**Section A - Household Composition**

**Warning:** This section will come pre-filled in the data entry program, but updates can be made.

<table>
<thead>
<tr>
<th>Individual no</th>
<th>Name - Surname</th>
<th>Age in complete years</th>
<th>Sex</th>
<th>Literacy status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>Man</td>
<td>Woman</td>
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<td>2</td>
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</tbody>
</table>

**Section B - Questions Directed to Household**

**B1.** Which of the following do you have in your household? *(Tick one box in each row.)*

1. Desktop computer
2. Portable computer (laptop, netbook, etc.)
3. Tablet PC
4. Mobile phone
5. Game console (Playstation, Wii, Xbox etc.)
6. TV that can connect to the Internet (Smart TV)

**B2.** Do you or anyone in your household have access to the internet at home? *(by any device including mobile phone)*

Yes [ ] 1  No [ ] 2 -> go to B.4  Don't know [ ] 99 -> go to B.4

**B.2.1 Is internet access used?**

Yes [ ] 1  No [ ] 2

**B3.** What types of internet connections are used at home? *(tick all that apply.)*

1. Fixed broadband connections, e.g. DSL, ADSL, VDSL, cable, optical fibre, satellite, Wi-Fi
2. Mobile broadband connections (via mobile phone network, at least 3G, e.g. VINN, JET, VODEM vb., using (SIM) card or USB key, mobile phone or smart phone as modem)
3. Dial-up access over normal telephone line or ISDN
4. Mobile narrowband connection (WAP, GPRS)

**B4.** What is the total monthly net income of your household?

TRY
Section C - Questions Directed to Individual
(To be filled in separately for each individual between the ages of 16 and 74)

Individual No  | Response □ 1 | Nonresponse □ 2

C1. Which school with the highest education level did you graduate from? (The diploma for the highest education level should be essential.)

Did not finish a school □ 1
Primary school □ 2
Secondary school □ 3
High school □ 4
2 or 3-year college □ 511
4-year college or faculty □ 512
Graduate □ 52
Doctorate □ 53

C2. Did you work to earn income in cash or kind in the reference week (23 - 29 March 2020) (including; paid, salaried or casual employee, employer, on your own account, unpaid family worker)

Worked □ 1 → go to C4
Didn't work □ 3

C3. Do you have a business or job in which you were temporarily absent with any reasons you will return back in the reference week (23 - 29 March 2020)?

Yes □ 1
No □ 2 → go to C6

C4. Choose the appropriate occupation code that best suits your duties and responsibilities in your workplace or job.

ISCO 08 □ □ □ □ □

C5. What was your employment status at this job?

Paid, salaried or casual employee □ 1
Employer □ 2
On your own account □ 3
Unpaid family worker □ 4 → go to C7

C6. What is your reason that you have not been seeking a job during the last 4 weeks ending with the reference week (23 - 29 March 2020)?

Unable to find a job / unemployed and looking for a job □ 1
Working seasonally □ 2
Continuing education and training □ 3
Engaged in housework (including taking care of children, the elderly, sick, etc.) □ 4
Retired or out of work □ 5
Disabled or sick (unable to work) □ 6
Elderly (not retired, but thinks old to work, 65+) □ 7
Rentier/annuity holder □ 8
Family and personal reasons □ 9
Other (Please explain: ...... ......) □ 98

Use of mobile phone

C7. Have you used a mobile phone in the last three months?

Yes □ 1
No □ 2 → go to C8

C7.1 Are you the owner of this mobile phone?

Yes □ 1
No □ 2

Use of the Internet

C8. When did you last use the internet at home, at work or elsewhere?

Within the last 3 months □ 1 → go to C9
Between 3 months and a year ago □ 2 → go to C13
More than 1 year ago □ 3
Never used it □ 90

The questionnaire is finished.
C9. How often on average did you use the internet in the last 3 months?

Every day or almost every day □ 6
At least once a week (but not every day) □ 13
Less than once a week □ 9

C9.1 Did you use the internet several times during the day?

