

EUROPEAN COMMISSION
Information Society and Media Directorate-General

STUDY ON USER SATISFACTION
AND IMPACT IN EU27
Annex (Part2)

Questionnaires

User Satisfaction Benchmark (USB) - Citizens (p2-20)
User Satisfaction Benchmark (USB) - Business (p20-34)
eService Evaluation Tool (eSET) - Citizens (p35-52)
eService Evaluation Tool (eSET) - Business (p53-65)

User Satisfaction Benchmark (USB) - Citizens

I. User profiling

I.I. Citizen socio-demographic profiles (preferably to include at the end of the questionnaire)

1. Are you ...

- ☐ Male
- ☐ Female

2. Please indicate the year in which you were born.

YYYY

3. What formal education do you have?

Please indicate the highest level of formal education that you completed.

- ☐ Primary or lower secondary school, or no formal education
- ☐ Upper secondary school
- ☐ Higher education (e.g., university, college, polytechnic)

4. How would you describe your current situation?

- ☐ Student
- ☐ Housewife/husband
- ☐ Employed or self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Other (not in the labour force for whatever reason)

If Employed or Self-employed:

5. How would you describe your occupation?

- ☐ Skilled or unskilled labourer
- ☐ Office worker
- ☐ Manager, executive, senior staff member
- ☐ Self-employed, business owner (with less than 5 employees)
- ☐ Self-employed, business owner (with at least 5 employees)
- ☐ Liberal professional (e.g., architect, doctor, lawyer)
- ☐ Government official, civil servant
- ☐ Other

If Employed or Self-employed, but not Government official, civil servant:

6. On average how often do you for professional reasons come into contact with public agencies or officials?

- ☐ Every day or almost every day
- ☐ At least once a week (but not every day)
- ☐ At least once a month (but not every week)
- ☐ Less than once a month
- ☐ Never

7. What is your net monthly household income in euros?

Your household includes all members of your family who are currently living with you.

€

- ☐ Don't know

8. Do you live in a country other than the country in which you were born?

- ☐ Yes
- ☐ No

IF Yes:

9. For how long?

- ☐ Less than 1 year
- ☐ 1 – 2 years
- ☐ 3 – 5 years
- ☐ More than 5 years

I.2. Internet adoption and use

I0. On average how often did you use the Internet in the last three months?

- ☐ Every day or almost every day
- ☐ At least once a week (but not every day)
- ☐ At least once a month (but not every week)
- ☐ Less than once a month

I1. How much time on average a day do you spend using the Internet?

- ☐ More than 3 hours a day
- ☐ 2 - 3 hours a day
- ☐ 1 - 2 hours a day
- ☐ 30 - 60 minutes a day
- ☐ 15 - 30 minutes a day
- ☐ Less than 15 minutes a day
- ☐ I only use the Internet occasionally

I2. Since what year do you make use of the Internet?

I use the Internet since

I.3. Use of and satisfaction with non-governmental Internet applications

I3. How often, during the past 12 months, did you use the Internet for each of the following purposes?

Randomize items

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To buy personal consumer goods or services (e.g., books, CDs, household goods, clothes, foodstuffs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To buy tickets or make reservations for cultural events (for example: films, concerts, theatre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make travel or holiday bookings (for example: accommodation, trips, train or airline tickets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make use of online auction sites to buy or sell goods or services (for example: eBay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To administer a bank account (i.e., to undertake Internet banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in social networks (for example: Myspace, Facebook, Netlog)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contribute to web logs or blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download, watch or listen to music, films, video files, web radio or web TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download computer or video games or for online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To telephone (e.g., Skype) or to make video calls (via webcam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To check professional e-mail via webmail or a virtual private network (VPN) connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download/upload documents for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To search the web for information for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each purpose for which respondents used the Internet during the past 12 months:

14. Overall, how satisfied are you with these Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To buy personal consumer goods or services (e.g., books, CDs, household goods, clothes, foodstuffs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To buy tickets or make reservations for cultural events (for example: films, concerts, theatre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make travel or holiday bookings (for example: accommodation, trips, train or airline tickets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make use of online auction sites to buy or sell goods or services (for example: eBay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To administer a bank account (i.e., to undertake Internet banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in social networks (for example: Myspace, Facebook, Netlog)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contribute to web logs or blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download, watch or listen to music, films, video files, web radio or web TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download computer or video games or for online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To telephone (e.g., Skype) or to make video calls (via webcam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To check professional e-mail via webmail or a virtual private network (VPN) connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download/upload documents for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To search the web for information for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I.4. Trust in the Internet

I5. To what extent do you trust using the Internet ...

	Very little					Very much
	1	2	3	4	5	
To pay online for private consumer goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
To submit personal data via government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

I.5. Trust in government

I6. To what extent do you trust the following institutions in your country?

	Very little					Very much
	1	2	3	4	5	
Government (national or federal level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Public administrations in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

I7. Overall, how satisfied are you with the quality of service provided by public administrations in general in your country?

Please express the extent to which you are satisfied with the quality of service provided by public administrations on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	0	1	2	3	4	5	6	7	8	9	10
Quality of service provided by public administrations in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I.6. Contact with government

I8. How often, in the past 12 months, did you have contact or interacted with public agencies or officials?

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
For professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For my own personal purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On behalf of relatives or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By someone else on my behalf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II. Use of eGovernment

II.I. General use of eGovernment

II.I.a. Use of public Internet applications

19. How often, during the past 12 months, did you use the Internet for each of the following purposes?

Randomize items

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To contact public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To obtain information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download official forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To send (upload) completed web forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contact political representatives of local, regional, national or European government by e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult policy documents or decisions on local, regional, national or European government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in online consultations on policy issues organized by local, regional, national or European government (for example: via polls or panels)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in interactive discussions about local, regional, national or European policy issues (for example: via online discussion forums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.I.b. Use of government websites

20. How often, during the past 12 months, did you use the Internet for each of the following purposes?

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To consult the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website of the city or municipality where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2. Use of eGovernment in citizen life events

II.2.a. Government contact/service

21. Below we present a series of events that may occur in your personal life. Did you, in the past 12 months, come into contact with public agencies or officials (e.g., in-person, by phone, mail, e-mail or websites) as a result of the following events, either for your own personal purposes or on behalf of someone else?

