

GENERAL DIRECTORATE OF STATISTICAL SURVEYS

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Household ID: | | | | | | | | | |

Prefecture:

Municipality / Commune : _____

Date : |_|_|_|_|2|0|1|0|

Interviewer: _____

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1935 up to 1993)

The survey is being conducted on a sample of households having been defined by the N.S.S.G in a random way. The provision of data is OBLIGATORY and information is CONFIDENTIAL (Law 3267/56 , Law 2392/96 and Law 3470/2006, article 14).

Pireaus, 2010

UNIT OF SOCIO - DEMOGRAPHIC CHARACTERISTICS

1. HOUSEHOLD'S SYNTHESIS

S/N of household's member	NAME	SURNAME	YEAR OF BIRTH
1	2	3	4
01			
02			
03			
04			
05			
06			
07			
08			

Total number of household members |__|__|

Total number of household members aged less than 16 years old |__|__|
(born from 1994 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1935 up to 1993)

S/n of the pre-selected member |__|__|

Age |__|__|

Sex ☐ 1 male
☐ 2 female

Country of birth

- Greece ☐ 1

- Other EU member state ☐ 2

Namely: |__|__|__|*

- Non - EU country ☐ 3

Namely: |__|__|__|*

Country of citizenship

(Tick all that apply)

- Greek ☐ 1

- Nationals of other EU member - state ☐ 2

Namely: |__|__|__|*

- Nationals of non EU countries..... ☐ 3

Namely: |__|__|__|*

* Completed by the NSSG

Educational level having been completed:

- Has not attended / completed any educational level ☐ 0
- Dimotiko (primary) ☐ 1
- Gymnasium (lower secondary)..... ☐ 2
- General/vocational lyceum (upper secondary) ☐ 3
- Institutes of vocational training (upper secondary) ☐ 4
- Technical Vocational Institutes (Tertiary education) ☐ 5
- Universities, higher military schools ☐ 6
- Post graduate studies (Msc.,MBA) ☐ 7
- PhD ☐ 8

Employment situation:

- Employee... ☐ 1
- Self employed (inc. unpaid family workers) ☐ 2
- Unemployed ☐ 3
- Student ☐ 4
- Other inactive (*housewife, in military service, retired, man of independent means, incapable for work, etc.*) ☐ 5

Occupation:

Completed only for codes 1 and 2 of employment situation.

Describe, in detail, the kind of work you do in your main occupation.

.....

..... |__|__|__|*

Telework

Do you work –partly or wholly– from distance with the use of computer?

- Yes..... ☐ 1
- No ☐ 2

** Completed by the NSSG*

MODULE A : ACCESS TO SELECTED INFORMATION AND COMMUNICATION TECHNOLOGIES

A1. Do you or anyone else in your household have access to a computer at home?

Included are desktops, laptops or palmtops.

- Yes..... ☐ 1
- No ☐ 2

A2. Do you or anyone in your household have access to the internet at home (regardless of whether it is used)?

- Yes..... ☐ 1→A3
- No..... ☐ 2→B1
- Don't know ☐ 3→B1

A3. On which of the following devices is the internet accessed at home?

(Tick all that apply)

- Desktop computer..... ☐ 1
- Portable computer (laptop) ☐ 2
- Other mobile devices..... ☐ 3
of which:
 - Internet enabled mobile phone alone (GPRS, UMTS,etc.)..... ☐ 3.1
 - Handheld computer (palmtop, PDA) ☐ 3.2
- TV set with specific internet device (e.g. digital TV or set top box)..... ☐ 4
- Games console..... ☐ 5
- Don't know ☐ 6

A4. What types of Internet connection are used?

(Tick all that apply)

- Modem (dial-up access over normal telephone line) or ISDN..... ☐ 1→ B1
- Broadband DSL connection (ADSL, SHDSL, etc.)..... ☐ 2→ B1
- Other broadband connection (e.g. cable, UMTS, etc.) ☐ 3→ B1
Of which:
 - *Wired fixed (cable, fiber, Ethernet, PLC, etc.)*..... ☐ 3.1→B1
 - *Fixed wireless (satellite, WiFi, WiMax)*..... ☐ 3.2→B1
 - *Mobile wireless connection via (3G, UMTS, etc.)*..... ☐ 3.3→B1
- Mobile phone over narrowband (GPRS, etc.)..... ☐ 4→ B1

A5. What are the reasons for not having access to the Internet at home?

