

Author's Notice

This English questionnaire was developed and published in Korean by the Korean Ministry of Science and ICT and the National Information Society Agency. The researcher edited and released only the Korean questionnaire used for the study as an appendix. The researcher also translated it into English and shared it. Please be aware of the above content and refer to the English questionnaire.

2021 Digital Divide Survey

1. Information Access

Q1. Do you have a desktop computer or laptop available for use at your home?

Q2. Please respond whether the following devices are available for use at your home.

Q3. Can you access the internet at your home?

1. Yes
2. No

2. Information Competence

Q4. How well can you perform the following activities on a PC?

(Use the next page's reference card)

1. Not at all
2. Not very well
3. Somewhat well
4. Very well

1. I can install/delete/update necessary programs on the computer.
2. I can connect to wired or wireless internet on my own.
3. I can set my preferred settings in a web browser.
4. I can send files from the PC to others over the internet.
5. I can scan/treat for malware on the PC.
6. I can create documents on the PC.

Q5. How well can you perform the following activities on a smart device?

1. I can set display/sound/security/notification/input methods.
2. I can set up a wireless LAN on the smart device.
3. I can transfer files from the smart device to a PC.
4. I can send files/photos from the smart device to others.

5. I can install/delete/update apps on the smart device.

6. I can create documents on the smart device.

[Reference Card]

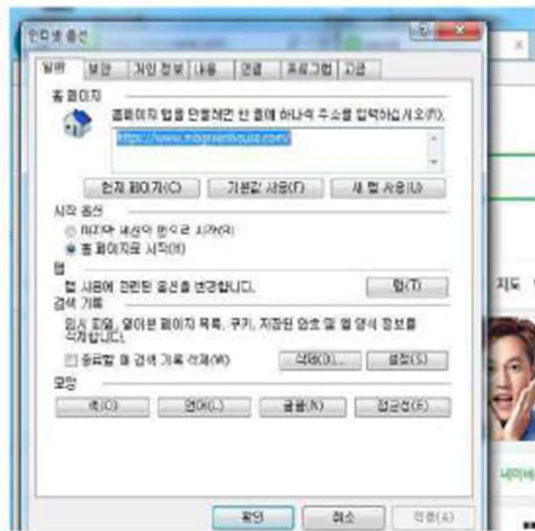
1) I can install/delete/update necessary programs on the computer.



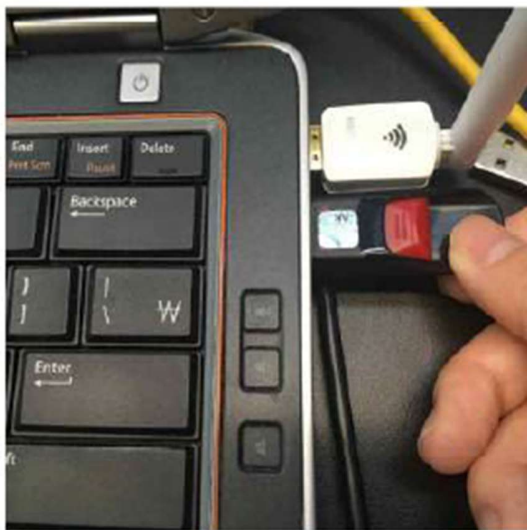
2) I can connect to wired or wireless internet on my own.



3) I can set my preferred settings in a web browser.



4) I can connect various external devices to the PC.



Q6. When did you last use the internet?
(Device and usage are not distinguished)

1. Within the last month
2. Over a month ago
3. Never used the internet

Q7. How many days in the last month did you use the internet on the following devices?

1. PC: ____ days
2. Smartphone: ____ days
3. Smart Pad: ____ days

3. Information Utilization

Q8. (Search Content) How often have you used the following services in the past year?

Q9. (Social Relationships) How often have you used the following services in the past year?

Q10. (Living Services) How often have you used the following services in the past year?

Q11. (Information Production) How often have you used the following services in the past year?

Q12. (Networking) How often have you used the following services in the past year?

Q13. (Social Participation) How often have you used the following services in the past year?

Q14. (Economic Activities) How often have you used the following services in the past year?

4. Digital Helpers & Social Capital

Q15. How do you solve problems when you encounter difficulties using digital devices?

1. I solve problems on my own without help.
2. I get help from internet searches.
3. I get help from family.
4. I get help from friends.
5. I get help from colleagues or acquaintances.
6. I get help from professionals like service centers.

Q16. How much do you agree with the following statements?

1. There are people who can help me solve my problems.
2. There are people who can give me advice on very important decisions.
3. There are people I can comfortably talk to about personal issues.
4. There are people I can trust with important tasks.
5. There are people who will help me fight against unfair treatment.
6. I feel connected to the larger world.
7. I feel connected to everyone through interactions with people.
8. I am willing to spend time on community activities.
9. I can talk to new people.
10. I always meet new people.

5. Attitudes and Self-efficacy towards Digital Technology

Q17. The following items are related to attitudes towards digital technology. Please respond accordingly.

1. Digital technology is useful.
2. Digital technology makes my life convenient.
3. Digital technology is good for me.
4. I want to use digital technology more.

Q18. The following items are related to attitudes towards digital technology. Please respond accordingly.

1. I am confident in learning to use digital devices.
2. I am confident in using digital devices.
3. I can quickly learn how to use new digital devices.
4. I want to use digital devices more.

6. Daily Life and Life Satisfaction

Q19. How satisfied are you with the following aspects of your life?

1. Leisure and cultural activities
2. Economic conditions
3. Social activities
4. Personal relationships
5. Family relationships
6. Work I do
7. Physical and mental health
8. Political and government activities

Q20. Overall, how satisfied are you with your life?

1. Most of my life is close to my ideal.
2. The conditions of my life are excellent.
3. I am satisfied with my life.
4. So far, I have gotten everything I wanted.
5. If I could live my life over, I would change almost nothing.

7. General Characteristics

Q21. Age

Q22. Gender

Q23. Occupation

Q24. Highest level of education

1. Elementary school graduate
2. Middle school graduate
3. High school graduate
4. College graduate or higher

Q25. Disability status

1. None
2. Yes

Q26. Relationship to the head of the household

1. Head of the household
2. Not the head of the household

Q27. Housing type

1. Detached house
2. Apartment
3. Multi-family villa
4. Others

Q28. Household composition

1. Single-person household
2. Multi-person household

Q29. Average monthly income

1. Less than 1 million KRW
2. 1-1.99 million KRW
3. 2-2.99 million KRW
4. 3-3.99 million KRW
5. 4-4.99 million KRW
6. 5-5.99 million KRW
7. 6-6.99 million KRW
8. 7-7.99 million KRW
9. 8-8.99 million KRW
10. 9-9.99 million KRW
11. 10 million KRW or more

Q30. Current residence