



State of Palestine
Palestinian Central Bureau of Statistics
Information and Communications Technology
Household Survey, 2023

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:

IDSAM	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	ID1	Locality code:...	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
ID2	Enumeration Area	<input type="text"/> <input type="text"/> <input type="text"/>	Week_num	Week
QC2	Final result	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"/>		

HR1	The name of the person who answered the household section	HR0A	The number in the individuals' record	<input type="checkbox"/> <input type="checkbox"/>
HH1	Does this household have a radio?	1. Yes		<input type="checkbox"/>
		2. No		
HH2	Does this household have a television?	1. Yes		<input type="checkbox"/>
		2. No (<i>go to HH4</i>)		
HH3	Does this household have any of the following television services? 1. Yes 2. No 3. I Don't Know Instructions for the fieldworker: Each item in the question is fulfilled	1. Cable TV (CATV)		1. <input type="checkbox"/>
		2. Direct-to-home (DTH) satellite services - TV		2. <input type="checkbox"/>
		3. Internet-protocol TV (IPTV)		3. <input type="checkbox"/>
		4. Digital terrestrial TV (DTT)		4. <input type="checkbox"/>
HH4	Does this household have a fixed telephone line? 1. Yes 2. No	1. Palestinian line		1. <input type="checkbox"/>
		2. Israeli line		2. <input type="checkbox"/>
HH5	Does this household or one of its members has a mobile phone? 1. Mobile phone, Basic phone	A. 1. Yes 2. No	B. Number of Line	C. Number of Users
		<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	2. Smart phone	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
HH6	Does this household or one of its members has the following devices? 1. Desktop	A. 1. Yes 2. No	B. Number of Devices	C. Number of Users
		<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	2. Laptop	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
	3. Tablet or similar	<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
HH7	Does this household or one of its members has a internet access at home? Instructions for the fiieldworker: If the answer for all branches of 1-2 is No, go to HH9	1. Palestinian supplier		<input type="checkbox"/>
		2. Israeli supplier		<input type="checkbox"/>
HH8	Source and Type of Internet Access Service?	Narrowband: Download speed less than 256 kbps		
		A. Second-generation network for mobile phone (2G) residents of Gaza Strip		<input type="checkbox"/>
		B. ISDN DSL less than 256 Kb/s		<input type="checkbox"/>
		Broadband: Download speed greater than or equal to 256 kbps		
		C. Third-generation mobile phone network (3G) residents of the West Bank		<input type="checkbox"/>
		D. DSL) ADSL, SDSL, RADSL, SHDSL, VDSL, HDSL		<input type="checkbox"/>
	Instructions for the fiieldworker:	E. Microwaves		<input type="checkbox"/>
	after completing this question, skip to CH00	F. Fixed wireless access, e.g. Fixed Wi-Fi		<input type="checkbox"/>
		G. Optical fibers		<input type="checkbox"/>
		H. Internet sharing from parents and neighbors		<input type="checkbox"/>
		I. Israeli cellular companies (SIM card of Israeli internet)		<input type="checkbox"/>
		J. Israeli Internet Companies		<input type="checkbox"/>
		K. Other (specify).....		<input type="checkbox"/>
HH9	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="checkbox"/>
		2. Have access to the Internet elsewhere		<input type="checkbox"/>
		3. Lack of confidence, knowledge or skills to use the Internet		<input type="checkbox"/>
		4. High cost of the equipment		<input type="checkbox"/>
		5. High Cost of the service		<input type="checkbox"/>
		6. Privacy or security concerns		<input type="checkbox"/>

		7. Internet service is not available in the area	<input type="checkbox"/>
	Instructions for the fieldworker:	8. Internet service is available in the area but it does not correspond to household needs (e.g. quality, speed)	<input type="checkbox"/>
		9. Cultural reasons (e.g. exposure to harmful content)	<input type="checkbox"/>
		10. No electricity in the house	<input type="checkbox"/>
		11. Lack of local content	<input type="checkbox"/>
		12. Other (specify).....	<input type="checkbox"/>

