

Your answer is strictly protected under the National Statistics Statute.
The Article 13 of the National Statistics Statute (Protection of private information)
All private information obtained for this survey from individuals, corporations and organizations shall be protected.

Survey on the Computer and Internet Usage (Questionnaire for Household Information)

How are you? This is a nation-wide survey to measure the computer and Internet usage commissioned by The Ministry of Information and Communication(MIC) and Korea Network Information Center(KRNIC) and the fieldwork for this survey is conducted by Hankook Research.

This survey is commissioned by MIC to compile nationally designated basic statistics on the computer and Internet usage twice a year. The answers provided by you will be used solely for the purpose of obtaining national statistical numbers. We would like kindly to ask you to answer each questions as directed by the interviewer. Your answers will be a basis for valuable information needed to formulate policy measures for the development of Internet in Korea.

June, 2003

Song, Kwan-Ho
President, Korea Network Information Center

for office use only	Region Code		District Code				Household Code		Individual Code		Respondent's Name	Householder Age

to be filled by inter- viewer	Respondent's address				Phone number		Interviewer Name
	Province	si · gun · ku	eup · myon · dong	Street Number	DDD		
					() -		
	Apartment Number	Mobile					
					() -		

- This is a nationwide survey including Jeju Province. Please answer questions as directed by an interviewer.
- 'Household Section' should be answered by a head of your household or her/his spouse.
- 'Individual Section' should be answered by each and every members of your household who were born prior to the first of June in 1997. If any one of you family member is not present at the time of a visit, please let us know a convenient time to visit again or please ask him or her to fill out the questionnaire in person so as to be picked up by an interviewer.
- In case when any one of your family member fill out the individual section in person, please make sure to write the same household member number designated for the person in the household section of the questionnaire.
- To fill out the questionnaire, please choose the number(s) from the choices given in examples and answer the questions in the order of the questionnaire.

Please answer the questions below on each member of your household.

- A head of household is a person who represent your household. Please answer the questions below beginning the head of your household, and if there are more than 8 persons in your household, please use another form to include all persons.
- A member of household includes every member of your family or related persons who reside in your house for at least one month or longer at the time of an interview.
- please do not include your children who are married and do not reside with you or lives in a dormitory away from you for school or work-related reasons or who are in the military.

Please answer the following items		1. head of household 2. spouse 3. children 4. spouse of children 5. grand children/ spouse 6. (grand) parents 7. siblings/spouse 8. other relatives 9. unrelated	1. M 2. F	____yr. ____mo.	0. no school 1. elementary 2. junior high 3. highschool 4. college 5. post-grad	1.attending 2.graduated or dropped out	Please fill out the occupation code	Please give us your first three digits of mobile phone number
num- ber	name	relation to head of household	sex	date of birth	education		occupation	mobile phone digit
					school attended	graduation status		
01				yr. mo.				
02				yr. mo.				
03				yr. mo.				
04				yr. mo.				
05				yr. mo.				
06				yr. mo.				
07				yr. mo.				
08				yr. mo.				
total number of household member		____persons	total number of household members who are 6 years or older (born prior to the 1st of June, 1997)			____persons		
What is the average monthly income of your household?				<input type="checkbox"/> 1) less than 500,000 won <input type="checkbox"/> 2) more than 500,000, but less than one million won <input type="checkbox"/> 3) more than one million, but less than 1.5 million won <input type="checkbox"/> 4) more than 1.5 million, but less than 2 million won <input type="checkbox"/> 5) more than 2 million, but less than 2.5 million won <input type="checkbox"/> 6) more than 2.5 million, but less than 3 million won <input type="checkbox"/> 7) more than 3 million, but less than 3.5 million won <input type="checkbox"/> 8) more than 3.5 million, but less than 4 million won <input type="checkbox"/> 9) more than 4 million, but less than 4.5 million won <input type="checkbox"/> 10) more than 4.5 million won				

Q1. Do you have a computer in your home?

- ☐ 1) Yes
- ☐ 2) No ⇨ Please answer the 'individual section' of this questionnaire.

Q1-1. How many computers do you have and what kind are they?

- ☐ 1) Desktop computers (____units)
- ☐ 2) Notebook computers (____units)

Q1-1-1. What kind of desktop computers do you have?