Yes □ 1
No □ 2

C10. For which of the following activities did you use the internet (including via apps) in the last 3 months for private purpose? (Tick one box in each row)

1. Sending / receiving e-mails □ Yes □ No
2. Making calls (including video calls) over the internet, for example, via Skype, Messenger, WhatsApp, Facetime, Viber, Snapchat □ Yes □ No
3. Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Twitter, Instagram, Snapchat, etc.) □ Yes □ No
4. Using instant messaging, i.e. exchanging messages, for example, via Skype, Messenger, WhatsApp, Viber, Snapchat □ Yes □ No
5. Finding information about goods or services □ Yes □ No
6. Reading online news sites/ newspapers/ news magazines □ Yes □ No
7. Sharing or publishing self-created videos, photos, music, texts etc. on a website or via app □ Yes □ No
8. Listening to music (e.g. web radio, music streaming) or downloading music □ Yes □ No
9. Watching internet streamed TV (live or catch-up) from TV broadcasters (e.g. [national examples]) (Tivibu, Turkcell TV+, Vodafone TV) □ Yes □ No
10. Watching Video on Demand from commercial services (e.g. Netflix, HBO GO, Amazon Prime, Maxdome) □ Yes □ No
11. Watching video content from sharing services (e.g. YouTube) □ Yes □ No
12. Playing or downloading games □ Yes □ No
13. Seeking health-related information (e.g. injuries, diseases, nutrition, improving health etc.) □ Yes □ No
14. Making an appointment with a practitioner via a website or app (e.g. of a hospital or a health care centre) □ Yes □ No
15. Accessing personal health records online □ Yes □ No
16. Selling of goods or services via a website or app (e.g. eBay, Facebook Marketplace, shpock) (Gittigidiyor, Sahibinden, Letgo, Sahaf, Dolap, BebeCruz vb.) □ Yes □ No
17. Internet Banking via website or app □ Yes □ No

C11. Did you use storage space on the internet (cloud computing) to save documents, pictures, music, video or other files for private purposes in the last 3 months (e.g. Google Drive, Dropbox, Microsoft OneDrive, iCloud, Amazon Drive)?

Yes □ 1
No □ 2

C12. Have you conducted any of the following learning activities over the internet for educational, professional or private purposes in the last 3 months?

1. Doing an online course □ Yes □ No
2. Using online learning material other than a complete online course (e.g. audio-visual materials, online learning software, electronic textbooks) □ Yes □ No
3. Communicating with instructors or students using educational websites/portals □ Yes □ No
4. Other (Please explain: ...... ......) □ Yes □ No

Use of e-government

For respondents who used the internet in the last 12 months (C8=1 or 2)

Note: This module asks about electronic contacts via the Internet with public authorities and some public services. Contacts through manually typed e-mails should be excluded. Contact and interaction with public authorities and public services include websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. services of public hospitals).

C13. Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months for the following activities? (such as; turkiye.gov.tr) (Tick one box in each row)

1. Obtaining information from websites or apps □ Yes □ No
2. Downloading/printing official forms □ Yes □ No
3. Submitting completed forms online □ Yes □ No
### C14. What were the reasons for not submitting completed forms to public authorities' websites or apps for private purposes in the last 12 months?

1. I did not have to submit official forms at all  
2. There was no such online service available  
3. Lack of skills or knowledge  
   (e.g. did not know how to use the website or it was too complicated to use)  
4. Concerns about protection and security of personal data  
5. Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)  
6. Other (preferring to meet face to face, lack of rapid responses, considering written application to be more secure, transactions requiring personal visit or written application, etc.)

**Warning:** If C14.3 = 2, ie "NO" is checked, then C14 will be filled. For other cases, go to C15.

### Use of e-commerce

**For respondents who used the internet in the last 12 months (C8=1 or 2)**

**Note:** The following questions concern buying for private use over the internet, either via a website or with an app. Include also buying from private persons in marketplaces (e.g. Airbnb, Facebook Marketplace, [national examples]).

