

**NATIONAL STATISTICAL
SERVICE OF GREECE
Population and Labour Market
Statistics Division
Unit of Special Household Surveys**

**EUROPEAN UNION- SURVEY ON THE USAGE OF INFORMATION
AND COMMUNICATION TECHNOLOGIES (ICT)**

**Analysis of key results of the
2006 survey in Greece**



Pireaus, November 2006

GENERAL OUTLINE

The survey on the use of information and communication technologies from households and persons, has been conducted by the National Statistical Service of Greece, using the telephone technique, at 5.500 private households, and at equal to number persons aged 16-74 years old. Reference period was the 1st quarter of 2006. 4.896 households / persons have been surveyed resulting in response rate 89,02%. Rest households couldn't be approached due to:

- Temporary absence 482
- Age, 6 households having members aged <16 and >74 years old.
- Refusal 116 households.

For the first time, data have been collected for children aged 12 – 15 and persons aged 75 – 84 years old, using specially designed households. Respective response rates are 81,00% and 71,14 %.

Aim of the survey

The survey aims in studying households'/ persons' :

- access to selected IC technologies
- use of computers and internet
- use of mobile phones
- purpose and nature of activities on the internet
- internet commerce details
- e-government
- e-skills

in relation to the demographic characteristics, the educational level and the activity of household members.

Coverage

The survey covers all households of the country, independently of their size or any socio-economic characteristics they may have.

Excluded from the survey are:

- Collective households such as hotels, hospitals, military camps, nursing homes, etc. As collective households were also considered households with more than 5 lodgers.
- Households having as members foreigners in diplomatic missions.

BASIC CONCEPTS

▪ ***Household***

As household is considered either a person living alone in a dwelling or a group of persons, relating or not, residing in the same dwelling with at least one person of the age 16-74 years.

▪ **Members of the household**

We considered as household members and registered them, all persons residing in the household during the first quarter of 2006 or for most of this time period.

Members residing in the dwelling during the survey conduction, but not residing during the reference period (returnees, newborns, etc.) weren't registered.

▪ **Education**

Level of education completed during the conduction of the survey. Classification was made at three categories, low, medium, high.

More specifically:

Low education includes: Primary education (nepiagogeion +dimotiko) and first stage of secondary education (gymnasio). Also registered in this category were persons not having attended/ finished any educational level.

Medium education includes: Second stage of secondary education (Lykeio) and post secondary education (IEK).

High education includes: Tertiary education (Technical Educational Institutes, Universities, Master, PhD)

▪ **Activity status**

Activity status was self-defined. The following categories have been used and have been classified accordingly in the tabulation scheme.

1= Employee

2= Self-employed (including unpaid family worker)

3= Unemployed

4= Student

5= Other economically inactive (housewife, in compulsory military service, retired, man of independent means, unable to work, etc.)

REFERENCE PERIODS

Reference periods used in the survey are:

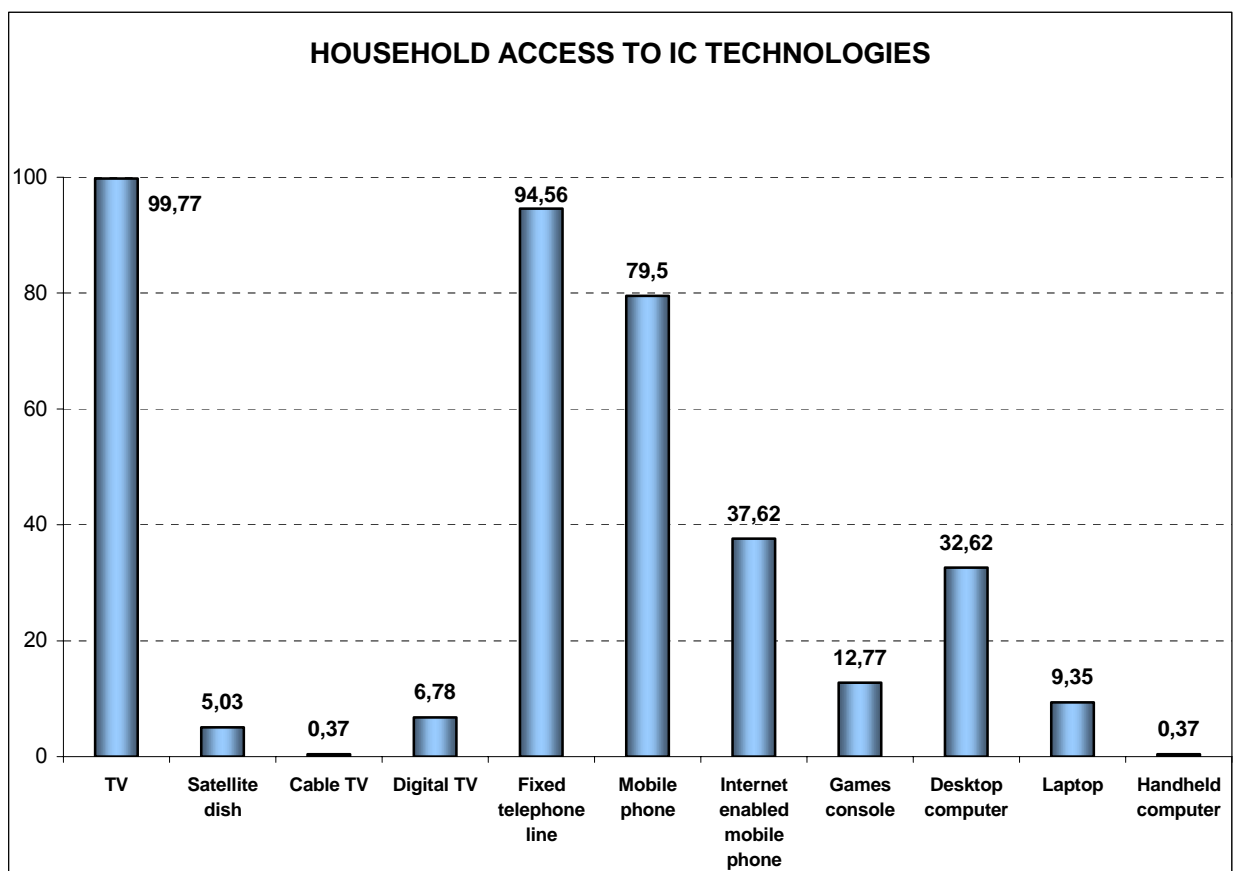
- 31st of March 2005 (educational level completed)
- day of conduction of the survey (activity status, job)
- first 3 months of the year 2006 -January, February, March- (questions A1, A2,B2,B3,C2,C3,C7, D1, D4, etc.)
- last 12 months (April 2005-March 2006) for questions E2,E4,E6, etc.

MAIN RESULTS

The results of the survey are presented as a percentage of total households or total population aged 16-74 years in the country.

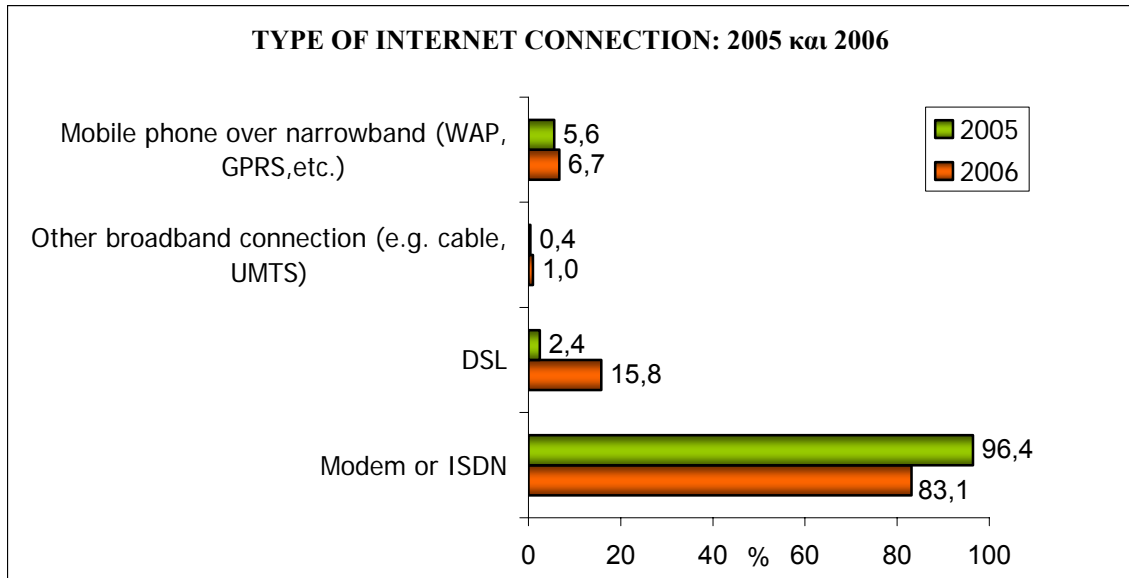
Usage of IC Technologies

From the results of the survey it is evident that almost all Greek households possess conventional analogue TV (99,8%) and fixed telephone line (94,6%). Compared to 2005 mobile phones present increase 5%, indicating the big interest of most households in using it. The percentage of household possessing a computer (desktop / laptop) is 36,7%, presenting an increase, from 2005, of 3,7 percentage units. Also, 12,8% of households possess game console.



