



**Measuring ICT Access and
Use by Households and
Individuals
- Quality Report -**

March 5, 2012

Survey on ICT access and use by households and individuals 2011

Quality report

Survey Information	Year: 2011
Survey name	Measuring ICT Access and Use by Households and Individuals قياس نفاذ الأسر و الأفراد الى تكنولوجيا المعلومات و الاتصالات و استعمالها
Organization conducting the survey	Collection agency: InfoPro s.a.l
Contact information for further information about the survey or survey data	Jennifer Abu-Mrad, Head of Research Email: Jennifer@infopro.com.lb, Tel: 01-739777, 01-749090
Reference period	Day in which the survey was conducted for the following sections of the questionnaire: Household characteristics, Household access to information and communication technology and Individual characteristics. The twelve months before the interview for the section: Individual use of information and communication technology.
Frequency of survey	First survey in 2011
Survey period	12-10-2011 to 10-11-2011
Survey vehicle	Stand-alone survey
Legal basis for the survey, if any	Voluntary participation
Main classifications used	The definitions, classifications, methodology, dissemination of data, survey and reporting of data are based upon the ITU Manual for Measuring ICT Access and Use by Households and Individuals (2009 edition). Question 13: UNESCO's International Standard Classification of Education (ISCED97) Question 15: International Labour Organization's (ILO) International Classification of Status in Employment (ICSE-93)
Scope and coverage of collection Target population in terms of size, industry, population groups etc.	Individuals aged above 15 years living in private dwellings and households where at least one member was aged above 15. However, due to the lack of figures related to the number

	<p>of individuals of a specific age group in each household in Lebanon, the total number of households in the country was taken as base.</p> <p>All 6 “Mohafazas” have been covered in the fieldwork.</p> <p>Target population-households: 888,813 Target population- individuals: 2,829,502</p>
Survey Type (Collection technique)	Combination of techniques : Face-to-face interviews and Telephone interviews (CATI)
Sample frame used	<p>The CATI interviews carried out were based on InfoPro contacts list database. The database includes approximately 40,000 households. The database includes all interviewed households from surveys conducted by InfoPro (face-to-face interviews) from 2009 till now and it is updated on a yearly basis. The database covers all the Lebanese territory and it is representative of the Lebanese population.</p> <p>For face to face interviews, the voting register of the year 2010 was used in order to select the areas to be covered in each Mohafaza.</p>
Statistical units	<p>Question 1 to Question 10: households with at least one member aged above 15</p> <p>Question 11 to Question 21: One randomly selected individual aged above 15 years old per household.</p>
Sample size	<p>Households: 2,200 Individuals: 2,200</p>
Sample design	<p>The sample households were selected on the basis of a quota plan.</p> <p>The quota specifications were derived from the Living Conditions of Households 2007 published by the Central Administration for Statistics (CAS). The variables district or “Mohafaza”, age, and gender served as quota generation variables for distributing the sample households.</p> <p>Only households with at least one member aged above 15 years were in the sample.</p> <p>Only one member aged above 15 in each sampled household was interviewed. If a household did not fit the criteria, the fieldworker moved to another household.</p>

	<p>Additionally, the voting register of 2010 was used in order to select the areas to be covered in each Mohafaza for the face-to-face interviews.</p> <p>The sample of 2,200 households was distributed proportionally among the “Mohafazas ” as follows:</p> <ul style="list-style-type: none"> • Beirut: 312 • Mount Lebanon: 876 • North: 430 • South: 178 • Nabatieh: 140 • Bekaa: 264 <p>The full sample distribution can be viewed in Appendix D.</p> <p>Remark: Quota sampling and not probability sampling was used since there is no list of the members of the population (households with the required information related to its residents such as their number and their age) from which a random sample can be drawn.</p>
<p>Weighting methods</p>	<p>Grossing-up procedures for households: For household level questions, a household weight was used. For the construction, a single household weight was created taking into account the number of households within each Mohafaza according the CAS Living Conditions of Households 2007.</p> <p>Grossing-up procedures for individuals: For estimates about individuals, an individual weight was used. This weighting procedure involved grossing data to "Mohafaza" population estimates and then adjusting for the estimated age and sex composition, by Mohafaza. This weight accounts for sampling one adult per household (i.e. those who are 15 years or over) and was scaled to the targeted population size.</p>
<p>Response rate</p>	<p>Unit non-response: Non applicable – An assessment of unit non-response is not possible because the survey was conducted as a quota sample survey.</p> <p>Item non-response: There are no items with an item non-response rate below 90%. In general the item non-response rates were less than 1%.</p>
<p>Non response treatment</p>	<p>All the questions were designed to have an answer (yes or no) in order not to have questions with non-response</p>

	<p>except “refused” and “do not know” responses. In addition, the specific software designed for data entry asked also for an answer on each question. No imputations were made because of low item non-response rate.</p>
Relative standard errors (or coefficients of variation) on main aggregates	<p>In the case of quota sample surveys it is not possible to determine sampling errors. However, with regard to the results of the ICT 2011, it was assumed that the error values of the quota sample corresponded approximately to those of a stratified random sample, with the stratification variables constituting the quota generation variables. Relative standard errors on main aggregates: less than 9% except for the proportion of households with mobile broadband which is around 17%. Refer to Appendix A for a full list of relative standard errors on the core list of ICT indicators.</p>
Known non-sampling error	<p>Frame error: There is no publicly accessible sample frame or a suitable list of the population to be used in Lebanon. The last official Lebanese General Population Census was done in 1932. All figures related to individuals and households’ numbers are estimates done by the Central Administration for Statistics (CAS).</p>
Annexes	<ul style="list-style-type: none"> • List of ICT indicators and their relative standard errors • Arabic Questionnaire • English Questionnaire • Sample Distribution • Detailed survey methodology • Specific issues related to the measurement of ICT access and use by households

