuals is conducted on a representative sample, at the level of BiH. The survey is conducted on a stratified two-stage sample. Collective households are not units of observation.

The survey covers households with at least one member aged 16 to 74.

The reference period mainly refers to the first three months of the year in which the survey is conducted, while some questions refer to the year preceding the survey.

Survey organization

Data collection is carried out by telephone surveying (Computer Assisted Telephone Interview (CATI) method, as well as by the 'face to face' method through interviewers and printed questionnaires. Periodicity is annual, which means that data is collected and processed once a year.

Observed variables

U većini slučajeva, posmatrane varijable u istraživanju o upotrebi IKT-a su binarne (dihotomne), što znači da odgovori ispitanika sa *da* ili *ne*, npr. *„Da li ste koristili internet za prodaju robe ili usluga?"*. Druge varijable posmatranja su i kvalitativne, ali sa više od dvije kategorije odgovora (npr. najviši stepen obrazovanja).

In most cases, the observed variables in the use of ICT are binary (dichotomous), which means that the answers of the respondents are *yes* or *no*, e.g. *"Did you use the Internet to sell goods or services?".* Other observation variables are also qualitative, but with more than two answer categories (e.g. highest level of education).

Modules – explanations

The explanations in this chapter refer to the questions in the Questionnaire for 2025 (see Annex 1 – Questionnaire 2025).

The statistical unit for module A is the household, while the individual is the statistical unit for the other modules.

Module A: Access to information and communication technologies

A1_N: Do you or anyone in your household have access to the following devices at home? – National question

Scope: households

Type of answer: Multiple answers allowed (Yes/No).

This question refers to acess and possibility to use different devices in the household.

A1: Do you or anyone in your household have access to the Internet at home? (by any device)?

Scope: households

Type of answer: Tick only one (Yes, No or Don't know).

This question refers to internet access by the household. 'Access' does not refer to connectability (i.e. can connections be provided in the household's area or street), but to whether anyone in the household is able to use the internet at home if desired, even if just to send an e-mail (connectivity). Modalitet odgovora *„Ne znam"* treba izbjegavati postavljanjem dodatnih pitanja ispitaniku.

If the household does not have an internet subscription, but they use individual payments to use internet when needed, and if they have all the necessary equipment for internet use, respondents should answer „yes".

If the respondent uses the internet via a mobile phone when they are outside of their home, they should also tick 'Yes' since it is theoretically possible for them to use the internet at home.

A2: What type of internet connection do you use at home? – National question

Scope: all households that have internet access at home, i.e. A1=Yes

Type of answer: Multiple answers allowed, i.e. Tick all that apply]

Respondents should indicate what types of broadband connections they actually use. The question does not examine the data transfer rate in bit/s, nor the type of device used to access the Internet.

Below is an explanation of the most used technologies and the two broadband connections (fixed and mobile).

a) Fixed broadband connection, e.g. DSL, ADSL, VDSL, cable, fiber optic, satellite, public wi-fi

Examples added in options

a) can be explained in the following way:

DSL (e.g. ADSL, SHDSL, VDSL)

DSL (digital subscriber line) refers to a technology that transmits data at high speeds (ie theoretically more than 144 kbit / s compared to narrowband types of connections, but today normally at least around 0.5 Mbit / s) over an existing copper network. DSL technology is a type of Internet connection that is significantly faster than dial-up access and is therefore labeled as broadband.

Important DSL technologies include:

ADSL: This term is used for DSL where more bandwidth is allocated for download than upload (Asymmetric DSL).

SHDSL: Single-pair high-speed digital subscriber line (SHDSL).

VDSL: Very high-bit DSL, with the speed up to 53 Mbps, in comparison to 8-10 Mbps for ADSL.

Wired fixed connection (cable, fiber, Ethernet, PLC, itd.)

Wired fixed connections may or may not have a router for Wi-Fi access in the household, i.e. to wirelessly route the signal to the user's device over a short distance. They are classified as wired fixed.

These technologies include:

Cable modem: This technology allows fast access to the Internet through the cable television network or communal air systems. Like DSL technologies, data is transmitted over the existing copper network.

LAN (local area network): High-speed Internet connections over residential networks (connections shared by several households, e.g. residents at a college).

Fiber optic cable: A technology that is not based on copper wire. The technology uses lasers or light-emitting diodes and can provide unlimited bandwidth potential.

Ethernet: Can be applied to home networks or residential networks, e.g. residentials at a college, and refers to wired LAN technology, but is generally more typical of business types of broadband Internet connections. When Ethernet access to the Internet is possible, it can be based on fiber optic or copper twisted pair; standard Ethernet data transfer rates can be up to 10 Gbit / s.

PLC: stands for power line communication. Broadband over ordinary electrical lines can generally vary from 256 Kbit / s to 2.7 Mbit / s.

Fixed wireless (satellite, public WiFi)

<u>Satellite technologies</u>: It provides wireless access and is mainly used in remote areas that are not accessible via cable or DSL networks.

Satellite Internet access usually requires the installation of a satellite antenna / modem and a monthly subscription. This issue is particularly relevant to home internet.

Two-way, high-speed satellite Internet services for Internet access are possible and being marketed. Two-way means that the reception and transmission functions are performed via satellite. No need for a phone line.

<u>Fixed wireless access (FWA):</u> Technologies in this group are all wireless technologies that enable access between fixed points (provider to household, not within household).

Examples are WiFi or WiMAX. Public WiFi or WiMAX can be available to everyone in a certain area. In the building, different households could connect to WiFi. WiMAX connection provides fixed wireless access similar to the Wi-Fi function, but in a much larger range (up to about 50 km).

Wi-Fi access connected to a DSL router in the household does not count. This should be included in point a) on the DSL. Cable with router for Wi-Fi access refers to item b).

To emphasize this, in 2010 the word "public" was added before WiFi or WiMAX. However, WiMAX is not very widespread (if it does not exist at the national level, the option can be omitted in the national questionnaires). For the 2012 survey, only the words public WiFi remained. As of 2020, the wording has been shortened to "WiFi" to consider that the connection could be managed by both public and private operators.

Public WiFi access can be free, but sometimes it isn't. Providing by municipalities can be within the reach of households and is a prime example for point c) (instead of hotspots in hotels, cafes, etc.).

b) Mobile broadband connections (by mobile network, at least 3G, e.g. UMTS, using (SIM) card or USB stick, mobile or smart phone as a modem)

Examples added in options

a) can be explained in the following way:

Only connections to mobile networks of third generation (3G) or higher (3+), such as UMTS radio technology network or higher, qualify as broadband access. UMTS (Universal Mobile Telephone System) allows access to the Internet at a much higher speed compared to 2 or 2.5 generation networks such as GPRS. Any access to 3G + networks such as HSDPA (High Speed Download Packet Access) or 4G should be included.

Common devices used for 3G, 3G + mobile connection are mobile phones or smartphones, laptops or similar portable devices.

UMTS: Refers to 3G (third generation mobile technologies) and a mobile phone or smartphone over a broadband network. UMTS broadband connection can also be obtained through laptops with a 3G modem.

The term GPRS (General Packet Radio Systems) represents the second generation of mobile technologies (although GPRS is sometimes called 2.5 generations).

Mobile technology is wireless technology. However, this should not be confused or confused with fixed wireless technology or fixed wires, as described above. As previously stated, the capabilities that DSL or cables have over WiFi routers will not qualify them for wireless access. For clarity, the word "wireless" seen in earlier research has been omitted.

LTE (long-term evolution): Related to 4G (fourth generation mobile technologies). This standard was introduced in 2009 with a transmission speed of about 100 Mbit / s and a transmission capacity of 50 Mbit / s, which allows a much higher speed for using the Internet than UMTS. LTE can manage high-speed mobile devices and supports multi-cast and broadcast streams.

Mobile connection (at least 3G, e.g. UMTS) via mobile phone or smartphone

3G mobile phones or smartphones enable the use of web browsers, e-mail or similar Internet applications over 3G networks, e.g. UMTS.

Mobile connection (at least 3G, e.g. UMTS) via SIM card or USB stick

Laptops or other portable computers (e.g. notebook) can usually be used with a USB stick ("surf stick", dongle) or a built-in SIM card to access 3G networks.

Options on mobile connections should not be checked if they are not used at home.

It can be expected that people with mobile phones or smartphones subscribed to an Internet landline will occasionally use the home connection to check the news, although the main purpose is usually from home. People who only use such phones outside the house and if they find free Wi-Fi should answer "no" to b or d. If public Wi-Fi is available at the household location, the option on the fixed wireless device should be ticked if actually used.

If the phone is used for a Wi-Fi connection to a DSL router at home, option a) applies.
Mobile connections can also be used via 3G modems (USB stick or card) connected to the desktop, but it is expected to be used marginally; if used, option d) should be applied.

Module B: Internet use

Reporting unit: Individuals

This module refers to the individual use of the Internet in any location (home, work or other places), via any device. Examples are desktop, laptop, notebook or tablet computers, as well as smartphones, game consoles and e-book readers, smart TV, smart watch.

B1: When did you last use the internet?

Scope: individuals

Type of answer: Tick only one; filter question

This question covers any use of the internet – whether at home, at work or anywhere else and whether for private or professional purposes, via a computer, laptop, mobile phone, smart watch, etc.

The time breakdowns are: *Within the last 3 months*; *Between 3 months and a year ago*; *More that one year ago; Never used it.*

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

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: One single answer needed

Respondents should be presented with all answer options and should select which one best describes their behaviour.

(a) Several times during the day

(b) Every day or almost every day

It refers to more than 4 days in a week. Persons who use the internet daily on working days, and do not use it at home during the weekends, should tick this option.

(c) At least once a week (but not every day)

It refers to 1-4 days in a week.

(d) Less than once a week.

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

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: Multiple answers allowed

The question refers to the use of devices to access the internet. It distinguishes between different types of computers (personal computer, laptop and tablet) and other equipment with built-in computing capabilities (mobile phones, smartphones, other mobile devices, other devices such as smart TV, etc.).
A computer should be defined as a multipurpose machine, a personal computer, which is run by one of the main operating systems, i.e. Macintosh (Apple), Linux or Microsoft (Windows 10/11).
a) Personal computer
Self-explanatory
b) Laptop
Self-explanatory.
c) Tablet
A tablet is a mobile computer with a touch screen, an electric circuit and a battery in a single shell.
d) Mobile phone or smartphone
A smartphone is a mobile device that offers more advanced computing capabilities and connectivity than the modern "basic features phone".
e) Other devices (e.g. smart TV, smart soundspeakers, game console, e-book reader, smart watch)
This item refers to all other devices that enable the internet (both stationary and mobile). E-book reader is an electronic, mobile device which can download and show the text, such as digital books or newspaper.

B4: For which of the following activities have you used the internet (including apps) in the past 3 months for private purpose?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: Multiple answers allowed

This question refers to personal or private use of the Internet, not for business purposes, but access to the Internet can be from anywhere, including work or educational institutions, through any device, including apps.

For 2025, the following indicators were selected for question B3:

Communication

a) **Sending/receiving e-mails**

This item includes the use of e-mail for sending messages or for receiving information on goods or services.

b) Making calls over the internet (including video calls), for example via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat

This item refers to all the activities that include the use of software to make live calls over the internet (e.g. Skype). It also includes the cases when the audio call is combined with live video streaming, when two people talking can see each other (e.g. Facetime), i.e. video call. Web cameras are mostly used for this purpose.

The use of landline phone that works over the internet is not covered by this question.

Video calls via WhatsApp, Messenger, Viber, Houseparty and similar apps are covered. The use of apps such as Webex or Zoom should also be taken into account, if used for private purposes.

c) Participating in social media (creating a user profile, posting messages or other contributions to Facebook, X (formerly Twitter), Instagram, Snapchat, etc.)

Social media are digital technologies that facilitate the creation and sharing of content (such as text, photos, or videos) and communication between users. Social networks are built by creating personal profiles and connecting with other users. This may take place anonymously or with real personal data.

Social media sites usually include tools for posting personal data into a profile, uploading user-created content, 'following' information and content posted by selected other accounts, allowing personalised interaction and communication with others by sending messages and defining social relationships (by determining who has access to data, who can communicate with whom and how).

Many different social media platforms exist that cater to different needs. Examples are:

- **Generalist social networks:**

    Facebook, MySpace, Skyrock, one.lt

- **Content-based platforms**, primarily focused on visual content:
- Instagram, TikTok, Snapchat, YouTube, Dailymotion, Flickr
- **Micro-blogging networks,** primarily focused on text:

    X (formerly Twitter), Threads, Bluesky, Tumblr, Mastodon

- **Virtual environments:**

    Second Life, Habbo.

d) Sending instant messages, via Skype, Messenger, WhatsApp, Viber, Snapchat

This item refers to writing messages via internet-based apps such as Skype, Messenger, WhatsApp, Viber, or Snapchat. Communicating via SMS is *not* included in the scope of this reply option.

Other instant messaging services which fall under the scope of this question include Discord, eBuddy XMS, iMessage, Kik Messenger, Line, Telegram, WeChat.

Dictating instant messages via voice recognition is also in scope for this reply option.

Access to information

e) Reading online newspapers or magazines

This should include reading news content on all types of online news sites, newspapers, and news magazines, whether free of charge or paid content. Reading a certain topicality of the content (e.g. articles in an online encyclopaedia) are not included in the scope of this reply option.

f) Seeking health-related information (e.g. injuries, disease symptoms, nutrition, improving health)

This item refers to internet use for health-related activities – including both physical and mental health. The scope is limited to private purposes. Professional use is not to be considered. 'Private' should however not be limited to own personal use but can also include internet use for health-related activities on behalf of other family members or friends. Seeking health-related information for pets should also be included.

