



SURVEY ON INFORMATION AND COMMUNICATION TECHNOLOGY USAGE IN HOUSEHOLDS AND BY INDIVIDUALS

2017

**IMPORTANT: THIS QUESTIONNAIRE IS MANDATORY AND IS REQUIRED IN TERMS OF
THE MALTA STATISTICS AUTHORITY ACT (Cap. 422 of the laws of Malta)**

NAME OF INDIVIDUAL				
1. REFERENCE NUMBER				
2. ID NUMBER				
3. Telephone number				
4. Mobile number				
4. E-mail				
5. Respondent's signature				

FOR OFFICIAL USE ONLY			
	Initials	Name and Surname	Date
Interviewer			
Vetter			
Data Entry Operator			

Confidential when completed.

Tourism, Education and Information Society
National Statistics Office
 Lascaris,
 Valletta VLT 2000
 T: 2599 7639
 E: education.nso@gov.mt

Data Management Unit
National Statistics Office
 Lascaris,
 Valletta VLT 2000
 T: 2599 7379
 E: dm.u.nso@gov.mt

ICT QUESTIONNAIRE

Sezzjoni A: Aċċess għat-teknoloġija tal-informatika u komunikazzjoni
Section A: Access to Information and Communication Technologies

Nota: Sezzjoni A tiġbor informazzjoni dwar is-sitwazzjoni fid-dar
 Note: Section A collects information about the household situation

A1	Inti jew membri oħra f'din id-dar għandkom aċċess għall-kompjuter fid-dar? (kwalunkwe tip: kompjuter, <i>laptop</i> , <i>netbook</i> , <i>tablet</i> , <u>eskluzi smart phones</u>) Do you or anyone in your household have access to a computer at home? (any type: desktop, <i>laptop</i> , <i>netbook</i> , <i>tablet</i> , <u>excluding smart phones</u>)
i	Immarka ċirku wieħed biss Tick <u>one circle only</u>
	Iva Yes O₁
	Le No O₂

A2	Inti jew membri oħra f'din id-dar għandkom aċċess għall-internet fid-dar? (bi kwalunkwe apparat) Do you or anyone in your household have access to the internet at home? (by any device)
i	Immarka ċirku wieħed biss Tick <u>one circle only</u>
	Iva Yes O₁ → A3
	Le No O₂ → A4
	Ma nafx Do not know O₃ → B1

A3	Liema tip ta' konnessjoni għall-internet tużaw fid-dar? What type of internet connection is used at home?
i	Immarka 'Iva' jew 'Le' għal kull waħda Tick ' <u>Yes</u> ' or ' <u>No</u> ' in each
	Iva Le Yes No
a)	<i>Internet fiss (eż. DSL, ADSL, VDSL, cable, fiber optic, satellita, WiFi)</i> <i>Fixed broadband (e.g. DSL, ADSL, VDSL, cable, fiber optic, satellite, WiFi)</i> O₁ O₂
b)	<i>Mobile broadband (permezz ta' mobile phone network minn tal-inqas 3G, bl-użu ta' SIM card jew USB, mowbajl (jew smart phone) bħala modem)</i> <i>Mobile broadband (via mobile phone network at least 3G, using SIM card or USB key, mobile phone (or smart phone) as modem)</i> O₁ O₂
	→ B1

A4 X'inhuma r-raġunijiet għaliex m'għandekx access għall-<i>internet</i> fid-dar? What are the reasons for not having access to the internet <u>at home</u>?		
i Immarka 'Iva' jew 'Le' għal kull waħda Tick ' <u>Yes</u> ' or ' <u>No</u> ' in each		
	Iva Yes	Le No
a) Għandi access għall- <i>internet</i> f'postijiet oħra <i>Have access to internet elsewhere</i>	O ₁	O ₂
b) M'għandix bżonn <i>internet</i> (mhux bżonnjuż, mhux interessanti, eċċ) <i>Don't need internet (not useful, not interesting, etc.)</i>	O ₁	O ₂
c) L-apparat huwa għoli wisq <i>Equipment costs too high</i>	O ₁	O ₂
d) L-access għas-servizz tal- <i>internet</i> huwa għoli wisq <i>Access costs too high (telephone, DSL subscription, etc.)</i>	O ₁	O ₂
e) Ma nafx nuża l- <i>internet</i> <i>Lack of skills</i>	O ₁	O ₂
f) Raġunijiet ta' privatezza jew sigurtà <i>Privacy or security concerns</i>	O ₁	O ₂
g) Is-servizz ta' broadband <i>internet</i> mhux disponibbli fl-inħawi tagħna <i>Broadband internet is not available in our area</i>	O ₁	O ₂
h) Oħrajn <i>Other</i>	O ₁	O ₂
		→ B1

Sezzjoni B: Użu ta' kompjuters Section B: Use of computers

Nota: Minn Sezzjoni B 'il quddiem, ser tingabar informazzjoni dwar il-persuna magħżula għall-istħarriġ
Note: From Section B onwards, information will be collected on the individual selected for the survey

B1 Meta użajt il-kompjuter l-aħħar? (id-dar, ix-xogħol, jew postijiet oħra) When did you last use a computer? (at home, at work, or any other place)		
i Immarka ċirku <u>wieħed biss</u> Tick <u>one circle only</u>		
Fl-aħħar tliet xhur <i>Within the last three months</i>	O ₁	→ B2
Bejn tliet xhur u sena ilu <i>Between three months and a year ago</i>	O ₂	→ C1
Iktar minn sena ilu <i>More than one year ago</i>	O ₃	→ C1
Qatt ma użajtu <i>Never used it</i>	O ₄	→ C1

