



**State of Palestine**  
**Palestinian Central Bureau of Statistics**  
**Information and Communications Technology**  
**Household Survey, 2019**

All information in this questionnaire is for statistical purposes only. It is considered confidential in accordance with the General Statistics Law of 2000.

**Introductory data:**

<b>IDSAM</b>	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	<b>ID1</b>	Locality code: ... <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>ID2</b>	Enumeration Area <input type="text"/> <input type="text"/> <input type="text"/>	<b>Week_num</b>	<b>Week</b> <input type="text"/> <input type="text"/>
<b>QC2</b>	<b>Final result</b>	1. Complete   2. Household traveled   3. Unit Not Found   4. Nobody at Home 5. Refused ( reson..... )   6. Not inhabited unit   7. No information 8. Others/ Select.....	
		<input type="checkbox"/>	

**Section One: Household Section**

<b>HR1</b>	The name of the person who answered the household section .....	<b>HR0A</b>	The number in the individuals' record	<input type="text"/> <input type="text"/>
<b>HH1</b>	Does this household have a radio?	1. Yes 2. No		<input type="text"/>
<b>HH2</b>	Does this household have a television?	1. Yes 2. No ( <i>go to HH4</i> )		<input type="text"/>
<b>HH3</b>	Does this household have any of the following television services?  1. Yes                      2. No                      3. I Don't Know  Instructions for the fieldworker:	1. Cable TV (CATV) 2. Direct-to-home (DTH) satellite services -TV 3. Internet-protocol TV (IPTV) 4. Digital terrestrial TV (DTT)		1. <input type="text"/> 2. <input type="text"/> 3. <input type="text"/> 4. <input type="text"/>
<b>HH4</b>	Does this household have a fixed telephone line?  1. Yes                      2. No	1. Palestinian line 2. Israeli line		1. <input type="text"/> 2. <input type="text"/>
<b>HH5</b>	Does this household or one of its members has a mobile phone? 1. Mobile phone, Basic phone 2. Smart phone	A. 1. Yes    2. No <input type="text"/> <input type="text"/>	B. Number of Lines <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	C. Number of Users <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>HH6</b>	Does this household or one of its members has the following devices? 1. Desktop Computer 2. Laptop 3. Tablet or similar	A. 1. Yes    2. No <input type="text"/> <input type="text"/> <input type="text"/>	B. Number of Devices <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	C. Number of Users <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<b>HH7</b>	Does this household or one of its members has a internet access at home? Instructions for the fieldworker: If the answer for all branches of 1-2 is No, go to HH9	1. Palestinian supplier 2. Israeli supplier		<input type="text"/> <input type="text"/>
<b>HH8</b>	Source and Type of Internet Access Service?	1. Palestinian Fixed Telecommunication Network (access DSL line) and local internet providers		<input type="text"/>
	1.Yes 2.No	2. Third-generation mobile phone network (3G) residents of the West Bank		<input type="text"/>
	For Interviewer: After completing this question, moved to CH00	3. Second-generation network for mobile phone (2G) residents of Gaza Strip		<input type="text"/>
		4. Wireless Internet networks via Wifi technology and microwave		<input type="text"/>
		5. Internet sharing from parents and neighbors		<input type="text"/>
		6. Israeli cellular companies (SIM card of Israeli internet)		<input type="text"/>
		7. Israeli Internet Companies		<input type="text"/>
<b>HH9</b>	Which of the following reasons is the cause for not having Internet at home?	1. Do not need the Internet (not useful, not interesting)		<input type="text"/>
	1.Yes 2.No	2. Have access to the Internet elsewhere		<input type="text"/>
		3. Lack of confidence, knowledge or skills to use the Internet		<input type="text"/>
	For Interviewer: Each item of the question is fulfilled	4. High cost of the equipment		<input type="text"/>
		5. High Cost of the service		<input type="text"/>
		6. Privacy or security concerns		<input type="text"/>
		7. Internet service is not available in the area		<input type="text"/>
		8. Internet service is available in the area but it does not correspond to household needs (e.g. quality, speed)		<input type="text"/>
		9. Cultural reasons (e.g. exposure to harmful content)		<input type="text"/>
		10. No electricity in the house		<input type="text"/>