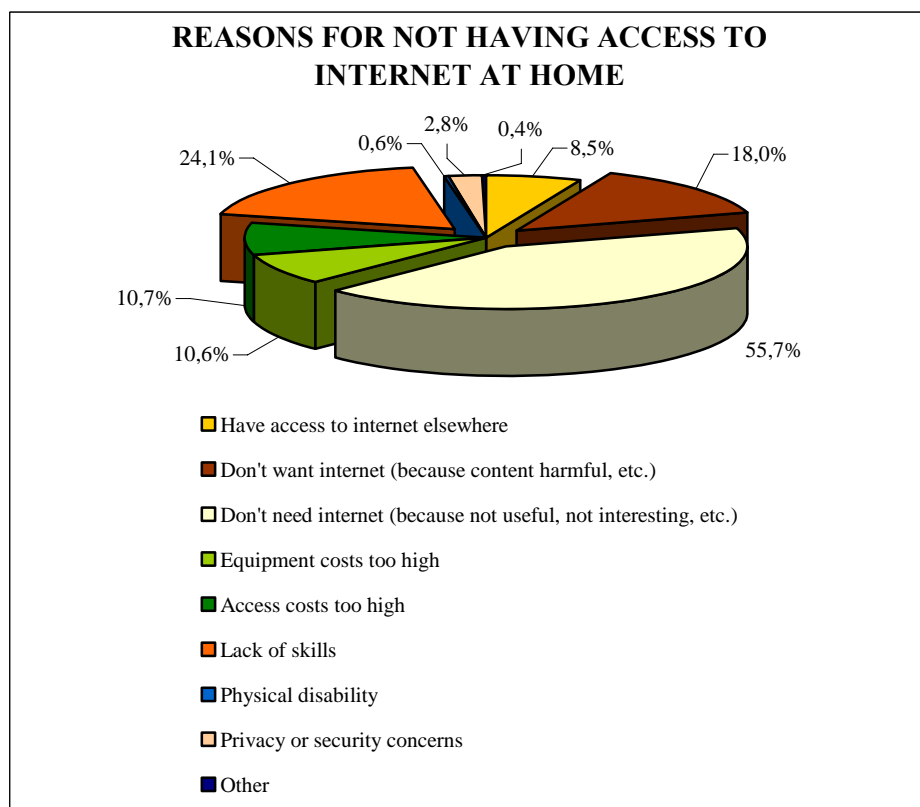
Internet connection at home – type of connection

The 23% of households have access to the internet at home, regardless of whether it is used. The majority (83%) of the households uses modem (dial-up access over normal telephone line) or ISDN. Compared to 2005, a large increase has been recorded in the use of broadband DSL connections (16%) by approximately 13 percentage units.



Reasons for not having internet at home

The reasons for not having access to internet at home remain the same as these of 2005. First reason, with 55,7%, is the perception that internet information is not useful or interesting, and then follow with 24,1% the lack of skills and its harmful content with 18,0%. High decrease is recorded in equipments' and access' costs, reasons being main during the first years of the survey conduction (**2002** : 21,0% and 17,0%, respectively, and **2006** : 10,6% and 10,7%, respectively).

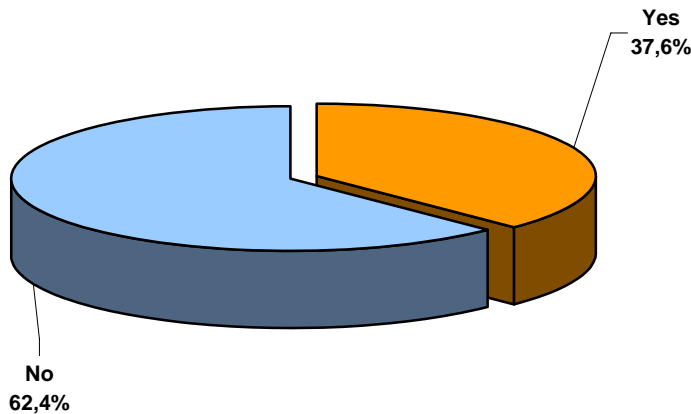


COMPUTER USE (2002-2006)

During the first quarter of 2006, 37,6% of the population used a computer, figure increased by 30,6%, compared to respective figure of year 2005 (28,8%). The recorded increase is the highest in the past 5 years.

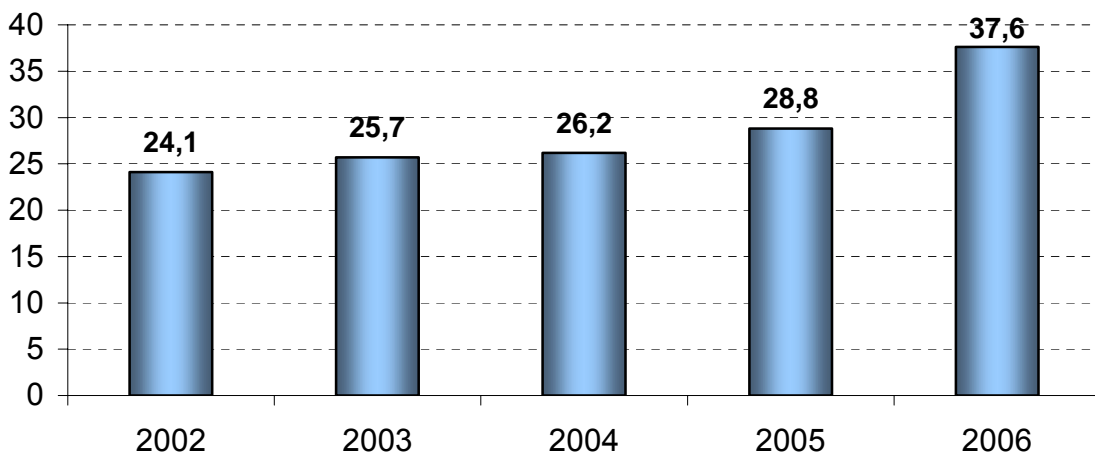
The highest frequency of use, every day or almost every day, is recorded for the 62,9% of the users and main place of use is home (70,4%).

Computer use - 1rst quarter of 2006



The following histogram, presents the computer use, for the past five years, and for the 1st quarter of each year.

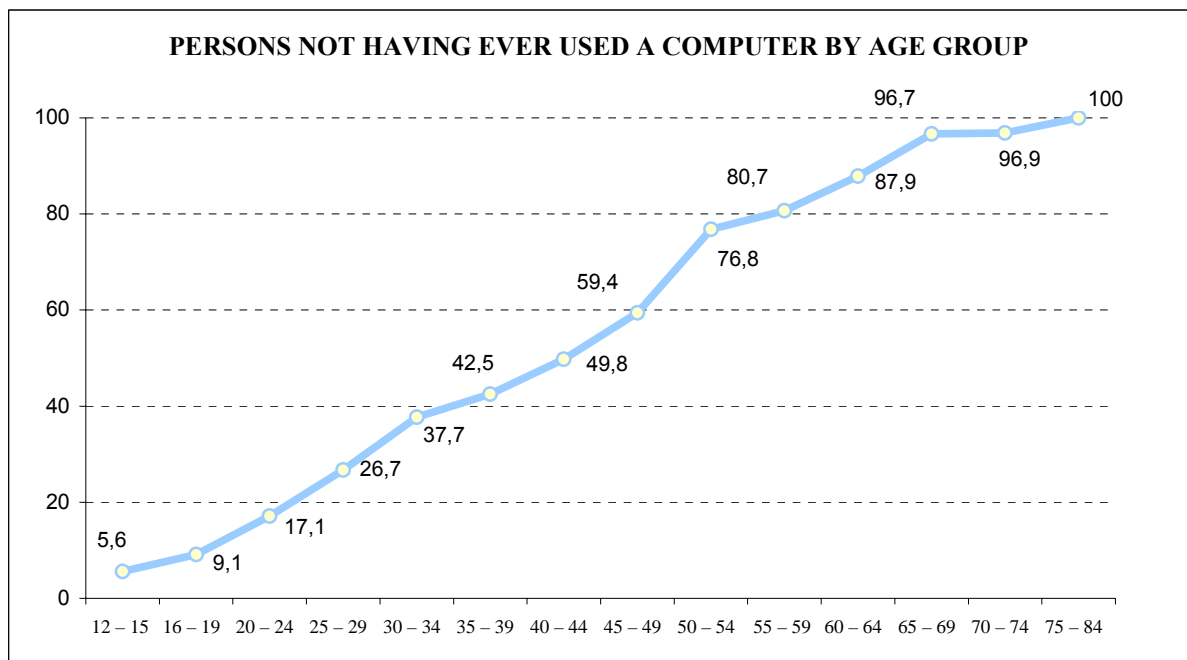
COMPUTER USE - 1rst QUARTER OF THE YEAR



From the persons having used a computer –during the 1st quarter of 2006, 31% are 25 – 34 years old, 48,9% of them have completed medium educational level and 38,4% high educational level. As far as their activity status is concerned at a percentage of 49,7% they are employees.