(Tick all that apply)

- Have access to internet elsewhere..... ☐ 1
- Don't want internet (because content harmful, etc.)..... ☐ 2
- Don't need internet (because not useful, not interesting, etc.)..... ☐ 3
- Equipment costs too high ☐ 4
- Access costs too high (telephone, etc.) ☐ 5
- Lack of skills..... ☐ 6
- Privacy or security concerns..... ☐ 7
- Physical disability..... ☐ 8
- None of the above, but other..... ☐ 9

MODULE B: USE OF COMPUTERS

B1. When did you most recently use a computer (at home, at work or any other place?)

- In the first quarter of 2010..... ☐ 1 → B2
- In the time interval April – December 2009..... ☐ 2 → B3
- Before April 2009..... ☐ 3 → B3
- Have never used one..... ☐ 4 → C1

B2. How often, on average, did you use a computer in the first quarter of 2010?

(tick one)

- Every day or almost every day..... ☐ 1
- At least once a week (but not every day)..... ☐ 2
- At least once a month (but not every week)..... ☐ 3
- Less than once a month..... ☐ 4

B3. When did you last take a training course (of at least 3 hours) on any aspect of computer use ?

- In the first three months of 2010..... ☐ 1
- In the time interval April – December 2009..... ☐ 2
- In the time interval April 2006 – March 2009..... ☐ 3
- Before April 2006..... ☐ 4
- Have never taken one..... ☐ 5

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first quarter of 2010 ☐ 1 → C2
- In the time interval April – December 2009..... ☐ 2 → C6
- Before April 2009..... ☐ 3 → D1
- Have never used it..... ☐ 4 → Z1

C2. In the first quarter of 2010, on average, how often did you use the internet?

(tick one)

- Every day or almost every day..... ☐ 1
- At least once a week (but not every day)..... ☐ 2
- At least once a month (but not every week)..... ☐ 3
- Less than once a month..... ☐ 4

C3. During the first quarter of 2010, where did you use the internet (using a computer or any other means)?

(tick all that apply)

- At home..... ☐ 1
 - At place of work (other than home)..... ☐ 2
 - At place of education..... ☐ 3
 - At another person's home..... ☐ 4
 - At other places (e.g. internet café, public services, airport, hotel, etc.)... ☐ 5
- More specifically:
- Internet café..... ☐ 5.1
 - Hotspot (at hotels, airports, public places, etc.) ☐ 5.2

C4. Do you use any of the following mobile devices to access the internet via wireless connection ?

(tick all that apply)

- Mobile phone or (smart phone) ☐ 1
- More specifically:*
- GPRS mobile phone or (smart phone) ☐ 1.1
- Mobile phone or (smart phone) UMTS, HSPDA (3G, 3G+) ☐ 1.2
- Handheld computer (palmtop, PDA,) ☐ 2
- Portable computer (laptop) via wireless connection away from home or work ☐ 3
- None of the above, but other ☐ 4

C5. For which of the following activities did you use the internet in the first quarter of 2010 for private purpose?

(tick all that apply)

Communication,

- Sending / receiving e-mails..... ☐ 1
- Telephoning over the internet /video calls (via webcam) over the internet ☐ 2
- Posting messages to chat sites, social networking sites, blogs, newsgroups (e.g. MySpace,Facebook), participating to on-line discussions (forums) or exchanging messages in real time/instant messaging (e.g. MSN) ☐ 3

information search and on-line services

- Finding information about goods or services ☐ 4
- Using services related to travel and accommodation ☐ 5
- Listening to web radios or watching web television ☐ 6
- Uploading self-created content (text, images, photos,videos, music,etc.) to any website ☐ 7
- Downloading software (other than games software)..... ☐ 8
- Playing or downloading games, images, films or music ☐ 9
- Reading or downloading online news / newspapers / news magazines... ☐ 10
- If yes, have you subscribed to news services or products to receive them regularly?
- ☐ Yes..... ☐ 10.1
- ☐ No ☐ 10.2
- Looking for a job or sending a job application..... ☐ 11

continued

C5. For which of the following activities did you use the internet in the first quarter of 2010 for private purpose?

(tick all that apply)

- Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.) ☐ 12

Banking and selling of goods or services

- Internet Banking ☐ 13
- Selling of goods or services, e.g. via auctions ☐ 14

Training and education

- Looking for information about education in any official educational degree (school, university, etc.) or training /course offers, etc. ☐ 15
- Participating /doing an on-line educational course..... ☐ 16
- Searching information of any kind, with the purpose of learning ☐ 17

C6. For which of the following activities relating to interaction with public services or administrations and during which period did you use the internet for private purpose?