B2 Bejn wieħed u ieħor, kemm-il darba użajt il-kompjuter f'dawn l-aħħar tliet xhur? On average, how often did you use a computer <u>in the last three months</u>?		
i Immarka ċirku <u>wieħed biss</u> Tick <u>one circle only</u>		
Kuljum jew kważi kuljum (f'amest ijiem jew iktar) <i>Every day or almost every day (five days or more)</i>	O ₁	
Mill-inqas darba fil-ġimgħa (imma mhux kuljum) <i>At least once a week (but not every day)</i>	O ₂	
Inqas minn darba fil-ġimgħa <i>Less than once a week</i>	O ₃	

Sezzjoni Ċ: L-użu ta' l-internet
Section C: Use of the internet

C1	Meta użajt l-internet l-aħħar? (Bi kwalunkwe apparat mid-dar, xogħol, jew postijiet oħra) When did you last use the internet? (Any internet enabling device should be considered from home, work or other places)		
	<input type="checkbox"/> Immarka ċirku <u>wieħed biss</u> <i>Tick <u>one</u> circle only</i>		
	Fl-aħħar tliet xhur <i>Within the last three months</i>	O_1	→ C2
	Bejn tliet xhur u sena ilu <i>Between three months and a year ago</i>	O_2	→ C7
	Iktar minn sena ilu <i>More than one year ago</i>	O_3	→ E1
Qatt ma użajtu <i>Never used it</i>	O_4	→ G1	

C2	Bejn wieħed u ieħor, kemm-il darba użajt l-internet f'dawn l-aħħar tliet xhur? On average, how often did you use the internet in the last three months?		
	<input type="checkbox"/> Immarka ċirku <u>wieħed biss</u> <i>Tick <u>one</u> circle only</i>		
	Kuljum jew kważi kuljum (ħamest ijiem jew iktar) <i>Every day or almost every day (five days or more)</i>	O_1	
	Mill-inqas darba fil-ġimgħa (imma mhux kuljum) <i>At least once a week (but not every day)</i>	O_2	
Inqas minn darba fil-ġimgħa <i>Less than once a week</i>	O_3		

C3	Użajt xi wieħed minn dawn il-mobile devices biex taċċessa l-internet il-bogħod mid-dar jew ix-xogħol f'dawn l-aħħar tliet xhur? Did you use any of the following mobile devices to access the internet away from home or work in the last three months?		
	<input type="checkbox"/> Immarka 'Iva' jew 'Le' għal kull waħda, inkella immarka għażla 'f' <i>Tick 'Yes' or 'No' in each, else tick option 'f'</i>		
		Iva Yes	Le No
	a) Mowbajl (jew <i>smart phone</i>) permezz ta' <i>mobile phone network</i> (eż. 3G jew 4G) <i>Mobile phone (or smart phone) via mobile phone network (e.g. 3G or 4G)</i>	O_1	O_2
	b) Mowbajl (jew <i>smart phone</i>) permezz ta' <i>wireless network</i> (eż. WiFi) <i>Mobile phone (or smart phone) via wireless network (e.g. WiFi)</i>	O_1	O_2
	c) Kompjuter <i>portable</i> (eż. laptop jew tablet) permezz ta' <i>mobile phone network</i> , bl-użu ta' USB jew (SIM) card, jew mowbajl (jew <i>smart phone</i>) bħala <i>modem</i> <i>Portable computer (e.g. laptop or tablet) via mobile phone network, using USB key or (SIM) card, or mobile phone (or smart phone) as a modem</i>	O_1	O_2
	d) Kompjuter <i>portable</i> (eż. laptop jew tablet) permezz ta' <i>wireless network</i> (eż. WiFi) <i>Portable computer (e.g. laptop or tablet) via wireless network (e.g. WiFi)</i>	O_1	O_2
	e) <i>Mobile devices oħra</i> (eż. PDA, handheld gaming consoles, eċċ.) <i>Other mobile devices (e.g. PDA, handheld gaming consoles, etc.)</i>	O_1	O_2
	f) Ma naċċessax l-internet minn <i>mobile devices</i> il-bogħod mid-dar jew ix-xogħol <i>I don't access the internet via any mobile device away from home or work</i>	O_1	