The item includes general searches via search engines, but also more specific searches on specialised websites such as the ministry of health, non-governmental bodies, hospitals or interest groups.

In 2025, additional examples were added for those who replied "Yes" on B4f:

> **f1) Seeking health-related information** (e.g. flu symptoms, high blood pressure, painkillers, surgeries and other medical procedures, nutrition, improving health;
>
> **f2) Seeking mental health information** (depression, stress, anxiety, eating disorders, psychotherapy, medications for mental disorders, relaxation exercises, etc.).

Some examples cover both physical and mental health (e.g. impact of chronic diseases on mental health, exercises to fight anxiety) and in such cases it is necessary to tick both items.

g) Finding information about goods or services

Using the internet to seek information about any household goods (e.g. books, clothes, video games, electronic equipment, softwares) and services (banking, financial or health services). This item should not include transactions, e.g. purchases of any goods or services.

In 2025, additional examples were added for those who replied "Yes" on B4g:

g1) Finding information about product safety (potential health risks, product composition, safety instructions, contact information for reporting issues related to product safety).

Civic and political participation

h) Expressing opinions on civic or political issues on websites or on social media (e.g. Facebook, Twitter, Instagram, YouTube)

Writing comments on discussion forums or in response to articles on news sites is included in the scope of this reply option.

i) Taking part in online consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)

This item refers to active participation in defining civic or political issues. It refers to formal procedures to reach a consensus; potentially leading to formal decisions being taken.

Employment

j) Searching for a job or submitting job applications

This item refers to searches on the specific job searching websites or submitting job applications (online only). It also includes searching jobs on the employment and career focused platforms (LinkedIn, Xing). Job applications via email are not included in the scope of this reply option.

Other on-line services

k) Selling of goods or services via a website or app (e.g. OLX.ba, eBay, Facebook Marketplace)

Selling goods or services online via a platform or app does not require an *electronic* payment transaction, i.e. the transaction or 'deal' is done online but the payment and/or delivery can take place offline.

Regarding the selling of services, it can include babysitting, household works, gardening, beauty services, etc.

l) Internet banking (including mobile banking)

The item refers to the usage of internet banking services including electronic transactions with a bank for payment, transfers, etc. or for looking up account information.

Using electronic wallets should be included.

Artificial intelligence

Items B5-B7 refer to the use of artificial intelligence tools.

Artificial intelligence tools can create new contents, such as text, pictures, programming codes, videos, etc. In order to generate such contents it is necessary that the user enters the inputs and instructions.

B5: Have you used artificial intelligence tools (e.g. ChatGPT, Copilot, Gemini, LLaMA, M DALL-E) to create content such as text, images, programming codes, or videos in the last

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: One single answer needed

The purpose of this question is to monitor the conscious and deliberate use of artificial intelligence tools. Examples of content, which can be supplemented, are given.

B6: For what purposes have you used artificial intelligence tools?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: Multiple answers allowed

This question seeks to find the purpose of using artificial intelligence tools?

a) For private purpose

Using artificial intelligence tools to create non-business content.

b) For professional/work-related purposes

Using artificial intelligence tools to create business content.

c) For formal education (school or university)

Using artificial intelligence tools to create content related to formal education in schools or universities with the purpose of graduating.

B7: What was the main reason you didn't use artificial intelligence tools in the last 3 months?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: One single answer needed

This question seeks reasons for not using artificial intelligence tools in the last 3 months. The respondent should indicate the main reason for not using artificial intelligence tools.

a) I had no need to use those tools

The respondent was aware of the existence of the tools, but there was no need to use them.

b) I did not know they existed

The respondent did not know that artificial intelligence tools existed.

c) I did not know how they are used

The respondent did not have knowledge or skills to use artificial intelligence tools.

d) Concerns about privacy and safety

The respondent was concerned about the safety of using the artificial intelligence tools.

e) Other

Other reasons not mentioned above.

E-learning

B8: What learning activities have you conducted online for educational, private or professional purposes (in the last 3 months)?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: One single answer needed

The purpose of the question is to obtain information about the use of the internet in the context of education or work, but also for private needs.

a) Completing online courses

A course in this context should be understood as a planned series of learning activities in a particular subject or topic, which usually results in obtaining a certificate. The course can be offered by an education institution, a non-formal education and training institution, employer, library, etc.

Online courses are part of remote education, meaning that they are offered at a distance from the location of the education and training organisations.

The interaction with teachers and trainers, and the provision of learning materials is conducted over the internet. Online courses normally require registration.

Distance learning should be classified under this reply option if it takes the form of a structured online course and is performed partly or entirely over the internet.

b) Seeking information and online materials for learning purposes (audio-visual materials, online learning software, electronic textbooks, learning apps, video tutorials)

This item refers to the use of educational material on any subject that is made available over the internet or in a digital format (DuoLingo, Coursera, YouTube, webinari, etc.), either free of charge or as a paid service.

Artificial intelligence tools are within this scope only if used for learning purposes.

c) Communicating with educators or learners using online audio or video tools (e.g. Zoom, MS Teams, Google Classroom, etc.)

Any communication with teachers or educators via dedicated educational websites or portals is within this scope.

Problems when using the internet

B9: If you have encountered problems or difficulties when using the internet in the last 3 months, how did you try to solve them (e.g. connection problems, computer viruses)

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: Multiple answers allowed

The purpose of this question is to measure the way the respondents dealt with issues encountered when using the internet in the last 3 months (e.g. they did not know in which way to access the services needed, connection issues or interruptions in using the internet, computer viruses, bugs or similar.

a) I have not encountered any problem

This reply option should be ticked if the respondent has not experienced any problems when using the internet.

b) I asked for help
This reply option refers to respondents who asked for help other people (friends, family, colleagues or technical support).

c) I solved/tried to solve the problem myself

This reply option refers to respondents who solved their problem by themselves.

d) I did not try to solve the problem

This reply option refers to respondents who have not undertaken any action in order to resolve the problem.

e) Other

This reply option refers to all the other approaches or solutions not mentioned in previous reply options.

B10: For which reasons you did not use the internet in the last 3 months?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: Multiple answers allowed

This question refers to people who have not used the internet in the last 3 months.

a) I had no need

This reply option refers to respondents who reported they did not have need to use the internet, since they prefer traditional ways of communication or collecting the information, and face-to-face interaction.

b) Internet use is too difficult

The respondents have lack of knowledge or skills and they consider internet use too difficult.

c) Physical or mental difficulties (disability, vision problems, dementia, special needs or other limitations).

This item refers to internet access barriers, which disable the user in using the internet.

Persons with difficulties, as well as persons with temporary difficulties are in the scope of this question. All types of difficulties, including physical, mental, intellectual or sensory difficulties are included.

d) Safety and privacy concerns, fear of virtual abuse or fraud
This item refers to concerns about online privacy and safety, as well as about the fear of virtual fraud or abuse.

e) Internet access and equipment costs are too high

This item refers to financial difficulties due to which the respondent cannot afford internet services or equipment.

f) I am generally against the internet; I don't trust the information I can obtain online.

This item refers to respondents who are generally sceptical about the internet use and about the information obtained online.

g) Other

This item refers to all the other reasons not mentioned above, e.g. lack of appropriate infrastructure.

Module C: Public administration use

Reporting unit: individuals

This module asks about contacts with public authorities or public services over the internet (e.g. web locations or apps). Contacts through manually typed e-mails should be excluded.

Contact and interaction with public authorities or public services include usage of websites or apps concerning citizen rights or obligations in the following matters:

- Fiscal matters;
- Notifying about a change of residence;
- Pensions, social benefits (e.g. child allowance, unemployment benefit);
- Official documents, ID cards or certificates (e.g. ID card, passport, birth certificate);
- Public educational services (public libraries, information on the enrolment in day centres, kindergartens, schools or universities);
- Public health services (e.g. services provided by public hospitals or interactions with private or semi-private institutions that offer health services in cases where such services are contracted by the state);
- E-post services (e.g. delivery of official communication/documents over the internet.

Contact and interaction with public authorities or public services over the internet usually happens via websites or apps provided by these bodies.

The service providers can have either national or regional coverage, as well as city-level or municipal coverage. They can also be semi-governmental or private bodies, as long as the service offered was contracted by the state.

Contact should be direct. Contacts through manually typed e-mails should be excluded.

C1: In the last 12 months, have you used the services of public authorities or public services through a website or app, for private purposes, for the following activities?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: multiple answers allowed

a) Accessed your own personal information stored by public authorities (information about vaccination, green certificate, pension status, etc.)?

This item refers to usage of publicly accessible repositories or databases by the respondents.

The action of accessing and retrieving personal records online can be done by respondents for various reasons. Examples of services of this type are: checking the health insurance status, checking personal car history, looking for information about

one's property in the property register, checking of the pension or employment status, checking for outstanding fines, checking your library account (e.g. to know when to return borrowed books).

    b) Accessed information from public databases or registers (e.g. information about availability of books in public libraries, cadastral registers, enterprise registers)

This item concerns access to publicly available information in electronic databases and registers maintained by public administrations ('base registers'). These include information of insolvency, companies, land (soil pollution), cadastral registers; registers of certified individuals (translators, mediators, experts, authorised operators, etc.) registers of dangerous goods, etc.

c) Obtained information (e.g. about services, benefits, entitlements, laws, opening hours)

This reply option includes activities to obtain any type of information from public authorities or public services through websites or apps. Examples of informationthat the respondents might look for are information about services offered, benefits that might be obtained, entitlements, laws, opening hours, contacts, etc.

d) Have not performed any of the mentioned activities

This reply option should be chosen if the respondent has not performed any of the activities mentioned previously in question C1.

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?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: one single answer needed

The item includes downloading and/or printing official forms from public authorities' and services' websites for any purpose (e.g. for information or to request a service). The downloaded files could be in formats such as PDF or Microsoft Word.

This item also includes the downloading of health certificates – for example, test results.

C3: Have you made any appointment or reservation via a website or app with public authorities or public services (e.g. reservation of a book in a public library, appointment with a government servant or a state healthcare provider) for private purpose in the last 12 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: one single answer needed

This reply option should be ticked if the respondent has made any appointment or reservation via a website or app of public authorities or public services for private purposes in the 12 months before the survey. Examples of such appointments could be reserving a book in a public library, an appointment with a government official or a doctor, a vaccination appointment, etc.

C5: Have you completed, edited, reviewed or approved your tax declaration via a website or app for private purpose in the last 12 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: one single answer needed, i.e. Tick only one (Yes/No)

This question aims to know whether a respondent submitted their tax declaration for private purposes online.

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?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: multiple answers allowed

This question aims to derive a set of additional indicators to monitor the level of maturity of e-government services in a member country. The examples in each reply option have been chosen in a way to mirror the most frequently used procedures, which should be feasible online.

The reply options are as follows:

a) Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police, or criminal records)

b) Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities)

c) 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.)

C7: 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?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: multiple answers allowed

The reply options are as follows:

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 website/app or it was too complicated to use)

This category applies if the user did not know how to use the service, or tried but was not able to perform the activity. The potential results could reveal the need to improve the digital skills of the population.

c) Concerns about the security of personal data or unwillingness to pay online (credit card fraud)

This refers to e.g. worries about giving personal details over the internet, e.g. name, address, but also private financial information.

e) Another person did it on my behalf (e.g. consultant, adviser, relative)

The reason for not requesting any documents or making any claims could be that other people did this on behalf of the respondent. It should also be considered that, for example, a parent may be required to enrol a child younger than 18 years in a higher level of education or relatives may submit social benefit claims on behalf of a disabled parent.

f) Other reasons

Module D: Use of electronic identification (eID)

 Reporting unit: individuals

Electronic identification (eID) is one of the tools for insuring secure access to online services and more secure conduction of electronic transactions.

Electronic identification can undoubtedly identify a person and ensure that the service is delivered exclusively to the person who is entitled to it.

More advanced eIDs are defined as eIDs that provide the level of security which is substantial and high according to the Regulation on eIDAS, i.e. they use at least two-factor authentication. In practice, this means that the respondent should go through the two-factor authentication in order to access online services.

The forms of two-factor authentication design depends largely on the country and the type of eID, but some of them are:

• User ID and password combined with the security code (e.g. SMS code);
• User ID and password combined with the use of single use PIN code ("OTP code", single use password code – e.g. obtained from token);
• Single use list of PIN codes combined with an SMS;
• eID certificate or card used with a card reader or an app;
• eID passport function, used with a card reader or an app, or eID wallet, based on a means of identification that provides 'substantial' or 'high' security.

D1: Have you used your electronic identification (eID) to access electronic (online) services for private purpose in the last 12 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st option in B1a or B1b

Type of answer: One single answer needed (Yes/No); Filter question

Unlike the private purpose, the professional use of more advanced eIDs is not within the scope of this item.
Mentioned eIDs are eIDs based on the country of residence of the respondents.
EID schemes that offer only the low level of security (which usually contains only a simple username and password) are not within the scope of this item.

The item in this question measures the usage of personal eIDs of the respondents. The cases where the respondent used eID of another person (e.g. helped a family member to use their own eID) or when the family member helped the respondent in using their eID are not within the scope.
Usage of websites and apps that the respondent downloaded by using their eID and that need to be entered by fingerprint or face recognition is within the scope.