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"/>
The second section: The household in which there are children from the age group of 5 to 17 years only			
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 2. No	<input type="checkbox"/>
CH04	Does the household control the type of Internet programs used by the children?	1. Yes 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	Parental rules applying to children's Internet use	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. Download movies, videos, images, TV programs or music 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)			
Name	Name of individual selected from the register:	HR0A: Number in register of individuals	<input type="checkbox"/> <input type="checkbox"/>
Res	Interview result:	1. Completed	<input type="checkbox"/>
	Interviewer: If the result of the	2. Partially Completed	
	interview is 3 -4, conclude the	3. Refused	
	interview	4. Other (specify).....	
PR01	During the last three months, have you used a mobile phone (regular or smart)?	1. Yes	<input type="checkbox"/>
		2. No (<i>go to PR03</i>)	
PR02	During the last three months, have you used a smartphone?	1. Yes	<input type="checkbox"/>
		2. No	
PR03	During the last three months, have you owned a mobile phone?	1. Yes	<input type="checkbox"/>
		2. No (<i>go to PR05</i>)	
PR04	During the last three months, have you owned a smartphone?	1. Yes	<input type="checkbox"/>
		2. No	
PR05	During the last 3 months, did you use a computer (desktop, laptop, tablet) ?	1. Desktop	<input type="checkbox"/>
		2. Laptop	
	1. Yes	3. Tablet	
	2. No		
PR06	During the last 3 months, which	1. Using copy and paste tools to duplicate or move data, information and content in digital environments (e.g. within a document, between devices, on the cloud)	<input type="checkbox"/>
	of the following ICT-related	2. Sending messages (e.g. e-mail, messaging service, SMS) with attached files (e.g. document, picture, video)	<input type="checkbox"/>
	activities have you carried out ?	3. Using basic arithmetic formulae in a spreadsheet	<input type="checkbox"/>
	1. Yes	4. Connecting and installing new devices (e.g. a modem, camera, printer) through wired or wireless technologies	<input type="checkbox"/>
	2. No	5. Finding, downloading, installing and configuring software and apps	<input type="checkbox"/>
		6. Creating electronic presentations with presentation software (including text, images, sound, video or charts)	<input type="checkbox"/>
	Instructions for the fieldworker:	7. Transferring files or applications between devices (including via cloud-storage)	<input type="checkbox"/>
	This question is directed to all individuals who answered yes to PR02 or PR05	8. Setting up effective security measures (e.g. strong passwords, log-in attempt notification) to protect devices and online accounts	<input type="checkbox"/>
		9. Changing privacy settings on your device, account or app to limit the sharing of personal data and information (e.g. name, contact information, photos)	<input type="checkbox"/>
		10. Verifying the reliability of information found online	<input type="checkbox"/>
		11. Programming or coding in digital environments (e.g. computer software, app development)	<input type="checkbox"/>
PR07	During the last 3 months, did	1. Yes check if yes for PR06[2], PR06[5], PR06[10]	<input type="checkbox"/>
	you used the Internet from any	2. No	<input type="checkbox"/>
	location ?		
PR08	The reason for not using the?	1. Do not need the Internet	<input type="checkbox"/>
	Internet	2. Do not know how to use it	<input type="checkbox"/>
	1. Yes	3. Cost of Internet use is too high (service charges, etc.)	<input type="checkbox"/>
	2. No	4. Privacy or security concerns	<input type="checkbox"/>
		5. Internet service is not available in the area	<input type="checkbox"/>
		6. Cultural reasons (e.g. exposure to harmful content)	<input type="checkbox"/>
	Instructions for the fieldworker:	7. Don't know what Internet is	<input type="checkbox"/>
	After completing each item in the	8. Not allowed to use the Internet	<input type="checkbox"/>