C4 Għal liema minn dawn l-attivitajiet użajt l-internet f'dawn l-aħħar tliet xhur għall-użu personali? For which of the following activities did you use the internet in the last three months for private purposes?		
i Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each		
	Iva Yes	Le No
Komunikazzjoni Communication		
a) Tibgħat u tirċievi <i>emails</i> <i>Sending and/or receiving emails</i>	O ₁	O ₂
b) Telefonati bl-internet jew <i>video calls</i> permezz ta' <i>webcam</i> (eż. <i>Skype, Facetime</i>) <i>Telephoning over the internet/video calls (via webcam) over the internet (e.g. Skype, Facetime)</i>	O ₁	O ₂
c) Tipparteċipa f' <i>Social Network</i> (eż. <i>Facebook, Twitter, eċċ.</i>) <i>Participating in social networks (e.g. Facebook, Twitter, etc.)</i>	O ₁	O ₂
d) Tagħmel <i>upload</i> ta' affarijiet tiegħek (eż. <i>kitba, ritratti, mużika, software, eċċ.</i>) fuq <i>siti elettronici</i> <i>Uploading self-created content (e.g. text, photos, music, videos, software etc.) to any website to be shared</i>	O ₁	O ₂
Aċċess għall-informazzjoni Access to information		
e) Taqra aħbarijiet, <i>gazzetti</i> , jew <i>rivisti online</i> <i>Reading online news sites, newspapers, news magazines</i>	O ₁	O ₂
f) Tfitteix informazzjoni rigward saħħa (eż. <i>dwar korriment, mard, nutrizzjoni, metodi għal saħħa aħjar, eċċ.</i>) <i>Seeking health-related information (e.g. about injury, disease, nutrition, improving health, etc.)</i>	O ₁	O ₂
g) Issib informazzjoni <i>dwar prodotti jew servizzi</i> <i>Finding information about goods or services</i>	O ₁	O ₂
Parteċipazzjoni ċivika u politika Civic and political participation		
h) Tikteb opinjonijiet <i>dwar aħbarijiet ċiviċi u politiċi</i> ġo <i>websites</i> (eż. <i>blogs, social networks, eċċ.</i>) <i>Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)</i>	O ₁	O ₂
i) Tieħu sehem f' <i>konsultazzjoni online</i> jew <i>tivvota</i> <i>dwar affarijiet ċiviċi jew politiċi</i> (eż. <i>ffirmar ta' petizzjoni</i>) <i>Taking part in on-line consultations or voting to define civic or political issues (e.g. signing a petition)</i>	O ₁	O ₂
Ħajja professjonali Professional life		
j) Tfitteix impjieg jew tibgħat applikazzjoni għal <i>xogħol</i> <i>Looking for a job or sending a job application</i>	O ₁	O ₂
k) Tipparteċipa f' <i>networks</i> professjonali (eż. <i>toħloq user profile u/jew titfa' informazzjoni fuq LinkedIn, Xing, eċċ.</i>) <i>Participating in professional networks (e.g. creating user profile and/or posting messages or other contributions to LinkedIn, Xing, etc.)</i>	O ₁	O ₂
Servizzi oħra online Other online services		
l) Użu ta' <i>servizzi ta' vjaġġar</i> jew <i>akkomodazzjoni relatata ma' vjaġġar</i> <i>Using services related to travel or travel related accommodation</i>	O ₁	O ₂
m) Bejgħ ta' <i>prodotti jew servizzi</i> (eż. <i>fuq eBay, Maltapark, eċċ.</i>) <i>Selling of goods or services (e.g. eBay, Maltapark, etc)</i>	O ₁	O ₂
n) <i>Servizzi bankarji minn fuq l-internet</i> <i>Internet banking</i>	O ₁	O ₂

C5	Fl-aħħar tliet xhur għamilt użu minn spazju virtwali fuq l-internet biex tagħmel backup ta' dokumenti, ritratti, mużika, videos, jew files oħra għal użu privat? (Eż. Dropbox, Google drive, Windows OneDrive, iCloud, Amazon Cloud Drive) <i>In the last three months did you use storage space on the internet to save documents, pictures, music, video, or other files for private purposes?</i> (E.g. Dropbox, Google drive, Windows OneDrive, iCloud, Amazon Cloud Drive)	
	Immarka ċirku <u>wieħed biss</u> <i>Tick <u>one circle only</u></i>	
	Iva Yes	O ₁
	Le No	O ₂



C6	Ipparteċipajt f'dawn is-sessjonijiet ta' taġlim għal skop akkademiku, professjonali jew privat minn fuq l-internet f'dawn l-aħħar tliet xhur? <i>Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last three months?</i>		
	Immarka 'Iva' jew 'Le' għal kull waħda <i>Tick 'Yes' or 'No' in each</i>		
		Iva Yes	Le No
a)	Għamilt kors <i>online</i> <i>Doing an online course</i>	O ₁	O ₂
b)	Uzajt materjal ta' taġlim <i>online</i> , (<u>mhux</u> bħala kors sħiħ <i>online</i>) (eż. materjal awdjo-viżwali, <i>software</i> ta' taġlim <i>online</i> , kotba elettronici, eċċ) <i>Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks, etc.)</i>	O ₁	O ₂
c)	Komunikazzjoni ma' għalliema jew studenti minn fuq siti elettronici jew <i>portals</i> edukattivi <i>Communicating with instructors or students using educational websites or portals</i>	O ₁	O ₂
d)	Oħrajn <i>Other</i>	O ₁	O ₂

C7	Għamilt użu ta' xi siti elettronici jew apps biex tibbukja akkomodazzjoni <u>minn individwu ieħor</u> (kamra, appartament, dar, eċċ) f'dawn l-aħħar tnax-il xahar? <i>Have you used any website or app to arrange an accommodation from another individual (room, apartment, house, holiday cottage, etc.) in the last 12 months?</i>		
	Immarka 'Iva' jew 'Le' għal kull waħda, inkella immarka għażla 'c' <i>Tick 'Yes' or 'No' in each, else tick option 'c'</i>		
		Iva Yes	Le No
a)	Iva, siti elettronici speċjalizzati jew apps (eż. AIRBNB, Maltapark) <i>Yes, dedicated websites or apps (e.g. AIRBNB, Maltapark)</i>	O ₁	O ₂
b)	Iva, siti elettronici jew apps oħra (inklużi <i>social networks</i>) <i>Yes, other websites or apps (including social networks)</i>	O ₁	O ₂
c)	Le No	O ₁	