No randomization

	Yes, for my own personal purposes	Yes, on behalf of someone else	Yes, for my own personal purposes AND on behalf of someone else	No
Enrolling in higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a study grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming unemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retiring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a driver's licence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying, building or renovating a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving and changing address within one country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or preparing to move to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needing a passport or visa to travel to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to study or work in another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring the birth of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marrying or changing marital status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Death of a close relative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coming into an inheritance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being taken into hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring income taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making use of the public library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.b. Channels used/Internet used

For each event for which respondents came into contact with public agencies:

22. When you, in the past 12 months, came into contact with public agencies or officials as a result of these events, by what means did you interact?

For each event indicate **all channels** that apply, possibly for various reasons (e.g., to obtain information, send or receive a question, request an official document or apply for a service).

	In-person, face-to- face	Mail, posted letter, fax	Telephone (fixed line or mobile)	E-mail / Internet (websites)
Enrolling in higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a study grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming unemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retiring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a driver's licence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying, building or renovating a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving and changing address within one country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or preparing to move to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needing a passport or visa to travel to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to study or work in another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring the birth of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marrying or changing marital status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Death of a close relative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coming into an inheritance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being taken into hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring income taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making use of the public library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.c. Channels preferred /Internet preferred

For each event for which respondents came into contact with public agencies:

If you were to come into contact again with public agencies or officials as a result of these events, by which of the following means would you prefer to interact?

For each event please indicate the **one channel** that you would prefer as your main way of interacting.

No randomization

	In-person, face-to- face	Mail, posted letter, fax	Telephone (fixed line or mobile)	E-mail / Internet (websites)
Enrolling in higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a study grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming unemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retiring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a driver's licence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying, building or renovating a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving and changing address within one country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or preparing to move to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needing a passport or visa to travel to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to study or work in another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring the birth of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marrying or changing marital status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Death of a close relative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coming into an inheritance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being taken into hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring income taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making use of the public library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.d. Types/levels of interaction

For each event for which respondents came into contact with public agencies by e-mail and/or via the Internet (websites):

23. When you came into contact with public agencies or officials by e-mail and/or via the Internet (websites) as a result of these events, what exactly did you do?

Please indicate all the activities that apply.

- ☐ I sent or received e-mail
- ☐ I searched for information on (a) government website(s)
- ☐ I applied for a service by downloading an official form
- ☐ I applied for a service by returning (uploading) a completed form electronically
- ☐ I got an official document or service delivered electronically
- ☐ I was attended to or proposed a public service to which I am entitled without asking for it

II.2.e. Non-use of eGovernment

If respondents indicated that in the past 12 months they did not come into contact with public agencies or officials by e-mail or via the Internet (websites):

24. What are the reasons for not having used e-mail or the Internet (websites) to come into contact with public agencies or officials?

Please indicate all your reasons for not having used e-mail or the Internet (websites) that apply.

Randomize items

- ☐ I was not aware of the existence of relevant websites or online services
- ☐ I did not need the Internet to get what I wanted/needed
- ☐ I did not want to use the Internet to get what I wanted/needed
- ☐ I did not trust using the Internet to get what I wanted/needed
- ☐ I did not have the skills to get what I wanted/needed via the Internet
- ☐ I could not find the information or services I wanted/needed
- ☐ I could not access the information or services I wanted/needed
- ☐ I tried but I abandoned the service, because the service was too difficult to use
- ☐ I did not expect to find information or online services of sufficient quality
- ☐ Public agencies don't offer the quality of services that I'm used to receiving online
- ☐ I did not come into contact with public agencies or officials at all
- ☐ Other reasons

25.If you were to come into contact with public agencies or officials in the future, how likely is it that you would use e-mail or the Internet (websites)?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

26.If you were to come into contact with public agencies or officials in the future, by which of the following means would you prefer to interact?

Please indicate the **one channel** that you would prefer as your main way of interacting.

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

III. Satisfaction with eGovernment

III.I. Satisfaction with eGovernment at general level

III.I.a. Satisfaction with public Internet applications (to ask immediately after II.I.a. Use of public Internet applications)

For each public Internet application used by respondents during the past 12 months:

27. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To contact public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To obtain information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download official forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To send (upload) completed web forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contact political representatives of local, regional, national or European government by e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult policy documents or decisions on local, regional, national or European government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in online consultations on policy issues organized by local, regional, national or European government (for example: via polls or panels)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in interactive discussions about local, regional, national or European policy issues (for example: via online discussion forums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.I.b. Satisfaction with government websites
(to ask immediately after II.I.b. Use of government websites)

For each type of government website used by respondents during the past 12 months:

28. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To consult the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website of the city or municipality where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2. Satisfaction with eGovernment in citizen life events

The following questions apply to the events respondents indicated as events for which they came into contact with public agencies or officials by e-mail and/or via the Internet (websites).

III.2.a. Overall level of satisfaction

29. Overall, how satisfied were you with the e-mail/Internet contact with public agencies or officials as a result of the following events?

Please express the extent to which you were satisfied with the contact by e-mail and/or via the Internet (websites) on a scale from 0 to 10, with 0 meaning that you were totally dissatisfied and 10 that you were totally satisfied.

