

HELLENIC STATISTICAL AUTHORITY

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

GENERAL DIRECTORATE OF STATISTICAL SURVEYS

Prefecture: _____

POPULATION STATISTICS AND LABOR MARKET DIRECTORATE
UNIT of Special Household Surveys

Municipality / Commune : _____

Phone : 213 135 2896

Date : |_|_| |_|_| ||20|1|6|

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**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES FROM HOUSEHOLDS & INDIVIDUALS
2016**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1941 up to 1999)

- | |
|---|
| <ul style="list-style-type: none">- The survey is being conducted on a sample of households having been defined by ELSTAT in a random way.- The provision of data is OBLIGATORY.- Information collected is being used solely for statistical reasons and CONFIDENTIALITY is being kept (Law 3832/10). |
|---|

Piraeus, 2016

UNIT OF SOCIO - DEMOGRAPHIC CHARACTERISTICS

1. HOUSEHOLD'S SYNTHESIS

S/N of household's member	NAME	SURNAME	YEAR OF BIRTH	EMPLOYMENT SITUATION 1. Employed 2. Unemployed 3. Student 4. Retired 5. Housewife, incapable for work and other inactive
1	2	3	4	5
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				

Total number of household members |__|__|

Total number of household members aged less than 16 years old |__|__|
(born from 2000 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1941 up to 1999)

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 ELSTAT

Legal marital status:

- Unmarried 1
- Married (including registered partnership and persons being separated and not divorced)..... 2
- Widowed..... 3
- Divorced 4

Educational level having been completed:

- Has not attended any educational level 0
- A few classes of Dimotiko 1
- Dimotiko (primary) 2
- Gymnasium (lower secondary)..... 3
- Vocational school (ΕΠΑΣ), Technical Vocational school (ΤΕΣ), (ΤΕΕ) etc. (1st cycle) 4
- Technical Vocational school 2nd cycle (ΤΕΣ, ΤΕΕ) 5
- Vocational lyceum (ΕΠΑΛ), ΤΕΛ etc. 6
- General (upper secondary) 7
- Public or private Institutes of vocational training lasting up to 2 years 8
- College lasting more than 2 years 9
- Graduate studies – higher schools lasting 3 years (Higher tourist schools, School for tourist guides, etc.) 10
- Higher Technical Institutes (ΑΤΕΙ, ΤΕΙ, ΚΑΤΕΕ, ΑΣΠΑΙΤΕ) 11
- Universities, higher military schools, Open University 12
- Post graduate studies (Msc.,MBA, MA, Mlit, MPHIL) 13
- PhD 14

Employment situation:

- Employee... 1
Specifically:
 - Full time 1.1
 - Part time 1.2
- Also:*
 - Permanent job or contract of unlimited duration 1.1
 - With a temporary job or contract of limited duration. 1.2
- Self employed (inc. unpaid family workers) 2
Specifically:
 - Full time 2.1
 - Part time 2.2
- Unemployed 3
- Student 4
- Other inactive (*housewife, in military service, retired, man of independent means, incapable for work, etc.*) 5
Specifically:
 - Retired 5.1
 - Permanently disabled 5.2
 - In compulsory military service 5.3
 - Fulfilling domestic tasks 5.4
 - Other 5.5

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 ELSTAT

MODULE A : ACCESS TO SELECTED INFORMATION AND COMMUNICATION TECHNOLOGIES

A1. Do you or anyone in your household have access to the internet at home
(regardless of whether it is used)?

- Yes..... 1→A2
- No..... 2→A3
- Don't know 3→B1

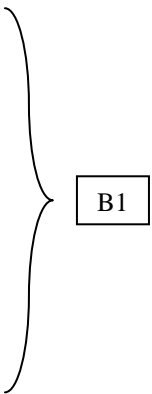
A3. What types of Internet connection are used?
(Tick all that apply)

Broadband connection

- (a) Fixed broadband connection, e.g DSL, ADSL, VDSL, cable, optical fibre,..... 1
Satellite, public WiFi connections
- (b) Mobile broadband connections (via mobile phone network, at least 3G,..... 2
e.g. UMTS, using (SIM) card or USB key, mobile phone or smart phone as modem

Other narrowband connection

- (c) Dial up access over normal telephone line or ISDN..... 3
- (d) Mobile narrowband connection (less than 3G like 2G+.GPRS) using SIM card or USB or
mobile phone / smart phone as modem 4



A4. 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 need internet (because content not useful, not interesting, etc.)... 2
- Equipment costs too high 3
- Access costs too high (telephone connection, cost of DSL connection etc.) 4
- Lack of skills..... 5
- Privacy or security concerns..... 6
- Broadband connection not available in your area 7
- None of the above..... 8

MODULE B: USE OF THE INTERNET

Module B records internet access at any location (home, work or other places). Any internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers, etc.