D2: Za koje od slijedećih usluga ste koristili eID u posljednjih 12 mjeseci?

Scope: individuals who used their eID in the last 12 months (i.e. option "Yes" in D1)

Type of answer: multiple answers allowed

a) EID services provided by public authorities or public services of your residence country (e.g. fulfilling tax declarations, submitting requests for social benefits, requesting certificates, browsing health-related documents, etc.)

This reply option should be ticked if the respondent used their eID for identification of services provided by public authorities or public services in their residence country. Only the services that need to be accessed or reserved via websites or apps (online) are within the scope of this item.

List of available services can differ from one country to another, but most common examples include submitting tax declarations, submitting requests for personal documents (e.g. new ID card, driver's licence extension), requesting certificates (e.g. birth or marriage certificate, residence certificate), submitting requests for social benefits (e.g. child allowance, pensions, etc.), review of personal data (e.g. driving penalties), registration in the electoral lists, accessing personal health records, etc.

b) EID services provided by public authorities or public services of other EU countries (submitting tax declaration, requesting official certificates or documents)

This reply option applies in the countries where one or more eIDs of advanced security level is applied according to the Regulation on eIDAS. In such cases, electronic ID cards issued in one country can be used for online public services in other countries.

Examples of such services include payment of taxes or submitting requests for documents or certificates (e.g. birth certificate, driver's license).

c) Services provided by corporate entities (banking services access, applying to transportation services, etc.)

This reply option applies in countries where eID schemes of substantial security level enable the respondents to use certain services offered by the private sector. For example, eID can be used to access their online banking account, apply for their account via website of the housing association or transportation services or for account confirmation (e.g. on the digital market, postal services, etc.).

D3: What are the reasons for not using the mentioned eID in the last 12 months?

Scope: individuals who used their eID in the last 12 months (i.e. option "Yes" in D1)

Type of answer: multiple answers allowed

a) I did not know electronic identification (eID) existed

Self-explanatory.

b) I don't have electronic identification (eID)

The respondent was familiarized with the existence of eID, and they knew they did not have it.

c) I have electronic identification (eID), but I did not have the need to access any of the online services requesting eID.

Self-explanatory.

d) I have electronic identification (eID), but I do not feel safe using it (concernes about ICT security, personal data protection)

Self-explanatory.

e) I could not use my electronic identification (eID) due to technical issues (e.g. too difficult or not adjusted to the user, lack of compatible card reader, incompatibility of the software, it was not accepted for services I needed)

Self-explanatory.

f) I could not use my electronic identification (eID) to access the service over the smartphone or tablet.

This item aims to investigate whether the lack of mobile state solutions is the obstacle to using advanced eIDs, i.e. is the service of e-government available or only partially available on smartphones and tablets. This may be because the service was not available or did not work on a mobile device, because the service did not work as expected, it was difficult to access it on a mobile device or was only partially available (only basic instead of full functionality).

g) I have electronic identification (eID), but I don't use it for other reasons.

This reply option should be ticked if there are other reasons for which the respondent did not use eID of at least substantial security level in the last 12 months.
If the respondent who is the resident of country A did not use eIDs of that country in the last 12 months before the survey because it was enough for them to use eIDs of other (EU) country for private purposes, it should also be included in this reply option.
The situations where the respondent could not use their own eIDs due to expiration should also be included. This reply option should also be included if the respondent did not use eID in the last 12 months due to the lack of skills or because they prefer to resolve official matters in person.

Module E: Use of e-commerce

Reporting unit: individuals

The following questions concern the purchase of goods or services over the internet (e-commerce, e-shopping) for private use via any device (desktop, laptop, tablet computer, mobile phone). 'Purchases' refer to ordering goods or services for which payment is required, but the payment does not have to be made online.

Orders made via manually typed e-mails, SMS or MMS should be excluded. Orders made via websites or apps should be considered.

<u>An online market</u> is an internet platform where individuals sell, borrow, swap, or give goods, services or other resources.

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

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1

Type of answer: one single answer needed; filter question

This question refers to the last time the respondent bought any good or services online using website or app.

Purchases must have been made on a website or with an app that has at least some characteristics and functionalities of an 'online shop' (web shop). The products and services should be displayed on the website/app and the customers should be able to select there.

Purchases made via SMS or MMS should be excluded since they do not make use of the internet via web browsers or web apps but rather via mobile phone networks. While e-mail is internet-related, it should be excluded, as it has no characteristics of an online shop. As for all internet-related questions, internet activities including e-commerce may be performed on any device enabled for this (desktop computer, mobile phone, laptop, etc.).

This question also applies to purchases made via internet auctions, such as 'eBay'. Buying has to be binding, payment is required, and buying is done with a service on the web or with an app for e.g. an online auction service or platform (e.g. Airbnb).

As for all internet-related questions, internet activities including e-commerce may be performed on any device enabled for this: desktop computer, laptop or tablet computer, mobile phone, and other devices such as smart TV, smart loudspeakers, game console, book reader or smart watch.

Mere payment activities (e.g. for travel tickets) for which no ordering process via an online shop is involved should not be included (for example payment via internet banking for a service ordered offline, payment with mobile payment apps, digital wallets, etc.).

Purchases of financial products and services, such as insurance or investment products (e.g. shares), should be included in this question.

E-commerce transactions include confirmed reservations for accommodation and other services.

Participation in online lotteries and in betting is included.

This question also applies to purchases made via internet auctions, such as 'eBay'.

Buying used or new goods as well as services from private individuals is included if it meets the definition of 'buying over the internet' given in this manual. This means that buying must be binding, payment is required, and buying is done with a service on the web or with an app for e.g. an online auction service or collaborative economy platform (e.g. Airbnb).

Only individuals who actually placed the order via the internet should answer this question, even if the order was made on somebody else's behalf. Therefore, individuals who had other people ordering for them should not be included. For the time of the transaction, the date when the goods or services were ordered is relevant, not the date of delivery or payment.

Goods and services that were obtained via the internet for free should be excluded. Such goods are e.g. free software ('freeware') and free apps, reservations in restaurants or any kind of information obtained via the internet for free (such as downloaded pdf files). Software that can be downloaded from the internet and used for free for a certain period, but which then loses functionality after this time should only be counted as a purchase when the product is finally paid for. Also excluded are free versions of online streaming and on-demand services of music, video, film, games, and other content. Only paid versions of these services should be included.

Orders that are placed as part of work should be excluded. Purchases related to a profession but not made as part of work are included, e.g. subscriptions to books and magazines related to a person's profession.

E2: Did you buy any of the following goods (e.g. clothing, footwear, jewelry, bags, sports equipment, books, cosmetics, toys, medicines, furniture, electronics and home appliances, computers, tablets, mobile phones, personal hygiene, restaurant delivery) in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: one single answer needed, i.e. Tick only one (Yes/No)

In this context, 'buying goods' refers to buying physical goods – in other words everything except services or digital products delivered or used via the internet, whether from companies or private individuals. Used goods are within this scope.

The following physical goods are listed as answer options in the extended version of the question and can serve as an example:

- Clothes, footwear or accessories (e.g. bags, jewellery)
- Sport goods
- Children toys or childcare items (e.g. nappies, bottles, strollers)
- Furniture, home accessories, (e.g. carpets, curtains) or gardening products
- Music as Cds, vinyls, etc.
- Films or series as DVD, Blu-ray, etc.
- Printed books, magazines, newspapers (in a physical form only, printed on paper)
- Computers, tablets, mobile phones or accessories
- Consumer electronics (e.g. TV sets, stereos, cameras, sound bars, smart speakers, virtual assistants) or household appliances (e.g. washing machines)
- Medicine or dietary supplements such as vitamins
- Deliveries from restaurants, fast-food chains, catering services
- Food or beverages from stores or from meal-kits providers
- Cosmetics or wellness products
- Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)
- Bicycles, mopeds, cars, or other vehicles or their spare parts
- Tobacco products, e-cigarettes
- Amazon vouchers
- Other physical goods

E3: Did you buy any of the following services via a website or app for private purpose in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed

a) Subscriptions to the internet or mobile phone connections

This item refers to subscriptions/contracts for getting internet coverage or mobile phone connections, which are concluded via the internet (rather than by going in a shop).

b) Subscriptions to electricity, water or heating supply, waste disposal or similar services

This item refers to subscriptions/contracts for electricity, water or heating supply, waste disposal or similar services, which are concluded via the internet (rather than by going in a shop).

E4: Did you buy any of the following via a website or app for private use in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed.

This question aims to provide information about the type of online services or content purchased online.

Digitally delivered content includes those products which can be stored on physical media or printed but which are actually delivered over the internet in digitised form as a file (and thus independently of such physical media). Such content can be screened or downloaded and stored on own devices. Depending on sales conditions, they may or may not be sharable with others.

a) Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. UBER)

This reply option covers all types of transport services bought online from public or private service providers: tickets for local or long-distance transports by any transport mean (bus, train, ferry, airplane, taxi etc.).

National examples of relevant transport services can be added to the questionnaire in order to facilitate the respondent's understanding of the reply option.

The example of UBER can be added in those countries in which UBER works in similar way as the taxi service, i.e. where the regime for UBER foresees that drivers working for the platform need to have their activity registered and pay VAT (that means UBER cannot be classified as a case of collaborative economy transaction).

Short-term rentals of vehicles or bikes are also in scope if the service provider is a corporate entity. Transport tickets bought from tour operators together with a holiday package are included.

b) Accommodation from businesses e.g. hotels or travel agencies

The scope of this reply option is to cover accommodation rentals for private purposes from enterprises. That includes not only hotels and travel agencies but also holiday accommodation bought from tour operators. All short-term accommodation rented online for private purposes is in scope (holidays, visiting friends/family, temporary relocation, medical purposes, etc.)

c) Tickets to events (concerts, cinema, sports events, fairs, etc.)

This item includes the purchase of tickets to all kinds of events. The online purchases of tickets to museums should also be included here.

Until 2024, the questionnaire distinguished between tickets to sports and cultural events.

d) E-books or audio books as downloads (including updates)

This option includes the delivery of publication made in digital form as files that are readable via dedicated electronic devices (e-reader), desktop computers, laptops, tablets, or smartphones. Audio books are also included.

One-time purchases of online versions of magazines or newspapers (i.e. not a subscription) are also included here.

e) Software as downloads (including upgrades)

This item covers downloads of all kinds of computer software (except games which are included in item (f) below). It also covers computer software or upgrades for smartphones, tablets or other electronic equipment which can be downloaded from the browser (e.g. upgrades for the operating system or software to connect a device to the computer).
Mobile apps bought in an app store are not in scope here.

f) Games as downloads (including upgrades) or virtual in-game items

This item covers the purchase of games in the form of downloads. Games in the form of streaming/online playing (requiring a subscription) are included under E5d). Games for all sorts of supporting hardware (smartphones, tablets, computers, consoles, etc.) are included here.
The purchase of virtual in-game items (e.g. avatar customisations, equipment for in-game characters) is also included here.

E5: Did you buy or subscribe via a website or app for private purpose in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed.

All paid-for subscriptions that were active during any point in the reference period (the last 3 months) are within the scope of this question. Therefore, the scope includes new subscriptions bought during the reference period as well as active/ongoing subscriptions that were already active. Subscriptions that were cancelled but partly active during the reference period are within the scope of this question.
Only subscriptions paid for by the respondent are included in the scope. However, the payment does not have to have occurred within the reference period, as some providers offer the choice between monthly, quarterly, or yearly payments.

a) Music streaming or downloading services

This item covers paid-for subscriptions to music streaming services, with specific reference to subscriptions running during any point in the reference period (the last three months). Examples of such services are Spotify, Apple Music, YouTube Music, Amazon Music Unlimited, Google Play Music, Soundcloud, and Tidal. Other examples of services might be relevant at national level.
Some of these online music providers can offer both free and paid services („Freemium model"). In these cases, subscription is within the scope of this reply option as long as the service is obtained with payment during the reference period of the survey.

b) Films, series, or sports streaming service (e.g. Netflix, HBO Max, Amazon Prime, Disney+, Maxdome, Apple TV, Sky, Showtime, etc.)

This item covers paid-for subscriptions to services offering the streaming of films, series, or sports events, with specific reference to subscriptions running during any point in the reference period (the last three months). Examples of services within the scope of this reply option are Netflix, HBO Max, Amazon Prime, Disney+, Maxdome, Apple TV, Sky, Showtime, etc.

Some of the network providers can offer both free and paid services (e.g. first month of service free of charge). In these cases, subscription is within the scope of this reply option as long as the continuation of the service is secured with payment during the reference period of the survey.

c) Online news sites, online newspapers (e-papers) or online magazines

This item refers to subscriptions to online news sites, online newspapers, or online magazines. Some online publishers publish in multiple digital formats, which may include both HTML versions that look like traditional web pages and e-paper versions that appear more like traditional magazines with the digital flipping of pages. The scope of this item includes online magazines (online journals) dealing with matters of interest to specialists or societies for academic subjects, science, trade, or industry.

Subscriptions which include both a paper copy and an online version of, for example, a newspaper should be classified both under item E2) and E5c).

It also includes internet magazines that are published on websites (online versions, either as an independent publication or as an online version of printed edition). Some online publishers publish more than one digital format, which can also contain HTML version that looks like traditional website and Flash version that looks like a traditional magazine with digital page turning.