The population aged 16-74 years old, not having ever used a computer, has decreased since 2005, by 9 percentage units.

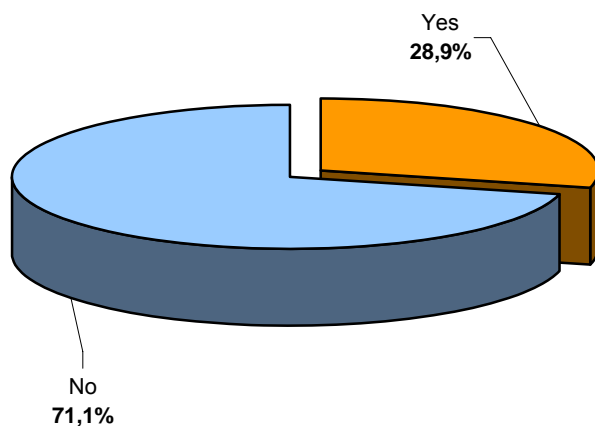
%



INTERNET ACCESS – LOCATION, FREQUENCY OF USE

The 28,9% of population aged 16-74 accessed the internet during the 1st quarter of 2006, figure presenting –compared to the respective percentage for the year 2005 (22,5%)– an increase by 28,4%.

INTERNET ACCESS - 1st Quarter of 2006



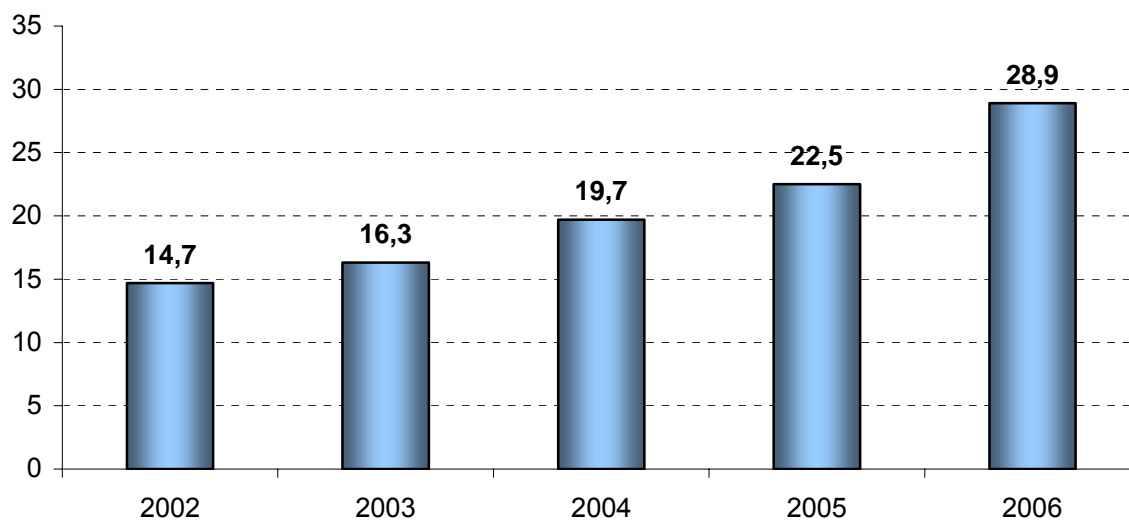
As main location for accessing the internet remains home with 62,4. As far as “other places” are concerned the internet cafes are in the first place.

The highest frequency of use, every day or almost every day, is recorded for the 44,2% of the internet users, being persons aged 25 – 34 (32,2%) and have medium educational level (47%). As far as their activity status is concerned at a percentage of 48,8% they are employees.

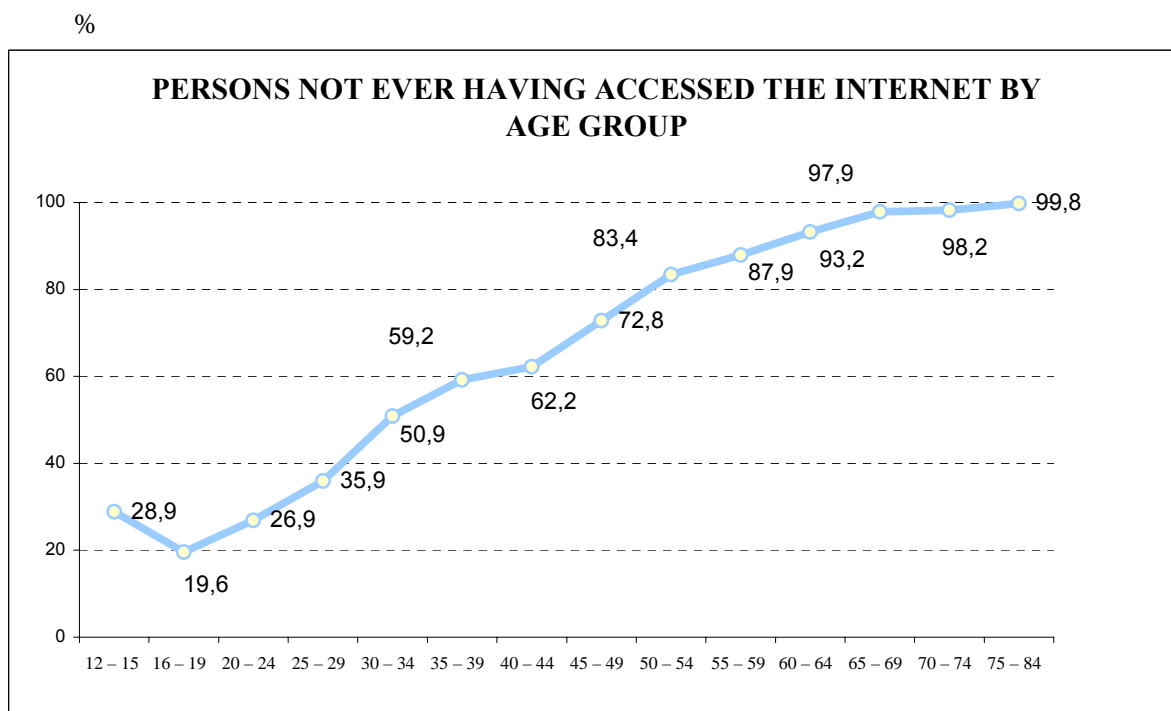
In general, the *profile* of the computer and internet user, is a person aged 25 – 34, having medium educational level and working.

The following histogram, presents the internet access, for the past five years, and for the 1st quarter of each year.

INTERNET ACCESS -1rst QUARTER OF YEAR

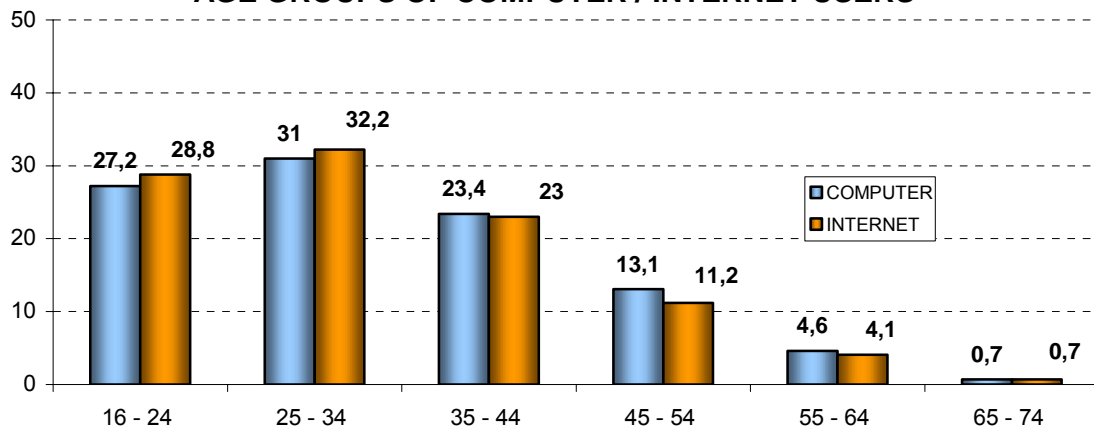


It should be noted that the population not having ever accessed the internet , has decreased since 2005, by 7,7 percentage units.