#### C15 When did you last buy or order goods or services for private use over the internet?

<table>
<thead>
<tr>
<th>Option</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the last 3 months</td>
<td>1</td>
</tr>
<tr>
<td>Between 3 months and a year ago</td>
<td>2</td>
</tr>
<tr>
<td>More than 1 year ago</td>
<td>3</td>
</tr>
<tr>
<td>Never bought or ordered over the Internet</td>
<td>90</td>
</tr>
</tbody>
</table>

**Warning:** If C14.1 = 1; C14.2, C14.3, C14.4, C14.5, C14.6 will be left blank and go to C15.

#### C16. Did you buy any of the following goods via a website or app for private use in the last 3 months? (Tick one box in each row.)

<table>
<thead>
<tr>
<th>Goods</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2. Sports goods (excluding sport clothing)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3. Children toys or childcare items (e.g. nappies, bottles, baby strollers)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4. Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>5. Music as CDs, vinyls etc.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>6. Films or series as DVDs, Blu-ray etc.</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>7. Printed books, magazines or newspapers</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>8. Computers, tablets, mobile phones or accessories</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>9. Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines, dishwasher, refrigerator)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>10. Medicine or dietary supplements such as vitamins (online renewal of prescriptions is not included)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>11. Deliveries from restaurants, fast-food chains, catering services</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>12. Food or beverages from stores or from meal-kits providers</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>13. Cosmetics, beauty or wellness products</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>14. Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>15. Bicycles, mopeds, cars, or other vehicles or their spare parts</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>16. Other physical goods</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

**Warning:** C17 will be asked for those with at least one option "YES" in C16.

#### C17. From whom did you buy the mentioned goods via a website or app in the last 3 months? (Tick one box in each row.)

<table>
<thead>
<tr>
<th>Sellers</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. National sellers</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>2. Sellers from other EU countries</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>3. Sellers from the rest of the world</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>4. Country of origin of sellers is not known</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
C18. Did you buy any of the mentioned goods from private persons via a website or app (e.g. on Sahibinden, Letgo, [national examples])?

Yes □ 1  No □ 2

Warning: C19, C20 and C21 will be asked to those who have made e-commerce in the last three months (C15 = 1)

C19. Did you buy or subscribe to any of the following via a website or app for private use in the last 3 months?
(Tick one box in each row)

1. Music as a streaming service or downloads (spotify, Youtube music premium, fizy etc.) □ 1 □ 2
2. Films or series as a streaming service or downloads (Netflix, Blu TV, Puhu TV etc.) □ 1 □ 2
3. e-books, online-magazines or online-newspapers □ 1 □ 2
4. Games online or as downloads for smartphones, tablets, computers or consoles □ 1 □ 2
5. Computer or other software as downloads including upgrades □ 1 □ 2
6. Apps related to health or fitness (excluding free apps) □ 1 □ 2
7. Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps) □ 1 □ 2

C20. Did you buy any of the following via a website or app for private use in the last 3 months?
(Tick one box in each row)

1. Tickets to sports events □ 1 □ 2
2. Tickets to cultural or other events (cinema, concerts, fairs, etc.) □ 1 □ 2
3. Subscriptions to the internet or mobile phone connections □ 1 □ 2
4. Subscriptions to electricity, water or heating supply, waste disposal or similar services □ 1 □ 2
5. Household services (e.g. cleaning, babysitting, repair work, gardening) □ 1 □ 2

Warning: If C20.5 = 1, ie "Yes" is checked, then C21 will be filled

C21. Did you buy any of the mentioned household services via a website or app from private persons (e.g. on armut.com, bakiciburada.com, sahibinden.com, [national examples])?

Yes □ 1  No □ 2

C22. Did you buy any transport service via a website or app for private use in the last 3 months from:
(Tick one box in each row)

1. A transport enterprise e.g. local bus, train, flight ticket, taxi ride (e.g. [national examples]) □ 1 □ 2
2. A private person (e.g. Blabla car [national examples]) □ 1 □ 2

C23. Did you rent accommodation via website or app for private use in the last 3 months from:
(Tick one box in each row)

1. Enterprises such as hotels or travel agencies (jollytur, etstur, setur, booking, trivago, tripadvisor etc.) □ 1 □ 2
2. A private person (e.g. Airbnb, [national examples]) □ 1 □ 2

C24. How many times have you bought goods or services over the internet for private use in the last 3 months?

