

A. INTERNET USAGE

Now, we would like to ask about experience that you or anybody in your household had in using internet in the past one year.

a1	Have you or anybody in your household used internet services in the past one year?	1. Yes 3. Never → P.9a
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II. USAGE OF E-GOVERNMENT

Now, we would like to ask about experience that you or anybody in your household had in using internet in the past one year.

1a	Have you or anybody in your household used the internet to conduct activities related to government services including paying taxes, submitting complaints to the government, or obtaining business licenses?	1. Yes → P.3 3. No
2a	Which of the following best describes the most important reason you haven't used these services? SHOWCARD NO.17 [READ OPTIONS OUT LOUD]	01. Not relevant; did not have to use it 02. Don't know if such services can be accessed online 03. Internet connection I have makes it difficult to access such services 04. ICT device I have is not possible to access such service 05. Concern about security of personal data/don't trust 06. Don't trust the quality/reliability of the services 95. Other (specify) _____ → P.4

3 Now, we would like to ask about your activities or other household member's activities related to government services over the internet in the past one year.														
No.	E-Government Services	Have you or anybody in your household conducted [...] over the internet in the past one year?	Who did conduct [...]? WRITE NAME AND No.HHM (IF > 1 HHM, SELECT ONE WHO IS MORE FREQUENT)	Did [NAME P.3(3a)] conduct [...] him / herself?	Who did help [NAME P.3(3a)]? [COL.(5B) = No.HHM, FILL WITH 96 IF HHM NOT IN THE ROSTER]		Through which platform did [NAME P.3(3a)] conduct [...] ? 1. Yes 3. No 8. DON'T KNOW						If needed, will you or anybody in your household access such online service?	What is the main reason you or anybody in your household will not use such online service (again) [SHOWCARD NO. 18]
(1)	(2)	(3)	(3a)	(4)	(5a)	(5b)	(6)						(7)	(8)
							a	b	c	d	e	v		
a.	Paying Taxes (income tax, motor vehicle tax, land tax, etc)	1. Yes → 3. No → Col.(8)	_____ ████	1. Yes → Col.(6) 3. No	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	1 ↓ 3 →	_____ ████ _____	
b.	Submitting complaints to the government	1. Yes → 3. No → Col.(8)	_____ ████	1. Yes → Col.(6) 3. No	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	1 ↓ 3 →	_____ ████ _____	
c.	Obtaining business licenses/ organization licenses	1. Yes → 3. No → Col.(8)	_____ ████	1. Yes → Col.(6) 3. No	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	_____ ████	1 → P.4 3 →	_____ ████ _____	

Code for column (5a):	Code for column (6)a:	Code for column (6)b:	Code for column (6)c:	Code for column (8):
01. Spouse 02. Child 03. Child in law 04. Parent 05. Parent in law 06. Brother/sister 07. Other family 08. Friend/neighbor 09. Other, _____	a. E-Filing DG Tax b. Online Pajak c. E-banking system d. Third party payment channel other than banks (E-commerce websites, e-wallet, etc) e. e-Samsat v. Others, _____	a. LAPOR b. Qlue c. SMS or email directly to district head v. Others, _____	a. OSS b. SICANTIK c. AHU Online v. Others, _____	01. It does not save time significantly 02. The cost to use such service is expensive 03. Such online service is too complicated to use 04. Don't trust the quality/reliability of the services 05. Other (specify) _____

Now, we would like to ask about experience that you or anybody in your household had in obtaining any official identity document