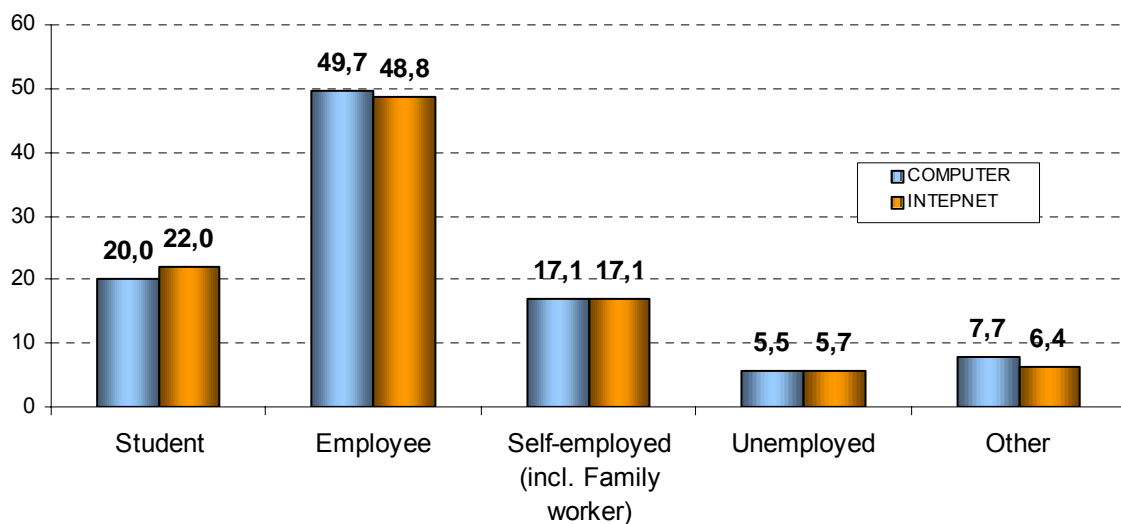


Following are presented some graphs relating to computer use and internet access (users' age, activity, education, place of use, frequency of use).

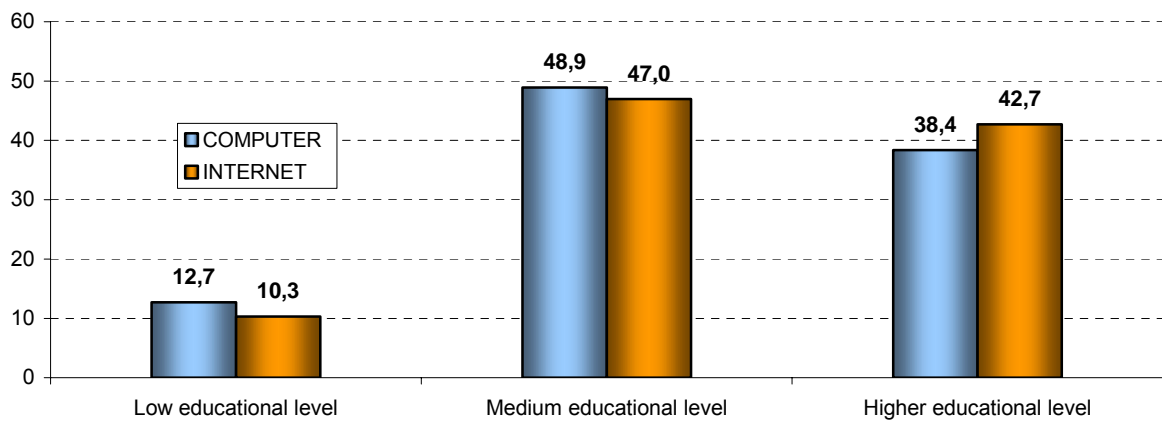
AGE GROUPS OF COMPUTER / INTERNET USERS



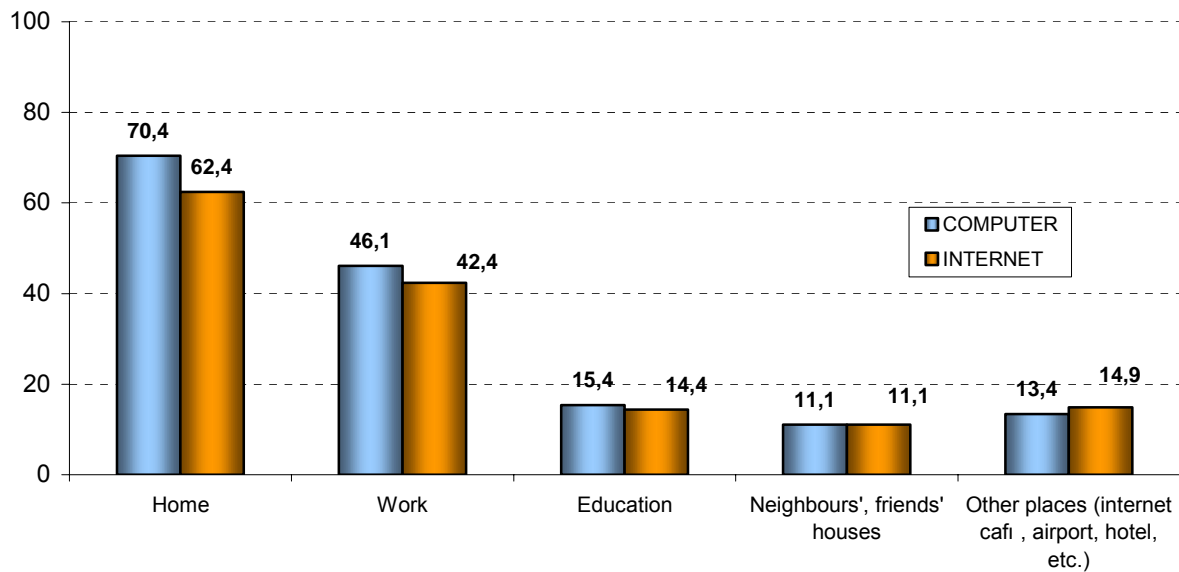
COMPUTER / INTERNET USERS' ACTIVITY



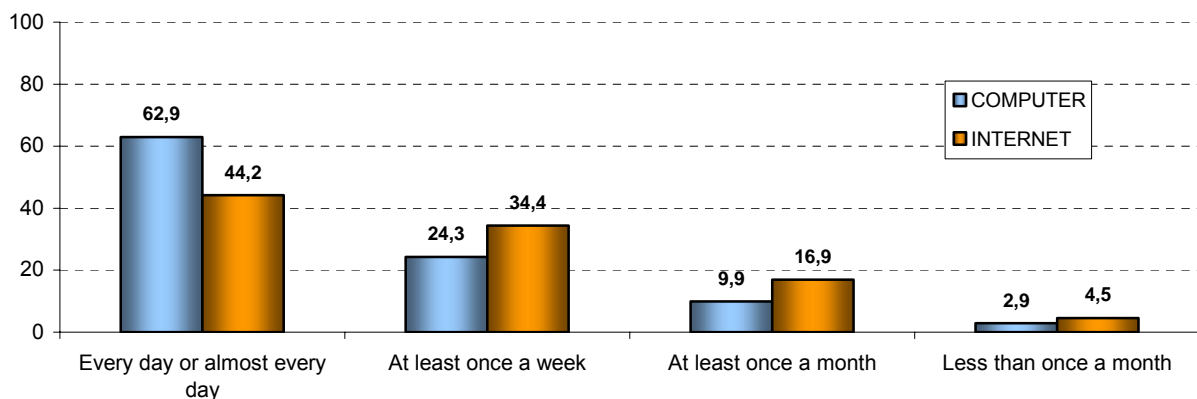
EDUCATIONAL LEVEL OF COMPUTER / INTERNET USERS



PLACE OF COMPUTER USE / INTERNET ACCESS



FREQUENCY OF USE



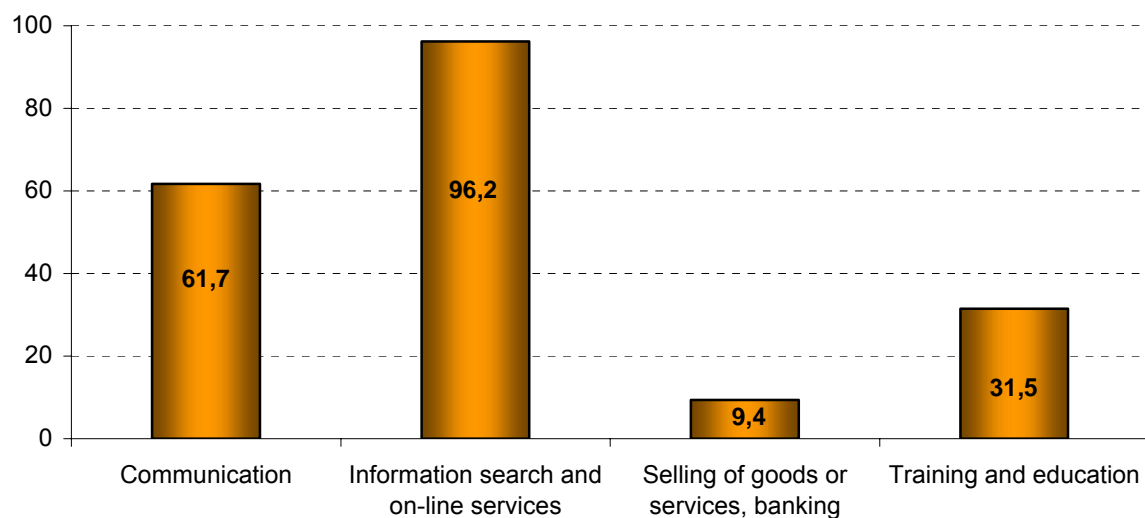
INTERNET USE

Basic information resulting from the survey concerns the activities for using the internet. Following are presented the major groups of activities. As in previous years "Information search and on-line services" remain the most used activity with 96,2%.