CH00	Are there any individuals in the household aged 5-17? (Interviewer: Check whether the household has children aged 5-17)	1. Yes 2. No ( <i>go to section three –individuals aged 10 and above</i> )	<input type="checkbox"/>
Questions CH01 to CH08 are to be asked to one of the parents or any eligible member of a household that has children in the 5-17 years age group. The questions shall not be addressed directly to the child.			
CH01	Does any child in the household use a computer?	1. Yes 2. No ( <i>go to CH04</i> )	<input type="checkbox"/>
CH02	Does the household monitor the type of computer programs used by the children?	1. Yes 2. No	<input type="checkbox"/>
CH03	Does the household control the daily hours of computer use by children?	1. Yes, always 2. No	<input type="checkbox"/>
CH04	Does the household control the type of Internet programs used by the children?	1. Yes, always 2. No 3. No Internet use by children ( <i>go to section three –individuals aged 10 and above</i> )	<input type="checkbox"/>
CH05	Does the household control number of hours of Internet use by children?	1. Yes 2. No	<input type="checkbox"/>
CH06	Do children use the Internet for the following purposes	1. Entertainment (games, music and songs, movies...etc.) 2. Study 3. Knowledge 4. Chat 5. Correspondence (e-mails\ telecommunication programs\...)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
CH07	Does the Household prevent her children from doing the following activities on Internet?	1. Give out personal information 2. Buy goods or services online 3. Talk to people they don't know in real life 4. Use chat rooms 5. Upload personal photos online and use the webcam 6. Download or play games	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
CH08	Protective measures taken by parents at home?	1. Placing the computer in a public Place of the house 2. Installing Internet filter software on the computer 3. Installing monitoring software on the computer 4. Talking to the child about what she/he is doing online 5. Sitting with the child during use the Internet 6. Agree house rules about using the Internet and personal devices	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

**Section Three: Individuals aged 10 and above (Use Kish tables for random selection of an individual)**

<b>Name</b>	<b>Name of individual selected from the register: .....</b>	<b>HR0A: Number in register of individuals</b>	<input type="checkbox"/> <input type="checkbox"/>
<b>Res</b>	<b>Interview result:</b>	1. Completed	<input type="checkbox"/>
	<b>For Interviewer: If the result of the interview is 3-4 end the interview</b>	2. Partially Completed	
		3. Refused	
		4. Other (specify).....	
<b>PR01</b>	<b>During the last 3 months, did you use a computer (desktop, laptop, tablet) ?</b>	1. Desktop	<input type="checkbox"/>
	<b>1. Yes</b>	2. Laptop	
	<b>2. No (If the answer for all branches of 1-3 is No, go to PR03)</b>	3. Tablet	
<b>PR02</b>	<b>During the last 3 months, which of the following computer-related activities have you carried out ?</b>	1. Copying or moving a file or folder	<input type="checkbox"/>
	<b>1. Yes</b>	2. Using copy and paste tools to duplicate or move information within a document	<input type="checkbox"/>
	<b>2. No</b>	3. Sending e-mails with attached files (e.g. document, picture, video)	<input type="checkbox"/>
		4. Using basic arithmetic formulas in a spreadsheet	<input type="checkbox"/>
		5. Connecting and installing new devices (e.g. a modem, camera, printer)	<input type="checkbox"/>
	For Interviewer: Each item of the question is fulfilled	6. Finding, downloading, installing and configuring software	<input type="checkbox"/>
		7. Creating electronic presentations with presentation software (including text, images, sound, video or charts)	<input type="checkbox"/>
		8. Transferring files between a computer and other devices	<input type="checkbox"/>
		9. Writing a computer program using a specialized programming language	<input type="checkbox"/>
<b>PR03</b>	<b>During the last 3 months, did you use the Internet from any location ?</b>	<b>1. Yes check if yes for PR02[3], PR02[6]</b>	<input type="checkbox"/>
		<b>2. No (go to PR15)</b>	<input type="checkbox"/>
<b>PR04</b>	<b>During the last 3 months, did you use the Internet from the following Devices?</b>	1. Smart Phone	<input type="checkbox"/>
		2. Tablet	<input type="checkbox"/>
		3. Computer (Laptop or Desktop)	<input type="checkbox"/>
		4. Other devices (such as smart watches, media player, portable games machine, digital TV)	<input type="checkbox"/>
<b>PR05</b>	<b>During the last 3 month , did you use the Internet in any of the following places</b>	1. Home	<input type="checkbox"/>
		2. Work	<input type="checkbox"/>
		3. Place of Education (School, University)	<input type="checkbox"/>
		4. Another person's place (Friends and relatives)	<input type="checkbox"/>
	For Interviewer: Each item of the question is fulfilled	5. Commercial facility such as Internet cafe or hotel with fees	<input type="checkbox"/>
		6. Free public place (club, for example)	<input type="checkbox"/>
		7. In mobility	<input type="checkbox"/>
		8. Other Place	<input type="checkbox"/>
<b>PR06</b>	<b>During the last 3 months, how many times did you use the Internet?</b>	1. At least once a day	<input type="checkbox"/>
		2. At least once a week but not every day	<input type="checkbox"/>
		3. Less than once a week	<input type="checkbox"/>
<b>PR07</b>	<b>During the last 3 months, did you use the social media or professional networks (Facebook, Twitter, linked..)?</b>	1. Yes	<input type="checkbox"/>
	2. No		