No randomization

	0	1	2	3	4	5	6	7	8	9	10
Enrolling in higher education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a study grant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for a job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming unemployed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retiring	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a driver's licence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying a car	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying, building or renovating a house	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving and changing address within one country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Moving or preparing to move to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Needing a passport or visa to travel to another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to study or work in another country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring the birth of a child	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marrying or changing marital status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Death of a close relative	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coming into an inheritance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being taken into hospital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporting a crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring income taxes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making use of the public library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.b. Comparison with expectations

30. Looking back, how did the contact with public agencies or officials by e-mail and/or via the Internet (websites) compare with what you had expected?

- ☐ Much better
- ☐ Better
- ☐ Neither better nor worse
- ☐ Worse
- ☐ Much worse

III.2.c. Achievement of objectives

31. In the end, did you get what you wanted or needed?

- ☐ Yes, totally
- ☐ Partially
- ☐ No, not at all
- ☐ I can't say, my interactions with public agencies for this event are still ongoing

III.2.d. Likelihood of re-use

32. If you were to come into contact again with public agencies or officials, how likely is it that you would use e-mail and/or the Internet (websites) again?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

IV. Perceived benefits of eGovernment

33. To what extent do you agree or disagree with the following statements? When compared with other means to come into contact with public agencies or officials (e.g., in-person, by phone or mail), through use of e-mail and/or the Internet (websites) ...

Randomize items

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Not applicable
I saved time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I saved money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I gained flexibility (in time and place)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got better quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery was simplified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got better control over the process of service delivery							
The process of service delivery became more transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My trust in public administration increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

User Satisfaction Benchmark (USB) - Business

Please fill in this questionnaire **as a representative of the company** (or legal entity) you work for. Even if you are not personally involved in some of the business processes referred to in the questionnaire, we kindly ask you to answer the questions on behalf of your colleagues or collaborators who are more directly involved, and **adopt the broad perspective of your company as a whole.**

I. User profiling

I.I. Business profiles (preferably to include at the end of the questionnaire)

1. What is your position within the company you are working for?

- ☐ Business owner
- ☐ Chief executive officer
- ☐ Senior management
- ☐ Middle management
- ☐ Contractor/consultant
- ☐ Other

2. What are your responsibilities within the company you are working for?

- ☐ General management
- ☐ Financial management
- ☐ Human resources
- ☐ Information technology
- ☐ Legal or regulatory
- ☐ Production, distribution, logistics
- ☐ Research and development
- ☐ Sales, marketing, communication
- ☐ Consultancy
- ☐ Other

3. What is the main economic activity of your company?

- ☐ Agriculture, forestry, hunting, fishing, mining
- ☐ Industries (manufacturing)
- ☐ Services (business activities)
- ☐ Not-for-profit organizations, education, health and social work

4. What is the number of persons employed within your company?

- ☐ 1 – 4 persons employed
- ☐ 5 – 9 persons employed
- ☐ 10 – 49 persons employed
- ☐ 50 – 249 persons employed
- ☐ 250 – 1,000 persons employed
- ☐ 1,000 or more persons employed

5. What was the total annual turnover (in value terms, excluding VAT) of your company, for 2007, in Euros?

- ☐ Less than 1 million Euros
- ☐ 1 – 10 million Euros
- ☐ 10 – 100 million Euros
- ☐ 100 – 250 million Euros
- ☐ 250 – 1,000 million Euros
- ☐ More than 1,000 million Euros

6. Does your company undertake cross-border activities?

- ☐ Yes
- ☐ No

I.2. ICT/Internet facilities and use

7. Does your company use ...?

No randomization

	Yes	No	Don't know
An internal computer network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Intranet, for sharing information internally (e.g., company news, working or meeting documents, training material, open job positions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Extranet, i.e., a website or an extension of the Intranet with access restricted to business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A company website that provides information on products or services to customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In your company, what percentage of persons employed has a computer with access to the Internet?

I estimate the percentage of persons employed who have a computer with access to the Internet is ... %

☐ Don't know

I.3. Use of and satisfaction with non-governmental Internet applications

9. Does your company use the Internet for the following purposes?

Randomize items

	Yes	No	Don't know
For eBusiness: our customers can order our products or services electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending orders for products or services to suppliers electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For receiving e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For banking and financial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For remote working, away from the company's premises (e-work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For telephoning: Skype, other PC-based software, or full integrated telephone switchboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For videoconferencing: via a PC or conference room system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each purpose for which companies use the Internet:

10. Overall, how satisfied are you with these Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied	
	0	1	2	3	4	5	6	7	8	9	10	
For eBusiness: our customers can order our products or services electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For sending orders for products or services to suppliers electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For sending e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For receiving e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For banking and financial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For remote working, away from the company's premises (e-work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For telephoning: Skype, other PC-based software, or full integrated telephone switchboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For videoconferencing: via a PC or conference room system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

II. Use of eGovernment

II.I. General use of eGovernment

II.I.a. Use of public Internet applications

I 1. Does your company use the Internet for the following purposes?

Randomize items

	Yes	No	Don't know
For contacting public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For obtaining information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For downloading official forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending (uploading) completed web forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.I.b. Use of government websites

I 2. Does your company use the Internet for the following purposes?

	Yes	No	Don't know
For consulting the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website of the city or municipality where your company is established	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2. Use of eGovernment in business life events

II.2.a. Government contact/service

I 3. Below we present a series of events with which your company may have to deal at certain moments in time. Did your company, in the past 12 months, come into contact with public agencies or officials (e.g., in-person, by phone, mail, e-mail or websites) as a result of the following events, either for your company's own purposes or on behalf of clients of your company (for whom your company acted as an intermediary)?