4	Have you or anybody in your household used the internet to obtain any official identity document such as e-KTP, Kartu Keluarga, or Birth Certificate?	1. Yes → P.6 3. No
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5	Which of the following best describes the most important reason you haven't used these services? SHOWCARD NO.17	01. <i>Not relevant; did not have to use it</i> 02. <i>Don't know if such services can be accessed online</i> 03. <i>Internet connection I have makes it difficult to access such services</i>	04. <i>ICT device I have is not possible to access such service</i> 05. <i>Concern about security of personal data/don't trust</i> 06. <i>Don't trust the quality/reliability of the services</i> 95. <i>Other (specify _____)</i> → P.7
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6									
Now, we would like to ask you about the official identity document that you or anybody in your household have applied over the internet in the past one year.									
No.	E-government services: obtaining official identity documents	Have you or anybody in your household applied for [...] over the internet in the past one year?	Who did apply for [...] over the internet? WRITE NAME AND No.HHM (IF > 1 HHM, SELECT ONE WHO IS MORE FREQUENT)	Did [NAME P.6(3a)] did it [...] him / herself? 1.Yes → Col (6) 3.Col	Who did help [NAME P.6(3a)]? [NOTE: COL.(5B) = No.HHM, FILL WITH 96 IF HHID NOT IN ROSTER]		What website/app did [NAME P.6(3a)] use to apply [...] over the internet? (main/frequently used website/app)	If needed, will you or anybody in your household access such online service?	What is the main reason you or anybody in your household will not use such online service (again) [SHOWCARD NO. 18]
(1)	(2)	(3)	(3a)	(4)	(5a)	(5b)	(6)	(7)	(8)
a.	KTP	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
b.	e-KTP	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
c.	Birth certificate	1. Ya → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
d.	Family card	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
e.	Passport	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
v.	Other (specify) _____	1. Yes → 3. No → P.7	_____	1 → Col.(6) 3	_____	_____	_____	1 → P.7 3	_____

Code for column (5a):		Code for column (6):		Code for column (8):	
01. Spouse	06. Brother/sister	1. https://layananonline.dukcapil.kemendagri.go.id/	5. Other, _____	01. It does not save time significantly	
02. Child	07. Other family	2. App for paspor online	8. DON'T KNOW/DON'T REMEMBER	02. The cost to use such service is expensive	
03. Child in law	08. Friend/neighbor	3. https://antrian.imigrasi.go.id/		03. Such online service is too complicated to use	
04. Parent	95. Other, _____	4. Search engines (e.g., google, yahoo, etc.) *)		04. Don't trust the quality/reliability of the services	
05. Parent in law				05. Other (specify) _____	

*) NOTE: IF POSSIBLE, PLEASE SPECIFY THE NAME OF WEBSITE THAT IS SELECTED IN THE SEARCH RESULT

Now, we would like to ask about experience that you or anybody in your household had in applying for any social assistance.

7	Have you or anybody in your household used the internet to apply for any social assistance, including BPJS Kesehatan. BPJS Ketenagakerjaan, KIP, KIS, PKH or BPNT?	<p>1. Yes → P.9 3. No</p>
8	<p>Which of the following best describes the most important reason you haven't used these services? SHOWCARD NO.17A [READ OPTIONS OUT LOUD]</p>	<p>01. <i>Not relevant; did not have to use it</i> 02. <i>Don't know if such services can be accessed online</i> 03. <i>Internet connection I have makes it difficult to access such services</i> 04. <i>ICT device I have is not possible to access such service</i> 05. <i>Don't trust the quality/reliability of the services</i> 95. <i>Other (specify _____)</i></p> <p style="text-align: right;">→ P.9a</p>

9									
We would like to ask you which of the following social assistance that you or anybody in your household have applied over the internet in the past one year.									
No.	TYPE OF SOCIAL ASSISTANCE	Have you or anybody in your household looked for information about [...] over the internet in the past one year?	Who did look for information about [...] over the internet? WRITE NAME AND No.HHM (IF > 1 HHM, SELECT ONE WHO IS MORE FREQUENT)	Did [NAME P.9(3a)] look for information about [...] by him/herself? 1.Yes → Col (6) 3.No	Who did help [NAME P.9(3a)]? [NOTE: COL.(5B) = No.HHM, FILL WITH 96 IF HHM NOT IN ROSTER]		What website/app did [NAME DI P.9(3a)] use to look for information about [...]? (main/ frequently used)	If needed, will you or anybody in your household access such online service to look for information? 1.Ya 3.Tidak → kol. (8)	What is the main reason you or anybody in your household will not use such online service (again) [SHOWCARD NO. 18A]
(1)	(2)	(3)	(3a)	(4)	(5a)	(5b)	(6)	(7)	(8)
a.	BPJS Kesehatan	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
b.	BPJS Ketenagakerjaan	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____	1 ↓ 3	_____
c.	Kartu Indonesia Pintar	1. Ya → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____ ↓		_____
d.	Kartu Indonesia Sehat	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____ ↓		_____
f.	PKH	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____ ↓		_____
g.	Bantuan Pangan Non Tunai (BPNT)	1. Yes → 3. No → Col.(8)	_____	1 → Col.(6) 3	_____	_____	_____ ↓		_____
v.	Other (specify)	1. Yes → 3. No → P.9a	_____	1 → Col.(6) 3	_____	_____	_____ ↓		_____