More specifically,

- 69% of young persons 16 – 19 ετών mostly uses the internet for playing or downloading games, images, or music.
- For the all the age groups, within the ages 20 – 69, major reason for accessing the internet is finding information about goods and services, and sending / receiving e-mails follows.

INTERNET ACTIVITIES



In detail, the internet activities used in the first quarter of 2006 are presenting in the table below :

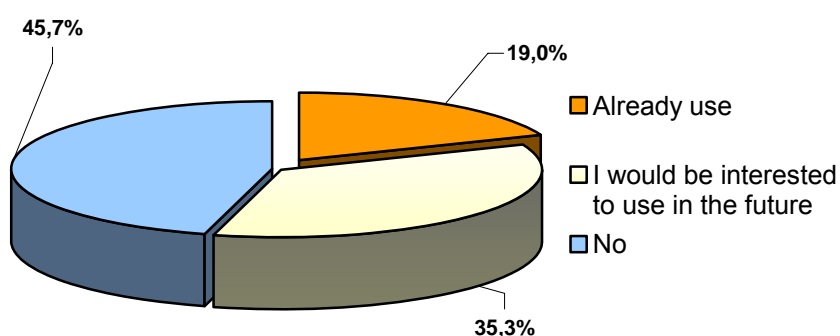
INTERNET ACTIVITIES	%
Sending / receiving e-mails	58,5
Telephoning over the internet / videoconferencing	6,3
Other (use of chat sites, etc.)	10,0
Finding information about goods and services	78,9
Using services related to travel and accommodation	40,2
Listening to web radios / watching web television	18,8
Playing or downloading games, images or music	38,7
Downloading software	23,4
Reading or downloading online newspapers / new magazines	48,0
Looking for a job or sending a job application	14,6
Seeking health-related information	19,2
Other information search or on-line services	30,2
Internet banking	8,5
Selling goods or services (e.g. via auctions)	1,4
Formalised educational activities (school, university, etc.)	25,6
Post educational courses	11,8
Other educational activities related specifically to employment opportunities	7,2

e-GOVERNMENT

Interaction with public services' web sites is information collected, for the first time, in detail. By e-government is meant the network created by public services so that citizens can get information, communicate and finally carry out their transaction with public services, easily and quickly via internet.

The results shown are percentages of total population aged 16-74 having accessed the internet in the 1st quarter of 2006 (28,9%).

INTERACTION WITH PUBLIC SERVICES



The 19% of population, already uses public services' websites in order to deal with their matters/business. However, the percentage of persons not being interested to use this facility is high (45,7%).

The percentages of persons using this facility, by type of matter and by age group, are as following:

- Tax matters, persons aged 30 - 44 (54%),
- Job search services by labour offices, persons aged 25 - 34 (60%),
- Public libraries, persons aged 20 - 29 (42%),
- Certificates (birth, marriage) request / delivery, persons aged 40 - 49 (48%) and
- Enrolment in higher education or university, persons aged 20 - 29 (60%).

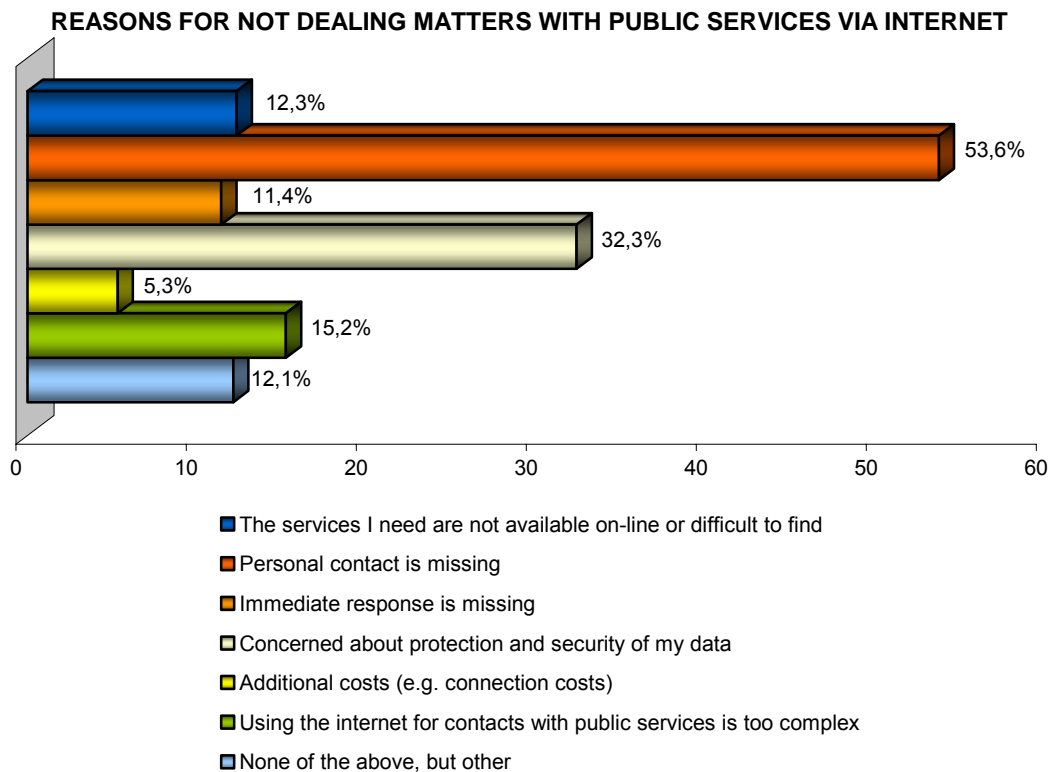
For all the pre-mentioned groups, the majority of users have high educational level, work and according to ISCO 88, are «persons practicing scientific, artistic and relative professions».

The percentage of persons being interested to use the facility, in the future, comes to 35,30%. The majority of them are persons aged 20 – 34 years old, of medium educational level and employees.

As main reasons for not interacting with public services' websites were registered:

- Missing of personal contact (53,60%).
- The concern about protection and security of data (32,30%).
- The complexity of using the internet for contacts with public services (15,2%).

The following graph, presents in detail the reasons for which the 81% of population does not use the facility for dealing matters via internet.

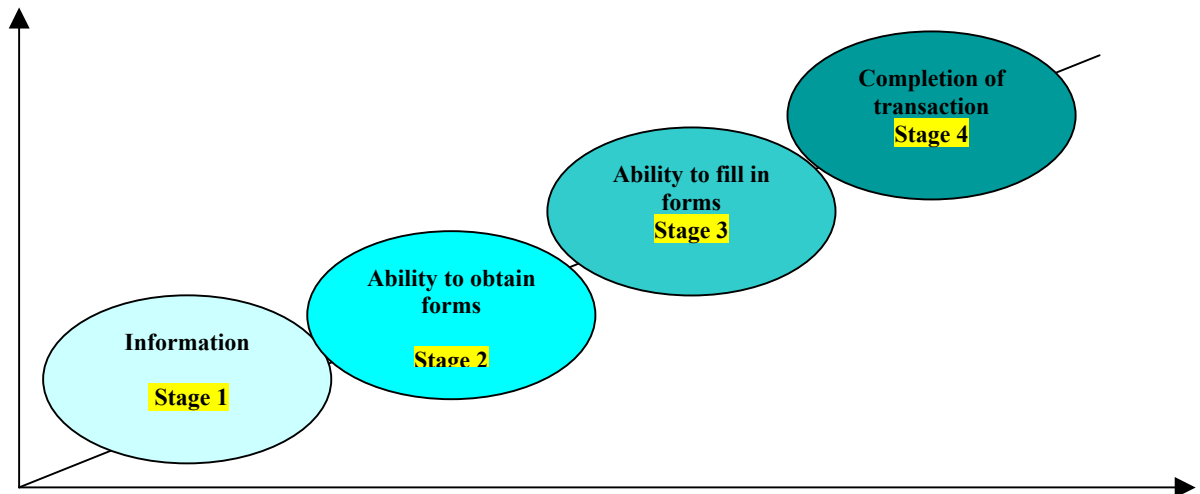


SUPPLY AND DEMAND OF E-GOVERNMENT

A limited number of services / applications exist, main of which are the income taxes declaration, the search of information from public libraries, the job search by labour offices and the request and delivery of certificates.