No randomization

	Yes, for my company's own purposes	Yes, on behalf of clients of my company	Yes, for my company's own purposes AND on behalf of clients of my company	No
Becoming or starting to be self-employed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting a new company or setting up a branch within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up or preparing to set up a new legal entity in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to sell products or deliver services in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring customs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring corporate taxes / VAT / social contributions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching and applying for public funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in public procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring new employees within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring or preparing to hire employees living in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying or building new offices or plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining environment-related permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for patents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submitting data to statistical offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing down (a company or branch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.b. Channels used/Internet used

For each event for which companies came into contact with public agencies:

I 4. When your company, in the past 12 months, came into contact with public agencies or officials as a result of these events, did your company interact by e-mail and/or via the Internet (websites)?

No randomization

	Yes	No	Don't know
Becoming or starting to be self-employed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting a new company or setting up a branch within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up or preparing to set up a new legal entity in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to sell products or deliver services in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring customs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring corporate taxes / VAT / social contributions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching and applying for public funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in public procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring new employees within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring or preparing to hire employees living in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying or building new offices or plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining environment-related permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for patents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submitting data to statistical offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing down (a company or branch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.c. Channels preferred /Internet preferred

For each event for which companies came into contact with public agencies:

I5.If your company were to come into contact again with public agencies or officials as a result of these events, would your company prefer, yes or no, to interact by e-mail and/or via the Internet (websites)?

No randomization

	Yes	No	Don't know
Becoming or starting to be self-employed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting a new company or setting up a branch within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up or preparing to set up a new legal entity in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to sell products or deliver services in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring customs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring corporate taxes / VAT / social contributions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching and applying for public funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in public procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring new employees within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring or preparing to hire employees living in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying or building new offices or plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining environment-related permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for patents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submitting data to statistical offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing down (a company or branch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2.d. Types/levels of interaction

For each event for which companies came into contact with public agencies by e-mail and/or via the Internet (websites):

I 6. When your company came into contact with public agencies or officials by e-mail and/or via the Internet (websites) as a result of these events, what form did these contacts take?

Please indicate all the activities that apply.

- ☐ We communicated by e-mail
- ☐ We searched for information on (a) government website(s)
- ☐ We downloaded official forms
- ☐ We returned (uploaded) completed forms electronically
- ☐ We got services delivered electronically (through full electronic case handling)
- ☐ We were attended to or proposed public services to which we are entitled without asking for it

II.2.e. Non-use of eGovernment

If companies indicated that in the past 12 months they did not come into contact with public agencies or officials by e-mail or via the Internet (websites):

I 7. What are the reasons for not having used e-mail or the Internet (websites) to come into contact with public agencies or officials?

Please indicate all the reasons for not using e-mail or the Internet (websites) that apply.

Randomize items

- ☐ We were not aware of the existence of relevant websites or online services
- ☐ We did not need the Internet to get what we wanted/needed
- ☐ We did not want to use the Internet to get what we wanted/needed
- ☐ We did not trust using the Internet to get what we wanted/needed
- ☐ We did not have the skills to get what we wanted/needed via the Internet
- ☐ We could not access the information or services we wanted/needed
- ☐ We could not find the information or services we wanted/needed
- ☐ We tried but we abandoned the service, because it was too difficult to use
- ☐ We did not expect to find information or online services of sufficient quality
- ☐ Public agencies don't offer the quality of services we're used to receiving online
- ☐ We did not come into contact with public agencies or officials at all
- ☐ Other reasons

18.If your company were to come into contact with public agencies or officials in the future, how likely is it that your company would use e-mail or the Internet (websites)?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

19.If your company were to come into contact with public agencies or officials in the future, by which of the following means would your company prefer to interact?

Please indicate the **one channel** that your company would prefer as its main way of interacting.

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

III. Satisfaction with eGovernment

III.I. Satisfaction with eGovernment at general level

III.I.a. Satisfaction with public Internet applications (to ask immediately after II.I.a. Use of public Internet applications)

For each public Internet application used by companies:

20. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
For contacting public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For obtaining information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For downloading official forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending (uploading) completed web forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.I.b. Satisfaction with government websites
(to ask immediately after II.I.b. Use of government websites)

For each type of government website used by companies:

21. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
For consulting the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website of the city or municipality where your company is established	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2. Satisfaction with eGovernment in business life events

The following questions apply to the events companies indicated as events for which they came into contact with public agencies or officials by e-mail and/or via the Internet (websites).

III.2.a. Overall level of satisfaction

22. Overall, how satisfied were you with the e-mail/Internet contact with public agencies or officials as a result of the following events?

Please express the extent to which you, **as a representative of your company**, were satisfied with the contact by e-mail and/or via the Internet (websites) on a scale from 0 to 10, with 0 meaning that you were totally dissatisfied and 10 that you were totally satisfied.

No randomization

	0	1	2	3	4	5	6	7	8	9	10
Becoming or starting to be self-employed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting a new company or setting up a branch within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up or preparing to set up a new legal entity in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting or preparing to sell products or deliver services in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring customs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Declaring corporate taxes / VAT / social contributions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searching and applying for public funds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in public procurement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring new employees within your own country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hiring or preparing to hire employees living in another European country	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buying or building new offices or plants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining environment-related permits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for patents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Submitting data to statistical offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closing down (a company or branch)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.b. Comparison with expectations

23. Looking back, how did the contact with public agencies or officials by e-mail and/or via the Internet (websites) compare with what your company had expected?

- ☐ Much better
- ☐ Better
- ☐ Neither better nor worse
- ☐ Worse
- ☐ Much worse

III.2.c. Achievement of objectives

24. In the end, did your company get what it wanted or needed?

- ☐ Yes, totally
- ☐ Partially
- ☐ No, not at all
- ☐ I can't say, my interactions with public agencies for this event are still ongoing
- ☐ Don't know

III.2.d. Likelihood of re-use

25. If your company were to come into contact again with public agencies or officials, how likely is it that your company would use e-mail and/or the Internet (websites) again?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

IV. Perceived benefits of eGovernment

26. Based on your personal experiences or those of your colleagues, to what extent do you agree or disagree with the following statements? When compared with other means to come into contact with public agencies or officials (e.g., in-person, by phone or mail), through use of e-mail and/or the Internet (websites) ...

