

QUESTIONNAIRE 1

**NATIONAL STATISTICAL SERVICE
OF GREECE**

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

**GENERAL DIRECTORATE OF STATISTICAL
SURVEYS**

Prefecture: _____

**POPULATION STATISTICS AND
LABOR MARKET DIRECTORATE
UNIT of Special Household Surveys**

Municipality / commune : _____

Phone : 210 485 2896

Date : |_|_|_|_|_|_|_|_|_|_|_|_|

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**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2006**



QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1931 up to 1989)

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 and Law 2392/96).

Pireaus, 2006

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 until the year 1990)

2. DATA OF THE PRE-SELECTED MEMBER

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

Age |__|__|

Sex 1 male
 2 female

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.

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

* Completed by the NSSG

MODULE A : ACCESS TO SELECTED INFORMATION AND COMMUNICATION TECHNOLOGIES

To be completed from members having been born from the year 1930 and until 1989.

A1. Does your household have access to any of the following at home?

*Register **ONLY** positive answers.*

- TV 1
 If YES, is it a:
- TV with satellite dish 1.1
- Cable TV 1.2
- Digital TV 1.3
- Stable phone 2
- Mobile phone 3
 If YES, is it :
- Internet enabled mobile phone (WAP, GPRS, UMTS etc.) 3.1
- Games console 4
- Desktop computer 5
- Portable computer (laptop)..... 6
- Handheld computer (palmtop)..... 7
- None of the above..... 8

A2. Does any member of the household have access to the internet at home

(regardless of whether it is used)?

- Yes..... 1→A3
- No..... 2→A5
- Don' t know 3→B1

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

(Tick all that apply)

- Desktop computer..... 1
 - Portable computer (laptop) 2
 - TV set with specific internet device (e.g. digital TV or set top box)..... 3
 - Games console..... 4
 - Other means (i.e. none of the above)..... 5
- Specifically:*
- Internet enabled mobile phone alone (WAP, GPRS, UMTS,etc.)..... 5.1
 - Handheld computer(palmtop, PDA) 5.2
 - 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
- DSL (e.g. ADSL, SHDSL, etc.)..... 2→ B1
- Broadband connection Other (e.g. cable, UMTS, etc.) 3→ B1
- Mobile phone over narrowband (WAP, 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
- Physical disability..... 7
- Privacy or security concerns..... 8
- Other..... 9

MODULE B: USE OF MOBILE PHONE, COMPUTERS, LOCATION AND FREQUENCY OF USE

B1. When did you most recently use a computer?

- In the first three months of 2006..... 1→ B2
- In the time interval April – December 2005..... 2→ B4
- Before April 2005..... 3→ B4
- Have never used one..... 4→ B4

B2. How often, on average, did you use a computer in the first quarter of 2006?

(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. In the first quarter of 2006, where did you use a computer?

(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
- Other (e.g. hotel, airport, internet café, etc.)..... 5

B4. Do you use a mobile phone?

- Yes 1→ B5
- No 2→ Γ1

B5. To what extent have you substituted private traditional postal mail (e.g. for birthday wishes / seasons' greetings or in order to handle personal matters with private companies or public services) by mobile messages (SMS or MMS) via mobile phone?

- Not at all 1
- Partly 2
- Significantly (substitution up to 2/3 of postal mail)..... 3
- Mostly or almost all 4
- I don't use traditional postal mail 5

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first three months of 2006..... 1→ C2
- In the time interval April – December 2005..... 2→ E1
- Before April 2005..... 3→ E1
- Have never used it..... 4→ F1_1

C2. In the first quarter of 2006, 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 2006, where did you use the internet?

(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..... 5
- More specifically:
- Public library..... 5.1
 - Post office..... 5.2
 - Public Office, town hall, government agency..... 5.3
 - Cultural, sport club, etc. 5.4
 - Internet café..... 5.5

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

(tick all that apply)

- Mobile phone via WAP or GPRS 1
- Mobile phone via UMTS (3G) 2
- Handheld computer (palmtop, PDA) 3
- None of the above 4

C5. To what extent have you substituted private traditional postal mail (e.g. for birthday wishes / seasons' greetings, or in order to handle personal matters with private companies or public services) by internet or e-mail messages?