B1. When did you most recently use the internet?

- In the first quarter of 2016 1 → B2
- In the time interval April – December 2015..... 2 → C1
- Before April 2015..... 3 → D1
- Have never used it..... 4 → G1

B2. How often, on average, did you use the internet in the first quarter of 2016?
(tick one)

- Every day or almost every day..... 1
- At least once a week but not every day..... 2
- Less than once a week..... 3

B3. On which of the following devices did you use the internet in the first quarter of 2016?

(tick all that apply)

- Desktop computer 1
- Laptop or netbook 2
- Tablet computer 3
- Mobile phone or smart phone 4
- Other mobile devices (e.g. media player, game console, e-book reader
smart watch) 5
- Smart TV (directly connected to the internet, e.g. via WiFi, not via a separate
device using it as a larger screen)..... 6

For the interviewer: If positive answer exists in 6 of Q.B3 continue with Q.B4, otherwise continue with Q.B5.

B4. For which of the following activities did you use the Smart TV in the 1st Quarter of 2016?

- Watching internet streamed TV (live or catch-up) 1
- Watching other video content (on demand or from sharing services) 2
- Internet browsing through a browser app 3
- Using other apps (e.g. Skype, Facebook, games, online shopping) 4

B5. Did you use any of the following mobile devices to access the internet away from home or work in the first quarter of 2016 ?

(tick all that apply)

- Mobile phone or smart phone 1
- If yes:*
 - Using mobile phone network 1.1
 - Using wireless network (e.g. WiFi)..... 1.2
 - Portable computer (e.g. laptop, tablet) 2
 - Using mobile phone network, with USB, sim card, etc..... 2.1
mobile phone or smart phone as a modem
 - Using wireless network (e.g. WiFi) 2.2
 - Other device (PDA, MP3, E-book reader, games console, etc.) 3
- I don't access the internet via any mobile device away from home or work 4

B6. For which of the following activities did you use the internet in the first quarter of 2016 for private purpose?

(tick all that apply)

Communication

- Sending / receiving e-mails 1
- Telephoning over the internet / video , calls (via webcam) over the internet (using applications, e.g. Skype or Facetime) 2
- Participating in social networks (creating user profile, posting messages... or other contributions to facebook, twitter,etc.) 3

Access to information

- Reading online news / newspapers / newsmagazines 4
- Finding information about goods or services..... 5

B6. continued

Use of entertainment

- Playing or downloading games..... 6
- Listening to music (e.g. web radio, music from online music libraries / clouds) 7
- Watching internet streamed TV (live or catch-up) from TV broadcasters..... 8
- Watching video on demand from commercial services (e.g. Netflix, HBO) 9
- Watching video content from sharing services (e.g. from YouTube) 10

Creativity

- Updownloading self-created content (text, photos, music, videos, software, etc.) to any website to be shared..... 11
- Creating websites or blogs 12

e-Health

- Seeking health-related information 13
- Making an appointment with a doctor via the website of a hospital or Health Care Center..... 14

Other online services

- Using services related to travel or travel related accommodation 15
- Selling of goods or services via auctions (e.g. e-Bay) 16
- Internet banking 17
- Using payment accounts (e.g. PayPal) to pay for goods or services purchased over the internet) 18

B7. During the 1st quarter of 2016, did you storage space on the internet to save documents, pictures, music, video or other files, on Google Drive, Dropbox, Windows OneDrive/Skydrive, iCloud, Amazon Cloud Drive, etc.?

- Yes 1
- No 2

B8. During the first quarter of 2016, have you conducted any of the following learning activities over the internet for educational, professional or private purposes ?

(tick all that apply)

- Doing an online course 1
- Using online learning material other than a complete online course 2
- Communicating with instructors or students using educational websites Portals 3
- Other 4

MODULE C: USE OF E-GOVERNMENT

Module C is being answered from respondents who answered in Question B1, 1 or 2, that is persons having accessed the internet in the last 12 months.