Randomize items

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Not applicable
Our company saved time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company saved money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company gained flexibility (in time and place)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company got better quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery was simplified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company got better control over the process of service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery became more transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our trust in public administration increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

eService Evaluation Tool (eSET) - Citizens

I. User profiling

I.I. Citizen socio-demographic profiles (preferably to include at the end of the questionnaire)

1. Are you ...

- ☐ Male
- ☐ Female

2. Please indicate the year in which you were born.

3. What formal education do you have?

Please indicate the highest level of formal education that you completed.

- ☐ Primary or lower secondary school, or no formal education
- ☐ Upper secondary school
- ☐ Higher education (e.g., university, college, polytechnic)

4. How would you describe your current situation?

- ☐ Student
- ☐ Housewife/husband
- ☐ Employed or self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Other (not in the labour force for whatever reason)

If Employed or Self-employed:

5. How would you describe your occupation?

- ☐ Skilled or unskilled labourer
- ☐ Office worker
- ☐ Manager, executive, senior staff member
- ☐ Self-employed, business owner (with less than 5 employees)
- ☐ Self-employed, business owner (with at least 5 employees)
- ☐ Liberal professional (e.g., architect, doctor, lawyer)
- ☐ Government official, civil servant
- ☐ Other

If Employed or Self-employed, but not Government official, civil servant:

6. On average how often do you for professional reasons come into contact with public agencies or officials?

- ☐ Every day or almost every day
- ☐ At least once a week (but not every day)
- ☐ At least once a month (but not every week)
- ☐ Less than once a month
- ☐ Never

7. What is your net monthly household income in euros?

Your household includes all members of your family who are currently living with you.

€

- ☐ Don't know

8. Do you live in a country other than the country in which you were born?

- ☐ Yes
- ☐ No

IF Yes:

9. For how long?

- ☐ Less than 1 year
- ☐ 1 – 2 years
- ☐ 3 – 5 years
- ☐ More than 5 years

I.2. Internet adoption and use

I0. On average how often did you use the Internet in the last three months?

- ☐ Every day or almost every day
- ☐ At least once a week (but not every day)
- ☐ At least once a month (but not every week)
- ☐ Less than once a month

I1. How much time on average a day do you spend using the Internet?

- ☐ More than 3 hours a day
- ☐ 2 - 3 hours a day
- ☐ 1 - 2 hours a day
- ☐ 30 - 60 minutes a day
- ☐ 15 - 30 minutes a day
- ☐ Less than 15 minutes a day
- ☐ I only use the Internet occasionally

I2. Since what year do you make use of the Internet?

I use the Internet since

I.3. Use of and satisfaction with non-governmental Internet applications

I3. How often, during the past 12 months, did you use the Internet for each of the following purposes?

Randomize items

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To buy personal consumer goods or services (e.g., books, CDs, household goods, clothes, foodstuffs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To buy tickets or make reservations for cultural events (for example: films, concerts, theatre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make travel or holiday bookings (for example: accommodation, trips, train or airline tickets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make use of online auction sites to buy or sell goods or services (for example: eBay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To administer a bank account (i.e., to undertake Internet banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in social networks (for example: Myspace, Facebook, Netlog)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contribute to web logs or blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download, watch or listen to music, films, video files, web radio or web TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download computer or video games or for online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To telephone (e.g., Skype) or to make video calls (via webcam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To check professional e-mail via webmail or a virtual private network (VPN) connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download/upload documents for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To search the web for information for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each purpose for which respondents used the Internet during the past 12 months:

14. Overall, how satisfied are you with these Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To buy personal consumer goods or services (e.g., books, CDs, household goods, clothes, foodstuffs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To buy tickets or make reservations for cultural events (for example: films, concerts, theatre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make travel or holiday bookings (for example: accommodation, trips, train or airline tickets)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To make use of online auction sites to buy or sell goods or services (for example: eBay)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To administer a bank account (i.e., to undertake Internet banking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in social networks (for example: Myspace, Facebook, Netlog)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contribute to web logs or blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download, watch or listen to music, films, video files, web radio or web TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download computer or video games or for online gaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To telephone (e.g., Skype) or to make video calls (via webcam)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To check professional e-mail via webmail or a virtual private network (VPN) connection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download/upload documents for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To search the web for information for professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I.4. Trust in the Internet

I5. To what extent do you trust using the Internet ...

	Very little					Very much
	1	2	3	4	5	
To pay online for private consumer goods or services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
To submit personal data via government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

I.5. Trust in government

I6. To what extent do you trust the following institutions in your country?

	Very little					Very much
	1	2	3	4	5	
Government (national or federal level)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Public administrations in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

I7. Overall, how satisfied are you with the quality of service provided by public administrations in general in your country?

Please express the extent to which you are satisfied with the quality of service provided by public administrations on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	0	1	2	3	4	5	6	7	8	9	10
Quality of service provided by public administrations in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I.6. Contact with government

I 8. How often, in the past 12 months, did you have contact or interacted with public agencies or officials?