	question, move to PR23	9. Lack of local content	<input type="checkbox"/>
		10. Other reason,	<input type="checkbox"/>
PR09	During the last 3 months, did you use the Internet from the following Device?	1. Mobile phone	
		A. via mobile cellular network (2G,3G,4G...)	<input type="checkbox"/>
		B. via other wireless networks (e.g. WiFi)	<input type="checkbox"/>
		2. Tablet	
		A. via mobile cellular network, using a USB key/dongle or integrated data SIM card	<input type="checkbox"/>
	1. Yes	B. via other wireless networks (e.g. WiFi)	<input type="checkbox"/>
	2. No	3. Portable computer (laptop, notebook, netbook)	
		A. via mobile cellular network, using a USB key/dongle or integrated data SIM card or or mobile cellular telephone as modem	<input type="checkbox"/>
		B. via other wireless networks (e.g. WiFi)	<input type="checkbox"/>
		4. Other portable devices (e.g. portable games consoles, watches, e-book readers etc.)	<input type="checkbox"/>
PR10	During the last 3 month , did you use the Internet in any of the following places	1. Home	<input type="checkbox"/>
		2. Work	<input type="checkbox"/>
		3. Place of education	<input type="checkbox"/>
		4. Another person's home	<input type="checkbox"/>
	1. Yes	5. Facility open to the public	<input type="checkbox"/>
	2. No	6. While commuting, in transport or walking	<input type="checkbox"/>
		7. Other Place	<input type="checkbox"/>
PR11	During the last 3 months, how many times did you use the Internet?	1. At least once a day	<input type="checkbox"/>
		2. At least once a week but not every day	
		3. Less than once a week	
PR12	During the last 3 months, did you use the social media or professional networks (Facebook, Twitter, linked..)?	1. Yes	<input type="checkbox"/>
		2. No (<i>go to PR14</i>)	
PR13	During the last 3 months, have you used any of the following social or professional networks or applications?	1. Facebook	<input type="checkbox"/>
		2. Instagram	<input type="checkbox"/>
		3. Twitter	<input type="checkbox"/>
		4. Whats App	<input type="checkbox"/>
		5. Messenger	<input type="checkbox"/>
	1. Yes	6. Snapchat	<input type="checkbox"/>
	2. No	7. LinkedIn	<input type="checkbox"/>
		8. Taktuk	<input type="checkbox"/>
		9. Other/specify....	<input type="checkbox"/>
PR14	During the last 3 months, which of the following activities did you use the Internet for private purposes from any location?	1. Getting information about goods or services	<input type="checkbox"/>
		2. Seeking health information (on injury, disease, nutrition etc.)	<input type="checkbox"/>
		3. Getting information from general government organizations	<input type="checkbox"/>
		4. Using services related to travel or travel-related accommodation	<input type="checkbox"/>
		5. Downloading software or applications	<input type="checkbox"/>
		6. Reading or downloading online newspapers or magazines, electronic books	<input type="checkbox"/>
		7. Sending or receiving e-mail	<input type="checkbox"/>
		8. Telephoning over the Internet/VoIP	<input type="checkbox"/>
		9. Participating in social networks	<input type="checkbox"/>

		10. Making an appointment with a health practitioner via the Internet	<input type="checkbox"/>
		11. Interacting with general government organizations	<input type="checkbox"/>
		12. Taking part in consultations or voting via the Internet to define civic or political issues	<input type="checkbox"/>
		13. Accessing or posting opinions via any device on chat sites, blogs, newsgroups or online discussions	<input type="checkbox"/>
		14. Purchasing or ordering goods or services (purchase orders placed via the Internet)	<input type="checkbox"/>
		15. Selling goods or services (via eBay, Mercado libre, Facebook, Amazon, Alibaba, etc.)	<input type="checkbox"/>
		16. Internet banking (includes electronic transactions with a bank for payment, transfers, etc. such as M-Pesa, or for looking up account information; excludes electronic transactions via the Internet for other types of financial services such as share purchases, financial services and insurance)	<input type="checkbox"/>
		17. Doing an online course (in any subject)	<input type="checkbox"/>
		18. Consulting wikis (Wikipedia etc.), online encyclopedias or other websites for formal or informal learning purposes	<input type="checkbox"/>
		19. Looking for a job or sending/submitting a job application	<input type="checkbox"/>
		20. Participating in professional networks	<input type="checkbox"/>
		21. Listening to web radio (either paid or free of charge)	<input type="checkbox"/>
		22. Watching web television (either paid or free of charge)	<input type="checkbox"/>
		23. Downloading images, movies, videos or music; playing or downloading games (either paid or free of charge)	<input type="checkbox"/>
		24. Uploading self/user-created content to a website to be shared (text, images, photos, videos, music, software, etc.)	<input type="checkbox"/>
		25. Using storage space on the Internet to save documents, pictures, music, video or other files	<input type="checkbox"/>
		26. Using software run over the Internet for editing text documents, spreadsheets or presentations	<input type="checkbox"/>
		27. Other activities	<input type="checkbox"/>