(tick all that apply)

In the A' quarter
of 2010 In the time
interval
April – December
2009

- Obtaining information from public authorities' web sites ☐ 1 ☐ 2
- Downloading official forms, certificates, etc..... ☐ 1 ☐ 2
- Sending filled in forms, certificates, tax declaration, etc..... ☐ 1 ☐ 2
- Didn't use the internet for any of the above reasons ☐

MODULE D: USE OF E-COMMERCE

D1. When did you most recently buy or order goods or services for private use over the internet? (Excluded are orders/ purchases via e-mails).

- In the first quarter of 2010 ☐ 1 → D2
- In the time interval April – December 2009..... ☐ 2 → D2
- Before April 2009..... ☐ 3 → D5
- Have never bought or ordered..... ☐ 4 → D5

D2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2009 – March 2010)? (tick all that apply)

Food / Groceries	<input type="checkbox"/> 1
Household goods (e.g. furniture, toys, art things, etc.)	<input type="checkbox"/> 2
Medicine	<input type="checkbox"/> 3
Films, music (DVDs, CDs, tapes, etc.)	<input type="checkbox"/> 4
Books, magazines, newspapers,	<input type="checkbox"/> 5
E-learning material	<input type="checkbox"/> 6
Clothes, sports goods	<input type="checkbox"/> 7
Games software for pc or games' console and -upgrades	<input type="checkbox"/> 8
Computer software (<i>excluding</i> games' software) and -upgrades	<input type="checkbox"/> 9
Computer hardware	<input type="checkbox"/> 10
Electronic equipment (videocameras, cameras, mobile phones, TV's, DVD devices, etc.)	<input type="checkbox"/> 11
Telecommunication services (e.g. Nova subscriptions, broadband subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/> 12
Share purchases / Financial services / insurance	<input type="checkbox"/> 13
Holiday accommodation (hotel, room, apartment, etc.)	<input type="checkbox"/> 14
Travel arrangements such as tickets, carhire, etc.	<input type="checkbox"/> 15
Tickets for events (concerts, theater, cinema, etc.)	<input type="checkbox"/> 16
Other (e.g. jewels, information from data bases)	<input type="checkbox"/> 17

If 'yes' to items **4, 5, 6, 8, and 9** go to question **D3** otherwise continue with question **D4**.

D3. Were any of the products which you ordered over the internet, downloaded from the internet or accessed from websites rather than delivered by post, etc. ?

(tick all that apply)

- Films, music ☐ 1
- (Electronic) books, magazines, newspapers, e-learning material..... ☐ 2
- Computer software (incl. computer and video games and software upgrades).... ☐ 3
- None of the above products was downloaded/ upgraded on-line..... ☐ 4

D4. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months (April 2009 – March 2010) were from ?

(tick all that apply)

- National sellers..... ☐ 1
- Sellers from other EU countries ☐ 2
- Sellers from the rest of the world..... ☐ 3
- Country of origin of sellers is not known..... ☐ 4

FOR THE INTERVIEWER: If C1=1 or 2 continue with D5. If C1=3 continue with F1.

D5. Did you place a bet (e.g. sports betting) or play gambling or lotto over the Internet in the last 12 months;

- Yes ☐ 1
- No..... ☐ 2

MODULE E: INTERNET SECURITY

For respondents who didn't answer "more than one year ago" or "Never used it" in question C1

E1. How concerned are you about the following possible problems related to Internet usage for private purpose; (tick all that apply)

- | | Strongly | Mildly | Not at all |
|--|----------------------------|----------------------------|----------------------------|
| ▪ Catching a virus or other computer infection (e.g. worm or trojan horse) resulting in loss of information or time | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Unsolicited e-mails sent to me ('Spam') | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Abuse of personal information sent on the Internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Financial loss as a result of receiving fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming') | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Financial loss due to fraudulent payment (credit or debit) card use | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Children accessing inappropriate web-sites or connecting with potentially dangerous persons from a computer within the household. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

E2. Have you experienced any of the following security related problems through using the Internet for private purpose in the last 12 months (April 2009 - March 2010); (tick all that apply)

- | | |
|--|----------------------------|
| ▪ Catching a virus or other computer infection (e.g. worm or trojan horse) resulting in loss of information or time..... | <input type="checkbox"/> 1 |
| ▪ Unsolicited e-mails sent to me ('Spam') | <input type="checkbox"/> 2 |
| ▪ Abuse of personal information sent on the Internet and/or other privacy violations (e.g. abuse of pictures, videos, personal data uploaded on community websites)..... | <input type="checkbox"/> 3 |
| ▪ Financial loss as a result of receiving fraudulent messages ('phishing') or getting redirected to fake websites asking for personal information ('pharming') | <input type="checkbox"/> 4 |
| ▪ Financial loss due to fraudulent payment (credit or debit) card use..... | <input type="checkbox"/> 5 |
| ▪ Children accessing inappropriate web-sites or connecting with potentially dangerous persons from a computer within the household..... | <input type="checkbox"/> 6 |