- ☐ 1) 486 or less (____units)
- ☐ 2) Pentium (586) (____units)
- ☐ 3) Pentium II (____units)
- ☐ 4) Pentium III (____units)
- ☐ 5) Pentium IV or higher (____units)
- ☐ 6) other type (____units)

Q1-2. Can you access the Internet in your home?

- ☐ 1) Yes
- ☐ 2) No ⇨ Please answer the 'individual section' of this questionnaire.

Q2. (If yes in Q1-2) What is the primary mode of the Internet connection in your home?(If you do not know the exact mode of Internet connection, please give us the name of Internet service provider you subscribe to and the type housing you live in.)

- ☐ 1) Telephone modem
- ☐ 2) ISDN
- ☐ 3) xDSL including ADSL and HDSL
- ☐ 4) Cable modem(CATV)
- ☐ 5) Other(specify)_____
- ☐ 6) Don't know (Internet service provider _____, Housing Type_____)

Q3. How much do you pay for the use of the Internet in your household on a monthly basis? (If you access to the Internet via telephone modem, what is your monthly telephone charge for the use of Internet not including charges for voice calls. _____won

Please ask each member of your household
to answer the 'individual section' of this questionnaire.

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Survey on the Computer and Internet Usage (Questionnaire for Individual Household Member)

How are you? This is a nation-wide survey to measure the computer and Internet usage commissioned by The Ministry of Information and Communication(MIC) and Korea Network Information Center(KRNIC) and the fieldwork for this survey is conducted by Hankook Research.

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	Province	si · gun · ku	eup · myon · dong	Street Number	DDD		
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- This is a nationwide survey including Jeju Province. Please answer questions as directed by an interviewer.
- 'Household Section' should be answered by a head of your household or her/his spouse.
- 'Individual Section' should be answered by each and every members of your household who were born prior to the first of June in 1997. If any one of you family member is not present at the time of a visit, please let us know a convenient time to visit again or please ask him or her to fill out the questionnaire in person so as to be picked up by an interviewer.
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- To fill out the questionnaire, please choose the number(s) from the choices given in examples and answer the questions in the order of the questionnaire.

**Survey on the Computer and Internet Usage
(Questionnaire for individual member of household)**

Please answer the following questions on your information sources and media use.

Q1. (For 12 years or older) From what sources do you mostly get information you need? Please choose up to 3 items.

- ☐ 1) broadcast media(TV, radio)
☐ 2) newspapers
☐ 3) free or membership publications on daily life
☐ 4) books and magazines
☐ 5) online services or the Internet
☐ 6) public agencies
☐ 7) family, friends or colleagues
☐ 8) other sources()

Q2. For how many hours do you watch television per day? (Please do not include the hours spent watching television in the Internet and if necessary, please answer this question on a weekly or monthly basis.)

- ☐ 1) per day ☐ 2) per week ☐ 3) per month
Average viewing hours _____hours _____minutes
☐ 4) do not watch at all

Q3. For how many hours do you read newspapers per day? (If necessary, please answer this question on a weekly or monthly basis.)

- ☐ 1) per day ☐ 2) per week ☐ 3) per month
Average reading hours _____hours _____minutes
☐ 4) do not read at all

Please answer the following questions on your computer use.

Q4. Do you know how to use a computer?

- ☐ 1) Yes
☐ 2) No ⇐ go to Q10

Q5 How would you rate your overall ability to use a computer?

- ☐ 1) I am a computer illiterate.
☐ 2) I am a basic user
☐ 3) I am an intermediate user
☐ 4) I am an advanced user
☐ 5) I am an expert user

Q6. Please indicate your computer ability for each of the following specific functional tasks.

	do not know	basic level	moderate	advanced	expert
1) word processing (e.g. Hangul or word)	①	②	③	④	⑤
2) business software (Excel, Power Point)	①	②	③	④	⑤
3) utility software (e.g. file compression, audio-visual files)	①	②	③	④	⑤
4) Virus protection software	①	②	③	④	⑤
5) Internet search	①	②	③	④	⑤
6) e-mail programs (reading and sending e-mails,	①	②	③	④	⑤
7) downloading or up-loading files	①	②	③	④	⑤
8) Internet banking or stock trading	①	②	③	④	⑤
9) Internet shopping	①	②	③	④	⑤
10) Public service application over the Internet	①	②	③	④	⑤

Q7. Do you currently use a computer at least once a month?