Appendix A: List of ICT Indicators

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH1: Proportion of households with a radio	728,545	82.0	0.99	<p>A radio is a device capable of receiving broadcast radio signals, using popular frequencies, such as FM, AM, LW and SW. It includes a radio set integrated in a car or an alarm clock but excludes radios integrated with a mobile phone, a digital audio player (MP3 player) or in a computer. The radio should be in working order or expected to be returned to working order soon.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>
HH2 Proportion of households with a TV	883,740	99.4	0.17	<p>A television (TV) is a stand-alone device capable of receiving broadcast television signals, using popular access means such as over-the-air, cable and satellite. It excludes TV functionality integrated with another device, such as a computer or a mobile phone. The TV should be in working order or expected to be returned to working order soon.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH3: Proportion of households with fixed telephone	588,784	66.2	1.52	<p>A fixed telephone line refers to a telephone line connecting a customer's terminal equipment (e.g. telephone set, facsimile machine) to the public switched telephone network (PSTN) and which has a dedicated port on a telephone exchange. The telephone should be in working order or expected to be returned to working order soon.</p> <p>The indicator represents the percentage of households that have a fixed telephone regardless if they have a mobile phone or not.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH3: Proportion of households with mobile phone	845,666	95.1	0.48	<p>A mobile (cellular) telephone refers to a portable telephone subscribing to a public mobile telephone service using cellular technology, which provides access to the PSTN. This includes analogue and digital cellular systems, as well as IMT-2000 (3G). Users of both post-paid subscriptions and pre-paid accounts are included. The mobile phone should be in working order or expected to be returned to working order soon.</p> <p>The indicator represents the percentage of households that have a mobile phone in the house regardless if they have a fixed telephone line or not. It also means that the mobile telephone can be used by any member of the household, though it is not restricted to home use.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH4: Proportion of households with a computer	635,754	71.5	1.35	<p>A computer refers to a desktop or a laptop computer. It does not include equipment with some embedded computing abilities such as mobile cellular phones, personal digital assistants (PDAs) or TV sets. The computer should be in working order or expected to be returned to working order soon.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>
HH5: Proportion of individuals who used a computer (from any location) in the last 12 months	1,704,388	60.2	1.73	<p>The indicator represents the percentage of individuals who used a computer (in the last 12 months. Use of a computer does not mean that the computer is owned or paid for by the person but should be available through work, a friend, family member or internet café, etc. All in-scope individuals are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old are included.</p>

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH6: Proportion of households with Internet access at home	548,862	61.8	1.67	<p>The indicator represents the percentage of households that have an internet access at home regardless of whether it is used. Access may be by any device enabling Internet access (not only a computer). It may also be by mobile phone, PDA, games machine, digital TV etc. Access can be via a fixed or mobile network.</p> <p>P.S: If a member of the household has access to the internet only through his mobile phone (like GPRS, WAP or 3G), it will be included in this proportion.</p> <p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>
HH7: Proportion of individuals who used the Internet (from any location) in the last 12 months	1,471,514	52.0	2.04	<p>The indicator represents the percentage of individuals who used the internet in the last 12 months even for once from any location.</p> <p>The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network.</p> <p>All in-scope individuals are included in the indicator not (not only those who have used a computer).</p> <p>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old are included.</p>

Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
HH10: Proportion of individuals with use of a mobile cellular telephone in the last 12 months	2,473,141	87.4	0.81	<p>The indicator represents the percentage of individuals who used a mobile phone (as defined above) in the last 12 months. Use of a mobile telephone does not mean that the telephone is owned or paid for by the person but should be reasonably available through work, a friend or family member, etc. It excludes occasional use, for instance, borrowing a mobile phone to make a call.</p> <p>All in-scope individuals are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope individuals are only individuals that are living in a household with at least one member aged above 15 years old are included.</p>
HHR1: Proportion of households with electricity	887,261	99.8	0.10	<p>All in-scope households are included in the indicator.</p> <p>PS: As per the sample distribution, in-scope households are only households with at least one member aged above 15 years old are included.</p>

HH8: Location of individual use of the Internet in the last 12 months: (as a proportion of the internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
				<p>The below indicators HH8 are calculated as a proportion of individuals who used the internet in the last 12 months. The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network. Locations are not mutually exclusive.</p> <p>PS: As per the sample distribution, individuals interviewed are only individuals that are living in a household with at least one member aged above 15 years old are included.</p>
At Home	1,241,529	84.4	0.92	
At Work	461,029	31.3	3.16	Where a person's workplace is located at his/her home, then his/her answer is not included in this category but in the category "at home" only.
At Place of education	262,013	17.8	4.6	This indicator is for students only. Teachers and others who work at a place of education, would only report 'work'. This indicator does not include places of education used as location for general community Internet use, this use is reported in 'community Internet access facility'.

HH8: Location of individual use of the Internet in the last 12 months: (as a proportion of the internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
At another's person home	743,662	50.5	2.11	This indicator represents the percentage of individuals that used the internet in the last 12 months from the home of a friend, relative or neighbor.
At Community Internet Access Facility	398,408	27.1	3.5	Community Internet Access Facility includes for example, public libraries, public gardens, publicly provided Internet kiosks, non-commercial telecenters, digital community centers, post offices, other government agencies. Access is typically free and is available to the general public.
At Commercial Internet access facility	554,325	37.7	2.74	Commercial internet access facility include for example, Internet or cyber cafés, hotels, airports etc.; access is typically paid (i.e. not free of charge).
At Any place via a mobile cellular telephone	620,987	42.2	2.5	This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via a mobile cellular telephone (including handheld devices with mobile phone functionality) e.g. BB services, 3G, Wap or GPRS.
At Any place via other mobile access devices	437,891	29.8	3.27	This indicator represents the percentage of individuals who used the internet from any location in the past 12 months via other mobile access devices, e.g. laptop computer or handheld device that uses wireless access (at a WiFi 'hotspot') or laptop connected to a mobile phone network (dongle) or wireless technology such as Mobi, Wigo, Pesco or Wise.

HH9: Internet activities undertaken by individuals in the last 12 months (from any location): (as a proportion of the internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
				<p>The below indicators HH9 are calculated as a proportion of individuals who used the internet in the last 12 months. The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network.</p> <p>Internet activities refer to any private activity which means not as part of one's current job or business. Activities are not mutually exclusive.</p> <p>PS: As per the sample distribution, interviewed individuals are only individuals that are living in a household with at least one member aged above 15 years old are included.</p>
Getting information about goods or services	759,799	51.6	2.07	This indicator includes searching for information about goods and services on the web.
Getting information related to health or health services	601,814	40.9	2.57	Health or health services include information on injury, disease, nutrition and improving health generally.
Getting information from general government organizations	247,669	16.8	4.75	Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Information may be obtained via websites or email.

HH9: Internet activities undertaken by individuals in the last 12 months (from any location): (as a proportion of the internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
Interacting with general government organizations	114,823	7.8	7.33	Government organizations include central (ministries), state (mohafaza) and local government units (municipality). Interacting with government organizations includes downloading/requesting forms, completing/lodging forms on line, making on-line payments and purchasing from government organizations. It excludes getting information from government organizations.
Sending or receiving e-mail	1,200,946	81.6	1.01	
Telephoning over the Internet/VoIP	976,561	66.4	1.51	This indicator includes using Skype, iTalk, Live messenger, Google talk, etc. It also includes video calls (via webcam). It doesn't require the use of a computer.
Posting information or instant messaging	1,220,560	82.9	0.97	This indicator includes posting messages or other information to chat sites, blogs, newsgroups, online discussion forums, social networks (Facebook, Twitter) and similar; use of instant messaging.
Purchasing or ordering goods or services	167,811	11.4	5.95	This indicator includes purchase orders placed via the Internet whether or not payment was made on line. Orders that were cancelled or not completed are excluded. Includes purchasing of products, such as music, travel and accommodation via the Internet.
Internet banking	157,897	10.7	6.16	This indicator includes electronic transactions with a bank for payment, transfers, etc. 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.