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
For professional purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For my own personal purposes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On behalf of relatives or friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By someone else on my behalf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II. Use of eGovernment

II.I. General use of eGovernment

II.I.a. Use of public Internet applications

19. How often, during the past 12 months, did you use the Internet for each of the following purposes?

Randomize items

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To contact public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To obtain information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download official forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To send (upload) completed web forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contact political representatives of local, regional, national or European government by e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult policy documents or decisions on local, regional, national or European government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in online consultations on policy issues organized by local, regional, national or European government (for example: via polls or panels)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in interactive discussions about local, regional, national or European policy issues (for example: via online discussion forums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.I.b. Use of government websites

20. How often, during the past 12 months, did you use the Internet for each of the following purposes?

	Not once	At least once, but not every month	At least once a month, but not every week	At least once a week, but not every day	Every day or almost every day
To consult the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website of the city or municipality where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website ... [INSERT website of particular public agency or eService]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2. Use of public eService

II.2.a. Contact with [public agency] / use of [public service]

21. Did you, in the past 12 months, come into contact with [public agency] / make use of [public service] (e.g., in-person, by phone, mail, e-mail or websites), either for your own personal purposes or on behalf of someone else?

- ☐ Yes, for my own personal purposes
- ☐ Yes, on behalf of someone else
- ☐ Yes, for my own personal purposes AND on behalf of someone else
- ☐ No

II.2.b. Channels used/Internet used

If respondents made use of [public service]:

22. When you, in the past 12 months, came into contact with [public agency] / made use of [public service], by what means did you interact?

Please indicate **all channels** that apply, possibly for various reasons (e.g., to obtain information, send or receive a question, request an official document or apply for a service).

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

II.2.c. Channels preferred /Internet preferred

If respondents made use of [public service]:

23. If you were to come into contact again with [public agency] / make use again of [public service], by which of the following means would you prefer to interact?

Please indicate the **one channel** that you would prefer as your main way of interacting.

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

II.2.d. Types/levels of interaction

If respondents made use of [public service] by e-mail and/or via the Internet:

24. When you came into contact with [public agency] / made use of [public service] by e-mail and/or via the Internet, what exactly did you do?

Please indicate all the activities that apply.

- ☐ I sent or received e-mail
- ☐ I searched for information on (a) government website(s)
- ☐ I applied for a service by downloading an official form
- ☐ I applied for a service by returning (uploading) a completed form electronically
- ☐ I got an official document or service delivered electronically
- ☐ I was attended to or proposed a public service to which I am entitled without asking for it

II.2.e. Non-use of public eService

If respondents indicated that in the past 12 months they did not come into contact with [public agency] / make use of [public service] by e-mail or via the Internet:

25. What are the reasons for not having used e-mail or the Internet to come into contact with [public agency] / make use of [public service]?

Please indicate all your reasons for not having used e-mail or the Internet that apply.

Randomize items

- ☐ I was not aware of the existence of relevant websites or online services
- ☐ I did not need the Internet to get what I wanted/needed
- ☐ I did not want to use the Internet to get what I wanted/needed
- ☐ I did not trust using the Internet to get what I wanted/needed
- ☐ I did not have the skills to get what I wanted/needed via the Internet
- ☐ I could not find the information or services I wanted/needed
- ☐ I could not access the information or services I wanted/needed
- ☐ I tried but I abandoned the service, because the service was too difficult to use
- ☐ I did not expect to find information or online services of sufficient quality
- ☐ Public agencies don't offer the quality of services that I'm used to receiving online
- ☐ I did not come into contact with [agency] / make use of [service] at all
- ☐ Other reasons

26.If you were to come into contact with [public agency] / make use of [public service] in the future, how likely is it that you would use e-mail or the Internet?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

27.If you were to come into contact with [public agency] / make use of [public service] in the future, by which of the following means would you prefer to interact?

Please indicate the **one channel** that you would prefer as your main way of interacting.

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

III. Satisfaction with eGovernment

III.I. Satisfaction with eGovernment at general level

III.I.a. Satisfaction with public Internet applications (to ask immediately after II.I.a. Use of public Internet applications)

For each public Internet application used by respondents during the past 12 months:

28. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To contact public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To obtain information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To download official forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To send (upload) completed web forms that are necessary to obtain a public service (for example: to obtain a certificate, permit or subsidy)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To contact political representatives of local, regional, national or European government by e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult policy documents or decisions on local, regional, national or European government websites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in online consultations on policy issues organized by local, regional, national or European government (for example: via polls or panels)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To participate in interactive discussions about local, regional, national or European policy issues (for example: via online discussion forums)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.I.b. Satisfaction with government websites
(to ask immediately after II.I.b. Use of government websites)

For each type of government website used by respondents during the past 12 months:

29. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
To consult the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website of the city or municipality where I live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To consult the website ... [INSERT website of particular public agency or eService]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2. Satisfaction with public eService

The following questions apply to respondents who indicated that they came into contact with [public agency] / made use of [public service] by e-mail and/or via the Internet.

III.2.a. User experiences and perceptions of quality and performance

30. To what extent do you agree or disagree with the following statements about your contact with [public agency] / use of [public service] by e-mail and/or via the Internet?

Randomize items

	Strongly disagree	Disagree	Neither agree, nor disagree	Agree	Strongly agree	Don't know	Not applicable
The service/information was easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was tailor made for my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was trustworthy: I was not worried about privacy or security issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could depend on being given complete and accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I could rely on having sufficient information and online help to make use of the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was not asked to give the same basic information about myself more than once	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was kept informed about follow-up actions and the progress of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was delivered in a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was delivered at a reasonable cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.b. Overall level of satisfaction

31. Overall, how satisfied were you with the contact with [public agency] / use of [public service] by e-mail and/or via the Internet?

Please express the extent to which you were satisfied with the interaction by e-mail and/or via the Internet on a scale from 0 to 10, with 0 meaning that you were totally dissatisfied and 10 that you were totally satisfied.

	0	1	2	3	4	5	6	7	8	9	10
Public eService	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.c. Comparison with expectations

32. Looking back, how did the contact with [public agency] / use of [public service] by e-mail and/or via the Internet compare with what you had expected?