<b>PR08</b>	During the last 3 months, which of the following activities did you use the Internet for private purposes from any location?  1.Yes  2.No  For Interviewer: Each item of the question is fulfilled	1. Getting information about goods or services	<input type="checkbox"/>
		2. Seeking health information (on injury, disease, nutrition etc.)	<input type="checkbox"/>
		3. Making an appointment with a health practitioner via a website	<input type="checkbox"/>
		4. Getting information from general government organizations	<input type="checkbox"/>
		5. Interacting with general government organizations	<input type="checkbox"/>
		6. Sending or receiving e-mail	<input type="checkbox"/>
		7. Telephoning over the Internet/VoIP	<input type="checkbox"/>
		8. Participating in social networks	<input type="checkbox"/>
		9. Accessing chat sites, blogs, newsgroups or online discussions	<input type="checkbox"/>
		10. Purchasing or ordering goods or services	<input type="checkbox"/>
		11. Selling goods or services	<input type="checkbox"/>
		12. Using services related to travel or travel-related accommodation	<input type="checkbox"/>
		13. Internet banking	<input type="checkbox"/>
		14. Doing a formal online course (in any subject)	<input type="checkbox"/>
		15. Consulting wikis (Wikipedia etc.), online encyclopaedias for formal learning purposes	<input type="checkbox"/>
		16. Listening to web radio (either paid or free of charge)	<input type="checkbox"/>
		17. Watching web television (either paid or free of charge)	<input type="checkbox"/>
		18. Downloading images, movies, videos or music; playing or downloading games	<input type="checkbox"/>
		19. Downloading software or applications	<input type="checkbox"/>
		20. Reading or downloading online newspapers or magazines, electronic books	<input type="checkbox"/>
		21. Looking for a job or sending/submitting a job application	<input type="checkbox"/>
		22. Participating in professional networks (e.g. LinkedIn)	<input type="checkbox"/>
		23. Managing personal / own homepage Uploading self / user-created content to a website to be shared	<input type="checkbox"/>
		24. Blogging: maintaining or adding contents to a blog	<input type="checkbox"/>
		25. Posting opinions on civic or political issues via websites	<input type="checkbox"/>
		26. Taking part in online consultations or voting	<input type="checkbox"/>
		27. Using storage space on the Internet to save documents, pictures, music	<input type="checkbox"/>
		28. Using software run over the Internet for editing text documents, spreadsheets or presentations	<input type="checkbox"/>
<b>PR09</b>	During the last 12 months, did you purchased goods or services online?	1. Yes	
		2. No (go to PR13)	
<b>PR10</b>	During the last 12 months, did you purchased the following type of goods or services online?  For Interviewer: Each item of the question is fulfilled	1. Books, magazines or newspapers	<input type="checkbox"/>
		2. Clothing, footwear, sporting goods or accessories	<input type="checkbox"/>
		3. Computer equipment or parts (including peripheral equipment)	<input type="checkbox"/>
		4. Computer or video games	<input type="checkbox"/>
		5. Computer software (includes upgrades and paid apps not games)	<input type="checkbox"/>
		6. Cosmetics	<input type="checkbox"/>
		7. Financial products (including shares and insurance)	<input type="checkbox"/>
		8. Food, groceries, alcohol or tobacco	<input type="checkbox"/>
		9. Household goods (e.g. furniture, toys, etc. excluding consumer electronics)	<input type="checkbox"/>
		10. ICT services (excluding software)	<input type="checkbox"/>