HH9: Internet activities undertaken by individuals in the last 12 months (from any location): (as a proportion of the internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
Education or learning activities	508,645	34.6	2.93	This indicator includes formal learning activities such as study associated with school or tertiary education courses as well as distance education involving on-line activities. It also includes interacting with schools and universities for courses registrations, interacting with teachers, obtaining grades and submitting homework.
Playing or downloading video games or computer games	623,780	42.4	2.48	This indicator includes file sharing games and playing games on line, either paid or free of charge (legally or illegally).
Downloading movies, images, music, watching TV or video, or listening to radio or music	963,917	65.5	1.55	This indicator includes file sharing and using web radio or web television, either paid or free of charge. It also includes downloading files from illegal sites or torrents.
Downloading software	579,783	39.4	2.65	This indicator includes downloading of patches and upgrades, either paid or free of charge. It also includes downloading full softwares legally or illegally.
Reading or downloading on-line newspapers or magazines, electronic books	705,174	47.9	2.22	This indicator includes accessing news websites, either paid or free of charge. It also includes subscriptions to on-line news services.

HH11: Proportion of households with access to the Internet by type of access (narrowband, broadband (fixed, mobile)): (as proportion of households with internet access)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
				<p>The below indicators HH11 are calculated as a proportion of households who have an internet access. The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network.</p> <p>Types of access are not mutually exclusive.</p> <p>PS: As per the sample distribution, interviewed households are only households with at least one member aged above 15 years old are included.</p>
Narrowband	263,940	48.1	2.21	<p>Narrowband services include analogue modem, ISDN and other narrowband.</p> <p>Analogue modem: Dial-up via standard telephone line; it requires that the modem dial a phone number when Internet access is needed.</p> <p>ISDN: ISDN (Integrated Services Digital Network) turns a traditional telephone line into a higher speed digital link.</p> <p>Other Narrowband: Includes mobile phone and other forms of access with an advertised download speed of less than 256 kbit/s (including CDMA 1x (Release 0), GPRS, WAP and i-mode). It also includes BB services if their speed is less than 256 kbit/s.</p> <p>P.S: DSL services with an advertised download speed of less than 256kbit/s are defined as narrowband and are included in this category as other Narrowband.</p>

HH11: Proportion of households with access to the Internet by type of access (narrowband, broadband (fixed, mobile)): (as proportion of households with internet access)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
Broadband	462,948	84.3	0.92	Broadband services DSL, cable modem and other fixed broadband. DSL: DSL (Digital Subscriber Line) includes ADSL, SDSL, VDSL and uses ordinary telephone lines. Their download speed must be 256 kbit/s or more. Cable modem: A cable modem uses cable TV lines for connecting to the Internet. (They are inexistent in Lebanon) Other fixed broadband: Includes technologies at speeds greater than or equal to 256 kbit/s, in one or both directions, such as leased lines, fibre-to-the-home, satellite, fixed wireless, Wireless Local Area Network and WiMAX. It includes the neighborhood cable connections.
Mobile Broadband	8,789	1.6	16.7	Mobile Broadband refers to mobile cellular networks with access to the internet at speeds greater than or equal to 256 kbit/s, in one or both directions, such as Wideband CDMA (WCDMA), Universal Mobile Telecommunications System (UMTS); High-speed Downlink Packet Access (HSDPA), complemented by High-Speed Uplink Packet Access (HSUPA); CDMA2000 1xEV-DO and CDMA 2000 1xEV-DV. Access can be via any device (handheld computer, laptop or mobile cellular telephone etc.).

HH12: Frequency of individual use of the Internet in the last 12 months (from any location): (as proportion of internet users)				
Indicator	Number of respondents	Estimated proportion (%)	Relative Standard error (%)	Definitions and Comments
				The below indicators are calculated as a proportion of individuals who used the internet in the past 12 months. The Internet can be accessed by any device that enables Internet access (not only a computer). Devices include mobile phone, PDA, games machine and digital TV. Access can be via a fixed or mobile network. The indicator refers to a typical period; therefore, respondents should ignore weekends (if they only use the Internet from work) and breaks from their usual routine, such as holidays. PS: As per the sample distribution, interviewed individuals are only individuals that are living in a household with at least one member aged above 15 years old are included.
At least once a day	1,015,597	69.0	1.43	This indicator includes also “Once a working day” for those who only (or most frequently) use the Internet from work.
At least once a week but not every day	346,796	23.6	3.83	
Less than once a week	102,613	7.0	7.77	

Appendix B: Arabic Questionnaire

اسم الباحث:

رقم الباحث:

رقم الاستمارة: QID

تاريخ المقابلة:

السنة	الشهر	النهار
2011		

	المنطقة
	الشارع
	اسم البناية
	الطابق
	ملك
	اسم المجيب
	رقم الهاتف

مرحبا أنا إسمي، وأنا بشتغل لشركة Infopro Research وهي شركة أبحاث تسويقية بتتخصص بدراسات تسويقية بكل المجالات. ممكن آخذ 15 دقيقة من وقتك تيسألك كم سؤال عن تكنولوجيا المعلومات و الإتصالات و استعمالها. معلوماتك ورأيك لهم أهمية كبيرة بدراستنا. وأنا بأكدلك إنو اسمك ما رح ينذكر بأي مرحلة من الدراسة. كرمال هيك بطلب منك أن تبدي رأيك الصريح. ومساهمتك رح تساعدنا على تجميع معلومات أكثر عن هذا الموضوع.