E-commerce for the researcher: This question will be answered if the answer to PR14, option 14, is yes.

PR15	During the last 12 months, did		A. Through the Internet (including Messenger and email)	B. Through a website or application (requests made through emails or manually written are excluded)
	you purchased the following type	1. Books, magazines or newspapers	<input type="checkbox"/>	<input type="checkbox"/>
	of goods or services online?	2. Clothing, footwear, sporting goods or accessories	<input type="checkbox"/>	<input type="checkbox"/>
		3. Computer equipment or parts (including peripheral equipment)	<input type="checkbox"/>	<input type="checkbox"/>
	1. Yes	4. Computer or video games	<input type="checkbox"/>	<input type="checkbox"/>
	2. No	5. Computer software (includes upgrades and paid apps not games)	<input type="checkbox"/>	<input type="checkbox"/>
		6. Cosmetics	<input type="checkbox"/>	<input type="checkbox"/>
	Instructions for the fieldworker :	7. Financial products (including shares and insurance)	<input type="checkbox"/>	<input type="checkbox"/>
	If A's answer is no,	8. Food, groceries, alcohol or tobacco	<input type="checkbox"/>	<input type="checkbox"/>
	move to the next item	9. Household goods (e.g. furniture, toys, etc. excluding consumer electronics)	<input type="checkbox"/>	<input type="checkbox"/>

		10. ICT services (excluding software)	<input type="checkbox"/>	<input type="checkbox"/>
		11. Medicine	<input type="checkbox"/>	<input type="checkbox"/>
		12. Movies, short films or images	<input type="checkbox"/>	<input type="checkbox"/>
		13. Music products	<input type="checkbox"/>	<input type="checkbox"/>
		14. Photographic, telecommunications or optical equipment	<input type="checkbox"/>	<input type="checkbox"/>
		15. Tickets or bookings for entertainment events (sports, theatre, concerts, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
		16. Travel products (travel tickets, accommodation, vehicle hire, transport services etc.).	<input type="checkbox"/>	<input type="checkbox"/>
		17. Other	<input type="checkbox"/>	<input type="checkbox"/>

PR16	During the last 12 months, which types of payment channels used when You purchased goods or services online? 1. Yes 2. No	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"/>
		5. Online payment service (PayPal)	<input type="checkbox"/>
		6. Prepaid gift card or online voucher	<input type="checkbox"/>
		7. Points from rewards or redemption program	<input type="checkbox"/>
		8. Other (e.g. bank check by post, etc.)	<input type="checkbox"/>
PR17	During the last 3 months, which types of delivery methods used when You purchased goods or services online?	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"/>
	Instructions for the fieldworker: After completing the question, go to question PR19	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"/>
PR18	Reason for Not Purchasing Online? 1. Yes 2. No	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"/>
		4. Privacy concerns (e.g. about giving personal details)	<input type="checkbox"/>
		5. Technical concerns (e.g. about websites, payment or delivery)	<input type="checkbox"/>
		6. Trust concerns (e.g. about warranties, receiving or returning products)	<input type="checkbox"/>
		7. Lack of confidence, knowledge or skills	<input type="checkbox"/>
PR19	During the past three months, have you implemented any of the following actions to manage access to your personal data (e.g. Name, date of birth, ID number, credit card number, photos,..) on the Internet? 1. Yes 2. No	1. Read privacy policy statements before providing personal data	<input type="checkbox"/>
		2. Restricted or refused access to your geographical location	<input type="checkbox"/>
		3. Limited access to profile or content on social networking sites or shared online	<input type="checkbox"/>
		4. Storage	<input type="checkbox"/>
		5. Refused allowing the use of personal data for advertising purposes	<input type="checkbox"/>
		6. Checked that the website where you provided personal data was secure	<input type="checkbox"/>
		7. Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it	<input type="checkbox"/>
PR20	During the last 3 months, did you exposed to the following Informatics Threats on the	1. Illegal access (hacking)	<input type="checkbox"/>
		2. Illegal data acquisition	<input type="checkbox"/>
		3. Illegal interception (e-mail, chat or VoIP communications)	<input type="checkbox"/>