Code for column (5a):		Code for column (6):		Code for column (8):	
01. Spouse	06. Brother/sister	01. App Mobile JKN	09. https://www.kemsos.go.id/program-keluarga-harapan-pkh	01. It does not save time significantly	
02. Child	07. Other family	02. App BPJSTKU	10. https://pkh.kemsos.go.id/?pg=tentangpkh-2	02. The cost to use such service is expensive	
03. Child in law	08. Friend/neighbor	03. https://daftar.bpjs-kesehatan.go.id/	11. Search engines (e.g., google, yahoo, etc.) *)	03. Such online service is too complicated to use	
04. Parent	95. Other, _____	04. https://www.bpjsketenagakerjaan.go.id/bpu	95. Other, _____	04. Don't trust the quality/reliability of the services	
05. Parent in law		05. http://indonesiapintar.kemenag.go.id/	98. DON'T KNOW/DON'T REMEMBER	05. Not relevant; did not have to use it	
		06. App Amanda BPNT		06. Don't know if such services can be accessed online	
		07. https://indonesiapintar.kemdikbud.go.id/		07. Internet connection I have makes it difficult to access such services	
		08. https://www.kemsos.go.id/page/bantuan-pangan-non-tunai		08. ICT device I have is not possible to access such service	
				95. Other (specify _____)	

*) NOTE: IF POSSIBLE, PLEASE SPECIFY THE NAME OF WEBSITE THAT IS SELECTED IN THE SEARCH RESULT

Now, we would like to ask you about the digitalization program of social assistance.

9a	Did your household receive social assistance of [...]? SHOWCARD NO. 17B	a. Program Keluarga Harapan (PKH)1. Yes 3. No b. Program Sembako / Bantuan Pangan Non-Tunai (BPNT)1. Yes 3. No c. Program Indonesia Pintar/ Kartu Indonesia Pintar (PIP/KIP) ..1. Yes 3. No w. BUKAN PENERIMA BANTUAN SOSIAL (PKH/BPNT/PIP/KIP).....1. Yes 3. No
9b	CAPI CHECK: P9a(a) = 1. YES	1. YES 3. NO → P.9e
9c	Where does your household usually receive the benefits of PKH program? SHOWCARD NO. 17C	a. ATM machines 1. Yes 3. No b. Bank branch office..... 1. Yes 3. No c. Agent 1. Yes 3. No d. Pos office 1. Yes 3. No e. Village/subdistrict office 1. Yes 3. No f. PKH companion house/officer 1. Yes 3. No v. Other, _____ 1. Yes 3. No w. NOT YET RECEIVED ASSISTANCE 1. Yes 3. No
9d	Has your household used the debit KKS (bank account program of KKS) for the following activities? SHOWCARD NO. 17D	a. Saving money..... 1. Yes 3. No b. Transfer money to other bank account 1. Yes 3. No c. Pay purchase in a shop 1. Yes 3. No d. Taking assistant/ draw money 1. Yes 3. No v. Other ____ 1. Yes 3. No
9e	CAPI CHECK: P9a(b) = 1. YA	1. YES 3. NO → P.9g
9f	Where does your household get the benefits of BPNT programs using the debit card of Keluarga Sejahtera (KKS)? SHOWCARD NO. 17E	a. E-warong KUBE 1. Yes 3. No b. E-warong KUBE-PKH 1. Yes 3. No c. E-warong Agen bank (contoh: BRI, BNI, BTN atau Mandiri)..... 1. Yes 3. No d. E-warung (but not sure about the type of the e-warungnya)..... 1. Yes 3. No e. Rumah pangan kita (Bulog) 1. Yes 3. No f. Subdistrict/village/RW office 1. Yes 3. No g. PKH officer, village/RW/RT staff .. 1. Yes 3. No v. Other, _____1. Yes 3. No w. NOT YET RECEIVED BENEFITS.....1. Yes 3. No

