



Information and Communication technology Agency of Sri Lanka

National Survey on ICT Access and Usage by Households and Individuals 2017

Final Questionnaire

June 2017

Basic Information

| | | | | | | |
|-------------------------|----------------------------|--|---------------------------|--------------|--------------|---------------|
| Household Number | GPS coordinates (N) | | Questionnaire Code | | | |
| | GPS coordinates (E) | | Category | Urban | Rural | Estate |

| | | | |
|---|--------------------|--------------------------------|----------------------------|
| District | DS Division | Name of the GN division | Name of the village |
| | | | |
| Contact details of the household | | | |

| | | | |
|---|--|-----------------------|--------------------|
| Name of the Enumerator | | Password | |
| Name of the Supervisor | | Date Completed | (dd/mm/yy) |
| | | | |
| Signature of internal supervisor | | | |

1. Household Information

1.1 Demographic Information

| 1. Serial Number | 2. Name of the member | 3. Relationship to the head of household | 4. Sex | 5. Age (as at last birthday) | 6. Ethnicity | 7. Religion | 8. Marital Status | 9. Level of education | 10. Employment status | 11. Employment type |
|------------------|-----------------------|--|--------|------------------------------|--------------|-------------|-------------------|-----------------------|-----------------------|---------------------|
| 01 | | | | | | | | | | |
| 02 | | | | | | | | | | |
| 03 | | | | | | | | | | |
| 04 | | | | | | | | | | |
| 05 | | | | | | | | | | |
| 06 | | | | | | | | | | |
| 07 | | | | | | | | | | |
| 08 | | | | | | | | | | |
| 09 | | | | | | | | | | |
| 10 | | | | | | | | | | |
| | | | | | | | | | | |

| Codes for Section 1 | | | | | |
|--|---|---|----|--|----|
| Column 3: Relationship to the head of the household | | Islam | 3 | PhD | 13 |
| | | Roman Catholic | 4 | Special Education for differently abled | 14 |
| Head of the household | 1 | Christian | 5 | No Schooling | 15 |
| Wife | 2 | Other | 6 | Other | 16 |
| Husband | | Column 8: Marital Status | | Column 10: Employment Status | |
| Son | 3 | Single | 1 | Employed | 1 |
| Daughter | | Married | 2 | Unemployed | 2 |
| Parents | 4 | Widowed | 3 | Student | 3 |
| Other relative | 5 | Divorced | 4 | Household work | 4 |
| Domestic Assistants | 6 | Separated | 5 | Unable to work | 5 |
| Other | 7 | Column 9: Level of Education | | Retired | 6 |
| Column 4: Sex | | Pre-School | 0 | Other | 7 |
| Male | 1 | Primary (Grade 1-6) | 1 | Migrated | 8 |
| Female | 2 | Lower Secondary (Grade 7- GCE O/L) or equivalent | 2 | Column 11: Employment type | |
| Column 6: Ethnicity | | Upper Secondary (GCE A/L) or equivalent | 3 | Government & Semi-government Employee | 1 |
| Sinhala | 1 | Passed GAQ / GSQ | 4 | Entrepreneur | 2 |
| Sri Lanka Tamil | 2 | Certificates (Private, Government) | 5 | Private sector employee | 3 |
| India Tamil | 3 | Diploma | 6 | Self Employed | 4 |
| Sri Lanka Moor | 4 | NVQ Qualifications | 7 | Agriculture & Fisheries worker | 5 |
| Malay | 5 | Degree | 8 | Freelance Cyber worker | 6 |
| Burgher | 6 | Post Graduate Diploma | 9 | Other own account worker (craft level) | 7 |
| Other | 7 | Professional Qualifications(Chartered Qualified) | 10 | Migrant workers | 8 |
| Column 7: Religion | | Masters | 11 | Casual laborer/Daily paid | 9 |
| Buddhist | 1 | MPhil | 12 | other | 10 |
| Hindu | 2 | | | | |

2. Household ICT Access and Use

2.1 Do you have an electricity connection?

yes No

2.2 If yes, what type of connection is available?

| | | | |
|---------------------|----------------------|--------------------------|----------------------|
| Grid connected main | <input type="text"/> | Grid connected solar | <input type="text"/> |
| Non-grid connected | <input type="text"/> | Non-grid connected solar | <input type="text"/> |