C8	Għamilt użu ta' xi siti elettronici jew apps biex tibbukja trasport minn individwu ieħor (eż karożza, eċċ) f'dawn l-aħħar tnax-il xahar? Have you used any website or app to arrange a transport service <u>from another individual</u> (e.g. car, etc.) <u>in the last 12 months</u>?		
	i Immarka 'Iva' jew 'Le' għal kull waħda, inkella immarka għażla 'c' Tick ' <u>Yes</u> ' or ' <u>No</u> ' in each, else tick option 'c'		
		Iva Yes	Le No
a)	Iva, siti elettronici speċjalizzati jew apps (eż. <i>UBER, Sixt, etc.</i>) <i>Yes, dedicated websites or apps (e.g. UBER, Sixt, etc.)</i>	O ₁	O ₂
b)	Iva, siti elettronici jew apps oħra (inklużi <i>social networks</i>) <i>Yes, other websites or apps (including social networks)</i>	O ₁	O ₂
c)	Le <i>No</i>	O ₁	

Sezzjoni D: L-użu ta' e-Government
Section D: Use of e-Government

D1	Matul l-aħħar tnax-il xahar, għamilt kuntatt ma' awtoritajiet pubbliċi jew użajt servizzi pubbliċi fuq l-internet għal-skopijiet privati biex tagħmel dawn li se nsemmilek? (Mhux b'emails) During the last 12 months, did you contact or interact with public authorities or public services over the Internet for the following activities? (Excluding manually typed emails)		
	i Immarka 'Iva' jew 'Le' għal kull waħda Tick ' <u>Yes</u> ' or ' <u>No</u> ' in each		
		Iva Yes	Le No
a)	Tikseb tagħrif minn siti elettronici jew apps <i>Obtaining information from websites or apps</i>	O ₁	O ₂
b)	Tniżżel formoli uffiċjali <i>Downloading/printing official forms</i>	O ₁	O ₂
c)	Tibgħat formoli mimlijin <i>Submitting completed forms online</i>	O ₁	O ₂

 D2 tapplika biss jekk 'Le' għal 'c' f'D1 D2 is only applicable if 'No' to 'c' in D1		
D2	X'kienu r-raġunijiet għaliex ma bgħattx formoli mimlijin permezz tas-siti elettronici tal-awtoritajiet pubbliċi, għal skopijiet privati, fl-aħħar tnax-il xahar? <i>What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months?</i>	
 Immarka 'Iva' jew 'Le' għal kull waħda. Jekk 'Iva' għal 'a' f'D2, mur E1, inkella mur 'b' sa 'g' f'D2 <i>Tick 'Yes' or 'No' in each. If 'Yes' to 'a' in D2, go to E1, otherwise go to 'b' to 'g' in D2</i>		
	Iva Yes	Le No
a)	Ma kellix għalfejn nibgħat formoli uffiċċjali <i>Did not have to submit official forms at all</i>	O ₁ O ₂
b)	Nuqqas ta' sit elettroniku li joffri dan is-servizz <i>There was no such website service available</i>	O ₁ O ₂
c)	Nuqqas ta' kapaċità u għarfien (eż. ma tafx tuża s-sit elettroniku, jew l-użu tagħha huwa kkumplikat) <i>Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)</i>	O ₁ O ₂
d)	Thassib dwar il-protezzjoni u s-sigurtà ta' data personali <i>Concerns about protection and security of personal data</i>	O ₁ O ₂
e)	Nuqqas ta' firma elettronika jew e-ID jew problemi biex nużahom <i>Lack of electronic signature or e-ID or problems while using them</i>	O ₁ O ₂
f)	Persuna oħra għamlithom f'ismi (eż. konsulenti, qraba, jew membri tal-familja) <i>Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)</i>	O ₁ O ₂
g)	Oħrajn <i>Other</i>	O ₁ O ₂

Sezzjoni E: L-użu ta' e-Commerce
Section E: Use of e-Commerce

E1	Meta xtrajt jew ordnajt l-aħħar prodotti jew servizzi għall-użu personali fuq l-internet mhux bl-użu tal-emails, SMS, MMS? (permezz ta' kwalunkwe apparat, inkluż kompjuter, mowbajl, jew <i>smart phone</i>) <i>When did you last buy or order goods or services for private use over the internet excluding manually typed emails, SMS, MMS? (via any device, incl desktop, portable or handheld computers, mobile phones or smartphones)</i>	
 Immarka ċirku wieħed biss <i>Tick one circle only</i>		
	Fl-aħħar tliet xhur <i>Within the last three months</i>	O ₁ → E2
	Bejn tliet xhur u sena ilu <i>Between three months and a year ago</i>	O ₂ → E2
	Iktar minn sena ilu <i>More than one year ago</i>	O ₃ → E9 (if C1=3 → E10)
	Qatt ma xtrajt jew ordnajt <i>Never bought or ordered</i>	O ₄ → E9 (if C1=3 → E10)