9g	CAPI CHECK: P9a(c) = 1. YES	1. YES 3. NO → P.9i
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9h	Where does your household get the benefits of PIP/KIP program? SHOWCARD NO. 17F	a. ATM machines..... 1. Yes 3. No b. Bank branch office..... 1. Yes 3. No c. School 1. Yes 3. No d. Agent 1. Yes 3. No v. Other, _____ 1. Yes 3. No w. NOT YET RECEIVED BENEFITS1. Yes 3. No
9i	Does other household member pay the BPJS Kesehatan over the internet?	1. Yes 3. No 6. DO NOT HAVE BPJS KESEHATAN
9j	Do you or anybody in your household pay the BPJS Ketenagakerjaan over the internet?	1. Yes 3. No 6. DO NOT HAVE BPJS KETENAGAKERJAAN
9k	CAPI CHECK P.a1 = 1. YA	1. YES 3. NO → ENUMERATOR'S NOTES

III. USAGE OF E-HEALTH

Now, we would like to ask about experience that you or anybody in your household had in seeking for information over the internet in the past one year

10	Have you or anybody in your household used the internet to access any kind of health services, including looking for information about particular health conditions?	1. Yes → P.12 3. No
11	Which of the following best describes the most important reason you haven't used these services? SHOWCARD NO.17 [READ OPTIONS OUT LOUD]	01. Not relevant; did not have to use it 02. Don't know if such services can be accessed online 03. Internet connection I have makes it difficult to access such services 04. ICT device I have does not possible to access such service 05. Concern about security of personal data/don't trust 06. Don't trust the quality/reliability of the services 07. Don't know how to use these services 95. Other (specify) _____ <p style="text-align: right;">→ P.13</p>

12 Now, we would like to ask about your activities or anybody in your household's activities in seeking health-related information over the internet (including via application) in the past one year.									
No.	E-health activities	Did you or anybody in your household [...] over the internet in the past one year?	Who did conduct [...] over the internet? WRITE NAME AND No.HHM (IF > 1 HHM, SELECT ONE WHO IS MORE FREQUENT)	Did [NAME P.12(3a)] conduct [...] by him / herself? 1.Yes → Col (6) 3.No	Who did help [NAME P.12(3a)]? [NOTE: COL.(5B) = No.HHM, FILL WITH 96 IF HHM NOT IN ROSTER]		What website/app did [NAME P.12(3a)] use in [...]? (main/frequently use)	If needed, will you or anybody in your household access such online service to look for information? 1.Yes ↓ 3.No	What is the main reason you or anybody in your household will not use such online service (again)? [SHOWCARD NO. 18]
(1)	(2)	(3)	(3a)	(4)	(5a)	(5b)	(6)	(7)	(8)
a.	Seeking health-related information (e.g. health tips, diseases, injuries, medication, nutrition, etc.)	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
b.	Seeking information on the availability of health practitioners (e.g. doctors, specialists, clinics, hospitals)	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
c.	Making online appointment with a practitioner/lab services (e.g. of a hospital or a health care center)	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
d.	Online consultation with health personnel	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
e.	Purchasing medicine	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
f.	Making online payment (e.g. doctor's fee, registration, health insurance settlement)	1. Yes → 3. No → Col.(8)	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 ↓ 3	_____ ███
v.	Other (specify) _____	1. Yes → 3. No → P.13	_____ ███	1 → Col.(6) 3	_____ ███	_____ ███	_____ ███	1 → P.13 3	_____ ███