أسئلة إنتقاء المجيب

S1- هل تعمل بشركة أبحاث تسويقية / إعلان ؟		
01	نعم	أشكر المجيب وانه المقابلة
02	لا	أكمل المقابلة

S2- عمرك فوق ال 15 سنة؟		
01	نعم	أكمل المقابلة
02	لا	أشكر المجيب وانه المقابلة

S3- القضاء:			
زغرتا	14	بيروت	01
جزين	15	عاليه	02
صييدا	16	بعبدا	03
صور	17	جبيل	04
بنت جبيل	18	كسروان	05
حاصبيا	19	المتن	06
مرجعيون	20	الشوف	07
النبطيه	21	عكار	08
بعلبك	22	البترون	09
الهامل	23	بشري	10
راشيا	24	الكورة	11
البقاع الغربي	25	المنيه	12
زحلّه	26	طرابلس	13

القسم الأول: خصائص الأسرة

1- ماهو عدد أفراد الأسرة ؟

2- ماهو عدد الأطفال الذين تبلغ أعمارهم 15 سنة أو أقل؟

3 – هل المسكن الذي تقطنه الأسرة يتمتع بالطاقة الكهربائية؟ لاقرأ الاحتمالات-جواب واحد فقط	
ملاحظة: قد تكون الطاقة الكهربائية المتوفرة عن طريق التوصيل بشبكة/مصدر رئيسي أو مولدة محليا"(بما في ذلك من داخل المسكن) ويستثنى من ذلك الإستعمال الفردي لأجهزة تخزين الطاقة،مثل البطاريات(رغم أنه يمكن إستعمالها في تخزين الطاقة الكهربائية المتحصل عليها من مصادر أخرى)	
نعم	01
كلا	02
رفض	95
لا أعرف	97

القسم الثاني: نفاذ الأسرة إلى تكنولوجيا المعلومات و الإتصالات

4 - هل لدى أحد أفراد الأسرة/هل لديكم جهاز راديو في المنزل؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: ويشمل جهاز الراديو المدمج بالسيارة أو مع الساعة المنبهة. ولكن يستثنى من ذلك الراديو المدمج في الهاتف المحمول أو في مشغل الصوت الرقمي (المشغل MP3) أو داخل الحاسوب

نعم	01
كلا	02
رفض	95
لا أعرف	97

5 - هل لدى أحد أفراد الأسرة/هل لديكم تلفزيون في المنزل؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: يستثنى من ذلك وظيفة التلفزيون المدمجة ضمن جهاز آخر كالحاسوب أو الهاتف المحمول

نعم	01
كلا	02
رفض	95
لا أعرف	97

6 - هل لدى أحد أفراد الأسرة/هل لديكم هاتف ثابت بالمنزل؟ لا تقرأ الإحتمالات-جواب واحد فقط

نعم	01
كلا	02
رفض	95
لا أعرف	97

7 - هل لدى أحد أفراد الأسرة/هل لديكم هاتف محمول (الخلوي) بالمنزل؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: يشمل ذلك حسابات إشتراكات الدفع المسبق و الدفع اللاحق على السواء

01	نعم
02	كلا
95	رفض
97	لا أعرف

8 - هل لدى أحد أفراد الأسرة/هل لديكم حاسوب بالمنزل, بصرف النظر عن إستعماله من عدمه؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: يشير الحاسوب إلى الحاسوب المكتبي أو المحمول. و لا يشمل ذلك الأجهزة ذات قدرات الحوسبة المدمجة مثل الهواتف الخلوية المتنقلة أو المساعدات الرقمية الشخصية (PDA) او IPAD او اجهزة التلفزيون

01	نعم
02	كلا
95	رفض
97	لا أعرف

9 - هل لدى أحد أفراد الأسرة/هل لديكم إمكانية الإتصال بالإنترنت من المنزل, بصرف النظر عن الإستعمال من عدمه؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: قد يكون التواصل بواسطة أي جهاز يمكن من النفاذ إلى الإنترنت (و ليس الحاسوب حصراً). و قد يكون ذلك عن طريق هاتف محمول أو مساعدة رقمية شخصية (PDA) او IPAD او اجهزة التلفزيون

01	نعم	أكمل
02	كلا	
95	رفض	انتقل الى السؤال 11
97	لا أعرف	

10 - ماهو نوع خدمات الإتصال بالإنترنت المستعملة للإتصال بالإنترنت ؟ إقرأ الإحتمالات-جواب واحد فقط لكل احتمال.

لا أعرف	رفض	لا	نعم	
97	95	02	01	مودم تماثلي (Analogue modem) (النفاز إلى الإنترنت عن طريق خط الهاتف الثابت، ويكون خط الهاتف الثابت مشغولاً عند استعمال الإنترنت)
97	95	02	01	شبكة رقمية متكاملة الخدمات (ISDN) تحول الشبكة الرقمية متكاملة الخدمات خط الهاتف التقليدي إلى وصلة رقمية عالية السرعة: كالمودم التماثلي، ولكن أسرع.
97	95	02	01	الأنماط الأخرى للنطاق الضيق (Other Narrowband) مثل (i-mode, WAP, GPRS) يشمل ذلك الهاتف المحمول و أشكال النفاذ الأخرى بسرعة تحميل معلنة تقل عن (256 Kbit/s) (بما في ذلك i-mode, WAP, GPRS, CDMA*1 (Release0))
97	95	02	01	الخط الرقمي للمشارك (DSL) يشمل ذلك (VDSL, SDSL, ADSL) ويستعمل خطوط الهاتف العادية . يمكن استعمال الهاتف والإنترنت في آن واحد.
97	95	02	01	مودم كبلي (Cable modem) يستعمل المودم الكبلي للتوصيل بالإنترنت عبر خط التلفزيون
97	95	02	01	أنماط النطاق العريض الثابت الأخرى (Other fixed broadband) مثل Mobi, Wise, Wigo and Cable connection. يشمل ذلك تكنولوجيات بسرعات تزيد عن أو تساوي 256Kbit/s في إتجاه واحد أو في الإتجاهين, مثل الخطوط المؤجرة, و توصيل الالياف إلى المنزل و السوائل و اللاسلكي الثابت و الشبكة المحلية و wimax
97	95	02	01	النطاق العريض المتنقل (Mobile broadband) مثل 3G. يشير على الشبكات الخلوية المتنقلة التي لديها نفاذ إلى الإنترنت بسرعات تزيد عن أو تساوي 256kbit/s في إتجاه واحد او في الإتجاهين معاً و قد يكون النفاذ عبر أي جهاز (حاسوب محمول باليد أو حاسوب محمول أو هاتف خلوي متنقل و ما إلى ذلك)

القسم الثالث: خصائص الأفراد

11- العمر (سنة) ؟	_____
-------------------	-------

12- الجنس؟	01	ذكر
	02	أنثى

13 -المستوى التعليمي؟ لاتقرأ الإحتمالات-جواب واحد فقط	01	تعليم أساسي أول أو أقل (يشمل ذلك التعليم غير الرسمي أو ما قبل الأساسي أو الأساسي)
	02	تعليم ثانوي أدنى
	03	تعليم ثانوي أعلى أو ما بعد الثانوي و ليس جامعيًا"
	04	أنه الجامعة أو أكثر
	95	رفض
	97	لا أعرف