The degree of realization of a specific service differs in each application. The following graph shows the four possible stages, for dealing with matters via the internet.

STAGES OF REALISATION OF AN APPLICATION

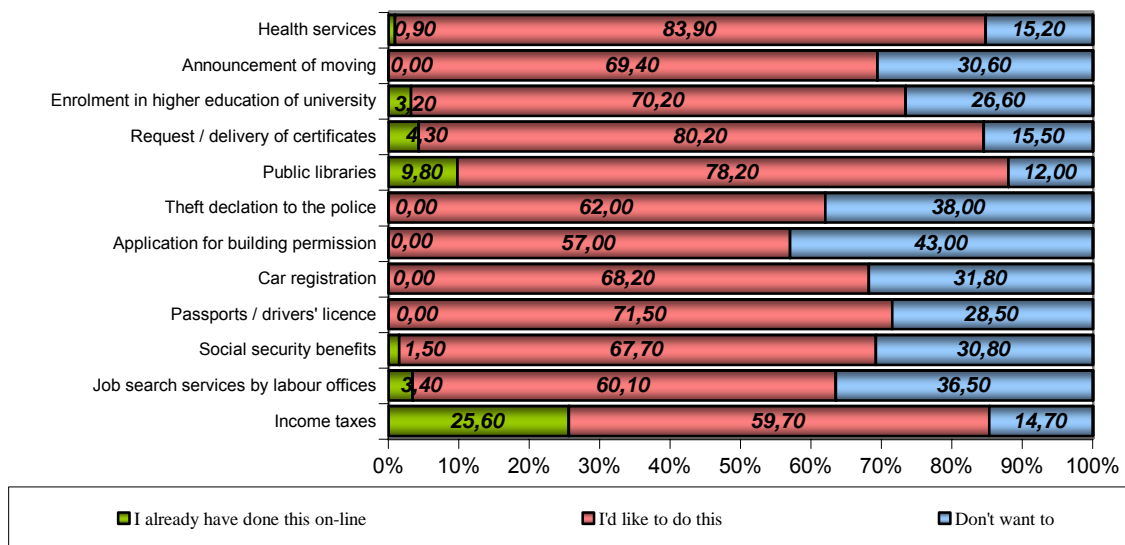


The taxisnet application, recorded as the most used one, is being completed electronically, with no need for personal contact. On the other hand, applications for “certificates” or “passports” only provide information (stage 1) for the necessary papers and in some cases the ability to fill in the forms for asking the specific certificate (stage 3).

Positive answers have been registered for the existence of the service / application, independently of the stage of realization.

Following is presented the realization of interaction with public services, as well as the intention of use, in the future.

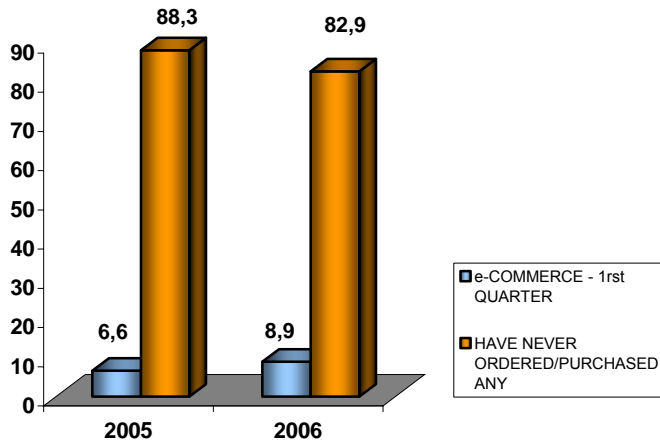
REALISATION OF INTERACTION WITH PUBLIC SERVICES AND INTENTION OF USE



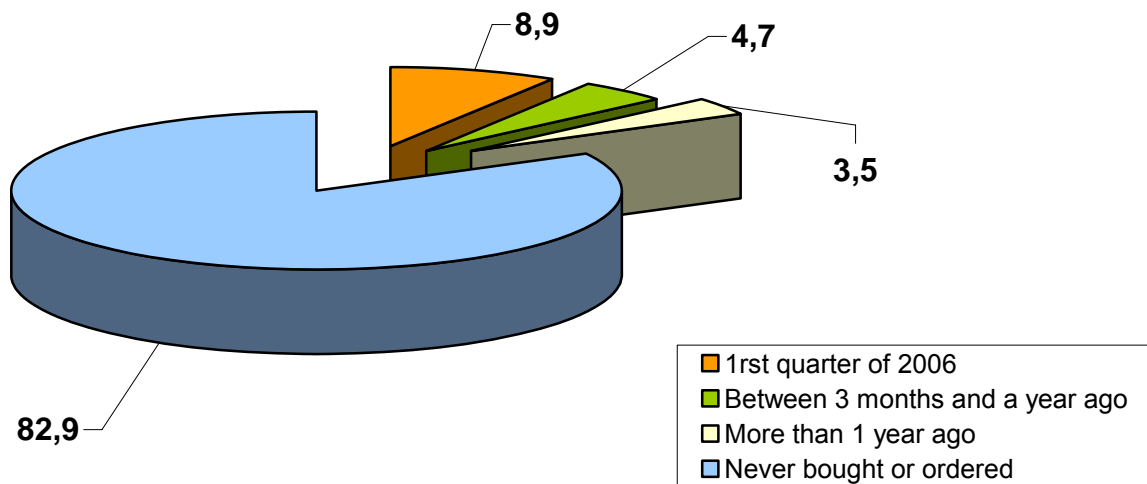
For all the presented services / applications the intention of use lies in high percentages. The majority of persons being interested to use these facilities in the future, belong in the age group 30 - 34, with the exception of services / applications related to job search, enrolment in higher education of university and announcement of moving belonging to age group 25 - 29.

INTERNET COMMERCE – ACTIVITIES AND BARRIERS

In the 1st quarter of 2006, 8,9% of population ordered / bought goods or services for private use over the internet, recording an increase – compared to 2005 (6,6%) - by 2,3 percentage units.



ORDERS - PURCHASES VIA INTERNET



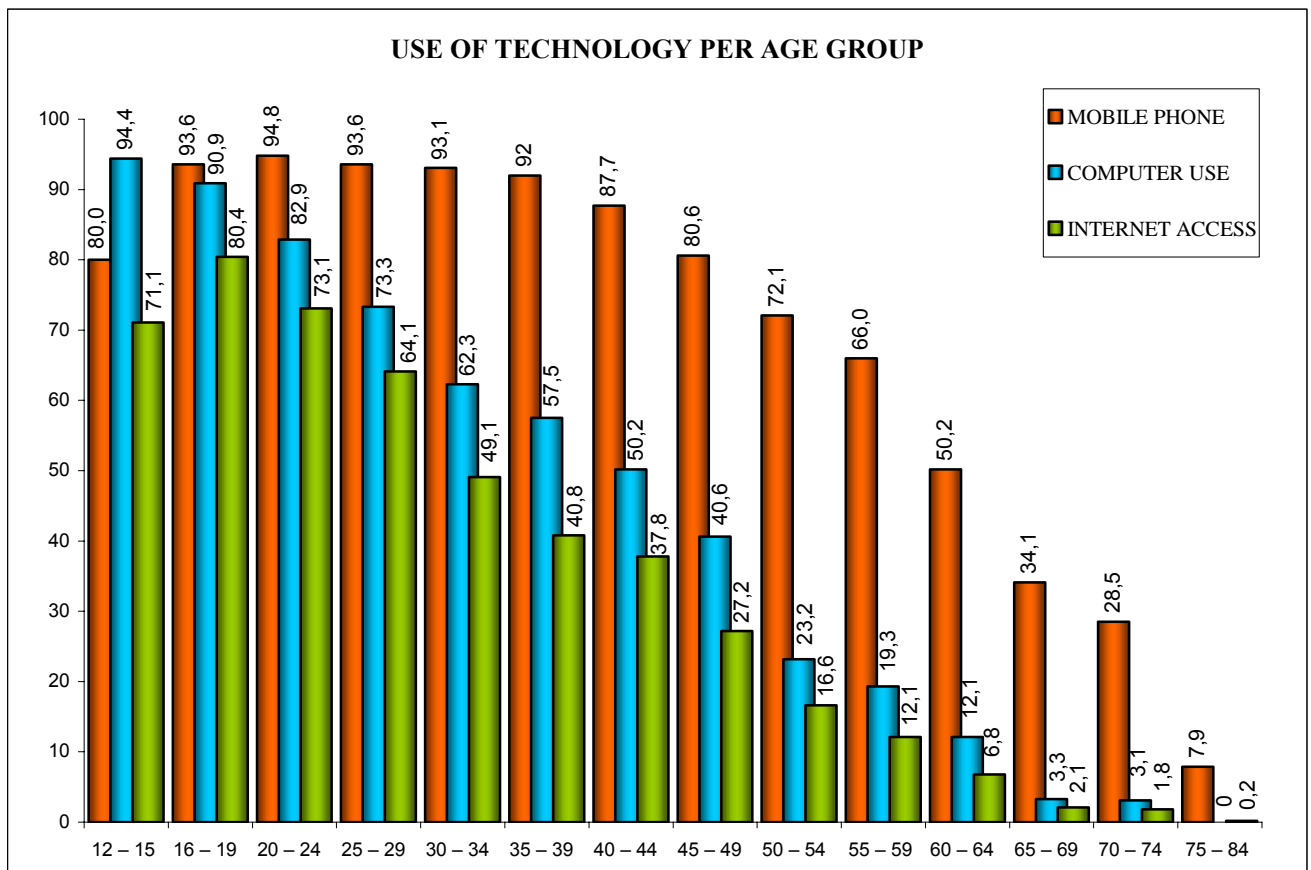
As main reasons for not buying / ordering any goods or services over the internet, in the last 12 months, have been recorded the force of habit / preference to shop in person with 58% and the security or privacy concerns with 45%.