1-2 times □ 1  6-10 times □ 3
3-5 times □ 2  > 10 times □ 4

C25. Estimate how much money you have spent in total on your purchases via a website or app for private use in the last 3 months.

Less than 330 TRY □ 1
331 to less than 660 TRY □ 2
661 to less than 2000 TRY □ 3
2001 to less than 3300 TRY □ 4
3301 to less than 4600 TRY □ 5
4601 to less than 6660 TRY □ 6
More than 6660 TRY □ 7
Don’t know □ 99

C26. Did you carry out any of the following via a website or app for private purposes in the last 3 months?
(Tick one box in each row)

1. Buy insurance policies, including travel insurance, also as a package together with e.g. A plane ticket □ 1 □ 2
2. Take a loan, mortgage or arrange credit from banks or other financial providers □ 1 □ 2
3. Buy or sell shares, bonds, units in funds or other financial assets □ 1 □ 2
Privacy and protection of personal data

C27. Have you carried out any of the following to manage access to your personal data (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) on the internet in the last 3 months?

1. Read privacy policy statements before providing personal data
2. Restricted or refused access to your geographical location
3. Limited access to profile or content on social networking sites or shared online storage
4. Refused allowing the use of personal data for advertising purposes
5. Checked that the website where you provided personal data was secure (e.g. Https sites, safety logo or certificate)

Yes □ 1 No □ 2

Trust, security and privacy in the context of smart phones

C32. Do you use a smartphone for private purposes?
Yes □ 1 No □ 2 go to C36

C33. Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?

1. Yes, installed automatically or provided with the operating system
2. Yes, I installed it or subscribed to it or somebody else did it
3. No
4. I do not know

Yes □ 1 No □ 2

C34. Have you ever lost information/documents/pictures/other kind of data on your smartphone as a result of a virus/other hostile type of programs?
Yes □ 1 No □ 2 Don’t know □ 99

C35. When using or installing an application (app) on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list)?

1. Yes, at least once □ 129
2. No □ 2
3. I did not know it was possible □ 99
4. Not applicable (I do not use applications) □ 90
Internet of Things

**Warning:** Next questions are for respondents who used the internet in the last 3 months (C8=1)

The following questions concern the use of internet connected devices or systems for private purposes that can also be connected to each other to enable advanced services; e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device etc.

**C36.** Have you used any of the following internet-connected devices or systems for private purposes?  
1. Internet-connected thermostat, utility meter, lights, plug-ins or other internet-connected solutions for energy management for your home  
2. Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home  
3. Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines  
4. A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Google Assistant, Siri  
5. I have not used any of the above

**Warning:** If C36.5 = 1, ie "Yes" is checked, then C37 will be filled

**C37.** What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?  
1. I didn't know such devices or systems exist  
2. I had no need to use those connected devices/systems  
3. Costs too high  
4. Lack of compatibility with other devices or systems  
5. Lack of skills to use those devices or systems  
6. Concerns about the privacy and protection of data about me generated by those devices or systems  
7. Concerns about security (e.g. that the device or system will be hacked)  
8. Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)  
9. Other reasons (Please explain:..................)

**Warning:** If C37.1 = 1, ie "YES" is checked, the other options should be skipped and go to C38. Otherwise, tick one box in each row

**C38.** Have you used the internet on any of the following devices in your home for private purposes?  
(Tick one box in each row.)  
1. An internet-connected TV  
2. An internet-connected game console  
3. An internet-connected home audio system, smart speakers

**C39.** Have you used any of the following internet-connected devices for private purposes?  
(Tick one box in each row.)  
1. A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes  
2. Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care  
3. Toys connected to the internet, such as robot toys (including educational) or dolls  
4. A car with built-in wireless internet connection