14 -الوضع الوظيفي؟ لاتقرأ الإحتمالات-جواب واحد فقط	01	يعمل بأجر
	02	مهنة حرة (يشمل ذلك أصحاب العمل و من يعمل لحسابه الخاص و العاملين في الأسر المساهمة و اعضاء تعاونيات المنتجين)
	03	لا يعمل
	04	ليس ضمن القوة العاملة(الأفراد الذين ليس لديهم أي نشاط إقتصادي: عادة الطلاب (لايعملون) و الافراد الذين يقومون بالأعمال المنزلية فقط و المتقاعدون أو العاجزون عن العمل)
إنتقل إلى السؤال 16	95	رفض
	97	لا أعرف

15- المهنة الرئيسية (يرجى الوصف) ؟	_____
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القسم 4: استعمال الأفراد لتكنولوجيا المعلومات و الإتصالات

16 – هل إستعملت هاتفاً "محمولاً" خلال جزء من السنة الأخيرة أو خلال السنة الأخيرة بالكامل؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: لا يعني إستعمل المحمول أن يكون الشخص هو من يمتلكه أو يدفع رسومه و لكن قد يتيسر من خلال العمل او صديق أو فرد من أفراد الأسرة ,وما شابه .ويستثنى من ذلك الإستعمال العرضي,مثل إقتراض هاتف محمول لإجراء مكالمة)

نعم	01
كلا	02
رفض	95
لا أعرف	97

17 – هل إستعملت حاسوباً" من أي مكان خلال السنة الاخيرة؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: الحاسوب معرف أعلاه (السؤال 8)

نعم	01
كلا	02
رفض	95
لا أعرف	97

18 – هل إستعملت الإنترنت من أي مكان خلال السنة الأخيرة ؟ لا تقرأ الإحتمالات-جواب واحد فقط

ملاحظة: شبكة الإنترنت معرفة أعلاه (السؤال 9) و يمكن النفاذ إلى الإنترنت عن طريق أي جهاز يمكن من النفاذ إلى الإنترنت (وليس الحاسوب فقط)وتشمل الأجهزة الهاتف المحمول والمساعدة الرقمية الشخصية(PDA) وماكينة الألعاب و التلفزيون الرقمي .و قد يكون النفاذ عبر شبكة ثابتة أو متنقلة.

نعم	01
كلا	02
رفض	95
لا أعرف	97
أشكر المجيب وانه المقابلة	أكمل

19 - أين إستعملت الإنترنت خلال السنة الأخيرة؟ إقرأ الإحتمالات-جواب واحد فقط لكل احتمال.

مكان الإستعمال

لا أعرف	رفض	لا	نعم	
97	95	02	01	المنزل
97	95	02	01	العمل
97	95	02	01	مكان تلقي العلم
97	95	02	01	منزل شخص آخر(منزل صديق أو قريب أو جار)
97	95	02	01	مكان عمومي (مثل ذلك، المكتبات العامة و اكشاك الإنترنت المتاحة للعامة و مراكز الإتصالات غير التجارية و المراكز الرقمية العمومية و مكاتب البريد و الوكالات الحكومية الأخرى و عادة يكون النفاذ بالمجان و متاحاً للجمهور). لا يشمل استعمال الهاتف المحمول في هذه الأماكن.
97	95	02	01	مكان تجاري تتوفر فيه خدمة الإنترنت (من أمثلة ذلك مقاهي الإنترنت أو المقاهي السيبرانية و الفنادق و المطارات و غيرها و عادة يكون النفاذ بأجر (أي ليس بالمجان). لا يشمل استعمال الهاتف المحمول في هذه الأماكن.
97	95	02	01	من أي مكان عن طريق الهاتف المحمول (الإستعمال من أي موقع عن طريق هاتف خلوي متنقل (بما في ذلك الأجهزة المحمولة باليد التي تتمتع بوظيفة الهاتف المحمول)
97	95	02	01	من أي مكان عن طريق أجهزة نفاذ متنقلة أخرى (الإستعمال من أي موقع عن طريق أجهزة نفاذ متنقلة أخرى، مثل الحاسوب المحمول أو الجهاز المحمول باليد بإستعمال النفاذ اللاسلكي (في "موقع حيوي" يتمتع بخدمة Wifi) أو حاسوب محمول موصل بشبكة هاتفية متنقلة). لا يشمل استعمال الهاتف المحمول في هذه الأماكن.

20 - ما هي الوتيرة التي إستعملت بها الإنترنت عادة خلال السنة الأخيرة (من أي موقع)؟ لا تقرأ الإحتمالات-جواب واحد فقط	
مرة واحدة في اليوم على الأقل (مرة واحدة خلال يوم من أيام العمل بالنسبة لهؤلاء الذين يستعملون الإنترنت من مكان العمل) أو في أغلب الأحوال)	01
مرة واحدة في الأسبوع على الأقل و لكن ليس كل يوم	02
أقل من مرة في الأسبوع	03
رفض	95
لا أعرف	97

21- ما هي الأنشطة التي إستعملت فيها الإنترنت لأغراض شخصية خلال السنة الأخيرة (من أي موقع) من بين الأنشطة التالية؟ إقرأ الإحتمالات -جواب واحد فقط لكل احتمال.

لا أعرف	رفض	لا	نعم	
97	95	02	01	الحصول على معلومات عن سلع أو خدمات
97	95	02	01	الحصول على معلومات تتعلق بالصحة أو الخدمات الصحية
97	95	02	01	الحصول على معلومات من هيئات حكومية (تضم الهيئات الحكومية وحدات الحكومة المركزية و الولايات و الوحدات المحلية. ويمكن الحصول على المعلومات عبر مواقع الويب أو البريد الإلكتروني)
97	95	02	01	معاملات مع الهيئات الحكومية (يشمل التعامل مع الهيئات الحكومية تحميل و طلب إستثمارات و ملء و تقديم الإستثمارات من على الخط و سداد الفواتير و المدفوعات من على الخط و الشراء من هيئات حكومية. ويستثنى من ذلك الحصول على معلومات من هيئات حكومية)
97	95	02	01	إرسال أو إستقبال بريد إلكتروني
97	95	02	01	italk , المهاتفة عبر الإنترنت /نقل الصوت عبر بروتوكول الإنترنت (إستعمال خدمات وغيرها) skype
97	95	02	01	وضع معلومات أو التبادل اللحظي للرسائل (وضع رسائل أو معلومات أخرى على مواقع الدردشة و المدونات و مجموعة الأخبار و منتديات النقاش على الخط و ما شابهها و استعمال التبادل اللحظي و اللفظي).
97	95	02	01	شراء أو طلب سلع أو خدمات (يشير ذلك إلى أوامر الشراء التي تجري عبر الإنترنت سواء كان الدفع يتم من على الخط أو بوسيلة اخرى . و يشمل ذلك شراء منتجات مثل الموسيقى و السفر و الحجز عبر الإنترنت)
97	95	02	01	الأعمال المصرفية عبر الإنترنت (يشمل ذلك المعاملات الإلكترونية مع بنك ما لأغراض سداد مدفوعات او تحويلات و ما إلى ذلك او للكشف عن معلومات الحساب . و يستثنى من ذلك المعاملات الإلكترونية عبر الإنترنت لأغراض خدمات مالية أخرى مثل صفقات الأسهم و الخدمات المالية و التأمين.
97	95	02	01	أنشطة التعليم او التعلم (رسمية) (أنشطة التعلم الرسمية مثل الدراسة المرتبطة بمدرسة أو مناهج التعليم الجامعي إضافة إلى التعليم عن بعد)
97	95	02	01	ممارسة أو تحميل ألعاب فيديو أو ألعاب حاسوبية