2.3 What are the ICT facilities available at your home?

| Type of facility | Number | Years of usage (1 st year, 2 nd year , etc.) |
|--|--------|--|
| Computers | | |
| Desktop computers | | |
| Laptop (portable) computers | | |
| Tablet (handheld computers) | | |
| Internet | | |
| Fixed (wired) narrowband connection | | |
| Fixed (wired) broadband connection | | |
| Wireless broadband connection (Wifi) | | |
| Wireless broadband connection (Dongle) | | |
| Satellite broadband connection | | |
| Mobile broadband connection | | |
| Fixed telephone | | |
| Wired | | |
| Wireless (CDMA) | | |
| Mobile phones | | |
| Smart-phone (3G) | | |
| Smart-phone (4G) | | |
| Conventional phone with internet access | | |
| Conventional phone without internet access | | |
| Multichannel television | | |
| TV with Antenna | | |
| Cable TV (Pure TV, LBN) | | |
| Direct-to-home satellite services (Dish TV, Videocon, Dialog TV) | | |
| Internet-protocol TV | | |

| | | |
|-------|--|--|
| Radio | | |
|-------|--|--|

2.4 What are the major purpose of devices at the household (tick in relevant cages)

| Type of uses | Source of Access | | | | | |
|--|------------------|--------|--------|---------------|------------|-------|
| | Desktop | Laptop | Tablet | Mobile phones | Television | Radio |
| Education | | | | | | |
| Learning (use of educational materials/ reading) | | | | | | |
| Acquiring Skills (Typing, graphic design, excel, ppt,) | | | | | | |
| Teaching/ Training | | | | | | |
| Research | | | | | | |
| Other (Specify) | | | | | | |
| Entertainment | | | | | | |
| Games | | | | | | |
| Movies | | | | | | |
| Music | | | | | | |
| Taking photos , videos | | | | | | |
| Other (specify) | | | | | | |
| Work related activities | | | | | | |
| Official work | | | | | | |
| Business | | | | | | |
| Self-employment | | | | | | |
| Other (Specify) | | | | | | |
| Communication | | | | | | |
| | | | | | | |
| Telephone calls | | | | | | |
| Text messages | | | | | | |
| Other (Specify) | | | | | | |
| Other Personal activities | | | | | | |
| Preparation and Saving documents | | | | | | |
| Storage (pic, documents etc.) | | | | | | |
| Accounts / Inventories | | | | | | |
| Other (specify) | | | | | | |
| Access to internet | | | | | | |

2.5 What are the major uses of internet at the household by source of access (tick in relevant cages)

| Type of uses | Desktop | Laptop | Tablet | Mobile Phone | Television |
|--|---------|--------|--------|--------------|------------|
| Education | | | | | |
| Looking information on online courses/ training | | | | | |
| Searching Knowledge (Browsing educational materials) | | | | | |
| Research/ data collection | | | | | |
| Downloading and using software and programs | | | | | |
| Other | | | | | |
| Reading online information (Politics, weather, travel, economic etc) | | | | | |
| News, | | | | | |
| Newspaper and magazine | | | | | |
| Other | | | | | |
| Entertainment | | | | | |
| Playing and downloading games | | | | | |
| Downloading and uploading Music/ Video (eg. you tube) | | | | | |
| Listening to web radio | | | | | |
| Social Media | | | | | |
| Other | | | | | |
| Work related activities | | | | | |
| Searching for jobs and submitting job applications | | | | | |
| Searching work related information | | | | | |
| Other | | | | | |
| Commercial and Economic activities | | | | | |
| Internet Banking | | | | | |
| Paying bills via internet (electricity, water, telephone) | | | | | |
| Searching, ordering and purchasing goods or services | | | | | |
| Selling goods and services | | | | | |
| E- channeling | | | | | |
| Seeking health related information | | | | | |
| Using services related to travel and transport (Booking tickets, rooms etc.) | | | | | |
| Other | | | | | |

| | | | | | |
|--------------------------------------|--|--|--|--|--|
| e- government facilities | | | | | |
| Exam Results/ | | | | | |
| University registration | | | | | |
| E- tax | | | | | |
| E- tickets | | | | | |
| Downloading forms / Information | | | | | |
| Online submission of applications | | | | | |
| License/ Permits | | | | | |
| Other | | | | | |
| Communication | | | | | |
| Sending and receiving email | | | | | |
| Communication through internet | | | | | |
| Skype | | | | | |
| Viber | | | | | |
| WhatsApp | | | | | |
| FB | | | | | |
| Other | | | | | |
| Other general | | | | | |
| Location based services (GPS, Maps) | | | | | |
| Interacting with social network | | | | | |
| Uploading self-created contents | | | | | |
| Downloading software | | | | | |
| Participate in professional network | | | | | |