E2 Liema prodotti jew servizzi xtrajt jew ordnajt minn fuq l- <i>internet</i> għall-użu personali fl-aħħar tnax-il xahar? (eskludi affarijiet b'xejn) <i>What types of goods or services did you buy or order over the internet for private use in the last 12 months? (exclude items free of charge)</i>		
i Immarka 'Iva' jew 'Le' għal kull waħda <i>Tick 'Yes' or 'No' in each</i>		
	Iva Yes	Le No
a) Ikel <i>Food or groceries</i>	O ₁	O ₂
b) Prodotti tad-dar (eż. għamara, ġugarelli, eċċ) <i>Household goods (e.g. furniture, toys, etc.)</i>	O ₁	O ₂
c) Mediċina <i>Medicine</i>	O ₁	O ₂
d) Fwejjeġ, affarijiet sportivi <i>Clothes, sports goods</i>	O ₁	O ₂
e) <i>Hardware</i> tal-kompjuter <i>Computer hardware</i>	O ₁	O ₂
f) Makkinarju elettroniku (inkluż <i>cameras</i>) <i>Electronic equipment (including cameras)</i>	O ₁	O ₂
g) Servizzi ta' telekomunikazzjoni (eż. TV, servizz tal- <i>internet</i> , linja telefonika, jew linja tal-mowbajl, eċċ) <i>Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, etc.)</i>	O ₁	O ₂
h) Akkomodazzjoni marbuta mal-ivvjaġġar (eż. lukanda) <i>Holiday accomodation (e.g. hotel)</i>	O ₁	O ₂
i) Servizzi oħra tal-ivvjaġġar (biljetti tat-trasport, kiri ta' karozzi, eċċ.) <i>Other travel arrangements (transport tickets, car hire, etc.)</i>	O ₁	O ₂
j) Biljetti għal xi avvenimenti <i>Tickets for events</i>	O ₁	O ₂
k) Films, mużika (mhux mniżżlin b'xejn) <i>Films, music (excluding those downloaded for free)</i>	O ₁	O ₂
l) Kotba, rivisti jew ġurnali elettronici (inklużi <i>ebooks</i>) <i>Books, magazines, newspapers (including ebooks)</i>	O ₁	O ₂
m) Materjal ta' <i>e-learning</i> <i>e-learning material</i>	O ₁	O ₂
n) Logħob, <i>upgrades</i> u <i>software</i> ieħor tal-kompjuter <i>Video games and other computer software and software upgrades</i>	O ₁	O ₂
o) Oħrajn <i>Other</i>	O ₁	O ₂

<p>i Jekk 'Iva' għal 'k', 'l', jew 'n' f'E2 mur E3, inkella mur E4 If 'Yes' to 'k', 'l', or 'n' in E2, go to E3, otherwise go to E4</p>		
E3	<p>Liema minn dawn il-prodotti li xtrajt jew ordnajt minn fuq l-<i>internet</i>, nizzilthom jew aċċessajthom direttament minn sit elettroniku jew <u>app fl-aħħar tnax-il xahar?</u> <i>Which of the following products that you bought or ordered over the internet for private use were downloaded or accessed from websites or apps in the last 12 months?</i></p>	
i	<p>Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each</p>	
		<p>Iva Le Yes No</p>
a)	Films, mużika <i>Films, music</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
b)	E-Books <i>E-Books</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
c)	Rivisti jew ġurnali elettronici <i>E-Magazines, e-newspapers</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
d)	Software tal-kompjuter (inkluż loġħob u software ieħor tal-kompjuter) <i>Computer software (including computer and video games and software upgrades)</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>

E4	<p>Mingħand min xtrajt jew ordnajt prodotti jew servizzi għall-użu personali fuq l-<i>internet</i> <u>fl-aħħar tnax-il xahar?</u> <i>From whom did you buy or order goods or services for private use over the internet in the last 12 months?</i></p>	
i	<p>Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each</p>	
		<p>Iva Le Yes No</p>
a)	Bejjiegħ lokali <i>National seller</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
b)	Bejjiegħ minn pajjiż ieħor fl-Unjoni Ewropea <i>Seller from other EU countries</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
c)	Bejjiegħ minn pajjiż ieħor (<u>barra</u> mill-Unjoni Ewropea) <i>Seller from the rest of the world</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>
d)	Il-pajjiż minn fejn hu l-bejjiegħ mhux magħruf <i>Country of origin of seller is not known</i>	<p><input type="radio"/>₁ <input type="radio"/>₂</p>

Jekk 'Iva' għal 'b' jew 'c' f'E4 mur E5 / If 'Yes to 'b' or 'c' in E4 go to E5



Jekk 'Le' għal 'b' u 'c' f'E4, u E1 hija '1' mur E6
If 'No' to 'b' and 'c' in E4, and E1 is equal to '1', go to E6

Inkella, mur E8 / Else go to E8

E5		
X'tip ta' prodotti/servizzi xtrajt jew ordnajt għall-użu personali fuq l-internet minn bejjiġġa barranin fl-aħħar tnax-il xahar? <i>Which type of products/services did you buy or order over the internet for private use from foreign sellers in the last 12 months?</i>		
Immarka 'Iva' jew 'Le' għal kull waħda <i>Tick 'Yes' or 'No' in each</i>		
	Iva Yes	Le No
a)	Prodotti tanġibbli (eż. elettronika, fwejjeġ, ġugarelli, ikel, merċa, kotba, CDs/DVDs) <i>Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CDs/DVDs)</i>	O ₁ O ₂
b)	Prodotti imniżżlin jew aċċessati minn fuq siti elettronici jew apps (eż. films, mużika, e-books, e-newspapers, logħob, paid apps) <i>Products downloaded or accessed from websites or apps (e.g. films, music, e-books, e-newspapers, games, paid apps)</i>	O ₁ O ₂
c)	Servizzi tal-ivjaġġar, akkomodazzjoni jew arranġamenti oħra marbuta mal-ivjaġġar (eż. biljetti u dokumenti li tircievi bil-posta jew maħruġin minnek) <i>Travel, accommodation or holiday arrangements (e.g. tickets and documents by mail or printed by yourself)</i>	O ₁ O ₂
d)	Servizzi oħra (eż. biljetti għal avvenimenti li tircievi bil-posta) <i>Other services (e.g. tickets for events received via mail)</i>	O ₁ O ₂