97	95	02	01	تحميل أفلام وصور وموسيقى ومشاهدة التلفزيون أو مواد فيديو أو الإستماع على الراديو أو الموسيقى
97	95	02	01	تحميل برمجيات
97	95	02	01	قراءة أو تحميل الصحف أو المجلات أو الكتب الإلكترونية من على الخط
97	95	02	01	أنشطة أخرى (يرجى ذكرها.....): _____

*** (بحب أشكرك بالآخر على وقتك وعلى معلوماتك) ***

Appendix C: English Questionnaire

QID	Name:	Fieldworker ID	Fieldworker

Interview date:

Day	Month	Year
		2011

Region	
Street name	
Building name	
Floor number	
Owner	
Name of interviewee	
Telephone number	

Hello, my name is _____, I work for InfoPro Research, a company specialized in conducting business and consumer surveys in all fields. I would like to take 15 minutes of your time to ask you some questions about measuring ICT access and use by households and individuals; your knowledge and feedback will be of great benefit to the outcome of the study. I assure you that your name will not be presented anywhere in the study, therefore, I would appreciate if you give me your honest personal opinion, whereby, your contribution will help us gain much needed insight on this subject.

Screening Questions

S1- Do you work in a market research or advertising company?		
01	Yes	Thank respondent & end interview
02	No	Continue

S2- Are you above 15 years?		
01	Yes	Continue
02	No	Thank respondent & end interview

S3-CAZA			
01	Beirut	14	Zghorta
02	Aley	15	Jezzine
03	Baabda	16	Saida
04	Jbeil	17	Tyre
05	Kesrwan	18	Bint Jbeil
06	Metn	19	Hasbaya
07	Shouf	20	Merjoun
08	Akkar	21	Al Nabatieh
09	Batroun	22	Baalbeck
10	Bcharri	23	Hermel
11	Koura	24	Rashaya
12	Miniyeh	25	West Bekaa
13	Tripoli	26	Zahleh

Section 1: Household characteristics

-1-Number of household members

--

-2- Number of children aged 15 years or younger

--

-3-Does the dwelling in which this household resides have access to Electricity? Unaided-Single response

01	Yes
02	No
95	Refuse
97	Do not Know

Section 2: Household access to information and communication technology

-4-Does any member of this household/do you have a radio at home? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-5-Does any member of this household/do you have a television at home? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-6-Does this household have a fixed line telephone at home? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-7-Does any member of this household/do you have a mobile telephone at Home? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-8-Does any member of this household/do you have a computer at home, regardless of whether it is used? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-9- Does any member of this household/do you have access to the Internet at home, regardless of whether it is used? Unaided-Single response		
01	Yes	Continue
02	No	
95	Refuse	
97	Do not Know	
Go To question 11		

-10- What type/s of Internet access services are used for Internet access at home? Aided-Single response				
	Yes	No	Refused	Do Not Know
Analogue modem	01	02	95	97
ISDN	01	02	95	97
Other Narrowband <i>Includes mobile phone and other forms of access with an advertised download speed of less than 256 kbit/s (including CDMA 1x (Release 0), GPRS, WAP and i-mode).</i>	01	02	95	97
DSL	01	02	95	97
Cable modem	01	02	95	97
Other fixed broadband <i>Includes technologies at speeds greater than or equal to 256 kbit/s, in one or both directions, such as leased lines, fibre-to-the-home, satellite, fixed wireless, Wireless Local, Area Network and WiMAX.</i>	01	02	95	97
Mobile broadband	01	02	95	97

Section 3: Individual characteristics

-11- Age (years)	

12 Gender	
01	Male
02	Female

-13-Educational level (Unaided-Single response)	
01	Primary education or lower
02	Lower secondary education
03	Upper secondary or post-secondary non-tertiary
04	Tertiary
95	Refuse
97	Do not Know

-14-Labour force status (Unaided-Single response)		
01	Paid employee	
02	Self-employed <i>Includes employers, own account workers, contributing family workers and members of producers' cooperatives.</i>	
03	Unemployed	
04	Not in the labour force <i>Individuals who are not economically active: usually students (not in the workforce), people undertaking home duties only, and those who are retired or infirm.</i>	Go to question 16
95	Refuse	
97	Do not Know	

-15-Main occupation (please describe)

Section 4: Individual use of information and communication technology

-16-Did you have use of a mobile telephone during some or all of the last 12 months? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-17-Have you used a computer from any location in the last 12 months? Unaided-Single response	
01	Yes
02	No
95	Refuse
97	Do not Know

-18-Have you used the Internet from any location in the last 12 months? Unaided-Single response		
01	Yes	Continue
02	No	Thank respondent & end interview
95	Refuse	
97	Do not Know	

19 Where did you use the Internet in the last 12 months? Aided-Single response				
Place	Yes	No	Refused	Do Not Know
Home	01	02	95	97
Work	01	02	95	97
Place of education	01	02	95	97
Another person's home	01	02	95	97
Community Internet access facility	01	02	95	97
Commercial Internet access facility	01	02	95	97
Any place via a mobile telephone	01	02	95	97
Any place via other mobile access devices <i>(Use at any location via other mobile access devices, e.g. laptop computer or handheld device that uses wireless access (at a WiFi 'hotspot') or laptop connected to a mobile phone network.</i>	01	02	95	97

-20- How often did you typically use the Internet during the last 12 months (from any location)? Unaided-Single response	
01	At least once a day <i>Once a working day for those who only (or most frequently) use the Internet from work.</i>
02	At least once a week but not every day
03	Less than once a week
95	Refuse
97	Do not know

-21-For which of the following activities did you use the Internet for private purposes in the last 12 months (from any location)? Unaided –Single response				
	Yes	No	Refused	Do Not Know
Getting information about goods or services	01	02	95	97
Getting information related to health or health services	01	02	95	97
Getting information from government organizations	01	02	95	97
Interacting with government organizations	01	02	95	97
Sending or receiving email	01	02	95	97
Telephoning over the Internet/VoIP	01	02	95	97
Posting information or instant messaging	01	02	95	97
Purchasing or ordering goods or services	01	02	95	97
Internet banking	01	02	95	97
Education or learning activities (formal)	01	02	95	97
Playing or downloading video games or computer games	01	02	95	97
Downloading movies, images, music, watching TV or video, or listening to radio or music	01	02	95	97
Downloading software	01	02	95	97
Reading or downloading on-line newspapers or magazines, electronic books	01	02	95	97
Other activities (Specify...)	01	02	95	97