2.6 If any of the above ICT facilities are not available, what are the reasons? (Give three most priority reasons from the code given below)

| Facility | Reasons for not having (Code) | | | Desire to access in future | |
|----------|----------------------------------|--|--|----------------------------|--|
| | | | | Yes | No (Most important reason using same code given) |
| Desktop | | | | | |
| Laptop | | | | | |
| Tablets | | | | | |

| | | | | | |
|----------------------------|--|--|--|--|--|
| Internet | | | | | |
| Land phones | | | | | |
| Conventional mobile phones | | | | | |
| Smart phones | | | | | |
| Multi-channel television | | | | | |

Code: Reasons for not availability of facilities

- | | | |
|--|--|---|
| 1. Cost of equipment too high | 2. Cost of services too high | 3. Services are not available in the area |
| 4. Quality of services are low in the area | 5. Have access to facilities elsewhere | 6. Facilities are not necessary |
| 7. Privacy/security reasons | 8. Socio Cultural reasons | 9. Lack of knowledge and skills |
| 10. Availability of alternative options | 11. Other | |

3. Individual ICT use

3.1 Give details about use of ICT devices and internet

| Household member | Desktop | | Laptop | | Tablet | | Smart phones | | Conventional phones | | Internet | | Number of Active SIMS Available |
|------------------|---------|---------|--------|---------|--------|---------|--------------|---------|---------------------|---------|----------|---------|---------------------------------|
| | Home | Outside | Home | Outside | Home | Outside | Home | Outside | Home | Outside | Home | Outside | |
| 1. | | | | | | | | | | | | | |
| 2. | | | | | | | | | | | | | |
| 3. | | | | | | | | | | | | | |
| 4. | | | | | | | | | | | | | |
| 5. | | | | | | | | | | | | | |
| 6. | | | | | | | | | | | | | |
| 7. | | | | | | | | | | | | | |
| 8. | | | | | | | | | | | | | |
| 9. | | | | | | | | | | | | | |
| 10. | | | | | | | | | | | | | |

3.2 If Individual access to computers and internet facilities are outside the home, Please tick in relevant cages

| HH Member | Computer facilities | | | | | | Internet | | | | | | | |
|-----------|---------------------|-----------------------|--------------------|------------------------|---------------------------|------------------|----------|--------------|--------------------|------------------------|------------------|---------------------------|------------------------------|--------------------|
| | At work | At Place of Education | Other persons home | Gov. ICT access center | Private ICT Access center | Non – government | At work | At Education | Other persons home | Gov. ICT access center | Non – government | Private ICT Access center | Personal devices(mobile/tab) | Public Wi-Fi Zones |
| . | | | | Nenasala | | | | | | Nenasala | | | | |
| 2. | | | | Vidatha | | | | | | Vidatha | | | | |
| 3. | | | | other | | | | | | other | | | | |
| 4. | | | | | | | | | | | | | | |
| 5. | | | | | | | | | | | | | | |
| 6. | | | | | | | | | | | | | | |
| 7. | | | | | | | | | | | | | | |
| 8. | | | | | | | | | | | | | | |
| 9. | | | | | | | | | | | | | | |
| 10. | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

3.3 Give details about frequency of Internet facilities both at home & outside. Please tick in relevant cages (Use the frequency codes given below)

| Household member | Desktop | Laptop | Tablet | Mobile phones | Television |
|------------------|---------|--------|--------|---------------|------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |
| 7. | | | | | |
| 8. | | | | | |
| 9. | | | | | |
| 10. | | | | | |

Code: Frequency 1. Daily 2. Not daily. But more than once a week 3. Weekly 4. Monthly
5. Not weekly, More than once a 6. Occasionally 7. Never

month

3.4 Do you or your family members engaged in socially connected activities via online including participating in social media (Both at home & outside)?