- Not at all 1
- Partly 2
- Significantly (substitution up to 2/3 of postal mail)..... 3
- Mostly or almost all 4
- I don't use traditional postal mail 5

C6. Do you use a personal e-mail address ?

(At home or office)

- Yes..... 1
- No..... 2

C7. For which of the following activities did you use the internet in the first quarter of 2006 for private purpose?

(tick all that apply)

Communication

- Sending / receiving e-mails..... 1
- Telephoning over the internet / videoconferencing..... 2
- Other (use of chat sites, etc.)..... 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 / watching web television..... 6
- Playing or downloading games, images or music..... 7
- Downloading software..... 8
- Reading or downloading online newspapers / news magazines..... 9
- Looking for a job or sending a job application..... 10
- Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.) 11
- Other information search or on-line service..... 12

Selling of goods or services, banking

- Internet banking..... 13
- Selling goods or services (e.g. via auctions)..... 14

Continued in next page

C7. (CONTINUED)

Training and education

- Searching information / participating in any official educational degree
(school, university, etc.) 15
- Searching information / participating in post educational courses..... 16
- Searching information / participating in other educational courses related
specifically to employment opportunities 17

C8. In the first quarter of 2006, did you receive unsolicited e-mails that you would regard as junk mail or spam and that you would prefer not to receive?

- Yes..... 1
- No..... 2

MODULE D: E-GOVERNMENT

D1. Would you be interested to use the internet to replace some of your personal contacts with or visits to public services or administrations ?

- Yes, I already use this possibility 1→D3
- I would be interested (but I am currently not a user)..... 2→D2
- No..... 3→D2

D2. What are the reasons for not using the internet for dealing with public services or administrations?

- The services I need are not available on-line or difficult to find 1
- Personal contact is missing 2
- Immediate response is missing 3
- Concerned about protection and security of my data 4
- High connection costs, etc. 5
- Using the internet for contacts with public services is too complex / don't have necessary knowledge 6
- None of the above. Other 7

FOR THE INTERVIEWER

- *Persons having answered 2 in D1 «I would be interested», continue with question D3.*
- *Persons having answered 3 in D1 «No», continue with question D4.*

D3. With which of the following matters are you already dealing via internet or would you like to deal via internet ?

	Yes, I have, already done this on-line	Yes, I would like to do this on-line	No, I would not do this on-line
1. Income taxes (declaration, Notification of assessment, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
2. Job search by labour office.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
3. Social security benefits (unemploy- ment benefits, child allowances) – social insurance (medical costs, etc.).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
4. Passport / driver's licence.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
5. Car registration	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
6. Building permission	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
7. Theft declaration to the police ...	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
8. Public libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
9. Certificates (birth, marriage, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
10. Enrolment in higher education or University	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
11. Announcement for changing address	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
12. Health related services (appointments, Information on availability of services, etc.).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

D4. In the first quarter of 2006, for which of the following activities relating to interaction with public services did you use the internet, for private purposes ?

(tick all that apply)

- Obtaining information from public authorities' web sites 1
- Downloading official forms, certificates, etc. 2
- Sending filled in forms, certificates, tax declaration, etc. 3

- Didn't use the internet for the pre-mentioned activities..... 4

MODULE E: INTERNET COMMERCE DETAILS - ACTIVITIES AND BARRIERS

E1. When did you most recently buy or order goods or services for private use over the internet?

- In the first three months at 2006 1→ E2
- In the time interval April – December 2005..... 2→ E2
- Before April 2005..... 3→ E6
- Have never bought or ordered..... 4→ E6

E2. What types of goods or services did you order over the internet for private use in the last 12 months (April 2005 – March 2006)?