*****Thank you very much for your cooperation*****

Appendix D: Sample Distribution

Sample Distribution across Cazas

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Beirut	Total	80.0	91.0	69.0	32.0	40.0	312.0
	Male	40.0	45.0	35.0	16.0	20.0	156.0
	Female	40.0	46.0	34.0	16.0	20.0	156.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Baabda	Total	70.0	79.0	59.0	28.0	35.0	271.0
	Male	35.0	40.0	29.0	14.0	17.0	135.0
	Female	35.0	39.0	30.0	14.0	18.0	136.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Maten	Total	77.0	87.0	65.0	30.0	38.0	297.0
	Male	39.0	43.0	33.0	15.0	19.0	149.0
	Female	38.0	44.0	32.0	15.0	19.0	148.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-shuf	Total	23.0	27.0	20.0	8.0	11.0	89.0
	Male	11.0	14.0	10.0	4.0	5.0	44.0
	Female	12.0	13.0	10.0	4.0	6.0	45.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Alay	Total	18.0	21.0	16.0	7.0	9.0	71.0
	Male	9.0	11.0	8.0	3.0	5.0	36.0
	Female	9.0	10.0	8.0	4.0	4.0	35.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Kesrwan	Total	26.0	30.0	22.0	10.0	13.0	101.0
	Male	13.0	15.0	11.0	5.0	6.0	50.0
	Female	13.0	15.0	11.0	5.0	7.0	51.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Jbayl	Total	12.0	14.0	11.0	4.0	6.0	47.0
	Male	6.0	7.0	6.0	2.0	3.0	24.0
	Female	6.0	7.0	5.0	2.0	3.0	23.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Tripoli	Total	38.0	44.0	32.0	14.0	19.0	147.0
	Male	19.0	22.0	16.0	7.0	9.0	73.0
	Female	19.0	22.0	16.0	7.0	10.0	74.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Meniye-Dinnieh	Total	16.0	17.0	13.0	6.0	8.0	60.0
	Male	8.0	9.0	6.0	3.0	4.0	30.0
	Female	8.0	8.0	7.0	3.0	4.0	30.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Kura	Total	10.0	10.0	8.0	4.0	5.0	37.0
	Male	5.0	5.0	4.0	2.0	3.0	19.0
	Female	5.0	5.0	4.0	2.0	2.0	18.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Zghorta	Total	10.0	10.0	8.0	4.0	5.0	37.0
	Male	5.0	5.0	4.0	2.0	2.0	18.0
	Female	5.0	5.0	4.0	2.0	3.0	19.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Batrun	Total	6.0	8.0	6.0	2.0	3.0	25.0
	Male	3.0	4.0	3.0	1.0	2.0	13.0
	Female	3.0	4.0	3.0	1.0	1.0	12.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Akkar	Total	28.0	33.0	24.0	11.0	14.0	110.0
	Male	14.0	16.0	12.0	6.0	7.0	55.0
	Female	14.0	17.0	12.0	5.0	7.0	55.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Bsharre	Total	4.0	3.0	3.0	2.0	2.0	14.0
	Male	2.0	1.0	2.0	1.0	1.0	7.0
	Female	2.0	2.0	1.0	1.0	1.0	7.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Sayda	Total	22.0	24.0	18.0	8.0	11.0	83.0
	Male	11.0	12.0	9.0	4.0	5.0	41.0
	Female	11.0	12.0	9.0	4.0	6.0	42.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Sour	Total	22.0	24.0	18.0	8.0	11.0	83.0
	Male	11.0	12.0	9.0	4.0	6.0	42.0
	Female	11.0	12.0	9.0	4.0	5.0	41.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Jezzin	Total	2.0	3.0	3.0	2.0	2.0	12.0
	Male	1.0	1.0	2.0	1.0	1.0	6.0
	Female	1.0	2.0	1.0	1.0	1.0	6.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Nabatiyye	Total	16.0	19.0	14.0	6.0	8.0	63.0
	Male	8.0	9.0	7.0	3.0	4.0	31.0
	Female	8.0	10.0	7.0	3.0	4.0	32.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Beint-Jbayl	Total	8.0	10.0	8.0	4.0	4.0	34.0
	Male	4.0	5.0	4.0	2.0	2.0	17.0
	Female	4.0	5.0	4.0	2.0	2.0	17.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Marj'Ayun	Total	8.0	8.0	6.0	2.0	4.0	28.0
	Male	4.0	4.0	3.0	1.0	2.0	14.0
	Female	4.0	4.0	3.0	1.0	2.0	14.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Hasbaya	Total	4.0	4.0	3.0	2.0	2.0	15.0
	Male	2.0	2.0	2.0	1.0	1.0	8.0
	Female	2.0	2.0	1.0	1.0	1.0	7.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Zahle	Total	22.0	25.0	18.0	8.0	11.0	84.0
	Male	11.0	12.0	9.0	4.0	6.0	42.0
	Female	11.0	13.0	9.0	4.0	5.0	42.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
West Bekaa	Total	10.0	11.0	8.0	4.0	5.0	38.0
	Male	5.0	5.0	4.0	2.0	3.0	19.0
	Female	5.0	6.0	4.0	2.0	2.0	19.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Baalbek	Total	26.0	30.0	22.0	10.0	13.0	101.0
	Male	13.0	15.0	11.0	5.0	6.0	50.0
	Female	13.0	15.0	11.0	5.0	7.0	51.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
El-Hermel	Total	6.0	8.0	6.0	2.0	3.0	25.0
	Male	3.0	4.0	3.0	1.0	2.0	13.0
	Female	3.0	4.0	3.0	1.0	1.0	12.0

Region	Distribution	15-24	25-39	40-54	55-64	65+	Total
Rashayya	Total	4.0	5.0	3.0	2.0	2.0	16.0
	Male	2.0	2.0	2.0	1.0	1.0	8.0
	Female	2.0	3.0	1.0	1.0	1.0	8.0

Appendix E: Detailed Methodology

The household survey was implemented by adopting the following activities or steps:

Activity 1-Preparation of the household sample:

InfoPro's databases which contain the coordinates and demographics of 40,000 households were utilized in carrying out this stage. InfoPro's databases were compiled through extensive on the ground surveys carried out in 2009, 2010, and up to the present. InfoPro's databases are representative of the Lebanese population across various criteria such as Mohafaza, age, and gender distribution. InfoPro segmented its databases as per the sample distribution. InfoPro utilized the Central Administration of Statistics publications to determine the size of the household sample and its stratification across Mohafaza, and the 2010 voting register in order to select the areas to be covered in each Mohafaza as indicated in the sample design in the Quality Report.