Online magazines (online newspapers) that represent matters od social interest, academic subjects, science, trade or industry are within this scope. Only subscription magazines and newspapers are within this scope.

Subscriptions that include both printed and online version, for example newspapers, should be classified under D2 g) and D5 c).

d) Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now).

This item covers subscriptions to services offering the streaming/online playing of games. Games for all sorts of supporting hardware (smartphones, tablets, computers, consoles, etc.) are included.

The purchase of games in the form of downloads is not included here, but rather under E4 f).

e) Apps related to health or fitness

This item covers paid-for subscriptions to apps related to health or fitness. Free apps are excluded. In-app purchases or upgrades are also included here.

f) Other apps (e.g. related to learning languages, travelling, weather)

This item covers paid-for subscriptions to all other apps bought over the internet. Free apps are excluded. In-app purchases or upgrades are also included here.

Purchases within the apps or app upgrades should also be within this scope.

g) Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps)

This item covers all other apps bought over the internet. Purchases within the apps or app upgrades should also be within this scope.

E6: Did you buy any of the following from individuals via a website or app for private use in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed

a) Physical goods (npr. na eBayu, Facebook Marketplace-u, itd.)

This item aims to answer whether the respondents bought any physical goods encompassed in E2 from private persons. The scope of the item includes websites for online auctions (e.g. eBay), and other social media markets (e.g. Facebook Marketplace), as well as dedicated used-goods websites such as Vinted or Depop. NSI are invited to add other examples of internet markets relevant to their country.

b) Transportation services (e.g. rented van transportation)

The scope of this reply option is to cover transportation services within the so-called collaborative economy. It only encompasses those services that are carried out with payment made by one private person to another. This encompasses transactions of inviting to and sharing the drive.
Such services are mostly possible over digital platforms or apps created for that particular purpose, in order to enable private persons to share access to transportation services. These platforms work as mediators, by gathering individuals who use the goods and services insufficiently with those who would like to rent these goods or services.

c) Accommodation (e.g. Airbnb)

The scope of this reply option is to cover accommodation rental within the so-called collaborative economy. It only encompasses those services that are carried out with payment made by one private person to another.
In most cases, such services are enabled over digital platforms or designated apps in order to enable private persons to share access to accommodation rental. These platforms work as mediators, by gathering individuals who use the goods and services insufficiently with those who would like to rent these goods or services.

d) Household services such as cleaning, babysitting, handymen services, gardening, etc.

This reply option aims to identify whether the respondent bought any household service from private persons who offer their services online (e.g. Facebook Marketplace).

E8: Did you buy any transportation services via a website or app for private use in the last 3 months from:

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed

The respondent should provide an assessment of the number of online purchases. If not feasible, they can assign themselves to the corresponding category:
(i) 1-2 times
(ii) 3-5 times
(iii) 6-10 times
(iv) >10 times

E9: Have you encountered any problems when buying/ordering goods or services online for private purpose in the last 3 months?

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: multiple answers allowed

a) Website was difficult to use or it performed unsatisfactorily (too complicated, confusing, technical issues, etc.)

Websites might be of bad technical standard. If the buyers have issues with entering information about the order or with payment on the website, it will affect their perception of safety of the site and shake their confidence. It might also decrease the possibility of future ordering from that site. Examples of issues include an order not going through, payments being confirmed but not happening, or being charged twice.

b) Difficulties in seeking information on warranty and other legal rights

This problem occurs when the potential buyer cannot reach information on warranty on the seller website. It can especially affect ordering from abroad since the users are unsure of their legal rights in other countries. Besides the warranty of delivery and quality of the products, other rights include the right to withdraw within the certain time or data protection rights, etc.

c) Time of delivery was longer that stated

Self-explanatory.

d) Final costs were higher than stated (e.g. unexpected transaction fees or unjustified warranty fees)

For example, delivery fees that occurred were not stated on the website of the seller or were not mentioned when the credit card payment was made.

e) Wrong or damaged goods/services were delivered

Self-explanatory.

f) Fraud problems (e.g. no goods/services were received, misuse of credit card details, etc.)

It includes fraud problems such as non-delivery by the seller or financial loss due to misuse of payment card information (credit or debit).

g) Claims and complaints are hard to process

This problem appears when the buyer cannot find enough information on the website about the option to contact the seller. It also appears when the respondent cannot find the person responsible for sale in the mentioned company that will process the complaint (or they can find the person, but it is very difficult).

h) Foreign seller does not have offers for our country

This includes the seller rejecting orders or payment cards from foreign countries.

i) Other

These problems may include a general lack of information on the product or producer (no link to producer website, no information on the country in which the product is sold) or different prices in different countries for the same product.

j) I have not encountered any issues

Self-explanatory.

E10: Have you had any safety or health issues caused by products you bought online for private use (injuries, skin irritations, device overheating, etc.)

Scope: individuals who used the internet in the last 12 months, i.e. 1st or 2nd option in B1, and shopped online in the last 3 months, i.e. 1st option in E1

Type of answer: Tick only one "Yes/No"

This question concerns safety and health issues caused by the products bought online. Use of the term "products" instead of "goods" is intentional, also referring to the related General Product Safety Regulation and allowing for the inclusion of (digital) products provided through services, which may also cause safety or health concerns.

Three months reference period refers to the period in which the product problem occurred, regardless of when the product was bought online.

Anything wrong with the product that is the manufacturer's fault (assembly, construction, workmanship, composition, design, material, software, software updates, etc.) is in scope. Examples of such problems include:

- the product stops functioning during the use due to faulty construction or design
- the product causes skin irritation due to wrongly used materials
- overheating of the device due to software problems
- software in electric bikes or scooters that causes sudden acceleration or brake failure
- poorly optimized gaming software for consoles and virtual reality systems that leads to motion sickness

Accordingly, safety or health issues due to risky user behavior are excluded, as are cases where the product was not used as intended (e.g. using a kitchen knife as a screwdriver or using an electronic device near water when it is not waterproof).

Safety and health issues that occur outside the warranty period of the product are not included.

It is advisable to include a note that provides examples of both included and excluded cases, as shown above.

E11: Have you done any of the following activities via a website or app for private purpose in the last 3 months?

Scope: individuals who used the internet in the last 3 months, i.e. 1st option in B1

Type of answer: multiple answers allowed

This question carrying out financial activities online, meaning the initial action has to have been performed online. In some cases, when an individual initiates the purchase/order/renewal etc. of any financial services and goes through the whole procedure online, there may be situations when in the end they will receive the insurance policy or credit contract and are required to sign the document and send it back (by post or e-mail). Such cases should be included in the scope of this question, as long as the whole procedure started online.

a) Buy insurance policies, including travel insurance, also as a package together with e.g. a plane ticket

This category includes either the purchasing or renewing of existing insurance policies over the internet, directly from insurers or via other financial services providers (for example insurance intermediaries). These include both life and non-life insurance cover (e.g. vehicle liability, other vehicle insurance, medical expenses insurance, fire and other damage to property insurance, general liability insurance, breakdown assistance, etc.)

Insurance offered via another provider (e.g. bank, travel agency, airline, other store) as an add-on to a main service/good purchased are included in the scope of this question. Examples include insurance for a bag offered with a plane ticket, travel insurance offered together with a plane ticket, insurance on a means of payment, and insurance for purchased household equipment.

The reply option includes not only situations where the respondent is the policyholder but also schemes where the respondent is merely subscribed to a group insurance contract online. Subscribing to contracts that combine characteristics of an insurance and an investment, such as unit-linked insurance plans or index-linked insurance should not be included under this reply option, but rather under reply option (c), as an investment activity.

The reply option covers only purchases made for private use.

b) Take a loan, mortgage, or arrange credit from banks or other financial providers

This includes taking a loan, mortgage, or credit line via the internet, either through standard banking channels or outside of them. A consumer can take a credit line for a number of purposes, such as buying a car, home furniture, a smartphone or paying utility bills or student fees. Deferred payments during a simple purchase of a good or a (non-financial) service (e.g. on Amazon or other web shops) are not in scope, this question targets products from banks or other financial providers.

Loans from private individuals are excluded from the scope of this option, as the question refers to banks and financial service providers. Platforms which act as intermediaries for borrowing and lending money among private individuals should be excluded. However, these should be distinguished from websites of financial intermediaries or banks, which are included in the scope of this question (for example websites of bodies such as Cofidis, Cetelem, Cofinoga, etc.).

c) Buying or selling shares, bonds, funds, or other financial assets

This category includes either the purchasing over the internet of investment products from personal financial services providers (ones with whom the respondent already has existing relations), or from other financial services suppliers.

'Funds' in this context means investing in (or disinvesting from) investment or retirement funds. Subscribing to contracts that combine characteristics of insurance and investment, such as unitlinked insurance plans or index-linked insurance plans, should also be included in the scope of this reply option. Investments in crypto currencies should be considered in the scope of this reply option as 'other financial assets'.

Module F: E-skills

→ **Statistical unit: individuals**

Questions F1–F2: SOFTWARE SKILLS
The objective of questions F1–F2 is to measure the digital skills of respondents.

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

Coverage: *Persons who have used the internet in the last 3 months, i.e. option 1 in B1*

Type of answer: *Multiple answers possible*

a) Copying or moving files (e.g. documents, data, images, videos) between folders, devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or to the cloud.

This item should be marked if any of the following actions have been performed:
• the respondent has transferred data, information or content from one device to another (e.g. from a digital camera or mobile phone to a desktop computer or laptop). The transfer may take place via physical media (e.g. USB stick, cable) or via a network from one device to another (e.g. via e-mail, WeTransfer or another online cloud-based platform designed to enable the transfer of various types of files between users/devices over the internet);
•   the respondent has copied or moved data, information or content between folders (e.g. using Windows Explorer);
• the respondent has accessed or moved content stored in the cloud via cloud services, web service applications, cloud desktops, etc., or has transferred data from one location to another using the cloud;
• the respondent has transferred data, information or content using e-mail or OTT services (Messenger, WhatsApp, etc.).

b) Downloading or installing software or applications
This item aims to measure the activity of installing software or applications. In most cases, this can be done via the Internet, but installation involving the use of a DVD, for example, is also within the scope of this response option. Downloading an application that is then automatically installed on the device is also within the scope of this response option.
Automatic updates are not within the scope of this response option.

c) Changing software, application, or device settings (e.g. adjusting language, colors, contrast, text size, toolbars/menus)
This item aims to measure the extent to which the respondent has taken actions in the last 3 months to "adapt the digital environment to their personal needs (e.g. accessibility)."
This may include actions such as changing the settings of any software or device to suit personal needs.
Enabling airplane mode on a smartphone or laptop is out of scope.

F2. Which of the following activities have you carried out in the last 12 months?

Scope: Individuals who have used the internet in the last 3 months, i.e. option 1 in B1

Type of answer: Multiple answers possible

The purpose of this question is to measure the respondent's competence in creating

digital content.

Digital content should be understood as any type of content that exists in the form of digital data: words, images, audio, video, etc. Content is information that seeks to convey a message, image, or idea. Examples of digital content include websites and web pages, social networks, data and databases, digital audio (such as mp3 files), e-books, digital images, digital video, video games, computer programs, and software. Content may be either free or paid.

a) Using word processing software
This item aims to measure the respondent's use of word processing software.
Word processing software is used to manipulate a document that includes text, but also images, charts, etc. Some of the functions of word processing software include:
• Creating, editing, and saving documents;
• Formatting text, such as font type, bold, underline, or italics;
• Creating and editing tables;
• Inserting objects such as illustrations or photographs;
• Creating a "table of contents" or using references such as footnotes to help readers navigate larger documents.

b) Creating files (e.g. document, image, video) that contain several elements, such as text, image, table, chart, animation, or sound

This item covers the use of software for creating files that include more complex content consisting of several components such as text, images, tables, charts, animations, or sound.
Examples of files containing at least two of the above-mentioned elements may include documents (e.g. MS Word, OpenOffice Writer), presentations (e.g. MS PowerPoint, OpenOffice Impress, Prezi, Corel Presentations, Google Slides), or multimedia files (e.g. mp3, mp4, avi, or wmv files).

c) Using spreadsheet software
This item covers the use of spreadsheet software, which is a software application capable of organizing, sorting, and analyzing data in tabular form. In this question, the focus is on both basic and advanced levels of skills, unlike c1, which refers to more advanced skills.
Examples of spreadsheet software include Microsoft Excel, OpenOffice Calc, LibreOffice Calc, and Google Sheets.
If "yes" to (c):
c1) Use of advanced functions of spreadsheet software (functions, formulas, macros, Visual Basic) for organizing, analyzing, structuring, or modifying data.

This item focuses on more complex tasks aimed at organizing, storing, and processing data and/or content in a structured environment. This response option goes beyond the basic use of spreadsheet software to simply list information entered by the user. It includes the use of advanced functions of spreadsheet software, such as functions, formulas, and developer features.

d) Editing photos, video or audio files
This item covers the editing of digital content in the form of photos, video recordings or audio files. Editing software may include graphics, animations and accompanying sounds, enabling users to produce their own digital content. The use of add-ons in chat applications/software for changing appearance or adding filters is within the scope of this response option.
Examples of software that allow users to perform these types of activities include MS Paint, GIMP, Irfan View, Adobe Photoshop Elements, Adobe Premiere Editing, Adobe Creative Cloud, Corel Paint Shop, and Google Photos.
Examples of chat applications that allow users to edit photos include Messenger, WhatsApp, and Snapchat (face swap).

e) Writing code in a programming language
This item measures the user's ability to plan and develop a sequence of understandable instructions for a computing system to solve a given problem or perform a specific task. It covers the use of general-purpose programming languages as well as domain-specific languages. Writing macros is also included within the scope of this response option. Recommended examples for national questionnaires include Java, JavaScript, C, C++, PHP, Python, R, MATLAB, Visual Basic (e.g., in MS Excel or MS Access), SQL, and SAS.