- ☐ 1) yes
☐ 2) no ⇐ go to Q10

Q8. How many hours do you use a computer per day?(If necessary, please answer this question on a weekly or monthly basis.)

- ☐ 1) per day ☐ 2) per week ☐ 3) per month
Average hours _____hours _____minutes

**Survey on the Computer and Internet Usage
(Questionnaire for individual member of household)**

Q9. For what purposes do you mostly use your computer?
Please choose 3 items in the order of importance.

☐ ☐ ☐

- 1) to access online services and the Internet
(including e-mail and e-commerce)
- 2) for typing practice
- 3) to play games or for fun
- 4) for business related activities
(word processing or spreadsheet)
- 5) for data and information management
- 6) for educational or learning purpose
- 7) to write software or for graphic work
- 8) for other purpose(specify)_____

Please answer the following questions on your internet use, if you ever used the Internet.

Q10. Have you ever used the Internet?

- ☐ 1) Yes, I have used the Internet.
☐ 2) No, I never used the Internet. ➡ go to Q26

Q11. What was the main reason for you to use the Internet in the beginning. (Please choose one.)

- ☐ 1) recommended by others
☐ 2) out of curiosity
☐ 3) for my children's education
☐ 4) for school work
☐ 5) for business
☐ 6) to get everyday information
☐ 7) for fun
☐ 8) not to be left behind
☐ 9) due to an help from the government
☐ 10) other reason(specify)_____

Q12. Since when did you first started using the internet?
year _____ month _____

Q13. Do you currently use the Internet at least once a month?

- ☐ 1) yes
☐ 2) no ➡ go to Q26

Q14. How many hours do you use the Internet per day? (If necessary, please answer this question on a weekly or monthly basis.)

- ☐ 1) per day ☐ 2) per week ☐ 3) per month

Average hours _____ hours _____ minutes

Q15. Where do you use the Internet for the most part? Please indicate 3 locations in the order of duration.

☐ ☐ ☐

- 1) at home
- 2) workplace
- 3) school
- 4) PC parlor
- 5) no particular place
- 6) public locations (including post office, government office or internet cafes)
- 7) other location(specify) _____

Q16. How much do you personally spend to use the Internet at PC parlors or to access the wireless Internet per month on the average.

A monthly average of _____ won

Q17. For what purposes do you mostly use the internet?
Please choose 3 items in the order of importance.

☐ ☐ ☐

- 1) to search for data or information
- 2) to use e-mail
- 3) for the Internet shopping
- 4) to use messenger or for Internet chatting
- 5) to play games
- 6) to use the free Internet phone
- 7) for Internet banking(e.g. stock/credit card)
- 8) for educational purposes
- 9) for entertainment (movies/TV/music)
- 10) to join an Internet community
- 11) to read news from newspapers and magazines
- 12) others(specify)_____

Q17-1. (Please answer this question, if you picked item 1 in the question 9.) What kind of data or information do you mostly search for in the Internet? (Please choose one.)

- ☐ 1) educational
☐ 2) business-related
☐ 3) everyday information(weather/travel/health)
☐ 4) job-related
☐ 5) information on leisure or hobby
☐ 6) news
☐ 7) other(specify)_____

**Survey on the Computer and Internet Usage
(Questionnaire for individual member of household)**

Q18. What is the most serious inconvenience you have experienced in your Internet use? (Please indicate one.)

- ☐ 1) connection speed is too slow
☐ 2) service charge is too high
☐ 3) difficulties in learning how to use
☐ 4) difficulties in information search
☐ 5) language barriers
☐ 6) others(specify)_____

Q19. Do you have an e-mail account?

- ☐ 1) Yes
☐ 2) No ➡ go to Q20

Q19-1. How many e-mail accounts do you have? Please count only those you use at least once a month.
 number of e-mail accounts_____

Q20. (Please answer the following question if you are 12 year or older.) in your view, what changes have been brought to the society as the Internet use has become more common?

	agree	about the same as before	dis-agree	don't know
1) Life has become more convenient	①	②	③	④
2) There is greater invasion of privacy	①	②	③	④
3) There are more opportunities for work	①	②	③	④
4) I feel more alienated and isolated	①	②	③	④
5) The gap between the poor and the rich has narrowed	①	②	③	④
6) The cultural gap among regions has been narrowed	①	②	③	④

(For 12 years or older only) Please answer the following questions on the Internet shopping.