| Activities | Frequency by family member | | | | | | | | | |
|---|----------------------------|---|---|---|---|---|---|---|---|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Participation in social media | | | | | | | | | | |
| Accessing chat sites | | | | | | | | | | |
| Blogging | | | | | | | | | | |
| Online discussions | | | | | | | | | | |
| Participating in professional networks | | | | | | | | | | |
| Uploading self-created content (e.g. photos, videos) to the internet to be shared | | | | | | | | | | |
| Managing personal websites | | | | | | | | | | |
| Other | | | | | | | | | | |

Code: 1. Daily 2. Not daily. But more than once a week 3. Weekly 4. Monthly
Frequency
 5. Not weekly, More than once a month 6. Occasionally 7. Never

3.5 Give details about individual use of social media facilities. Please tick in relevant cages (both at home & Outside)

| Household member | Facebook | WatsAp | Viber | Instagram | Skype | Imo | Twitter | LinkedIn | Google + | YouTube | Other Apps |
|------------------|----------|--------|-------|-----------|-------|-----|---------|----------|----------|---------|------------|
| 1. | | | | | | | | | | | |
| 2. | | | | | | | | | | | |
| 3. | | | | | | | | | | | |
| 4. | | | | | | | | | | | |
| 5. | | | | | | | | | | | |
| 6. | | | | | | | | | | | |
| 7. | | | | | | | | | | | |
| 8. | | | | | | | | | | | |
| 9. | | | | | | | | | | | |
| 10. | | | | | | | | | | | |
| | | | | | | | | | | | |

3.6 This question was moved to 3.2

4. Individual ICT Skills and Literacy

4.1 What are the ICT skills possessed by individuals, by type of skills? Please tick in relevant cages

| Type of skills | Household member | | | | | | | | | | | |
|---|------------------|---|---|---|---|---|---|---|---|----|--|--|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| Basic computer skills (opening computer, copying/moving file or folder, opening a software application) | | | | | | | | | | | | |
| Software skills: Word processing | | | | | | | | | | | | |
| Software skills: Spreadsheets | | | | | | | | | | | | |
| Software skills: Presentation | | | | | | | | | | | | |
| Software skills: Database | | | | | | | | | | | | |
| Software skills: Graphics | | | | | | | | | | | | |
| Software skills: Advanced (Statistical, mathematical, scientific, engineering, Project management) | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Professional ICT Skills: Writing a computer program using a specialized programming language | | | | | | | | | | | | | | | | | | | | |
| Professional ICT Skills: Web designing, networking | | | | | | | | | | | | | | | | | | | | |
| Internet skills: Searching, finding, downloading, saving web content | | | | | | | | | | | | | | | | | | | | |
| Internet skills: Searching, finding, downloading, installing and configuring software | | | | | | | | | | | | | | | | | | | | |
| Hardware skills: Connecting and installing new devices | | | | | | | | | | | | | | | | | | | | |
| Communication skills: Sending emails with attachments | | | | | | | | | | | | | | | | | | | | |
| Communication skills: Transferring files between computers and other devices | | | | | | | | | | | | | | | | | | | | |
| Social interactions: FB, Instagram, Viber etc. | | | | | | | | | | | | | | | | | | | | |

4.2 What are the channels of ICT skills acquisition and level of training

| Household member | ICT training at school | | | Government ICT Training Centre | Private ICT Training Centre | NGO Training Center | Tertiary Education | Self-learning | Peer to peer |
|------------------|------------------------|--------------------------------|--------------------------|--------------------------------|-----------------------------|---------------------|--------------------|---------------|--------------|
| | Primary (1-6) | Lower Secondary (Up to GCE/OL) | Upper Secondary (GCE/AL) | | | | | | |
| 1. | | | | | | | | | |
| 2. | | | | | | | | | |
| 3. | | | | | | | | | |
| 4. | | | | | | | | | |
| 5. | | | | | | | | | |
| 6. | | | | | | | | | |
| 7. | | | | | | | | | |
| 8. | | | | | | | | | |
| 9. | | | | | | | | | |
| 10. | | | | | | | | | |