Questions F3–F6: ASSESSMENT OF DATA, INFORMATION AND DIGITAL CONTENT

F3: Have you seen any information or content (e.g., videos, images) that you consider untrue or suspicious on online news sites or social media (e.g., Facebook, Instagram, YouTube, Twitter) in the past 3 months?

Scope: Persons who have used the internet in the past 3 months, i.e., option 1 in B1

Response type: Only one answer is allowed, Yes/No

This question aims to determine whether the respondent has encountered this type of information in the 3 months prior to the survey (experience).

F4: Have you checked the accuracy of information or content you found on news websites or social networks in the last 3 months?

Coverage: Persons who answered "Yes" to question E3

Type of answer: Only one answer possible, Yes/No

The aim of this question is to identify whether the respondent has verified suspicious information or content (an action used as a proxy for skill level). Since respondents may

sometimes check and sometimes not check the information they find online, the "Yes" option in F4 should be marked if the respondent has verified this type of information at least once.

F5: How did you check the accuracy of information or content found on the internet?

Coverage: Persons who answered "Yes" to question E3
Type of answer: Multiple answers possible

Question F5 investigates the ways in which information was verified/checked. Possible answer options are:
a) Checking the source or finding other information on the internet (e.g., other news websites, Wikipedia, etc.)
b) Following or participating in online discussions related to the information

"Online discussion" includes reading comments about information or participating in discussions on websites or social media (e.g., Facebook, blogs). Exchanging opinions via instant messaging (e.g., WhatsApp, Messenger, Skype) or e-mail also falls within this response option.
c) Face-to-face discussion with other people or using sources that are not on the internet

F6: Why didn't you check the accuracy of the information or content found on the internet?

Coverage: Persons who answered "No" to question F4
Type of answer: Multiple answers possible

The aim of this question is to identify cases where information was not verified because the respondent was already confident that the information or source was unreliable, or did not check the information for other reasons.
Possible answer options are:
a) You already knew that the information, content, or source was not reliable
b) Lack of skills or knowledge (e.g., you did not know how to check information on the internet, or it was too complicated)
c) Other reasons

Module G: Privacy and Personal Data Protection

→ **Statistical unit: individuals**

G1. Have you managed access to your personal information (e.g., name, date of birth, ID card number, contact information, credit card number, photos, geographic location) on the internet in the last 3 months?

Coverage: Persons who have used the internet in the last 3 months, i.e., option 1 in B1

Type of answer: Multiple answers possible

The question relates to measures that internet users have taken in the last 3 months to: (1) be aware of how their personal data provided online is used; (2) check and limit how and by whom their personal data is used; and (3) protect themselves from misuse of their personal data and potential cybercrime.

Personal data refers to information that a person considers private and would not necessarily disclose publicly. This type of information includes personal details (e.g., first and last name, date of birth, ID card number, etc.), contact information (e.g., home address, phone number, e-mail, etc.), payment details (e.g., credit card number, debit card PIN, etc.), or other personal information (e.g., photos, geographic location, etc.).

a) Read privacy policy statements before providing personal data

This item refers to reading privacy policy statements presented together with the form provided by the organization or enterprise collecting personal data.

A privacy policy is a statement or legal document that explains how a company or website collects, handles, and processes the data of its customers and visitors. It explicitly states whether this information is kept confidential or shared/sold to third parties. Privacy statements are often indicated by a padlock symbol and linked or included at the bottom of the form that collects the information.

This item also includes cases where the privacy statement was only partially read.

b) Restricted or denied access to your geographic location

This item refers to respondents who have restricted or denied access to information about their geographic location (e.g., address data, radio signal–based triangulation, or IP address location). A person's geographic position can be determined in many different ways, such as from the IP address of their internet connection, from GPS or Bluetooth signals of their mobile device (e.g., smartphone, tablet, etc.), or from proximity to mobile phone towers and networks.

This item includes respondents who manage access to their geographic location through device or application settings. It also includes respondents who refuse to share their geographic location when requested by an application (e.g., a web browser when visiting a website) or an online service.

c) Restricted access to your profile or content on social media or shared online storage

This item refers to changing privacy settings on a social media profile to limit who can see personal data (e.g., profile picture, specific posts, photos, etc.). Similarly, the scope of

this item includes respondents who adjust settings to restrict who can access (view, edit, copy, etc.) data stored online (e.g., in the cloud).

d) Refused the use of personal data for advertising purposes

This item refers to respondents who refuse the use of their personal data for online advertising and marketing upon request from a website, company application (e.g., online store), or organization. Companies usually provide information on how they intend to use personal data and offer an option to "opt in" or "opt out" of having their personal data used for advertising purposes or shared with third parties.
Alternatively, respondents may request that the organization or company stop using their personal data for marketing purposes via letter or e-mail.

e) Checked whether the website where you provided personal data is secure (e.g., https site, security logo, or certificate)

This item refers to verifying the security of a website. When shopping online, internet users may check security logos or certificates to ensure that the payment goes to the correct company and that the personal data they provided will not be shared with a third party.

f) Requested from a website or search engine administrator or provider access to the data they hold about you in order to update or delete it

This item refers to a request made to a search engine, website, or any other organization or company believed by the respondent to hold information about them, to find out what information is stored. This applies only to digital information that is accessible to others. For example, a person may ask how many times their name has been searched on Google, what information a social network has stored about them, or which activities were tracked when using a specific website.
This option refers specifically to the action of accessing the information held by the search engine, organization, or company to update or delete it. It does not refer to simply searching the web (e.g., the respondent using Google to search for their own name).

G2: Have you changed the settings in your internet browser to prevent or restrict

cookies on any of your devices?

Coverage: Persons who have used the internet in the last 3 months, i.e., option 1 in B1

Type of answer: Only one answer possible

The question refers to changing internet browser settings to block or restrict cookies that may store information about an internet user without their explicit consent and that can later be used without the user's knowledge.
The use of specialized software or device settings to automatically block or limit cookies in the browser falls within the scope of this question.
Cookies are small text files that websites store on internet users' devices - computers (e.g., desktop, laptop, or tablet) or smartphones - that allow the device to be recognized. They are used to collect information about the websites users visit and the actions they

perform on them. Sometimes cookies are set and allowed to optimize website usability. Internet users may also wish to receive targeted advertisements, e.g., from organizations or companies that respect consumer privacy practices or allow the creation of user profiles for statistical purposes.

G4: Have you used software that restricts the possiblity of tracking of your online activities on any of your devices?

Coverage: Persons who have used the internet in the last 3 months, i.e., option 1 in B1

Type of answer: Only one answer possible

The question refers to the use of software to prevent the tracking of visited websites, content viewed by internet users, and other online activities.

In the past, this activity was possible only through specialized application software, widgets, and add-ons designed to block information tracking. Today, these types of software applications are still available, but some web browsers have also evolved to offer this functionality. Their use falls within the scope of this question, as limiting the tracking of an individual's activities is never set as a default option in these types of software applications. From a policy perspective, it is not important which specific "software" is used, but rather the intent to block any tracking activities. Consequently, changes made within a web browser, for example, when an individual personalizes their experience with Google also fall within this response option.

G5: Have you ever opened an account or registered with a free app or service?
For example subscription to social media, applications for buying transport tickets, streaming music, games?

Coverage: Persons who have used the internet in the last 3 months, i.e., option 1 in B1

Type of answer: Only one answer possible

This question asks whether the respondent has ever opened an account or registered for a free application or service - with the implicit understanding that the user of the service will provide data and/or view advertisements instead of paying for the service, even if the respondent may not be explicitly aware of this.

Free versions of applications or services that also offer paid versions ("freemium" strategy) are included in the scope (e.g., Spotify, LinkedIn). Free trial versions of usually paid applications or services are not included in the scope.

G6: Have you deleted or tried to delete (or close) your free app or service account in the last 3 months?

Coverage: Persons who have used the internet in the last 3 months, i.e., option 1 in B1

Type of answer: Only one answer possible

Both successful and unsuccessful attempts to delete or close an account are included in the question.

"Deleting an account" typically requires navigating to a specific section in the settings or profile and pressing a delete account button. Possible labels for this function include "delete" or "deactivate" account or profile. This process often triggers a warning that the action is permanent and cannot be undone and may require entering the account password. Simply deleting the free application from a device - while the basic account still exists - is not included in the scope.

G7: Have you encountered problems when trying to delete your free app or service account in the last 3 months? For example, to find a way to delete the account, spending a disproportionate amount of time to do it, technical issues, unacceptable withdrawal conditions, inability to succeed...

Coverage: Persons who answered "Yes" to questions G5 and G6

Type of answer: Only one answer possible

The aim of this question is to collect information on whether the respondent experienced problems when performing the action described in G6.

Examples of potential problems are included in the question. The scope includes both cases where the respondent ultimately succeeded in deleting the account and cases where they were unable to do so.

Module H: Basic information about the respondent

Coverage: households / individuals

Type of answer:

- **Only one answer possible for: H2, H5, H6, H7, H8, H9, H10, H15, H16**

- **Open-ended questions, requiring a description** *(to be later coded with numeric codes)*: **H3, H4, H11, H12, H13, H14**

This module does not focus on ICT-related variables, but on the key social characteristics of respondents, so that results can be compared across different categories (sociological, demographic, and economic background of the observed statistical units).

From the 2021 survey onwards, the socio-demographic background characteristics reflect the agreed Core Key Social Variables included in all Eurostat social surveys, in accordance with the framework Regulation (EU) 2019/1700 on integrated European social statistics.

Questions on age, sex, country of birth, country of citizenship, educational status, employment, and occupation should be answered by the individual selected within the household.

Questions on residence, geographic location, and degree of urbanization relate to the household. However, the household-level response must correspond with the individual-level data, since individuals belong to that particular household.

DEMOGRAPHY

H1: Age

H1.	**Age in completed years**		
	Year of birth	☐☐☐☐	
	Has your birthday passed?	Yes ☐	No ☐
	Reference date 1	(DD/MM/YYYY)	

"Age in completed years" at the time of (date of) the first interview is the age at the respondent's most recent birthday prior to the interview.

The reference date for the survey on the use of ICT in households and by individuals is the time of the first interview.

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[1]The reference date is the date of the interview (DD/MM/YYYY).

In the absence of information, data should be recorded by assigning the closest possible value.

H2: Sex

H2.	Sex	Male ☐	Female ☐

The variable „sex" refers to the biological and physiological characteristics that define a person as *„Female"* or *„Male."*

CITIZENSHIP

H3: Country of birth

H3.	**Country of birth** *Country of usual residence of the individual's mother at the time of the delivery, according to the current national boundaries (and not according to the boundaries in place at the time of birth)*	**Enter the name of country...**

The country of birth of an individual is defined as the country of **usual residence** (in its current boundaries) of the individual's mother at the time of delivery.

The individual's country of birth should be coded according to the list of countries defined in the Eurostat Standard Code List (SCL) GEO and is available at the following link: http://ec.europa.eu/eurostat/ramon/nomenclatures/index.cfm?TargetUrl=LST_NOM_DTL&StrNom=CL_GEO&StrLanguageCode=EN&IntPcKey=&StrLayoutCode=HIERARCHIC

Information on the country of birth should be obtained according to the current national boundaries and not according to the boundaries in place at the time of birth (i.e. entries such as Czechoslovakia, Yugoslavia etc. shall not be used for this variable).

The country of birth of a person who was born during the mother's short-term visit to a country other than her country of *usual residence*, should be the country where the mother had her place of *usual residence*. Only if information on the place of *usual residence* of the mother at the time of the birth is not available, should the place where the birth took place be reported.

H4: Citizenship

H4.	**Country of citezenship**	**Enter the name of country...**

This variable reports on the country of the person's main citizenship. 'Citizenship' is defined as the legal bond between an individual and their State, acquired by birth or naturalisation, whether by declaration, choice, marriage, or other means according to national legislation.

A person with two or more citizenships must be allocated to only one country of citizenship, to be determined according to the following order of precedence:
1. If one of the person's citizenships is the reporting country, it shall be recorded as the country of main citizenship;

2. If the person does not have the citizenship of the reporting country but one of another EU country, that one shall be recorded as the person's main citizenship.

3. If the person does not have the citizenship of the reporting country but multiple citizenships of other EU countries, the person may choose which one of their citizenships of an EU country is to be recorded;

4. If the person does not have the citizenship of any EU country, the person may choose which one of their citizenships is to be recorded.

Information on the country of main citizenship should be obtained in accordance with the current administrative status/legal situation of the individual.

EDUCATIONAL ATTAINMENT AND BACKGROUND

H5: EDUCATION ATTAINMENT

H5.	**Educational attainment level** Highest level of education successfully completed according to the International Standard Classification of Education (ISCED 2011): *(Tick only one)*	*Codes 0-8*

The educational attainment level of an individual is <u>the highest level of education successfully completed,</u> validated by a recognised qualification (or diploma), i.e. a qualification officially recognized by the relevant national education authorities.