Code for column (5a):		Code for column (6):		Code for column (8):	
01. Spouse	06. Brother/sister	01. Halodoc	08. SehatAnak	13. Social media and short message	01. It does not save time significantly
02. Child	07. Other family	02. klikDokter	09. Sehatpedia	14. Digital platform: websites	02. The cost to use such service is expensive
03. Child in law	08. Friend/neighbor	03. KalbeStore	10. K24Klik	15. Digital platform: application (e.g. tokopedia, bukalapak, lazada, dsb)	03. Such online service is too complicated to use
04. Parent	09. Other, _____	04. Alodokter	11. Sehati	95. Other, _____	04. Don't trust the quality/reliability of the services
05. Parent in law		05. helloSEHAT	12. Search engines (e.g., google, yahoo, etc.) *	96. DON'T KNOW/DON'T REMEMBER	05. Not relevant/ unnecessary
		06. PROSEHAT			06. Don't know if services can be accessed online
		07. Temenin			07. My ICT devices (cellphone, PC/laptop/notebook) can not access information services online
					95. Other (specify) _____

*) NOTE: IF POSSIBLE, PLEASE SPECIFY THE NAME OF WEBSITE THAT IS SELECTED IN THE SEARCH RESULT

V. USAGE OF E-LEARNING

Now, we would like to ask about experience that you or anybody in your household had in seeking for educational information over the internet in the past one year.

13	Have you or anybody in your household used the internet to access any kind of learning activities, including looking for educational information in the past one year?	1. Yes → P.15 3. No
14	Which of the following best describes the most important reason you haven't used these services SHOWCARD NO.17 <p style="text-align: center;">[READ OPTIONS OUT LOUD]</p>	01. Not relevant; did not have to use it 02. Don't know if such services can be accessed online 03. Internet connection I have makes it difficult to access such services 04. ICT device I have does not possible to access such service 05. Concern about security of personal data/don't trust 06. Don't trust the quality/reliability of the services 95. Other (specify) _____ <p style="text-align: right;">→ ENUMERATOR'S NOTES</p>

SECTION CP. ENUMERATOR NOTES

CP01	WHAT WAS THE LANGUAGE USED IN THE ENTIRE/MOST OF THE INTERVIEW?	00. INDONESIA 01. BETAWI 02. SUNDANESE 03. JAVANESE	04. MADURANESE 05. SASAK 06. MANDARIN 07. MANADO	08. GORONTALO 09. BUGIS 10. MAKASAR 95. OTHERS, _____
CP02	WERE THERE ANY OTHER LANGUAGE USED (IF ANY)?	1. YES, <input type="checkbox"/> , _____ (SEE OPTION CODES IN CP01) 3. NONE		
CP03	WHO ELSE (ANOTHER PERSON) OTHER THAN THE RESPONDENT WAS PRESENT DURING THE INTERVIEW?	A. NONE B. HUSBAND/WIFE C. CHILD ≥ 5 YEARS	D. CHILD < 5 YEARS E. ADULT, HOUSEHOLD MEMBER F. ADULT, NOT HOUSEHOLD MEMBER	
CP04	HOW WOULD THE ENUMERATOR ASSES THE APPROPRIATENESS OF THE RESPONDENT'S ANSWERS?	1. VERY GOOD 2. GOOD 3. ADEQUATE	4. NOT GOOD 5. VERY POOR	
CP05	HOW WOULD THE ENUMERATOR ASSESS THE SERIOUSNESS OF THE RESPONDENT'S ANSWERS	1. VERY GOOD 2. GOOD 3. ADEQUATE	4. NOT GOOD 5. VERY POOR	

NOTES

NOTES

CP06. RESULT OF INTERVIEW		CP07. MONITORING BY SUPERVISOR	
1. Completed	6. Not interviewed, reason _____	Yes	No
2. Completed partially, reason _____	07. Respondent uncontacted	a. Observed	1 3
3. Refused	08. Not eligible household	b. Checked	1 3
4. Moved	09. Sick/old	c. Verified.....	1 3
5. Died	10. Busy		