	Internet	4. Data interference	<input type="checkbox"/>
	1. Yes	5. Harmful material	<input type="checkbox"/>
	2. No	6. Racism, hate speech, violence	<input type="checkbox"/>
		7. Religious offences	<input type="checkbox"/>
		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"/>
		13. Ncitement to violence	<input type="checkbox"/>
		14. Defamation	<input type="checkbox"/>
		15. Gender-based violence (psychological-verbal)	<input type="checkbox"/>
PR21	During the last 3 months, did you	1. Yes	<input type="checkbox"/>
	own accounts for any of theSocial or professional networks?	2. No (<i>go to PR23</i>)	
PR22	During the last 3 months, has your account on any social media network been exposed to digital Violation?	1. Permanent account suspension	<input type="checkbox"/>
		2. Restriction	<input type="checkbox"/>
		3. Account Warning	<input type="checkbox"/>
	1. Yes	4. Suspension the circulation of the account	<input type="checkbox"/>
	2. No	5. Reducing veiwing rates	<input type="checkbox"/>
Trust, security and privacy in the field of smartphones			
PR23	Do you use your smartphone for private purposes?	1. Yes	<input type="checkbox"/>
	For those who answered yes to PR02, if PR02 is no, go to PR27	2. No	
PR24	Does your smartphone have any kind of security software or service such as anti-virus, anti-spam, or firewall?	1. Yes, installed automatically or provided with the operating system	<input type="checkbox"/>
		2. Yes, I installed it or subscribed to it or somebody else did it	
		3. No	
		4. I do not know	
PR25	Have you ever lost information, documents, photos or any other type of data on your smartphone due to a virus or other hostile type of software?	1. Yes	<input type="checkbox"/>
		2. No	
		3. I do not know	
PR26	When using or installing (an application) on your smartphone, have you restricted or denied access to your personal data (e.g., location, contact list)?	1. Yes, at least once	<input type="checkbox"/>
		2. No	
		3. I did not know it was possible	
		4. Not applicable (I do not use applications)	
Internet of things The following questions relate to the use of Internet-connected devices or systems for special purposes that can also be connected to each other to enable advanced services; For example, controlling the device remotely, adjusting settings, giving instructions for tasks to be performed, receiving feedback from the device, etc.			
PR27	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	<input type="checkbox"/>
	1. Yes	2. Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for your home	<input type="checkbox"/>

	2. No	3. Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines	<input type="checkbox"/>
	To the researcher: If the answer to one of the items is “yes,” the interview is over...	4. A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Google Assistant, Siri, Cortana, Bixby	<input type="checkbox"/>
PR28	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	<input type="checkbox"/>
		2. I had no need to use those connected devices/systems	<input type="checkbox"/>
		3. Costs too high	<input type="checkbox"/>
	1. Yes	4. Lack of compatibility with other devices or systems	<input type="checkbox"/>
	2. No	5. Lack of skills to use those devices or systems	<input type="checkbox"/>
	This question will be answered if the answer to all PR27 items is “No.”	6. Concerns about the privacy and protection of data about me generated by those devices or systems	<input type="checkbox"/>
		7. Concerns about security (e.g. that the device or system will be hacked)	<input type="checkbox"/>

	Note: If the answer to PR28.1 is “yes”, you must check the answers to the other items	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)	<input type="checkbox"/>
		9. Other reasons	<input type="checkbox"/>