In order to obtain comparable information for the different countries, the levels of education have been classified according to UNESCO's International Standard Classification of Education, ISCED 2011.

http://ec.europa.eu/eurostat/web/products-manuals-and-guidelines/-/KS-06-14-246.

Persons who attended but did not successfully complete a formal education program should be coded according to the highest level of formal program they (previously) successfully completed.

Qualifications from 'old' educational programmes (which no longer exist) should be classified based on their characteristics at the time of completion.

Persons who have not completed their studies (who have dropped out) should be coded according to the highest level that they successfully completed.

LABOUR MARKET PARTICIPATION

Main activity status (employment status)

H6: Main activity status (self-defined)

H6.	**Main activity status (self-defined)** *(Tick only one)*	
	Employed	☐
	Unemployed	☐
	Retired	☐
	Unable to work	☐
	Student, pupil (not in the labour force)	☐
	Fulfilling domestic tasks	☐
	Compulsory military or civilian service (if applicable)	☐
	Other	☐

This variable refers to respondents' **own perception of their current main activity status** (labour market participation such as the concept defined by the International Labour Organization (ILO)).

A person can have more than one activity status, but only the most important one should be reported (concept of 'predominant status'). The main status refers to the 'current situation', i.e. **the situation at the moment of the interview**.

All categories representing an activity status must be presented to the respondent.

Self-perception means the variable will capture how people perceive themselves, not how they meet certain objective criteria. Where more than one status applies, the respondent will select the category that best describes their situation. There are no specific criteria to determine it, but the respondent could select the status/activity on which they spend most of their time.

Respondents can consider themselves as 'employed' irrespective of their official labour market status, working time or kind of income. They can also be looking for another job in parallel. Other categories can also apply to them as long as they consider employment to be their main activity. Conversely, persons who would choose another main activity status can also be in employment. For instance, many people who would regard themselves as full-time students can have a job. In that case, they can assign themselves to the corresponding category. Respondents who help in the family business, even if it is unpaid, can consider themselves as employed.

- Respondents can consider themselves as '*unemployed*' irrespective of their official status or a registration with the public employment agency.
- Respondents can consider themselves as '*retired*' if they receive a pension or if they have definitively stopped working or given up their business because of their age or an age-related health condition. Still, they could work e.g. in a minor job. Persons in early retirement that is not connected to a health issue can also choose this category.

- Persons who have not reached retirement age but are unable to work due to health reasons or disabilities for a longer or undetermined period of time can choose the category '*unable to work*'. Persons who are in early retirement due to health reasons can choose this category if they do not rather consider themselves as retired.

- Respondents who mainly perceive themselves to be a homemaker can choose the category '*fulfilling domestic tasks*' even if they also have a job, receive a pension, or are retired. The category '*fulfilling domestic tasks*' includes all activities needed to run a private household including the raising of children.
- Persons who cannot choose one of the activity status categories listed can select the category 'Other'.
- Respondents on maternity or parental leave can consider themselves either as '*employed*' or as '*fulfilling domestic tasks*'.

Elementary job characteristics

H7: Status in employment in the main job

Only for respondents who answered 'yes' to 'employed' in question G6

H7.	**Employment status of the respondent** *(tick only one)*	
	Self-employed person with employees	☐
	Self-employed person without employees	☐
	Employee	☐
	Family worker (unpaid)	☐

V The variable refers to the **main job** of a person in employment. The main job is the one with the longest hours usually worked.

The variable is based on the International Classification of Status in Employment (ICSE-93). The ICSE classifies jobs with respect to the type of labour contract.

Self-employed persons with employees are defined as persons who work in their own business, professional practice, or farm for the purpose of earning a profit derived from the goods or services produced, and who employ at least one other person.

This category also includes:

- Business owners who employ at least one other person.
- Farmers who employ at least one other person.

Self-employed persons without employees are defined as persons who work in their own business, professional practice, or farm for the purpose of earning a profit derived from the goods or services produced, and who do not employ any other person.

This category also includes:

- Persons who only engage members of their own family or trainees without payment. This includes farmers who are only assisted by family members.
- A person who looks after one or more children who are not their own on a private basis and who receives a payment for this service should be considered as self-employed, except when they work for a single employer and receive employment rights from that employer (e.g. holiday pay); in that case they should be considered as an employee.
- A person who gives private lessons should be considered as self-employed if they are directly paid by their students.
- Members of producer cooperatives, provided that they participate equally with other members in determining the organization of production, work, sales and/or investments of the company.

Employees are defined as persons who work for a public or private employer based on a written or oral contract and who receive a payment in cash or in kind. This payment is not directly dependent upon the revenue of the unit for which they work. Employees normally work under direct supervision of, or according to guidelines set by the employer.

This category also includes:

- Apprentices or trainees receiving payment.
- A family member (son or daughter), who is working on the family's farm and receives a regular payment.
- A person who looks after other people's children in their own home and are paid to do this by the local authority (or any other public administration) and if they do not take any decision affecting the business (e.g. schedules or number of children). However, if the person performs this activity privately, then it should be considered as self-employed.
- If a co-operative has hired workers and these workers have an employment contract that gives them a basic remuneration (which is not directly dependent upon the revenue of the co-operative), these workers are identified as employees of the co-operative.
- Priests (of any religion).
- On-call or casual workers are classified as employed or self-employed depending on the specific characteristic of their employment relationship. A prerequisite for being considered as a self-employed person offering their work, is that they have their own business or professional practice.
- Members of the armed forces if they are part of the survey target population.

Family workers (unpaid) are persons who help another member of the family to run a farm or other business, provided they are not considered as employees. Thus, they may not receive any payment for their work in the family business because then they would be considered as employees.

This category also includes:

- Relatives working in a family business or on a family farm without payment. This includes e.g. a son or daughter working in the parents' business or on the parents'

farm without payment or a wife who assists her husband, or vice versa, in their business without receiving any payment.

- The family members who are helping do not have to live directly in the same household or on the same site. This also includes relatives who live elsewhere but come to help with the business, e.g. during the harvest season, without receiving payment in money or in kind if the reference period falls within that season.
- If a relative receives any remuneration (including benefits in kind), their employment status should be classified as '*employee*'.

H8: Full- or part-time main job

Only for respondents who answered 'yes' to 'employed' in question H6

H8.	**Full- or part-time main job** (*Tick only one*)	
	Full-time job	☐
	Part-time job	☐

The variable refers to the main job of a person in employment. This main job can be a full-time job or a part-time job. The distinction should be based on the respondent's own perception, referring to the usual hours worked in the main job.

The term '*job*' is used in reference to employment. A job is a set of tasks and duties performed for a single economic unit. Persons may have one or several jobs. For employees, each contract can be considered as a separate set of tasks and duties, and consequently as a separate job. Those in self-employment will have as many jobs as the economic units they own or co-own, irrespective of the number of clients served. If the respondent has several jobs, the main job is that with the longest hours usually worked, as defined in the international statistical standards on working time.

In household surveys, the distinction between a full-time and part-time job should be made based on the self-assessment given by the respondent. If this answer does not come spontaneously from the respondent, the following guidance can be given:

A person in a **part-time job** works less than a comparable full-time worker with a job in the same occupation and in the same local unit. For persons who cannot compare working hours because e.g. they are working alone, the benchmark is the group of people who work in the same occupation and the same branch of industry.

At least four weeks, and ideally three months, should serve as the reference period. Weeks with absences due to e.g. holidays, leaves or strikes should not be considered. In case of very irregular working hours or a job that has just been started, an average for the last four weeks or contractual hours can be used as a proxy.

Working hours comprise:

- the time spent at the workplace, meaning the place where work tasks and duties are normally carried out, and

- the time used for carrying out work tasks outside the workplace even if they are not directly paid. This includes the work of teachers outside the classroom. Only the hours of the main job are counted.

On-call time is only counted if it is spent at the workplace or implies heavy restrictions on the person in employment. The main meal break is not counted as working time even if it is spent at the workplace. Travelling time for business trips is counted but not commuting time. Training time is counted as working time if it is within working hours, required by the employer or directly connected to the main job. Absences during working time for personal reasons are not to be counted as working time. A farmer's working time to produce food for their own use is not counted as working time.

The categorisation into full- or part-time is solely self-assessed and may not be changed after plausibility checks using information on usual working hours stated elsewhere, except by confirming the information given by the respondent themself. Uniform corrections are not appropriate because the typical working time of a full-time worker can vary between branches, local units etc. The self-assessment of the respondent can be seen as the more reliable way to collect this information.

If the respondent has several jobs, the main job is the one where the respondent usually works the most hours.

H9: Type of employment contract – Permanency of main job

Only for respondents who answered 'yes' in question H7

H9.	**Permanency of main job** *(Tick only one)*	
	Permanent job	☐
	Fixed-term contract	☐

This variable refers to the current job if the respondent has declared themselves to be an 'employee' in question H7.

In most countries, most jobs are based on written work contracts. However, in some countries such contracts exist only in specific cases (for example in the public sector, for apprentices, or for other persons undergoing some formal training within a company).

The variable identifies whether the contract of the main job has a limited duration, i.e. the job will terminate after a predefined period, or is a permanent contract without a fixed end. The variable refers to the main job.

What counts is the contractual arrangement (or the informal or verbal arrangement) of the employment relationship, and not the respondent's expectation of losing their job, their plan to leave it, their wish to stay, or the probability of staying there permanently.

The term 'job' is used in reference to employment. A job is a set of tasks and duties performed for a single economic unit. A person may have one or several jobs. For an employee, each contract can be considered as a separate set of tasks and duties, and consequently as a separate job. If the respondent has several jobs, the main job is the one

with the longest hours usually worked, as defined in the international statistical standards on working time.

A job with a fixed-term contract or agreement will terminate either after a period of time determined in advance (by a known date), or after a period not known in advance, but nevertheless defined by objective criteria, such as the completion of an assignment or the end of the period of absence of an employee who was temporarily replaced.

Here, the actual employment is time-limited by an agreement – not that the respondent has, for example, considered stopping work to travel or attend college. Students with jobs that they only intend to keep for as long as they are studying, are thus not in a time-limited job.

A job with a contract that has no such predefined end is counted as permanent.

The following are to be included in the category of employees with fixed-term contracts:

- Seasonal workers.
- Persons engaged by an employment agency or business and hired out to a third party to carry out a 'work mission' (unless there is a work contract of unlimited duration with the employment agency or business).
- Persons with specific training contracts. If no objective criterion exists for the termination of a job or work contract, these should be regarded as being permanent or of unlimited duration.
- Respondents who have a contract to do their job, which may be renewed, for example, once a year, should be coded according to whether they themselves consider their job to be of an unlimited duration.
- contract for a probationary period when the contract finishes automatically at the end of the probationary period, and which necessitates a new contract if the person continues to be employed by the same employer, is to be considered a 'temporary/fixed-term job'.

If the respondent has several jobs, the main job is the one where the respondent usually works the most hours.

The category 'Not applicable' covers persons not in employment and persons in employment who are not employees.

H11: Occupation in the main job

Only for respondents who answered 'yes' to 'employed' in question H6

H11.	Occupation in the main job	
	H11 description H11a from ISCO-08 occupations	☐☐ ISCO-08 Two-digit

The variable refers to the main job of a person in employment. A job is a set of tasks and duties performed for a single economic unit. A persons may have one or several jobs. If

the respondent has several jobs, the main job should be the one in which the greatest number of hours are usually worked. See question H6 for more explanation for 'main job'.

In the ICT usage survey by individuals and by households, this question is composed of two items. The first item consists of the description of the main tasks in terms of two concepts: ICT or non-ICT professionalism and manual vs non-manual worker. The second item, now mandatory for all European social surveys, consists of the recording of the occupation of the main job according to the ISCO-08 classification (the 2-digit level is the mandatory level of detail for the ICT survey).

The 2008 version (11) (ISCO-08) of the International Standard Classification of Occupations groups or classifies jobs according to the similarities of the tasks and duties undertaken. In the International Labour Organization (ILO) resolution adopting ISCO-08, 'occupation' is defined as a set of jobs whose main tasks and duties are characterised by a high degree of similarity.

More information about the 'ICT/Non-ICT professional' and 'Manual/Non-manual workers':

The basis for the classification is the job and the skills. A job is defined as the set of tasks and duties to be performed. Skills are the abilities to carry out the tasks and duties of a job. Skills consist of two aspects: the skill level, usually related to the level of educational attainment, and the domain specialisation.

The purpose of the variable 'Occupation' as a background characteristic is not to collect data on ICT usage broken down by individual occupations (this would necessitate very large samples), but rather by groups of occupations, e.g. manual vs non-manual or ICT-jobs vs non-ICT-jobs.

ICT professionals

It is possible to code and store job occupations at a more aggregated level than sub-major groups based on 2-digit ISCO codes. Indeed, the major groups (1-digit level) do not allow for ICT professionals to be distinguished from other workers.

At least the following sub-major groups should be considered as ICT professionals:

- **25** – Information and communications technology professionals
- **35** – Information and communications technicians

If possible, some ICT occupations classified in other groups should also be considered:

- **133** – ICT service managers
- **2356** – Information technology trainers
- **7422** – ICT installers and servicers

Non-ICT professionals

The category 'Non-ICT professionals' consists of the individuals in all other ISCO Unit Groups (in the 4-digit coding case) or all other ISCO Minor Groups (in the 3-digit coding case).