Q21. Did you buy any goods or services or made reservations in the Internet at least once in the last 6 months?

- ☐ 1) Yes
☐ 2) No ➡ go to Q22

Q21-1. How many times did you buy goods or services or made reservations in the Internet?

- ☐ 1) per day ☐ 2) per week ☐ 3) per month
☐ 4) over the 6 months
 number of purchases_ _____times

Q21-2. How are you satisfied with the following aspects of the Internet shopping? Please indicate your degree of satisfaction from a scale of 1 to 5 with 1 being the least satisfied and 5 the most satisfied.

items	①	②	③	④	⑤
1) price of good or services	①	②	③	④	⑤
2) quality of goods or services	①	②	③	④	⑤
3) personal information protection	①	②	③	④	⑤
4) prompt delivery of goods	①	②	③	④	⑤
5) convenience in ordering	①	②	③	④	⑤
6) overall satisfaction	①	②	③	④	⑤

Q21-3. What are goods or services that you bought or reserved within the last 6 months through the Internet? Please indicate all goods or services you have bought or reserved in that period.

- ☐ 1) reservations for hotel, travel, theater etc.
☐ 2) books
☐ 3) electronics
☐ 4) computer, peripherals, software
☐ 5) clothing, cosmetics, accessories
☐ 6) children and baby products
☐ 7) music and video
☐ 8) food and beverages
☐ 9) office and school supplies
☐ 10) goods for household use and autos
☐ 11) others(specify)_____

Q21-4. What are the average monthly amount of goods and services that you have purchased in the last 6 months through the Internet?

_____ won

**Survey on the Computer and Internet Usage
(Questionnaire for individual member of household)**

Q22. Would you like to use the Internet again to make purchases or reservation?

- ☐ 1) Yes
☐ 2) No

(For 12 years or older only) Please answer the following questions on the issue of charging fees for Internet contents.

Q23. Have you ever used any paid Internet contents?

- ☐ 1) No, I have never used ➡ go to Q24
☐ 2) Yes, I have, but not in the last 6 months
 ➡ go to Q24
☐ 3) Yes, I have used in the last 6 months

Q23-1. Please indicate the kind of the paid Internet contents that you have used in the last 6 months up to 3 items in the order of frequency.

☐ ☐ ☐

- ☐ 1) online games
☐ 2) adult-only contents
☐ 3) movies and TV programs
☐ 4) educational contents
☐ 5) newspapers and magazines
☐ 6) stock-related information
☐ 7) for e-mail or virtual file storage space
☐ 8) business or research related
☐ 9) virtual community(including avatar)
☐ 10) music
☐ 11) others(specify)_____

Q23-2. How much did you spend for the paid Internet contents per month in the last 6 months?

monthly average of _____ won

Q23-3. What is your the most preferred mode of payment when you use the paid content?

- ☐ 1) credit cards
☐ 2) online or offline banking
☐ 3) e-cash for the Internet only
☐ 4) membership mileage cards
☐ 5) mobile and regular phone bills
☐ 6) others(specify)_____

Q24. What do you think of the paid Internet contents and recent trend toward charging feeds for the previously free Internet contents?

- ☐ 1) I am strongly against it
☐ 2) It's too premature for now
☐ 3) It's better to charge fees only gradually
☐ 4) It's necessary to charge fee for contents
☐ 5) don't know

Q25. Are you willing to use the paid Internet contents in the future?

- ☐ 1) Yes
☐ 2) No

The following questions are for Internet non-users.

Q26. What is the biggest reason for you not to use the Internet?

- ☐ 1) I have no need to use the internet
☐ 2) I don't know how to use the Internet
☐ 3) The Internet service charge is too expensive
☐ 4) I do not have a computer
☐ 5) I do not have time for using the Internet
☐ 6) The internet is not convenient to use
☐ 7) I have a problem with service connection
☐ 8) I do not use it out of concern for my kids
☐ 9) other(specify)_____

Q27. Will you be willing to use the Internet?

- ☐ 1) Yes
☐ 2) No

Q27-1. (If yes in Q27) When do you expect to use the internet?

- ☐ 1) within the next 3 months
☐ 2) within the next 6 months
☐ 3) within the next 12 months
☐ 4) after one year or more

Thank you very much for you cooperation.