E6 tapplika biss jekk E1 hija '1'
E6 is only applicable if E1 is equal to '1'

E6		
Kemil darba ordnajt jew xtrajt affarijiet jew servizzi minn fuq l-internet għall-użu personali f'dawn l-aħħar tliet xhur? <i>How many times did you order or buy goods or services over the internet for private use in the last 3 months?</i>		
Immarka ċirku wieħed biss <i>Tick one circle only</i>		
	Darba sa darbtejn <i>1-2 times</i>	O ₁
	Tlieta sa ħames darbiet <i>3-5 times</i>	O ₂
	Sitta sa għaxar darbiet <i>6-10 times</i>	O ₃
	Iktar minn għaxar darbiet <i>More than 10 times</i>	O ₄

E7 tapplika biss jekk E1 hija '1' <i>E7 is only applicable if E1 is equal to '1'</i>	
E7	Kemm nfaqt fuq oġġetti u servizzi mixtrija mill-internet għall-użu personali f'dawn l-aħħar tliet xhur? (Eskludi ishma jew servizzi finanzjarji) How much did you spend in buying or ordering goods or services over the internet for private use in the last 3 months? (Excluding shares or other financial services)
i	Immarka ċirku wieħed biss <i>Tick one circle only</i>
	Inqas minn €50 <i>Less than €50</i> O₁
	€50 jew iktar imma inqas minn €100 <i>€50 to less than €100</i> O₂
	€100 jew iktar imma inqas minn €500 <i>€100 to less than €500</i> O₃
	€500 jew iktar imma inqas minn €1,000 <i>€500 to less than €1,000</i> O₄
	€1,000 jew iktar <i>€1,000 and more</i> O₅
	Ma nafx <i>Do not know</i> O₆

E8	Iltaqjt ma' xi problemi minn dawn li ġejjin waqt ix-xiri ta' prodotti jew servizzi minn fuq l-internet f'dawn l-aħħar tnax-il xahar? Did you encounter any of the following problems when buying or ordering goods or services over the internet in the last 12 months?	
i	Immarka 'Iva' jew 'Le' għal kull waħda, inkella immarka għażla 'j' <i>Tick 'Yes' or 'No' in each, else tick option 'j'</i>	
		Iva Le Yes No
	a) Ħsara teknika waqt li qed tordna jew tħallas <i>Technical failure of website during ordering or payment</i>	O ₁ O ₂
	b) Diffikulta' biex issib informazzjoni dwar garanzija u drittijiet legali oħra <i>Difficulties in finding information concerning guarantees and other legal rights</i>	O ₁ O ₂
	c) L-oġġett dam biex jasal iktar minn kemm indikat <i>Speed of delivery slower than indicated</i>	O ₁ O ₂
	d) Spejjeż għola minn dawk murija (eż spejjeż għola biex jasal il-prodott, spejjeż marbutin mat-transazzjoni li ma kinux mistennija, eċċ.) <i>Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fees, etc.)</i>	O ₁ O ₂
	e) Irċevejt prodott differenti jew difettuż <i>Wrong or damaged goods or services delivered</i>	O ₁ O ₂
	f) Problemi ta' frodi (eż. il-prodott ma wasalx, użu ħażin tad-dettalji tal-card) <i>Encountered problems with fraud (e.g. no goods or services received, misuse of card details, etc.)</i>	O ₁ O ₂
	g) Ilmenti jew kummenti ma ġewx imwiegħba meta saqsejt dwarhom jew ma kontx kuntent/a bir-risposta <i>Complaints and redress were difficult or no satisfactory response after complaint</i>	O ₁ O ₂
	h) Bejjiegħ ma jibgħatx prodotti lejn il-pajjiż tiegħi <i>Foreign seller did not sell to my country</i>	O ₁ O ₂
	i) Oħrajn <i>Other</i>	O ₁ O ₂
	j) Ma kellix problemi <i>I did not encounter any problem</i>	O ₁

E9	Għamilt xi wħud minn dawn l'attivitajiet finanzjarji għall-użu personali minn fuq l'internet f'dawn l-aħħar tnax-il xahar?		
	<i>Did you carry out any of the following financial activities over the internet (excluding e-mail) for private purposes in the last 12 months?</i>		
	i	Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each	
		Iva Yes	Le No
a)	Xiri jew bejgħ ta' ishma, <i>bonds, funds</i> , jew servizzi oħra ta' investiment <i>Buying or selling shares, bonds, funds, or other investment services</i>	O ₁	O ₂
b)	Xiri jew tiġdid ta' poloz ta' assigurazzjoni, inklużi dawk offruti bħala parti minn pakkett ma' servizzi oħra (eż. assigurazzjoni tas-safar offruta mal-biljett tal-ajru) <i>Buying or renewing existing insurance policies including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)</i>	O ₁	O ₂
c)	Tieħu self jew kreditu minn banek jew <i>financial providers</i> oħra <i>Taking a loan or mortgage or arranging credit from banks or other financial providers</i>	O ₁	O ₂