'Manual / Non-manual workers' breakdown

Manual workers

This category corresponds to major groups 6 to 9 of ISCO-08:

- **Major Group 6**: Skilled agricultural, forestry and fishery workers
- **Major Group 7**: Craft and related trades workers
- **Major Group 8**: Plant and machine operators and assemblers
- **Major Group 9**: Elementary occupations

Non-manual workers

This category corresponds to major groups 0 to 5 of ISCO-08:

- **Major Group 1**: Managers
- **Major Group 2**: Professionals
- **Major Group 3**: Technicians and associate professionals
- **Major Group 4**: Clerical support workers
- **Major Group 5**: Service and sales workers
- **Major Group 0**: Armed forces

Occupations according to all 2-digit ISCO-08 categories

The transmission of all occupations recoded into at least 2-digit ISCO-08 categories is requested in the ICT survey from 2021 on.

For more details, see: https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32009H0824

The essential information for determining the occupation is usually the job title of the person in employment and a description of the main tasks undertaken in the course of their duties. If a person carries out two or more tasks for their employer that are so different from each other that they should have different ISCO codes, it is recommended to code it according to the most extensive task.

Persons who carry out a period of training or apprenticeship based on an employment contract should be classified in the occupation corresponding to their employment contract.

The category 'Not applicable' covers persons not in employment.

Region

H12: Entity of Residence

H12.	Entity of Residence	*Codes: 1, 2 and 3*

Entity of residence is the region within the country of residence in which the person or household has their **usual residence**.

HOUSEHOLD COMPOSITION

H17 i H18: Household composition

H17.	**Total number of members in the household (HOUSEHOLD SIZE)**		<_>
	Of which:	Number of persons aged 16-24	<_>
H18.	*Of which:*	Number of children under 16:	<_>

Questions H17 and H18 record the total number of members of a private household (household size), including the number of children under 16 years of age..

Definicija domaćinstva

'Household' refers to:

1. One person living alone, or
2. A group of people living together in the same dwelling unit with at least one person between 16 and 74 years of age (see on page 6 'General outline of the survey, Scope - age limit').

This variable provides information on the exact number of members of the household and the category 'not stated'.

Permanent members of institutions such as hospitals, prisons, etc are excluded. A person is considered to be a member of the household if their usual residence is that household.

Sastav domaćinstva u statističkoj obradi

The composition of the household (as used in the tabulation scheme) is determined by using two mandatory indicators:

1. The total number of persons in the household (from all age groups)
2. The number of children under 16

The presence and the number of children is collected separately as this is a driving force for the adoption of ICTs or the internet in a household.

TOTAL MONTHLY HOUSEHOLD INCOME

H19: Household income

H19.	Household income: (otal average net current monthly income)	Income bands (5 groups)

The concept of 'income' used in this survey is the **net monthly income of the private household** (not the respondent!), i.e. **the total income** of all members of the household received individually or as a whole.

This includes:

- Income from work,
- Social benefits,
- Other cash income components.

Deductions:

- Cash transfers to other households,
- contributions to social insurance (corresponding to the monthly average).

The variable aims to provide information on the household - **income remaining available to be spent or saved.** the respondent's access to and use of ICTs will be related to the total income of the household that they are part of rather than their personal income.

INTERVIEW DURATION

H20: Interview duration

INTERVIEW DURATION	
H20. Interview duration	<_ _ _> min

This variable corresponds to the time of the interview for each individual, including all questions asked to the individual. The time of the interview should be expressed in minutes.

In the absence of exact information, the interview duration is to be estimated.

Breaks in the interview process are to be deducted from the interview duration.

Annex 1. Questionnaire 2025.

**USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS
AND BY INDIVIDUALS
2025.**

Entity/District ⊔

Canton / region ⊔⊔

Municipality code ⊔⊔⊔⊔⊔

Enumeration area code ⊔⊔⊔

Type of settlement ⊔

Household number ⊔⊔⊔⊔⊔

Household phone number (mobile/landline) _____

Address _____

SURVEY INFORMATION

Survey Information ⊔⊔⊔ ⊔⊔⊔
Day   Month

Survey start time ⊔⊔⊔ ⊔⊔⊔
hours   minutes

Survey end time ⊔⊔⊔ ⊔⊔⊔
hours   minutes

Number of visits to the household ⊔⊔

Interviewer _____ ⊔⊔⊔⊔
(first and last name)   interviewer code

Controller _____ ⊔⊔⊔⊔
(first and last name)   controller code

Operator _____ ⊔⊔⊔⊔
(first and last name)   operator code

Interviewer's comment:

USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND INDIVIDUALLY

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1_N	Do you or anyone in your household have access to the following devices at home?		
(multiple answers are possible)		YES=1 NO=0	
a) Personal computer			
b) Laptop (notebook)			
c) Tablet			
d) TV			
e) Radio receiver (including mobile phone, car radio...)			
f) Mobile phone			
g) None of the above			
→ *Go to A1*			
A1	**Do you or anyone in your household have internet access at home? (via any device)**		
(only one answer is possible)			
a) Yes		1->	-> Go to A2_N
b) No		0->	-> Go to B1_N
c) I don't know		8->	-> Go to B1_N
A2_N	**What type of internet connection do you use at home?**		
(multiple answers are possible)			
a) Fixed broadband internet			
b) Mobile broadband internet			
-> Go to B1_N			

MODULE B_N: COMPUTER USE

B1_N	When was the last time you used a computer (at home, at work, or elsewhere)? (desktop, laptop, notebook, tablet, not including smartphone)		
(only one answer is possible)			
a) In the last three months		1->	→ Go to B2_N
b) More than three months ago (less than one year)		2->	→ Go to B1
c) More than a year ago		3->	→ Go to B1
d) I have never used it		4->	→ Go to B1
B2_N	**How often, on average, have you used a computer in the last 3 months?**		
(only one answer is possible)			
a) Every day or almost every day		1->	

b) At least once a week	2->	
c) At least once a month	3->	
d) Less than once a month	4->	

<div align="center">-> Go to <i>B1</i></div>

MODULE B: USE OF THE INTERNET

B1	**When was the last time you used the internet?** **(via computer, laptop, mobile phone, smartphone)**		
(only one answer is possible)			
a) In the last three months	1->		→ Go to B2
b) More than three months ago (less than one year)	2->		→ Go to B10
c) More than a year ago	3->		→ Go to B10
d) I have never used it	4->		→ Go to B10
B2	**How often, on average, did you use the Internet in the last 3 months?**		
(only one answer is possible)			
a) Multiple times a day	1->		
b) Every day or almost every day	2->		
c) At least once a week (but not every day)	3->		
d) Less than once a week	4->		

<div align="center">-> <i>Go to B3</i></div>

B3	**On which of the following devices have you used the internet in the last 3 months? (multiple options can be selected)**	
(multiple answers are possible)		
a) Personal computer		
b) Laptop (notebook)		
c) Tablet		
d) Mobile phone or smartphone		
e) Other devices (smart TV, smartwatch, game consoles, e-book reader, etc.)		

<div align="center">-> <i>Go to B4</i></div>

B4	**For which of the following activities have you used the internet (**including via applications**) for private purposes, in the last 3 months?**		
(multiple answers are possible)	YES =1 NO=0		
Communication			
a) Sending/receiving email			
b) Internet calling/video calls (via webcam) (using applications such as Skype, Messenger, WhatsApp, FaceTime, Viber, Snapchat, Zoom, MS Teams, Webex)			
c) Participation in social networks (creating user profiles, posting messages or other content on Facebook, Twitter, Instagram, Snapchat, etc.)			
d) Sending online messages via Skype, Messenger, WhatsApp, Viber, Snapchat			
Access to information			
e) Reading online newspapers, magazines			

f) Searching for health-related information		If you checked "Yes" on f, go to f1 and f2. It is possible to give more than one answer.
f1) Seeking health-related information (flu symptoms, high blood pressure, painkillers, surgeries, nutrition, measures to improve health)		
f2) Searching for information about mental health (depression, stress, anxiety, eating disorders, etc.)		
g) Searching for information about goods and services		If you checked "Yes" on g, go to g1
g1) Seeking information about product safety (potential health risks, instructions for safe product use, contact information for reporting product safety issues)		
Civic and political participation		
h) Posting opinions on civic or political issues through websites or social media (such as Facebook, Twitter, Instagram, Youtube)		
i) Participating in online consultations or voting to define civic or political issues (urban planning, signing a petition)		
Employment		
j) Looking for a job or sending job applications		
Other online services		
k) Selling goods or services through a website or application (such as OLX.ba, eBay, Facebook, marketplace)		
l) Internet banking (including mobile banking)		

-> Go to B5

Artificial Intelligence

B5	**Did you use artificial intelligence tools (e.g. ChatGPT, Copilot, Gemini, LlaAMa, MidJourney, DALL-E) to create content such as text, images, programming codes or videos in the last 3 months?**

a) Yes	1->go to B6
b) No	0->go to B7

B6	**For what purposes have you used artificial intelligence tools?**

a)	For private purposes
b)	For work purposes
c)	For formal education (eg school or college)

-> Go to B8

B7	**What was the main reason you did not use AI tools in the last 3 months?** (check only one answer)

a)	There was no need.
b)	I didn't know they existed.
c)	I didn't know how to use them.
d)	Privacy and security concerns
e)	Other

o *Go to B8*

E-learning

B8	**What learning activities have you undertaken online for educational, private or professional purposes, in the last 3 months?**		
(multiple answers are possible)			
a) Taking online courses			
b) Searching for information on the Internet for learning purposes (audio-visual materials, online learning software, electronic textbooks, learning applications...)			
c) Communicating with teachers or students via online audio or video tools (such as Zoom, MS Teams, Google Classroom, etc.)			
-> Go to B9			
Problems when using the Internet			
B9	**If you have encountered problems or difficulties while using the internet in the last 3 months, how have you tried to resolve them? (e.g. connection problems, computer viruses, etc.)**		
(multiple answers are possible)			
a) I had no problems.			
b) I asked someone for help.			
c) I solved or tried to solve the problem myself			
d) I didn't even try to solve the problem			
e) Other			
Go to C1			
B10	Only for respondents who answered "No" to B1a **What were the reasons why you did not use the Internet in the last 3 months?**		
(multiple answers are possible)			
a) There was no need.			
b) Using the Internet is too difficult			
c) Physical or mental difficulties (disability, vision problems, dementia, special needs or other limitations)			
d) Concerns about safety or privacy, fear of virtual abuse or fraud			
e) Excessive costs of internet connection or equipment			
f) I'm generally against internet; I do not trust information that can be obtained on the Internet			
g) Other			
Go to C1 if "Yes" in B1b is marked / go to H1 if "Yes" in B1c or B1d is marked			

MODULE C: USE OF PUBLIC ADMINISTRATION

	(for people who used the Internet in the last 12 months - who answered "Yes" to question B1a or B1b)		
C1	**Did you use public administration or public services via a website or application, for private purposes, for the following activities in the last 12 months?**		
(multiple answers are possible)	YES=1 NO=0		
a) Access to your personal data held by public authorities (vaccination information, green certificate, etc.)			
b) Access to information from public databases or registers (cadastral registers, business registers)			
c) Obtaining information (about services, benefits, rights, laws, working hours)			
d) I did not use public administration services			
-> Go to C2			

C2	Did you download or print official forms from a public administration website or application or service, for private purposes, in the last 12 months?		
(only one answer is possible)	YES=1 NO=0		
a) Yes	1->		
b) No	0->		
-> Go to C3			

C3	Did you make an appointment or reservation through a website or application of a public administration or service (e.g., reserving a book at the library, an appointment at a government service or at a government health institution) for private purposes in the last 12 months,?		
(only one answer is possible)	YES=1 NO=0		
a) Yes	1->		
b) No	0->		
-> Go to C5			

C5	Did you complete, edit, review or approve your tax return via a website or app for private purposes in the last 12 months?		
(only one answer is possible)	YES=1 NO=0		
a) Yes	1->		
b) No	0->		
-> Go to C6			

C6	Did you perform any of the following activities through a website or application of a public administration or public service for private purposes in the last 12 months?		
(multiple answers are possible)	YES=1 NO=0		
a) Submit a request for an official document or certificate (such as a diploma, birth certificate, marriage/divorce certificate, death certificate, proof of residency, police or criminal record)			
b) Requested benefits or rights (pension, unemployment, child benefit, enrollment in schools, universities)			
c) Filed other claims, lawsuit or appeals (e.g. report the theft to the police, initiate legal action, request legal aid, initiate civil proceedings in court)			
-> If the answer is "No" to all options in C6 -> go to C7; otherwise go to D1			

C7	What are the reasons why you have not requested official documents or submitted requests through the website or application of public administration or public services in the last 12 months?		
(multiple answers are possible)	YES=1 NO=0		
a) I didn't have to ask for any documents or submit an application			
b) Lack of skills or knowledge (e.g. you didn't know how to use the website/app or it was too complicated to use)			
c) Concerns about the security of personal information or reluctance to pay online (credit card fraud)			
e) Another person did it on my behalf (eg consultant, adviser, relative)			
g) Other reasons			
-> go to D1			

MODULE D: USE OF ELECTRONIC IDENTIFICATION (eID)