- ☐ Much better
- ☐ Better
- ☐ Neither better nor worse
- ☐ Worse
- ☐ Much worse

III.2.d. Achievement of objectives

33. In the end, did you get what you wanted or needed?

- ☐ Yes, totally
- ☐ Partially
- ☐ No, not at all
- ☐ I can't say, my interactions with [agency / service] are still ongoing

III.2.e. Likelihood of re-use

34.If you were to come into contact again with [public agency] / make use again of [public service], how likely is it that you would use e-mail and/or the Internet again?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

IV. Perceived benefits of eGovernment

35.To what extent do you agree or disagree with the following statements? When compared with other means to come into contact with [public agency] / make use of [public service] (e.g., in-person, by phone or mail), through use of e-mail and/or the Internet ...

Randomize items

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Not applicable
I saved time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I saved money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I gained flexibility (in time and place)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got better quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery was simplified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I got better control over the process of service delivery							
The process of service delivery became more transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My trust in public administration increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

eService Evaluation Tool (eSET) - Business

Please fill in this questionnaire **as a representative of the company** (or legal entity) you work for. Even if you are not personally involved in some of the business processes referred to in the questionnaire, we kindly ask you to answer the questions on behalf of your colleagues or collaborators who are more directly involved, and **adopt the broad perspective of your company as a whole.**

I. User profiling

I.I. Business profiles (preferably to include at the end of the questionnaire)

1. What is your position within the company you are working for?

- ☐ Business owner
- ☐ Chief executive officer
- ☐ Senior management
- ☐ Middle management
- ☐ Contractor/consultant
- ☐ Other

2. What are your responsibilities within the company you are working for?

- ☐ General management
- ☐ Financial management
- ☐ Human resources
- ☐ Information technology
- ☐ Legal or regulatory
- ☐ Production, distribution, logistics
- ☐ Research and development
- ☐ Sales, marketing, communication
- ☐ Consultancy
- ☐ Other

3. What is the main economic activity of your company?

- ☐ Agriculture, forestry, hunting, fishing, mining
- ☐ Industries (manufacturing)
- ☐ Services (business activities)
- ☐ Not-for-profit organizations, education, health and social work

4. What is the number of persons employed within your company?

- ☐ 1 – 4 persons employed
- ☐ 5 – 9 persons employed
- ☐ 10 – 49 persons employed
- ☐ 50 – 249 persons employed
- ☐ 250 – 1,000 persons employed
- ☐ 1,000 or more persons employed

5. What was the total annual turnover (in value terms, excluding VAT) of your company, for 2007, in Euros?

- ☐ Less than 1 million Euros
- ☐ 1 – 10 million Euros
- ☐ 10 – 100 million Euros
- ☐ 100 – 250 million Euros
- ☐ 250 – 1,000 million Euros
- ☐ More than 1,000 million Euros

6. Does your company undertake cross-border activities?

- ☐ Yes
- ☐ No

I.2. ICT/Internet facilities and use

7. Does your company use ...?

No randomization

	Yes	No	Don't know
An internal computer network	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Intranet, for sharing information internally (e.g., company news, working or meeting documents, training material, open job positions)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An Extranet, i.e., a website or an extension of the Intranet with access restricted to business partners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A company website that provides information on products or services to customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In your company, what percentage of persons employed has a computer with access to the Internet?

I estimate the percentage of persons employed who have a computer with access to the Internet is ... %

☐ Don't know

I.3. Use of and satisfaction with non-governmental Internet applications

9. Does your company use the Internet for the following purposes?

Randomize items

	Yes	No	Don't know
For eBusiness: our customers can order our products or services electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending orders for products or services to suppliers electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For receiving e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For banking and financial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For remote working, away from the company's premises (e-work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For telephoning: Skype, other PC-based software, or full integrated telephone switchboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For videoconferencing: via a PC or conference room system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For each purpose for which companies use the Internet:

I0. Overall, how satisfied are you with these Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied	
	0	1	2	3	4	5	6	7	8	9	10	
For eBusiness: our customers can order our products or services electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For sending orders for products or services to suppliers electronically	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For sending e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For receiving e-invoices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For banking and financial services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For remote working, away from the company's premises (e-work)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For telephoning: Skype, other PC-based software, or full integrated telephone switchboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
For videoconferencing: via a PC or conference room system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

II. Use of eGovernment

II.I. General use of eGovernment

II.I.a. Use of public Internet applications

I I.Does your company use the Internet for the following purposes?

Randomize items

	Yes	No	Don't know
For contacting public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For obtaining information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For downloading official forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending (uploading) completed web forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.I.b. Use of government websites

I2. Does your company use the Internet for the following purposes?

	Yes	No	Don't know
For consulting the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website of the city or municipality where your company is established	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website ... [INSERT website of particular public agency or eService]	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

II.2. Use of public eService

II.2.a. Contact with [public agency] / use of [public service]

I 3. Did your company, in the past 12 months, come into contact with [public agency] / make use of [public service] (e.g., in-person, by phone, mail, e-mail or websites), either for your company's own purposes or on behalf of clients of your company (for whom your company acted as an intermediary)?

- ☐ Yes, for my company's own purposes
- ☐ Yes, on behalf of clients of my company
- ☐ Yes, for my company's own purposes AND on behalf of clients of my company
- ☐ No

II.2.b. Channels used/Internet used

If companies made use of [public service]:

I 4. When your company, in the past 12 months, came into contact with [public agency] / made use of [public service], did your company interact by e-mail and/or via the Internet (websites)?

- ☐ Yes
- ☐ No
- ☐ Don't know

II.2.c. Channels preferred /Internet preferred

If companies made use of [public service]:

I 5. If your company were to come into contact again with [public agency] / make use again of [public service], would your company prefer, yes or no, to interact by e-mail and/or via the Internet (websites)?

- ☐ Yes
- ☐ No
- ☐ Don't know

II.2.d. Types/levels of interaction

If companies made use of [public service] by e-mail and/or via the Internet:

I 6. When your company came into contact with [public agency] / made use of [public service] by e-mail and/or via the Internet, what form did these contacts take?