i	Jekk E1 hija '1' jew '2' mur F1, inkella mur E10 If E1 is equal to '1' or '2' go to F1, otherwise go to E10		
E10	X'kienu r-raġunijiet għaliex ma xtrajtx prodotti jew servizzi għall-użu personali minn fuq l-internet f'dawn l-aħħar tnax-il xahar?		
	<i>What were the reasons for not buying or ordering any goods or services for your own private use over the internet in the last 12 months?</i>		
i	Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each		
		Iva Yes	Le No
a)	Nippreferi mmur ġol-ħanut u nara l-oġġett, imdorri mmur fl-istess ħanut <i>Prefer to shop in person, like to see product, loyalty to shops</i>	O ₁	O ₂
b)	Nuqqas ta' kapaċità u għarfien (eż. ma nafx inħaddem il-website jew wisq ikkumplikata) <i>Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)</i>	O ₁	O ₂
c)	Hemm problema biex nirċievi l-oġġetti (eż. l-ordnijiet idumu wisq biex jaslu) <i>Delivery of goods ordered over the internet is a problem (e.g. takes too long or is logistically difficult)</i>	O ₁	O ₂
d)	Minħabba raġunijiet ta' privatezza u sigurtà u problemi oħra relatati ma' ħlas (eż. tħassib dwar l-għoti ta' dettalji personali jew tal-card fuq l-internet) <i>Payment security or privacy concerns (e.g. concerned about giving personal or credit card details over the internet)</i>	O ₁	O ₂
e)	Tħassib dwar il-fatt li ma nirċevix l-affarijiet, tħassib li l-ilmenti ma jiġux imwiegħba <i>Concerns about receiving or returning goods, complaint or redress concerns</i>	O ₁	O ₂
f)	M'għandix card biex inħallas fuq l-internet <i>Don't have a payment card allowing to pay over the internet</i>	O ₁	O ₂
g)	Bejjiegħ ma jbiegħx lejn il-pajjiż tiegħi <i>Foreign retailer did not sell to my country</i>	O ₁	O ₂
h)	Oħrajn <i>Other</i>	O ₁	O ₂

Sezzjoni F: E-Skills

Section F: E-Skills

Nota: Sezzjoni F tapplika biss jekk C1 hija '1' jew '2'
 Note: Section F only applies if C1 is equal to '1' or '2'

F1	Liema attivitajiet marbuta ma' l-użu tal-kompjuter jew mobile device għamilt f'dawn l-aħħar tnax-il xahar? <i>Which of the following computer or mobile device related activities have you carried out in the last 12 months?</i>		
i Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each			
		Iva Yes	Le No
a)	Trasferimenti ta' files bejn kompjuters u devices oħra <i>Transferring files between computers and other devices</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
b)	Installajt programmi jew applications (apps) <i>Installing software or applications (apps)</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
c)	Bdilt is-settings ta' xi programm inkluż operating system jew program ta' sigurtà <i>Changing the settings of any software, including operating systems or security programs</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂

F2	Liema attivitajiet marbuta ma' software tal-kompjuter għamilt f'dawn l-aħħar tnax-il xahar? <i>Which of the following software related activities have you carried out in the last 12 months?</i>		
i Immarka 'Iva' jew 'Le' għal kull waħda Tick 'Yes' or 'No' in each			
		Iva Yes	Le No
a)	Ikkupjajt jew mexxejt files jew folders <i>Copied or moved files or folders</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
b)	Użajt programm tal-word processing <i>Used word processing software</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
c)	Ħloqt preżentazzjonijiet jew dokumenti li jinkludu kliem, stampi u tabelli <i>Created presentations or documents integrating text, pictures, tables or charts</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
d)	Użajt spreadsheet <i>Used spreadsheet software</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
i 'd1' tapplika biss jekk 'Iva' għal 'd' 'd1' is only applicable if 'Yes' to 'd'			
d1)	Użajt spreadsheet għal functions maħsubin biex tirranġa u tanalizza id-data (eż. sort, filter, użu ta' formuli, u tabelli) <i>Used spreadsheet's advanced functions to organise and analyse data (e.g. sort, filter, formuli, and charts)</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
e)	Użajt programmi biex tirranġa ritratti, videos, u mużika <i>Used software to edit photos, video, or audio files</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂
f)	Ktibt programm bi programming language <i>Written code in a programming language</i>	<input type="radio"/> O ₁	<input type="radio"/> O ₂

Sezzjoni G: Dettalji demografici
Section G: Demographic details

G1	Kemm għandek żmien? <i>How old are you</i>	_____
G2	Sess: Sex:	
	<input type="radio"/> ₁ Raġel <i>Male</i>	
	<input type="radio"/> ₂ Mara <i>Female</i>	
G3	Pajjiż twelidek: Country of birth:	Country code