Goods or services having been ordered or purchased over the internet, in the last 12 months, for personal use, are mostly books, magazines, e-learning material (35%), computer software and upgrades, including video games (31%).

GOODS - SERVICES		%
Foods / groceries		3.4
Household goods (e.g. furniture, toys, etc.)		3.0
DVD's, CD's, etc.		28.3
Books, magazines, newspapers, e-learning material		35.0
Clothes, sports goods		16.9
Computer softward and upgrades		31.1
Computer hardware		19.3
Electronic equipment		22.6
Share purchases / financial services/ insurance		3.9
Travel or holiday accomodation		24.0
Tickets for events		10.3
Lotteries or betting		2.1
Other (e.g. information from data bases)		6.9

USE OF TECHNOLOGY PER AGE GROUP

Presented are for the age groups 12-84 years old, the use of mobile phone, the use of computer and the internet access.



More specifically :

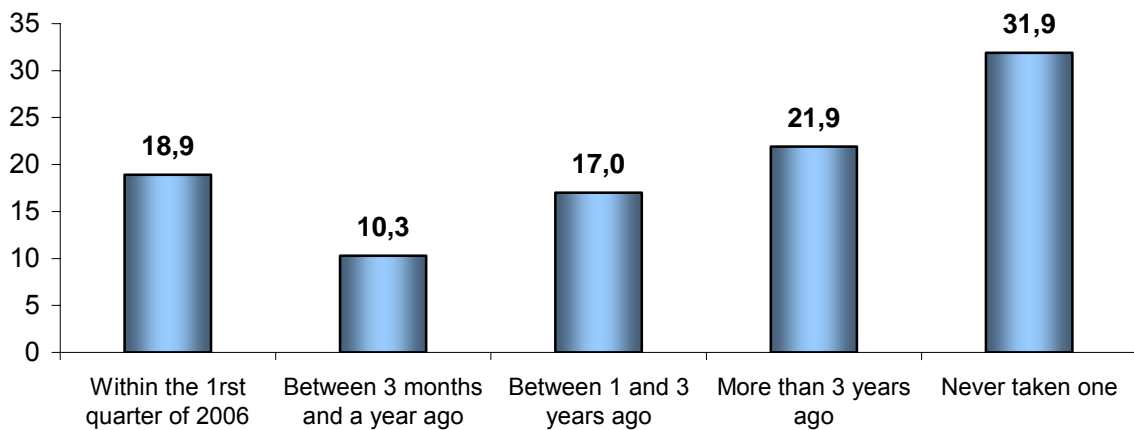
- 8 out of 10 children aged 12 – 15 use mobile phone (80,0%)
- 9 out of 10 children aged 12 – 15 have used a computer (94,4%).
- 7 out of 10 children aged 12 – 15 ετών have accessed the internet (71,1%).
- 9 out of 10 young persons aged 16 – 19 have used a computer (90,9%).

- 8 out of 10 young persons aged 16 – 19 have accessed the internet (80,4%).
- 3 out of 10 persons aged 60 – 84 have use mobile phone (29,1%).

e-SKILLS

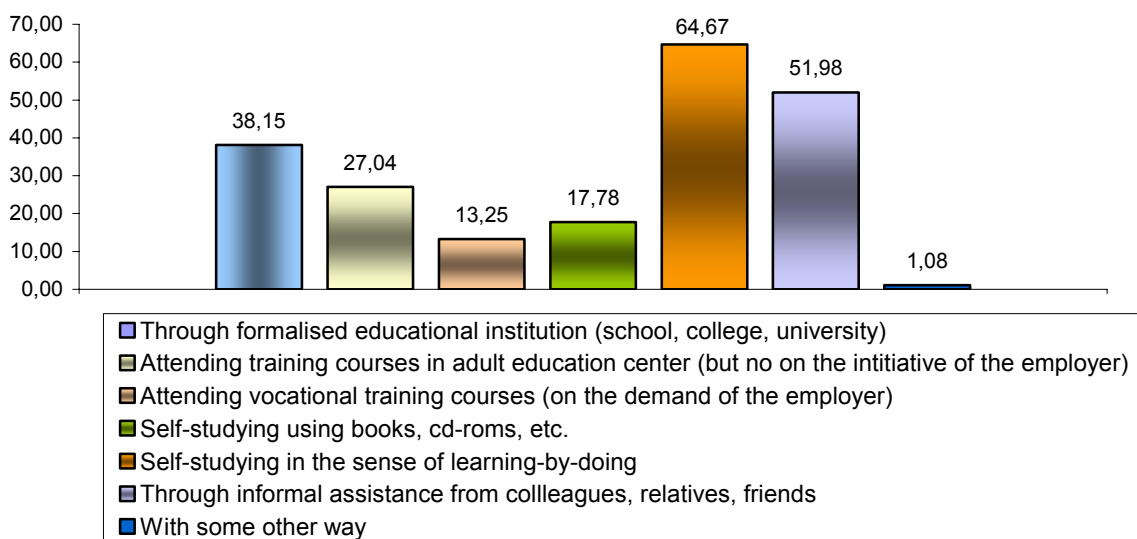
As mentioned earlier 37,6% of population aged 16-74 has used a computer during the 1st quarter of year 2006, while 44,3% has used a computer ever. The following graph shows the different periods at which these persons have taken courses, as well as the percentage of persons not having taken any courses, by age groups.

COMPUTER TRAINING COURSES



It should be noted that the majority of persons using computers and/or accessing the internet have obtained the necessary skills through self-studying, in the sense of learning by doing, as following graph shows.

WAYS OF OBTAINING SKILLS

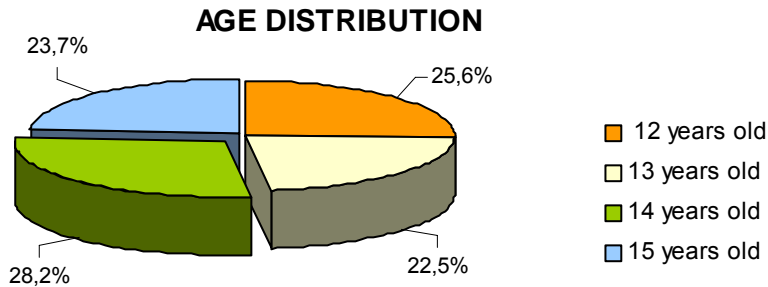


Also, informal assistance from colleagues, relatives and friends is important for obtaining the necessary skills (recorded for 51,98% of population).