Please indicate all the activities that apply.

- ☐ We communicated by e-mail
- ☐ We searched for information on (a) government website(s)
- ☐ We downloaded official forms
- ☐ We returned (uploaded) completed forms electronically
- ☐ We got services delivered electronically (through full electronic case handling)
- ☐ We were attended to or proposed public services to which we are entitled without asking for it

II.2.e. Non-use of public eService

If companies indicated that in the past 12 months they did not come into contact with [public agency] / make use of [public service] by e-mail or via the Internet:

I 7. What are the reasons for not having used e-mail or the Internet to come into contact with [public agency] / make use of [public service]?

Please indicate all the reasons for not using e-mail or the Internet that apply.

Randomize items

- ☐ We were not aware of the existence of relevant websites or online services
- ☐ We did not need the Internet to get what we wanted/needed
- ☐ We did not want to use the Internet to get what we wanted/needed
- ☐ We did not trust using the Internet to get what we wanted/needed
- ☐ We did not have the skills to get what we wanted/needed via the Internet
- ☐ We could not access the information or services we wanted/needed
- ☐ We could not find the information or services we wanted/needed
- ☐ We tried but we abandoned the service, because it was too difficult to use
- ☐ We did not expect to find information or online services of sufficient quality
- ☐ Public agencies don't offer the quality of services we're used to receiving online
- ☐ We did not come into contact with [agency] / make use of [service] at all
- ☐ Other reasons

18.If your company were to come into contact with [public agency] / make use of [public service] in the future, how likely is it that your company would use e-mail or the Internet?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

19.If your company were to come into contact with [public agency] / make use of [public service] in the future, by which of the following means would your company prefer to interact?

Please indicate the **one channel** that your company would prefer as its main way of interacting.

- ☐ In-person, face-to-face
- ☐ Mail, posted letter, fax
- ☐ Telephone (fixed line or mobile)
- ☐ E-mail / Internet (websites)

III. Satisfaction with eGovernment

III.I. Satisfaction with eGovernment at general level

III.I.a. Satisfaction with public Internet applications (to ask immediately after II.I.a. Use of public Internet applications)

For each public Internet application used by companies:

20. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
For contacting public administrations by e-mail (for example: to ask a question, formulate a complaint)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For obtaining information from public administrations' websites (for example: via search engines such as Google, via government portals or via websites of public agencies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For downloading official forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For sending (uploading) completed web forms that are necessary to obtain a public service (for example: to obtain a licence)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.I.b. Satisfaction with government websites
(to ask immediately after II.I.b. Use of government websites)

For each type of government website used by companies:

21. Overall, how satisfied are you with the following Internet applications?

Please express the extent to which you, **as a representative of your company**, are satisfied with each of the following Internet applications on a scale from 0 to 10, with 0 meaning that you are totally dissatisfied and 10 that you are totally satisfied.

	Totally dissatisfied										Totally satisfied
	0	1	2	3	4	5	6	7	8	9	10
For consulting the national government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the regional government portal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website of the city or municipality where your company is established	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For consulting the website ... [INSERT website of particular public agency or eService]											

III.2. Satisfaction with public eService

The following questions apply to companies which indicated that they came into contact with [public agency] / made use of [public service] by e-mail and/or via the Internet.

III.2.a. User experiences and perceptions of quality and performance

22. Based on your personal experiences or those of your colleagues, to what extent do you agree or disagree with the following statements about the contact with [public agency] / use of [public service] by e-mail and/or via the Internet?

Randomize items

	Strongly disagree	Disagree	Neither agree, nor disagree	Agree	Strongly agree	Don't know	Not applicable
The service/information was easy to find	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service/information was tailor made for our needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was trustworthy: we were not worried about privacy or security issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We could depend on being given complete and accurate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We could rely on having sufficient information and online help to make use of the service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We were not asked to give the same basic information about our company more than once	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We were kept informed about follow-up actions and the progress of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was delivered in a reasonable time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service was delivered at a reasonable cost	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.b. Overall level of satisfaction

23. Overall, how satisfied were you with the contact with [public agency] / use of [public service] by e-mail and/or via the Internet?

Please express the extent to which you, **as a representative of your company**, were satisfied with the contact by e-mail and/or via the Internet (websites) on a scale from 0 to 10, with 0 meaning that you were totally dissatisfied and 10 that you were totally satisfied.

	0	1	2	3	4	5	6	7	8	9	10
Public eService	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

III.2.c. Comparison with expectations

24. Looking back, how did the contact with [public agency] / use of [public service] by e-mail and/or via the Internet compare with what your company had expected?

- ☐ Much better
- ☐ Better
- ☐ Neither better nor worse
- ☐ Worse
- ☐ Much worse

III.2.d. Achievement of objectives

25. In the end, did your company get what it wanted or needed?

- ☐ Yes, totally
- ☐ Partially
- ☐ No, not at all
- ☐ I can't say, my interactions with public agencies for this event are still ongoing
- ☐ Don't know

III.2.e. Likelihood of re-use

26.If your company were to come into contact again with [public agency] / make use again of [public service], how likely is it that your company would use e-mail and/or the Internet again?

- ☐ Very likely, almost certainly
- ☐ Likely
- ☐ Neither likely nor unlikely
- ☐ Not likely
- ☐ Not very likely, almost certainly not

IV. Perceived benefits of eGovernment

27.Based on your personal experiences or those of your colleagues, to what extent do you agree or disagree with the following statements? When compared with other means to come into contact with [public agency] / make use of [public service] (e.g., in-person, by phone or mail), through use of e-mail and/or the Internet ...

Randomize items

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Don't know	Not applicable
Our company saved time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company saved money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company gained flexibility (in time and place)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company got better quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery was simplified	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our company got better control over the process of service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of service delivery became more transparent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our trust in public administration increased	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>