		11. Medicine	<input type="checkbox"/>
		12. Movies, short films or images	<input type="checkbox"/>
		13. Music products	<input type="checkbox"/>
		14. Photographic, telecommunications or optical equipment	<input type="checkbox"/>
		15. Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	<input type="checkbox"/>
		16. Travel products (travel tickets, accommodation, vehicle hire, transport services etc.).	<input type="checkbox"/>
		17. Other	<input type="checkbox"/>
<b>PR11</b>	During the last 12 months, which types of payment channels used when You purchased goods or services online?	1. Cash on delivery	<input type="checkbox"/>
		2. Credit card online	<input type="checkbox"/>
		3. Debit card or electronic bank transfer online	<input type="checkbox"/>
		4. Mobile money account (account connected to the mobile number)	<input type="checkbox"/>
	For Interviewer: Each item of the question is fulfilled	5. Online payment service ( PayPal)	<input type="checkbox"/>
<b>PR12</b>	During the last 12 months, which types of delivery methods used when You purchased goods or services online? <b>For interviewer: Each item of the question is fulfilled. After completing the question, you will move to PR14</b>	1. Delivery directly to the buyer using regular postal services or other forms of delivery	<input type="checkbox"/>
		2. Picked up from point of sale or service point	<input type="checkbox"/>
		3. Online / electronic delivery by downloading from a website or through an application, software or other device (e.g. in-app purchases)	<input type="checkbox"/>
<b>PR13</b>	<b>Reason for Not Purchasing Online?</b>	1. Not interested	<input type="checkbox"/>
		2. Prefer to shop in person	<input type="checkbox"/>
		3. Security concerns (e.g. about giving debit or credit card details)	<input type="checkbox"/>
	<b>1. Yes</b>	4. Privacy concerns (e.g. about giving personal details)	<input type="checkbox"/>
	<b>2. No</b>	5. Technical concerns (e.g. about websites, payment or delivery)	<input type="checkbox"/>
	For Interviewer: Each item of the question is fulfilled	6. Trust concerns (e.g. about warranties, receiving or returning products)	<input type="checkbox"/>
		7. Lack of confidence, knowledge or skills	<input type="checkbox"/>
<b>PR14</b>	During the last 3 months, did you exposed to the following Informatics Threats on the Internet	1. Hacking and illegal access to data	<input type="checkbox"/>
		2. Spy on data	<input type="checkbox"/>
		3. Interception of online communications, emails or chat	<input type="checkbox"/>
		4. Vandalism or tampering with the data	<input type="checkbox"/>
	<b>1. Yes</b>	5. Inappropriate content (images, movies) appears	<input type="checkbox"/>
	<b>2. No</b>	6. Racism, hate speech, violence	<input type="checkbox"/>
		7. Religious offences	<input type="checkbox"/>
	For Interviewer: Each item of the question is fulfilled	8. Libel and false information in forums and chat rooms	<input type="checkbox"/>
		9. Spam and related threats	<input type="checkbox"/>
		10. Fraud	<input type="checkbox"/>
		11. Manipulation of digital documents	<input type="checkbox"/>
		12. Identity theft (personal identification number, Passport , Password for financial and non-financial accounts)	<input type="checkbox"/>
<b>PR15</b>	<b>During the last 3 months, did you used the mobile phone?</b>	1. Yes	<input type="checkbox"/>
		2. No	

	<b>Note: use of a mobile telephone does not necessarily mean that the telephone is owned or paid for by the individual but should be reasonably available through work, a friend or family member, etc.</b>		
<b>PR16</b>	<b>During the last 3 months, did you own a mobile phone?</b>	1. Mobile phone,Basic phone	<input type="checkbox"/>
		2. Smart phone	<input type="checkbox"/>
<b>PR17</b>	<b>Number of mobile phone lines you have ?</b>	1. Palestinian Mobile Line (Jawwal)	<input type="checkbox"/>
		2. Palestinian Mobile Line (oreedo)	<input type="checkbox"/>
		3. Israeli Mobile Line	<input type="checkbox"/>
		4. Other mobile phone, specify ...	<input type="checkbox"/>
<b>PR18</b>	<b>Did you have an account at a bank?</b>	1. Yes, one bank 2. Yes, two bank 3. No	<input type="checkbox"/>