Module C asks about electronic contacts via the internet with public services and public authorities. Contact and interaction with public authorities and public services include websites concerning citizen obligations (e.g. tax declaration), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. making an appointment, health certificate, certificate for hospitalization or health examination).

C1. In the last 12 months (April 2015-March 2016) did you interact with public services over the internet for private purposes for the following activities?

(tick all that apply)

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

If no to C1.3 go to question C2, otherwise go to Module D.

C2. What were the reasons for not sending filled in forms to public authorities/services over the internet in the last 12 months?

(tick all that apply)

- Did not have to submit official forms at all 1
- If yes to 1 continue with Module D/Question D1
If no positive answer exists in 1 continue with the rest sub-items of the question*
- There was no such website service available 2
 - Lack of skills or knowledge (e.g. didn't know how to use website or use was too complicated) 3
 - Concerns about protection and security of personal data 4
 - Lack of or problems with electronic signature or electronic ID/certificate (required for authentication/using the service)..... 5
 - Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)..... 6
 - None of the above, but other 7

MODULE D: USE OF E-COMMERCE

Module D is being answered from respondents who answered in Question B1, 1, 2 or 3, that is persons having ever accessed the internet.

*Module D asks for purchases of goods and services over the internet for private use via any device (desktop, portable, mobile or smart phone). Purchases refer to orders of goods or services over the internet for which payment is required; the payment does not have to be online. Orders via manually typed e-mails, SMS or MMS are **NOT** included.*

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 2016 1 → D2
- In the time interval April – December 2015..... 2 → D2
- Before April 2015..... 3 → D9
- Have never bought or ordered..... 4 → D9

E2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2015 – March 2016)? (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
Clothes, sports goods	<input type="checkbox"/> 4
Computer hardware	<input type="checkbox"/> 5
Electronic equipment (videocameras, cameras, mobile phones, TV's, DVD devices, etc.)	<input type="checkbox"/> 6
Telecommunication services (e.g. Nova subscriptions, broadband subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/> 7
Holiday accommodation (hotel, room, apartment, etc.)	<input type="checkbox"/> 8
Travel arrangements such as tickets, car hire, etc.	<input type="checkbox"/> 9
Tickets for events (concerts, theater, cinema, etc.)	<input type="checkbox"/> 10
Films, music (DVDs, CDs, tapes ,etc.)	<input type="checkbox"/> 11
Books (including e-books), magazines, newspapers,	<input type="checkbox"/> 12
E-learning material	<input type="checkbox"/> 13
Video games software, other computer software and software upgrades	<input type="checkbox"/> 14
Other (e.g. jewels, information from data bases, cloud services)	<input type="checkbox"/> 15

D3. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months (April 2015 – March 2016) 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

*Respondents having provided positive answer in D1=1 continue with Q.D4.
All others continue with Q.D6.*

D4. In the first quarter of 2016, how many times did you order or buy goods or services over the internet for private use?

Orders/ Purchases (estimate)number |_|_|_|_|

Or

- 1 – 2 orders/purchases 1
- 3 - 5 orders/purchases 2
- 6 - 10 orders/purchases 3
- More than 10 orders/purchases 4

D5. How much as an estimate did you spend buying or ordering goods or services over the internet for private purposes during the 1st quarter of 2016 (excluding shares, insurances or other financial services) ?

▪ Total value|_|_|_|_|_|_|_|€

If you don't remember the exact amount tick one of the following :

- Less than 50€ 1
- 50-99€ 2
- 100-499€ 3
- 500-999€ 4
- 1.000€ or more 5
- Don't know 6

D6. What problems have you encountered when buying / ordering goods or services over the internet in the last 12 months (April 2015-March 2016)?

(tick all that apply from 1-9 or 10)

- Technical failure of website during ordering or payment 1
- Difficulties in finding information concerning guarantees and other legal rights 2
- Speed of delivery slower than indicated 3
- Final costs higher than indicated 4
- Wrong/damaged goods/services delivered 5
- Problems with fraud encountered 6
- Complaints and redress were difficult or no satisfactory response after complaint 7
- Foreign retailer did not sell to my country 8
- Other 9
- I have not encountered any problem 10

D7. How often did you use the following online information before you bought or ordered goods or services over the internet for your own private use in the last 12 months (April 2015-March 2016)?