E3. Have security concerns kept you from doing the following activities via the Internet for your own private purposes in the last 12 months April 2009 - March 2010);

(tick all that apply)

- Ordering or buying goods or services for private use..... ☐ 1
- Carrying out banking activities such as account management..... ☐ 2
- Providing personal information to on-line communities for social and professional networking ☐ 3
- Communicating with public services or administrations..... ☐ 4
- Downloading software, music, video files, games or other data files, ☐ 5
- Using the Internet with mobile device (e.g. laptop) via wireless connection from places other than home..... ☐ 6

E4. Do you use any kind of IT security software or tool (anti-virus, anti-spam, firewall etc.) in order to protect your private computer and data;

- Yes ☐ 1→ E5
- No ☐ 2→ E8
- I don't know ☐ 3→ E8
- The computer I use does not belong to me ☐ 4→ E8

E5. Which IT security software or tool do you use ;

(tick all that apply)

- a virus checking program and/or an anti-spyware program ☐ 1
- a hardware or software firewall..... ☐ 2
- an e-mail filtering to prevent 'Spam'..... ☐ 3
- a parental control or a web filtering software..... ☐ 4
- other ☐ 5
- a package but I don't know the components ☐ 6

E6. Do you update one or more of your security products (virus checking, spyware program etc) ;

- Yes, every time a new update is available (automatically or manually)... ☐ 1→ E8
- Yes, occasionally or when I remember ☐ 2→ E8
- No, I don't ☐ 3→ E7

E7. Why you do not update your security products (antivirus, firewall etc.);

- It is unnecessary as I believe the risk is too low..... ☐ 1
- I don't know how to update..... ☐ 2
- I don't think the update is effective ☐ 3
- It is too expensive ☐ 4
- Other ☐ 5

E8. How often do you make safety copies or back up files (private documents, pictures, etc.) from your computer on any external storage device (e.g. a CD, DVD, external hard disk, USB storage device), or to disk space on Internet service;

- Always or almost always ☐ 1
- Sometimes ☐ 2
- Never or hardly ever ☐ 3
- Not applicable (because I don't keep files on a computer..... ☐ 4

MODULE F: E - SKILLS

F1. Which of the following Internet related activities have you already carried out;

(tick all that apply)

- Using a search engine to find information ☐ 1
- Sending e-mails with attached files (documents, pictures, etc.)..... ☐ 2
- Posting messages to chatrooms, newsgroups or an online discussion forum..... ☐ 3
- Using the Internet to make telephone calls..... ☐ 4
- Using peer-to-peer file sharing for exchanging movies, etc..... ☐ 5
- Creating a web page ☐ 6
- None of the above..... ☐ 7

MODULE G: «GREEN» HABITS

G1. Which of the following «green» habits have you adopted and with what frequency?

- | | Ever | Some times | Never or rare |
|--|----------------------------|----------------------------|----------------------------|
| ▪ Switch off your electrical devices (e.g. TV, video, printer) using the power button and not leaving them in the standby mode | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Recycle your electrical and electronic devices..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| <i>Only for persons who use computer</i> | | | |
| ▪ Switch off your computer when you don't use it..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Switch off your computer's screen even during your small absence..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Save paper (two sided printing or many pages together).. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

MODULE H: INCOME

H1. Which is the total net monthly income of your household?

- Amount|_|_|_|_|_|_|_|→ Interview Results
- Don't know the exact amount ☐

H2. If you don't know the exact amount, please tick one of the following income ranges.

- Up to 435€ ☐ 1
- 436€ - 846€ ☐ 2
- 847€ - 1.158€ ☐ 3
- 1.159€ - 1.500€..... ☐ 4
- 1.501€ - 1.922€..... ☐ 5
- 1.923€ - 2.533€..... ☐ 6
- 2.534€ - 4.300€..... ☐ 7
- More than 4.300€..... ☐ 8

INTERVIEW RESULTS

Interview completed :

- Interview completed both at household and individual level ☐ 1

No contact with the household :

- Household temporarily absent ☐ 2

Interview not completed, although contact was made:

- All household members ineligible (out-of-scope) ☐ 3
- Refusal to cooperate ☐ 4