(tick all that apply)

Food / Groceries	1
Household goods (e.g. furniture, toys, etc)	2
DVD's, CD's, films, etc.	3
Books / Magazines/Newspapers/E-learning material	4
Clothes, sports goods	5
Computer software (incl. video games)	6
Computer hardware (modem, printer, etc.)	7
Electronic equipment (videocamers, cameras, mobile phones, TV's, DVD's, etc.)	8
Share purchases / Financial services / insurance	9
Travel and holiday accommodation	10
Tickets for events	11
Lotteries or betting	12
Other (e.g. information from data bases)	13

*If 'yes' to categories **3, 4 or 6** go to question **E2-b** otherwise continue with question **E3**.*

E2-b. Of the products which you ordered over the internet, were any of the following 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

E3. Did you buy or order goods over the internet from :

(tick all that apply)

- Retailers known from outside the internet (physical store, catalogues).. 1
- Retailers known from the internet or found on the internet..... 2

E4. In the last 12 months (April 2005 - March 2006), did you encounter any problems when buying/ordering goods or services over the internet?

- Yes 1 → E5
- No..... 2 → F1_1

E5. What problems have you encountered when buying / ordering goods or services over the internet in the last 12 months?

(tick all that apply)

- Difficulties in finding information concerning guarantees..... 1
 - Speed of delivery longer than indicated 2
 - Final costs higher than indicated (e.g. higher delivery costs, credit card transaction fees, etc.)..... 3
 - Wrong or damaged goods delivered or no goods received at all..... 4
 - Lack of security of payments..... 5
 - Complaints and redress were difficult or no satisfactory response after complaint..... 6
 - Others..... 7
- } ⇒ F1_1

E6. What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months?

(tick all that apply)

- Have no need..... 1
- Prefer to shop in person, like to see product, loyalty to shops, force of habit..... 2
- Lack of skills 3
- Delivery of goods is a problem (it takes too long, etc.) 4
- Security or privacy concerns (e.g. giving credit card details over the internet)..... 5
- Trust concerns about receiving or returning goods, complaint / redress concerns 6
- Don't have a payment card allowing to pay, over the internet..... 7
- Speed of the internet connection is too slow..... 8
- Others..... 9

MODULE F: E - SKILLS

F1_1. For the interviewer:

Has question B1 answer «I have never used computer»?

- Yes 1→F3_1
- No..... 2→F1

F1. When did you last take a training course (of at least 3 hours) on any aspect of computer use?

- In the first three months at 2006..... 1
- In the time interval April – December 2005..... 2
- In the time interval April 2002 – March 2005..... 3
- Before April 2002..... 4
- Have never taken any..... 5

F2. Which of the following computer related activities have you already carried out?

(tick all that apply)

- Copying or moving a file or folder..... 1
- Using copy and paste tools to duplicate or move information within a document 2
- Using basic arithmetic formulas in a spreadsheet..... 3
- Compressing files..... 4
- Connecting and installing new devices, e.g. a printer or a modem..... 5
- Writing a computer program using a specialized programming language... 6
- None of the above..... 7

F3_1. For the interviewer:

Has question C1 answer «I have never used internet»?

- Yes..... 1→ F4_1
- No..... 2→ F3

F3. Which of the following internet related activities have you already carried out?

(tick all that apply)

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

F4_1. For the interviewer:

In questions F2 or F3 there exists at least one (positive) answer.

- Yes..... 1→F4
- No..... 2→Interview's Result

F4. Where or how did you obtain the skills to carry out these activities?

(tick all that apply)

- Formalized educational institution (school, university, etc.)..... 1
- Training courses in adult education center (but not on the initiative of your employer) 2
- Vocational training courses (on the demand of the employer)..... 3
- Self-study using books, cd-rooms, etc..... 4
- Self-study in the sense of learning-by- doing..... 5
- Informal assistance from colleagues, relatives, friends..... 6
- Some other way 7