G4	Ċittadinanza primarja: Country of citizenship:	Country code

G5	X'inhu l-oġhla livell ta' edukazzjoni li temmejt b'suċċess? What is the highest level of education you have successfully completed?	
	<input type="radio"/> ₁ M'attendejtx skola jew qabel il-primarja <i>No formal education or pre-primary (Kindergarden, nursery, infant stage 1-2, etc.)</i>	
	<input type="radio"/> ₂ Livell primarju <i>Primary (Year 1-6, Standard 1-7, etc.)</i>	
	<input type="radio"/> ₃ Skola għal persuni b'diżabilita <i>School for persons with a disability</i>	
	<input type="radio"/> ₄ Livell sekondarju (ġenerali) <i>Secondary (general) (4 O'Levels or less)</i>	
	<input type="radio"/> ₅ Livell sekondarju (ġenerali) <i>Secondary (general) (5 O'Levels or more)</i>	
	<input type="radio"/> ₆ Korsijiet tal- <i>foundation</i> jew introduttorji fl-MCAST li jdmu sena jew inqas <i>Foundation or introductory courses at MCAST of one year or less</i>	
	<input type="radio"/> ₇ Livell sekondarju (vokazzjonali) <i>Secondary (vocational) (Trade schools, apprentice schools at secondary level)</i>	
	<input type="radio"/> ₈ Livell postsekondarju (ġenerali) <i>Post-secondary (general) (Sixth form, Junior College, Matriculation Certificate courses at MCAST)</i>	
	<input type="radio"/> ₉ Livell postsekondarju (vokazzjonali) qabel is-sena 2000 (eskluzi ITS) <i>Post-secondary (vocational) before the year 2000 (excluding ITS)</i> (Fellenberg Training Centre (e.g. City and Guilds, OTD, ATD), Technical Institute (eg. ESTS, TAS), Industrial Training Centre, School of Hairdressing, Pre-Vocational schools, Secretarial school, Dockyard school, School for Kindergarten Assistants)	
	<input type="radio"/> ₁₀ Livell postsekondarju (vokazzjonali), korsijiet li idumu sentejn jew inqas <i>Post-secondary (vocational), courses of two (2) years or less</i>	
	<input type="radio"/> ₁₁ Livell postsekondarju (vokazzjonali), korsijiet li idumu aktar minn sentejn <i>Post-secondary (vocational), courses longer than two (2) years</i>	
	<input type="radio"/> ₁₂ Diploma ta' livell universitarju, MCAST/ITS Higher National Diploma, Higher Technician Diploma, Full Technician Diploma <i>University level diploma, MCAST/ITS Higher National Diploma, Higher Technician Diploma, Full Technician Diploma</i>	
	<input type="radio"/> ₁₃ Degree jew kwalifika mill-Kulleġġ għat-Taħrig tal-Għalliem <i>Bachelors Degree or Teacher's training college</i>	
	<input type="radio"/> ₁₄ Masters Degree (inkludi ACCA) <i>Masters level qualification (including ACCA)</i>	
	<input type="radio"/> ₁₅ Ċertifikat jew diploma <i>post-graduate</i> <i>Post-graduate certificate or diploma</i>	
	<input type="radio"/> ₁₆ Dottorat <i>Doctorate (Ph. D.)</i>	
	<input type="radio"/> ₁₇ Ohrajn (Speċifika kwalifika u/jew istituzzjoni) <i>Other (Specify qualification and/or institution)</i>	

G6	Stat ta' impjeg: Current activity status:		
	<input type="radio"/> ₁ Impjegat fuq baži full-time <i>Full-time Employee</i> <input type="radio"/> ₂ Impjegat fuq baži part-time <i>Part-time Employee</i> <input type="radio"/> ₃ Naħdem għal rasi fuq baži full-time <i>Full-time Self-Employed</i> <input type="radio"/> ₄ Naħdem għal rasi fuq baži part-time <i>Part-time Self-Employed</i> <input type="radio"/> ₅ Qiegħed/Qiegħda <i>Unemployed</i> → G8 <input type="radio"/> ₆ Student/a, persuna fi żmien ta' taħriġ jew persuna li qed tagħmel esperjenza ta' xogħol bla ħlas <i>Student or person having an unpaid working experience</i> → G8 <input type="radio"/> ₇ Irtirat/a <i>Retired</i> → G8 <input type="radio"/> ₈ Ma nistax naħdem minħabba mard jew diżabilita' <i>Cannot work due to illness or disability</i> → G8 <input type="radio"/> ₉ Nieħu ħsieb id-dar u/jew il-familja <i>Taking care of the house and/or family</i> → G8 <input type="radio"/> ₁₀ Ohrajn (Speċifika) <i>Other (Specify)</i> → G8		
G7	Titlu tal-impjeg prinċipali tiegħek: Main job title:	ISCO code	
G8	Fejn toqgħod? (Speċifika l-lokalita') Where do you live? (Specify locality)	MGC code	
G9	Numru ta' membri li jgħixu fid-dar: Number of members in the household:		
G10	Numru ta' membri li jgħixu fid-dar u li għandhom inqas minn 16-il sena: Number of members in the household under 16 years:		

Sezzjoni H: Aċċess għal informazzjoni minn l-istharrig
Section H: Access to information from the survey

H1	<p>L-NSO jagħti aċċess għal <i>microdata</i> anonimizzata (risposti individwali) lill-individwi minħabba skopijiet ta' riċerka. Tixtieq li tkun mgħarraf/mgħarrfa meta r-riżultati minn dan l-istharrig ikunu ffinalizzati? The NSO grants access to anonymised microdata (individual records) to researchers for use in research projects. Would you like to be notified when results of the survey are finalised?</p> <p><input type="radio"/> ₁ Iva Yes <input type="radio"/> ₂ Le No</p> <p>F'din l-eventwalita' tingħatalek informazzjoni dwar il-proċedura neċessarja sabiex ikollok aċċess. Formola ta' applikazzjoni tkun trid timtela' fejn jiġi spjegat l-għan tar-riċerka. Aċċess għad-<i>data</i> ma jingħatax f'każijiet fejn l-unika skop tal-individwu huwa li jirċievi informazzjoni ġenerali.</p> <p>i <i>In this eventuality, you will be informed about the procedure that needs to be followed for gaining such access. An application would need to be filled, clearly demonstrating the relevance of the research project. Access to confidential data is not granted to individuals whose main purpose is entirely for general information</i></p>
-----------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------