Code: Qualification /level of training

1. Certificate

2. Diploma

3. Degree

4. Post-graduate

5. School Curriculum

6. Informal

4.3 Household members involved in ICT related jobs (ICT workforce survey Job Categories)

| HH Member | Government Semi-government | Income (Rs./moth) | Private Company | Income (Rs./moth) | Training Institute | Income (Rs./moth) | Selfemployed (eg. hardware repair) | Income (Rs./moth) | Freelance Cyber worker | Income (Rs./moth) |
|-----------|----------------------------|-------------------|-----------------|-------------------|--------------------|-------------------|------------------------------------|-------------------|------------------------|-------------------|
| 1 | | | | | | | | | | |
| 2 | | | | | | | | | | |
| 3 | | | | | | | | | | |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |
| 7 | | | | | | | | | | |
| 8 | | | | | | | | | | |
| 9 | | | | | | | | | | |
| 10 | | | | | | | | | | |

Income categories
 1. Less than 25,000 2. 25,000- 50,000 3. 50,000- 100,000 4. 100,000- 200,000
 5. More than 200,000

5. Household ICT Expenditure

5.1 Give details about household expenditure on ICT during the last one year

| ICT facility/service | Cost of equipment (Rs.) | Cost of maintenance and repair/last year (Rs.) | Cost of Services | |
|-------------------------------------|-------------------------|--|----------------------------------|----------------------------------|
| | | | Monthly subscriptions/cost (Rs.) | Annual subscriptions /cost (Rs.) |
| Computers | | | | |
| Desktop computers | | | | |
| Laptop (portable) computers | | | | |
| Tablet (handheld computers) | | | | |
| Internet | | | | |
| Fixed (wired) narrowband connection | | | | |
| Fixed (wired) broadband | | | | |

| | | | | |
|---------------------------------------|--|--|--|--|
| connection | | | | |
| Wireless broadband connection | | | | |
| Satellite broadband connection | | | | |
| Mobile broadband connection | | | | |
| Fixed telephone | | | | |
| Wired | | | | |
| Wireless | | | | |
| Mobile phone | | | | |
| Smart-phone | | | | |
| Normal phone with internet access | | | | |
| Normal phone without internet access | | | | |
| Multi-channel television | | | | |
| TV capable of air transmitted signals | | | | |
| Cable TV | | | | |
| Direct-to-home satellite services | | | | |
| Internet-protocol TV | | | | |

6. Awareness on Cyber security and threats

6.1 Do you know about the probability of you or your family members could get exposed to the following risks associated with the use of internet?

| Type of risk | Awareness | | Have you ever encountered such risk Yes / NO | measures to overcome these risks (Code) |
|--|-----------|----|---|---|
| | Yes | No | | |
| Catching Virus or other computer malware | | | | |
| Exposure to hacking and violation of privacy (pics, videos, personal data) | | | | |
| Exposure to improper/harmful content (e.g. pornography, violence) | | | | |
| Exposure to unsolicited emails (spam) | | | | |

| | | | | |
|---|--|--|--|--|
| Victimization to cyber bullying & crime | | | | |
| Exposure to medium that might foster harmful behavior in children | | | | |
| Online encounters leading to unwarranted off-line relations | | | | |
| Financial losses due to false information and messages | | | | |
| Socio Cultural threats | | | | |
| distracting from education activities | | | | |
| disturbance to family interactions | | | | |
| disturbance to social interactions | | | | |
| lack of time/desire for other leisure activities | | | | |
| Neglecting social responsibilities | | | | |

Code : Type of Measures

- | | |
|--|---|
| 1. Installing virus guards and anti-spyware programs | 7. Agreeing on house rules on use of internet and personal devices |
| 2. Installing hardware and software firewalls | 8. Supervising and monitoring of children’s use of internet |
| 3. Installing spam filtering software | 9. Installing internet content filters and parental control measures |
| 4. Consulting cyber security advisory sites | 10. Allowing to access the internet only from public areas in the house |
| 5. Reporting and blocking | 11. Educating children about safe and appropriate internet use |
| 6. Complaining to relevant government agencies | 12. Other |

6.2 Have you ever complained any cyber security issues to the government agency

Yes

No.....

if yes what are they

| Agency | Yes |
|--------------------------------------|-----|
| 1. Sri Lankan Police Cybercrime unit | |
| 2. Tech CERT | |
| 3. Sri Lanka CERT | |