(tick all that apply)

- | | Every time
Or
almost every time | Some
times | Rarely
or
Never |
|--|---------------------------------------|----------------------------|----------------------------|
| • Information from several retailer, producer or service provided websites | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| • Price or product comparison websites or apps | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Customer review on websites or blogs | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

D8. Have you bought or ordered any goods or services over the internet for your own private use by clicking/buying straightaway through an advertisement on a social media website or app (e.g. Facebook) in the last 12 months (April 2015-March 2016)?

(tick all that apply)

- Yes..... 1
- No 2

Respondents having provided in B1 answer 1 or 2 continue with D9. All others continue with module G/Q.G1.

D9. Did you carry out any of the following financial activities over the internet (excluding e-mail) for private in the last 12 months (April 2015-March 2016)?

(tick all that apply)

- Buying or selling shares, bonds, funds or other investment services 1
- Buying or renewing existing insurance policies, including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)..... 2
- Taking a loan or arranging credit from banks or other financial providers 3

MODULE E: E-SKILLS

Unit E is being answered from respondents who answered in Question B1, 1 or 2 that is individuals having accessed the internet in the last 12 months.

E1. Which of the following computer related activities have you already carried out in the last 12 months (April 2015-March 2016)?

(tick all that apply)

- Transferring files between computer and other devices such as from digital camera, mobile phone, MP3, MP4 player. 1
- Installing software or applications..... 2
- Changing the setting of any software, including operational system or security programs 3

E2. Which of the following software related activities have you already carried out in the last 12 months (April 2015-March 2016)?

(tick all that apply)

- Copying of moving a file or folder 1
- Using word processing software 2
- Creating presentations of documents integrating text, pictures, tables Or charts 3
- Using a spread sheet software 4
- If yes,*
 - Using its advanced functions to organize and analyze data, such as sorting, filtering, using formulas, creating charts... 4.1
- Using software to edit photos, video, or audio files 5
- Writing code in a programming language 6
- None of the above 7

MODULE F: PRIVACY AND PROTECTION OF PERSONAL IDENTITY

Unit F is being answered from respondents who answered in Question B1, 1 or 2 that is individuals having accessed the internet in the last 12 months.

Module F concerns the provision and protection of personal information in connection with activities carried out over the internet for any purpose.

Personal information refers to information which you consider private and would not necessarily disclose to the public, e.g. personal details (e.g. first name, family name, date of birth, identify card number), contact details (e.g. home address/ where you live, phone number, e-mail) or payment details (e.g. credit card number) or other information (e.g. photos, current location).

F1. In the last 12 months (April 2015-March 2016) what type or personal information did you provide over the internet?

(tick all that apply)

- Personal details (e.g. name, date of birth, identity card number) 1
- Contact details (e.g. home address, phone number, e-mail) 2
- Payment details (e.g. credit or debit card number, bank account number) .. 3
- Other personal information (e.g. photos of you, current location, information related to health, employment, income) 4
- None, did not provide any personal information 5

F2. In the last 12 months (April 2015-March 2016) have you carried out any of the following to manage access to your personal information on the internet ?

(tick all that apply)

- Read privacy policy statements before providing personal information 1
- Restricted access to your geographical location 2
- Limited access to your profile or content on social networking sites 3
- Refused allowing the use of personal information for advertising purposes . 4
- Checked that the website where you needed to provide personal information was secure (e.g. https sites, safety logo or certificate) 5
- Asked websites or search engines to access the information they hold about you to update or delete it 6

F3. Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored ads?

- Yes..... 1
- No 2

F4. How much concerned are you with your online activities being recorded to provide you with tailored advertising ?

- Very concerned 1
- Somewhat concerned 2
- Not concerned at all 3

F5. Have you ever changed the settings in your internet browser to prevent or limit the amount of cookies put on your computer?

- Yes 1
- No 2

F6. Do you use anti-tracking software (software that limits the ability to track your activities on the internet)?

- Yes 1
- No 2

UNIT G: INCOME

G1. Which is the total net monthly income of your household?

- Amount|_|_|_|_|_|_|_|→ Interview Results
- Don't know the exact amount →G2

G2. If you don't know the exact amount, please tick one of the following income ranges.

- Up to 500€ 1
- 501€ - 1.100€ 2
- 1.101€ - 2.300€ 3
- More than 2.300€..... 4

INTERVIEW RESULTS

Interview completed : 1

No contact with the household, because household is temporarily absent or telephone number is wrong : 2

Interview not completed, although contact was made:

➤ All household members ineligible (out-of-scope) 3

➤ Refusal to cooperate 4