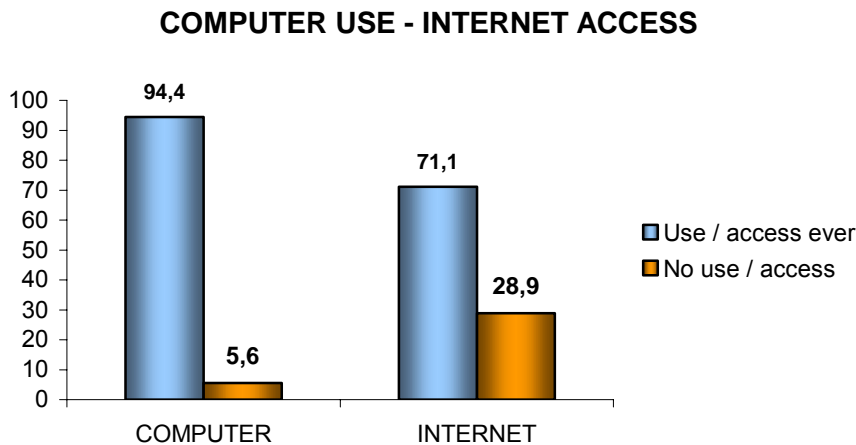
CHILDREN AGED 12-15

As mentioned in the beginning, for the first time, data were collected for children aged 12-15, using separate, appropriately formed, questionnaires.

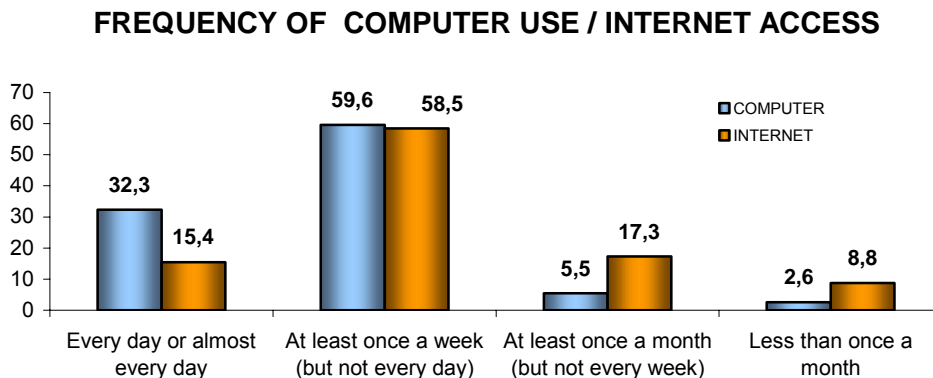
The ages were equally distributed among the children, with a slightly greater percentage of children aged 14 years old (27%).



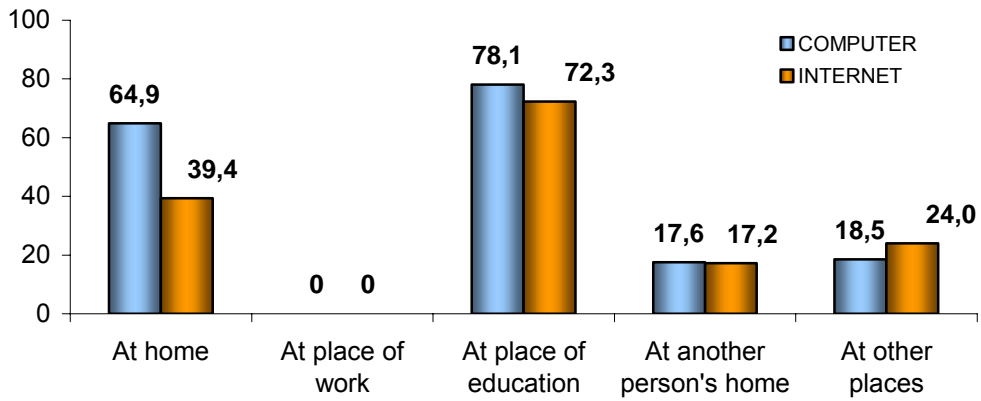
The percentages of children aged 12-15 having used, ever, a computer and having accessed, ever, the internet are presented in the following graph, together with the low percentages not having used computer or the internet.



Frequency of using computer / accessing the internet, as well as places are presented below:

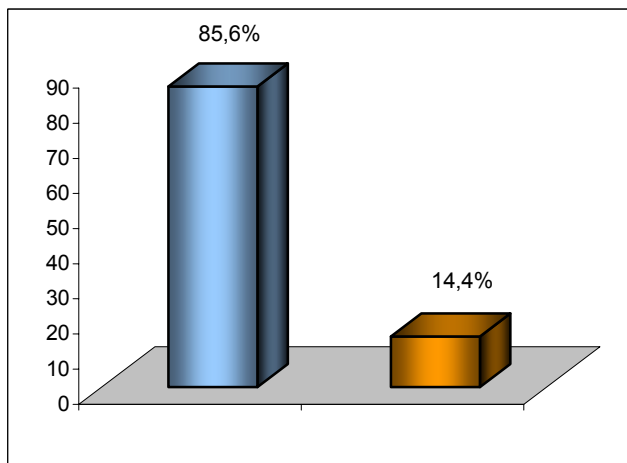
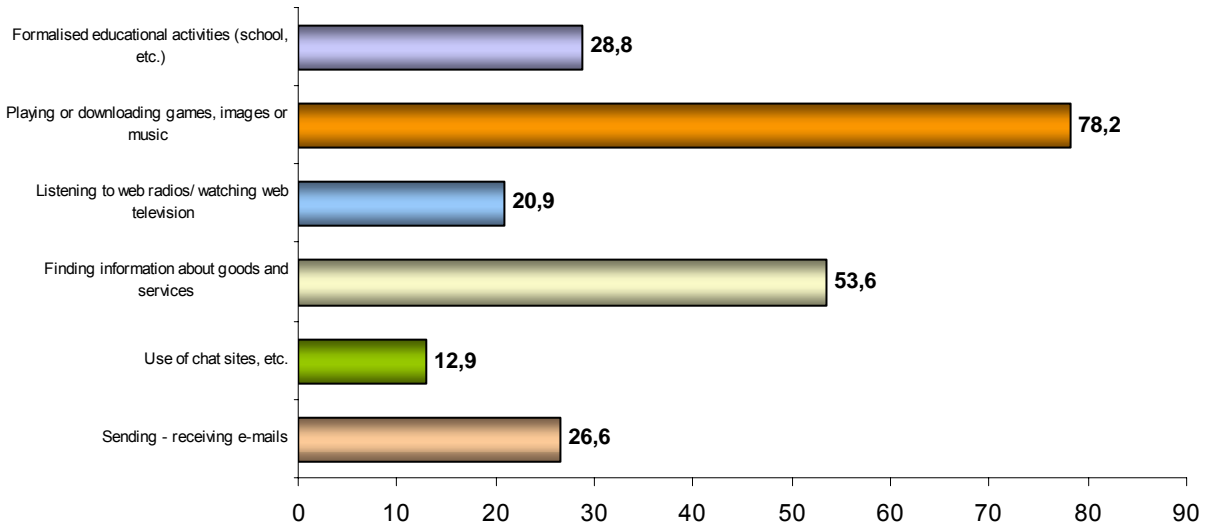


PLACE OF USE / ACCESS



Mostly used internet related activity, for children 12-15, is, as expected, downloading games, images or music (78,2%).

INTERNET ACTIVITIES

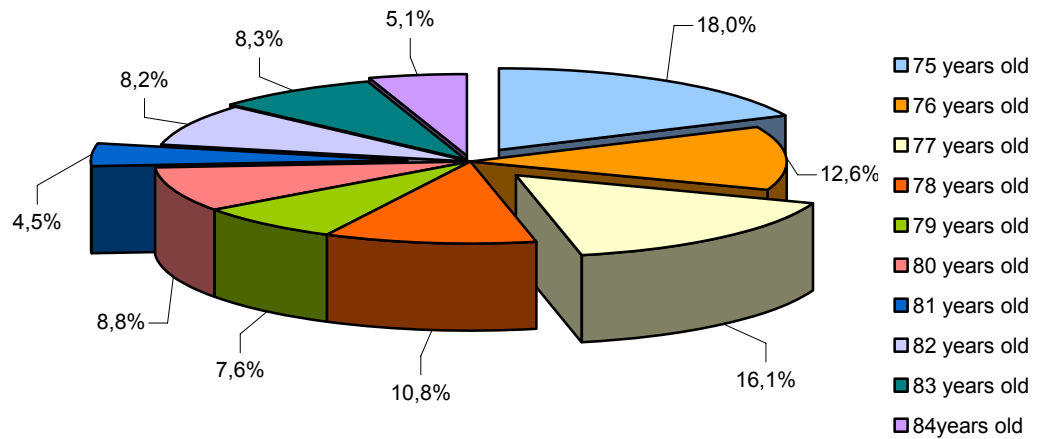


At a percentage of 85,6% children aged 12-15 have taken courses –of at least 3 hours- on any aspect of computer use.

PERSONS AGED 75-84

Also, for the first time, data were collected for persons aged 75-84, using separate, appropriately formed, questionnaires.

AGE DISTRIBUTION



Data from 249 persons, interviewed, showed that there isn't any computer and internet penetration at these ages.