This phase was carried out in accordance with the guidelines for "Data sources and collection techniques for ICT household statistics" determined in chapter 5 of ITU's "MANUAL for Measuring ICT Access and Use by Households and Individuals", 2009 edition.

Activity 2-Design of the Questionnaire

A structured questionnaire in Arabic and English were developed by InfoPro in coordination with the UNDP and in accordance with the model questionnaires defined in the guidelines for "Question and questionnaire design for ICT household surveys" in chapter 6 of the ITU's "MANUAL for Measuring ICT Access and Use by Households and Individuals", 2009 edition. The ITU model questionnaire in Annex 2 of the above mentioned manual was used.

Activity 3- Database Design & Deployment

This activity consisted of the design and development of a database especially conceived for the processing of the data that was collected through the household survey.

Activity 4- Training of staff & Pilot Testing of the Questionnaire

This step consisted of three tasks:

- **Training of the surveyors:**

The enumerators who conducted the CATI and face-to-face survey were trained by the Project Manager under the guidance of the Team leader on the structured questionnaire. Extensive role plays were conducted in the course of the training sessions to make sure:

- The enumerators have retained the proper method for delivering the questionnaire

- The enumerators are well prepared to handle any objections they could encounter while administering the questionnaire to the interviewed household members.

- **Training of the Quality Control and Data entry Team**

The indoor team responsible for the data entry, coding, editing and back-checking of the completed questionnaires was trained by the project manager on the questionnaire and the quality control process.

- **Pilot testing of the questionnaire:**

The questionnaire was pilot tested on a sample of 50 households to identify any possible weaknesses and amend it accordingly.

Activity 5- Conducting the household survey

The household survey was carried out through telephone interviews (CATI) in InfoPro’s offices and through face-to-face interviews with one member of the selected household. The combination of methods allowed the collection of data needed to populate the HH indicators. The interviews were conducted in Arabic based on the structured questionnaire by the specially trained team of interviewers.

Enumerators conducting the CATI survey entered the responses of the questionnaire directly into a database especially conceived for the processing of the data, while enumerators on the ground conducting the face-to-face interviews filled a paper questionnaire that was later entered into the database and processed.

Each team of enumerators conducting the face-to-face interviews was accompanied by a field supervisor who was in charge of coordinating and monitoring the fieldwork activities. The ratio of enumerators to supervisors was 5:1. The field supervisor also checked all completed questionnaires for missing data.

The team of enumerators and supervisors went to the starting point provided by the office and highlighted on the map and proceeded as follows:

- The enumerator started with a building or house indicated by his supervisor. Then the enumerator called at every house from his/her starting address (starting from the first floor if it is building) until a successful interview has been conducted. Then he/she counted three clear houses (3 doors in case of a building) after each successful interview before knocking. The enumerator continued knocking on consecutive doors until achieving the next successful interview.
- In case of buildings, when the enumerator reached the last floor, he/she counted one clear building and started knocking doors starting from the last floor of the building this time all the way down to the first floor.

This method was applied in order to ensure maximum dispersal of respondents within a pre-selected area and also to get people living in different residential types.

Activity 6- Data Processing and Tabulation

This activity consisted of three tasks:

- **Quality Control of Data collected:**

After the data collection, the collected data was controlled for logical errors through the quality control process detailed hereunder:

- Editing: consisted of screening for logical errors and missing data in the completed questionnaires.
- Coding: consisted of assigning numerical codes to answers of open ended questions in the completed questionnaires.
- Back Checking: consisted of calling back the interviewees to double check certain pivotal information in the completed questionnaire. This phase allowed the verification of the authenticity of the completed questionnaire and the reliability of the information collected in it. All collected questionnaires were back-checked.

The quality control process was performed by the team of specially trained team under the supervision of the Quality Control Manager.

- **Data entry :**

After the data was controlled for logical errors and cleaned accordingly, the data collected from the face-to-face survey was entered into the database which was developed for the household. The CATI survey was already entered into the same database during the data collection phase.

The data entry was performed by a team of specially trained operators as indicated in task 2 of Activity 4 and under the supervision of the Quality Control Manager.

- **Data Analysis and Tabulation**

The data entered into the database was analyzed using SPSS Statistics and various tables were produced to fulfill the objectives of the study. The data analysis and the compilation of the findings were performed by the Project Manager in charge of the implementation of the study and under the supervision of the Team Leader.

**Appendix F: Specific issues related to the measurement of ICT
access and use by households**

List of issues related to the measurement of ICT access and use by households:

1. Lack of reliable and updated household sample frames: the preparation of a quality sample frame requires an updated list of geographical units obtained from the last population census. The census should be updated regularly to cover new built areas or areas that have undergone important transformations. Also, a complete list of households should be established. As indicated in the Quality Report, Lebanon does not have an up-to-date household sample frame. And as such, quota sampling and not probability sampling was used.
2. Sampling error: It is not possible to measure the unit of non-response with a quota sampling and also it is not possible to determine the sampling errors to ensure the quality. However, with regards to the results of the ICT core indicators 2011, it was assumed that the error values of the quota sample corresponded approximately to those of a stratified random sample, with the stratification variables constituting the quota generation variables.
3. Sample distribution: As per the sample distribution (based on the recommendation of the ITU "MANUAL for Measuring ICT Access and Use by Households and Individuals", 2009 edition.), interviewed individuals were only individuals that were living in a household with at least one member aged 15-64. This excludes elderly people above the age of 64 living in a household alone.
4. Difficulties in collecting information on ICT issues from individuals: InfoPro's enumerators faced some difficulties in explaining some of the terminology related to the type of internet access or the purposes of Internet use to interviewed members especially to elderly people. Also some respondents often did not know the type of internet connection in their homes, so it was important for the enumerators to explain the difference to the respondent.
5. Coverage of the survey: Collecting data from luxury private households and buildings was difficult due to tighter security at those residential premises. Also, enumerators faced problem collecting data from some regions like El-Hermel Caza and the Southern Beirut Suburbs.
6. Poor data dissemination in the Arab countries: The results of household surveys which include an ICT module done in the Arab countries are not well disseminated in the form of aggregate tables as well as metadata required for interpretation of the data. Only a

few countries like Egypt and the UAE have adopted the recommended ITU methodology that proposes a list of aggregate tables for dissemination for international purposes (as determined in the ITU’s “MANUAL for Measuring ICT Access and Use by Households and Individuals”). Comparing indicators with Arab countries is thus difficult.