(for people who used the Internet in the last 12 months - who answered "Yes" to question B1a or B1b)				
D1	**Did you use your electronic identification (eID) to access electronic (online) services for private purposes in the last 12 months??**			
(only one answer is possible)		YES=1 NO=0		
a) Yes		1->		→ Go to D2
b) No		0->		→ Go to D3
D2	**For which of the following services have you used eID in the last 12 months??**			
(multiple answers are possible)		YES=1 NO=0		
a) eID services provided by public authorities or public services (filing tax returns, applying for social benefits, requesting official certificates)				
b) eID services provided by public authorities or public services of other EU countries (filing tax returns, requesting official documents or certificates)				
c) Services provided by business entities (access to banking services, registration for transport services)				
-> Go to E1				
D3	**What are the reasons for not using the aforementioned eID in the last 12 months??**			
(multiple answers are possible)		YES=1 NO=0		
a) I didn't know eID existed.				
b) I don't have an eID.				
c) I have an eID, but I have not needed to use it to access online services				
d) I have an eID, but I don't feel safe using it (ICT security and protection of personal data)				
e) I was unable to use my eID due to difficulties in use/technical reasons (e.g. it is too heavy or user-unfriendly, it was not accepted for the services I planned to use)				
f) I could not use eID via smartphone or tablet				
g) I have an eID, but I don't use it for other reasons				
-> Go to E1				

MODULE E: SHOPPING ON THE INTERNET

E1	**When was the last time you bought or ordered goods or services online for private purposes?** (via a website or app from any device: desktop, laptop, mobile phone, smartphone)			
(For persons who used the Internet in the last 12 months, and answered "Yes" to question B1a or B1b)				
(only one answer is possible)				
a) In the last three months		1->		→ Go to E2
b) More than three months ago (less than one year)		2->		→ Go to E11
c) More than a year ago		3->		→ Go to E11
d) Never		4->		→ Go to E11
E2	**Did you buy any goods or products** (e.g. clothing, shoes, jewelry, bags, sports equipment, books, cosmetics, toys, medicines, furniture, electronics or home appliances, computers, tablets, mobile phones, personal hygiene, restaurant delivery) **in the last 3 months?** Including online purchases from businesses or private individuals and including used goods or products.			
(only one answer is possible)		YES=1 NO=0		

a) Yes	1	
b) No	2	

	-> Go to E3	
E3	**Did you buy any of the following services via a website or app for private purposes in the last 3 months?**	

(Only for persons who answered 'Yes' to question E1 'In the last 3 months')
(multiple answers are possible)

a) Internet subscriptions or mobile phone connections		
b) Subscriptions for electricity, water or heating supply, waste disposal or similar services		

-> Go to E4

E4	**Did you buy any of the following via a website or app for private use in the last 3 months?**

(Only for persons who answered 'Yes' to question E1 'In the last 3 months')

(multiple answers are possible)

a) Transport services from enterprises e.g. bus, train, flight ticket, taxi ride (e.g. UBER)		
b) Accommodation from businesses e.g. hotels or travel agencies		
c) Tickets to events (concerts, cinema, sports events, fairs, etc.)		
d) E-books or audio books as downloads (including updates)		
e) Software as downloads (including upgrades)		
f) Games as downloads (including upgrades) or virtual in-game items		

-> Go to E5

E5	**Have you purchased or subscribed via a website or app for private purposes in the last 3 months?**
(multiple answers are possible)	YES=1 NO=0

a) Music streaming service or for download		
b) Films, series, or sports streaming service (e.g. Netflix, HBO Max, Amazon Prime, Disney+, Maxdome, Apple TV, Sky, Showtime)		
c) Online books, online newspapers (e-papers) or online magazines		
d) Igrice online (npr. GeForce Now, Google Stadia, PlayStation Now)		
e) Aplikacije vezane za zdravlje ili fitnes		
f) Gaming streaming services (e.g. GeForce Now, Google Stadia, PlayStation Now)		

-> Go to E6

E6	**Have you purchased any of the following from individuals via a website or app for private use in the last 3 months?**

(multiple answers are possible)

a) Physical goods (e.g. on eBay, Facebook sales groups, etc.		
b) Transport services (e.g. hired transport by van, etc.)		
c) Accommodation services (eg AirBnb)		
d) Cleaning services, babysitting, repairs, gardening services, etc.		

-> Go to E8

E8	**How often have you bought/ordered goods or services online for private purposes in the last 3 months?**

a) 1-2 times	
b) 3-5 times	
a)	
c) 6-10 times	

d) more than 10 times		

-> Go to E9

E9	**Have you encountered any problems when buying/ordering goods or services online in the last 3 months?**	

(for people who answered "In the last 3 months" to question E1)

a)	Difficulties using the website when ordering and paying (too complicated, technical glitches on the site…)	
b)		
c)		
d)	Difficulty finding information regarding guarantees	
e)	The delivery time is longer than stated	
f)	Final costs are higher than stated	
g)	Wrong or damaged delivered goods/services received	
h)	Fraud-related issues (goods/services not received at all, misuse of credit card details, etc.)	
i)	Complaints or claims are difficult to implement	
j)	Foreign trader has no offer for Bosnia and Herzegovina	
k)	Other	
l)	I did not encounter any problem	

-> Go to E10

E10	**Have you had any safety or health issues caused by products you purchased online for private use (injuries, skin irritations, device overheating, etc.) Excludes cases where the product is used for purposes for which it was not intended, thus causing a problem.**	

(for persons who answered "In the last 3 months" to question E1)	
(only one answer is possible)	YES=1 NO=0

a) Yes	1	
b) No	0	

-> Go to E11

E11	**Did you carry out any of the following via a website or app for private purposes in the last 3 months?**

(for persons who answered "In the last 3 months" to question E1)	
(multiple answers are possible)	YES=1 NO=0

a) Buy 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) Buying or selling shares, bonds, funds, or other financial assets		

-> Go to F1

MODULE F: E-SKILLS

(for people who used the Internet in the last 3 months - who answered "Yes" to question B1)

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

(multiple answers are possible)	YES=1 NO=0

a) Copying or moving files (e.g. documents, data, images, videos) between devices (e.g. via email, Messenger, WhatsApp, USB, cable) or to the cloud.		
b) Downloading or installing software or applications		
c) Changes to software, application or device settings (e.g. changing language, color, contrast, font size, etc.)		

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	->Go to F2		
F2	**Which of the following activities did you perform in the last 12 months?**		
	(multiple answers are possible) YES=1 NO=0		
	a) Using word processing and editing software		
	b) Creating files (documents, images, videos) that contain multiple elements (text, image, table, chart, animation, sound)		
	c) Using spreadsheet software		If you checked "Yes" on c go to c1
	c1) Using advanced features of spreadsheet software (functions, formulas, macros, etc.)		
	d) Editing images, videos or audio recordings		
	e) Writing codes in a programming language		
	->Go to F3		
F3	**Have you seen any content or information on websites or social networks that you considered untrue or suspicious in the last 3 months?**		
	(only one answer is possible)		
	a) Yes		
	b) No		
	If "Yes"-> Go to F4; If "No"-> go to G1		
F4	**Have you checked the validity of the content or information you found on websites or social networks in the last 3 months?**		
	(multiple answers are possible) YES=1 NO=0		
a) Yes			
b) No			
	-> If the answer is "Yes", go to F5; if "No" go to F6		
F5	**How did you verify the truth of the content or information you found on the Internet?**		
	(multiple answers are possible) YES=1 NO=0		
a) By checking the source of information or searching for other sources of information on the internet (e.g. other websites, Wikipedia, etc.)			
b) By following or participating in an online discussion regarding that information			
c) By discussing the information live with other people or using other sources of information outside the internet			
	-> Go to G1		
F6	**Why didn't you verify the authenticity of the content or information you found online?**		
	Only for persons who answered "No" to question F4		
	(it is possible to give only one answer) YES=1 NO=0		
a) You already knew that this information, content, or source was not reliable.			
b) Lack of knowledge or skills (you didn't know how to check information on the internet or it was too complicated for you)			
c) Other reasons			
	-> Go to G1		

MODULE G: PRIVACY AND PROTECTION OF PERSONAL DATA

For persons who have used the Internet in the last 3 months - who answered "Yes" to modality a) in question B1

Note: The following questions relate to the provision and protection of personal data for activities carried out online for any private or work purposes, using websites or applications.

G1	**Have you managed access to your personal information online in the last 3 months? (**e.g. name, date of birth, ID number, contact information, credit card number, photos, geographic location**)**		
(multiple answers are possible)			
a) Read privacy policy statements before providing personal information			
b) Restricted or denied access to your geographic location			
c) Restrict access to profile or content on social networking sites or share online storage location			
d) Refused to use personal data for advertising purposes			
e) Checked the security of websites before providing personal information (e.g. https websites, security logo or certificate)			
f) Have sent a request to a website, provider or administrator to access your personal data they hold, with the aim of deleting or updating it			
-> Go to G2			
G2	**Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices?**		
(only one answer is possible)			
a) Yes			
b) No			
-> Go to G4			
G4	**Have you used software that limits the ability to track your online activities on any of your devices?**		
(only one answer is possible)			
a) Yes			
b) No			
-> Idi na G5			
G5	**Have you ever opened an account or user account or registered for a free application or service? (e.g. email account, social networks, web stores, applications for purchasing transportation tickets, games, etc.)**		
(only one answer is possible)			
a) Yes			
b) No			
->If "Yes" go to G6, if "No" go to H1			
G6	**Have you deleted or tried to delete (or close) your account on a free app or service in the last 3 months?**		
(only one answer is possible)			
a) Yes			
b) No			
->If "Yes" go to G7, if "No" go to H1			
G7	**Have you encountered any problems when trying to delete your account on a free app or service in the last 3 months?**		
Only for people who answered "Yes" to G5 and G6			
(only one answer is possible)			
a) Yes			
b) No			
-> Go to H1			

MODULE H: BASIC INFORMATION ABOUT THE RESPONDENT			
H1	**Year of birth**	☐☐☐☐	*-> Go to H1a*
H1a	**Has your date of birth passed?**		
a) Yes		1->	

b) No		0->		
H2	**Sex**			
a) Male		1->		
b) Female		2->		
-> Go to G3				
H3	**Country of birth (Enter the name of the country):**			*-> Go to H4*
H4	**Citizenship (Enter the name of the country)**			*-> Go to H5*
H5	**Education (highest level of education attainment)**			
(only one answer is possible)				
a) Elementary or lower than secondary education (ISCED 0, 1 or 2)				
a1) No education		0->		(ISCED 0)
a2) 1–4 grades of eight-year primary school/1-5 grades of nine-year primary school 1->				(ISCED 1)
a3) 5–8 grades of eight-year primary school/6-9 grades of nine-year primary school 2->				(ISCED 2)
b) Secondary or higher secondary education		**(ISCED 3 or4)**		
b1) Secondary vocational school, gymnasium 3->				(ISCED 3)
b2) Post-secondary specialization, school for highly qualified workers		4->		(ISCED 4)
c) High education		**(ISCED 5, 6, 7, 8)**		
c1) High school				(ISCED 5)*
c2) Faculty / college / academy				(ISCED 6)
c3) Master's degree				(ISCED 7)
c4) Doctorate				(ISCED 8)
* Old higher education programs of the 6th level, lasting 2 - 2.5 years				
H6	**Employment status of the respondent?**			
(only one answer is possible)				
a) Employed		1->		*→ Go to H7*
b) Unemployed		2->		*→ Go to H12*
c) Pensioner		3->		*→ Go to H12*
d) Unable to work		4->		*→ Go to H12*
e) Student, pupil, who are not working		5->		*→ Go to H12*
f) Housewife		6->		*→ Go to H12*
g) Persons serving military service (Not applicable in Bosnia and Herzegovina)		7->		*→ Go to H12*
h) Other		8->		*→ Go to H12*
H7	**Status of employed respondents** (this question refers to people who answered question H6, employed)			
a) Self-employed persons who have employed workers		1->		
b) Self-employed persons who do not have employed workers		2->		
c) Zaposlen		3->		
d) Employed in a family business (unpaid job)		4->		
-> Go to H8				

H8	**Working hours?** (This question refers to respondents who answered "YES" to question H6, employed)		
	(Only one answer possible)		
	a) Full-time employment	1->	
	b) Part-time employment	2->	
	-> Go to H9		
H9	**Type of employment contract?** (This question refers to respondents who answered H6, employed)		
	(Only one answer possible)		
	a) Permanent contract	1->	
	b) Fixed-term contract	2->	
	-> Go to H11		
H11	**Occupation?** (choose from the list of occupations according to ISCO-08 classification)		*→ Go to H12*
H11a	**Occupation?** **Enter occupation_____** **(choose from the list of occupations according to ISCO-08 classification, 2-digit)** **_additional ……………………… ☐☐** **ISCO-08, 2 digits code** (This question refers to respondents who answered H7 – Employed.)		
H12	**Entity of Residence**		*→ Go to H17*
a)	Federation of Bosnia and Herzegovina	1->	
b)	Republika Srpska	2->	
c)	Brčko District	3->	
H17	**Total Number of Household Members**		*→ Go to H18*
H17a	**Of which, aged 16 to 74**		
H18	**Of which, children under 16**		*→ Go to H19*
H19	**Household Income** (average net monthly income)		
	(Only one answer possible)		
	a) Up to 500 KM	1->	
	b) 501 - 1.000 KM	2->	
	c) 1.001 - 1.500 KM	3->	
	d) 1.501 - 2.500 KM	4->	
	e) Over 2.500 KM	5->	
H19_N	**Disability and Limitations in Activities Due to Health Problems** (Self-Perceived)		*→ Go to H20*
	(Only one answer possible)		
	a) Severely limited		
	b) Limited, but not seriously		
	c) Not limited at all / No limitations		
H20	**Interview Duration** (in minutes)		End of Survey