

Metadata in Euro-SDMX format (ESMS)

Country: Greece

Compiling agency: ELSTAT

Domain name: SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES IN HOUSEHOLDS AND BY INDIVIDUALS, 2011

ELSTAT metadata

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1. Contact

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1.1 Contact organisation	HELLENIC STATISTICAL AUTHORITY
1.2 Contact organisation unit	POPULATION STATISTICS AND LABOUR MARKET DIVISION
1.3 Contact name	1.Ntouros Georgios 2.Chalkiadaki Maria 3.Zouliatis Ioannis

1.4 Contact person function	<ol style="list-style-type: none"> 1. Unit Head 2. In charge of the whole project/survey (survey conduct, design of questionnaires, guidelines and other documents, database management, data dissemination, etc.) 3. Questionnaire design, preparing of guidelines, database management, data publication, etc.)
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3. Statistical presentation Top	
3.1 Data description	
<p>The survey on the use of information and communication technologies in households and by individuals (HH ICT) is part of a Community statistical program in which all EU member states participate. The main objective of the survey is to study at European and national level, the degree of ICT usage by households and the calculation of e-Europe benchmarking indicators concerning the Information Society.</p> <p>The basic aim of the survey of the year 2011 is to study, according to individuals' demographic characteristics, educational level, occupation and total household income:</p> <ul style="list-style-type: none"> • access to selected information and communication technologies (computer, internet connection, etc.) • computer use and internet access • e-commerce • e-skills and • e-government 	
3.2 Classification system	
NUTS, ISCO 88, ISCED 97	
3.3 Sector coverage	
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3.4 Statistical concepts and definitions	
<p>1. Household</p> <p>Household is considered to be a person residing alone in a dwelling or a group of persons, relatives or not, residing in the same dwelling. Prerequisite for a household to be included in the survey is the existence of at least one member aged 16-74 years old.</p> <p>2. Household members</p> <p>Household members are considered to be the individuals residing in the household during the 1st quarter of the year 2011 (or for most of this time interval).</p>	
3.5 Statistical unit	
Households and individuals.	

3.6 Statistical population

The survey covers all private households of the country, irrespective of their size or their socio – economic characteristics, with the only pre-requisite that they comprise at least one member aged 16-74 years old.

The following cases are excluded:

- Collective households, such as hotels, hospitals, elderly homes, camps, reformatories, etc. Collective households will also be considered the dwellings with more than 5 lodgers.
- Households with foreign citizens serving in diplomatic missions.

3.7 Reference area

Country

3.8 Time coverage

Yearly. Time series 2002- today.

3.9 Base period

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4. Unit of measure

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Percentage % of households

Percentage % of individuals

5. Reference period

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1st quarter 2011: for key variables

For the reference period of the secondary variables please consult the survey questionnaire.

[ICT Household Survey - Questionnaire \(2011\)](#)

6. Institutional mandate

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6.1 Legal acts and other agreements

The legal framework concerning the organization and operation of ELSTAT is as follows:

- [Greek Statistical Law 3832/2010 as in force](#) (Government Gazette No 38, Issue A): [Regulation on the Operation and Administration of the Hellenic Statistical Authority \(ELSTAT\), 2012 \(Government Gazette 2390 B, 28.08.2012\)](#) as amended by article 90 paragraphs 8 and 9 of the Law 3842/2010 (Government Gazette No 58, Issue A): “*Restoration of fiscal justice, confrontation of tax evasion and other provisions*”, by article 10 of the Law 3899/2010 (Government Gazette No 212, Issue A): “*Urgent measures for the implementation of the assistance program of the Greek Economy*”, by article 45 of the Law 3943/2011 (Government Gazette No 66, Issue A): “*Combating tax evasion, staffing of auditing services and other provisions falling within the competence of the Ministry of Finance*”, by article 22 paragraph 1 of the Law 3965/2011 (Government Gazette No 113, Issue A): “*Operations Reform of the Consignment and Loan Fund, Public Debt Management Agency, Public Enterprises and Government bodies, the establishment of the General Secretary of Public Property and other provisions*” and by article 51 of the Law 4021/2011 (Government Gazette No 218, Issue A): “*Enhanced measures for the supervision and restructuring of Credit Institutions – Regulation of issues of financial nature – Ratification of the European Financial Stability Facility (EFSF) Framework-Agreement and its amendments and other provisions.*”
- Regulation (EC) No 223/2009 of the European Parliament and of the Council, on the European statistics (Official Journal of the European Union L 87/164).
- Article 14 of the Law 3470/2006 (Government Gazette No 132, Issue A): “*National Export Council, tax regulations and other provisions*”.
- Article 3, paragraph 1c, of the Law 3448/2006 (Government Gazette No 57, Issue A): “*For the further use of information coming from the public sector and the settlement of matters falling within*

the responsibility of the Ministry of Interior, Public Administration and Decentralization”.

- European Statistics Code of Practice, adopted by the Statistical Programme Committee on 24 February 2005 and promulgated in the Commission Recommendation of 25 May 2005 on the independence, integrity and accountability of the national and Community statistical Authorities, after its revision, which was adopted on 28 September 2011 by the European Statistical System Committee.
- Presidential Decree 226/2000 (Government Gazette No 195, Issue A): “*Organization of the General Secretariat of the National Statistical Service of Greece*”.
- Articles 4, 8, 9, 10, 12, 13, 14, 15 and 16 of the Law 2392/1996 (Government Gazette No 60, Issue A): “*Access of the General Secretariat of the National Statistical Service of Greece to administrative sources and administrative files, Statistical Confidentiality Committee, settlement of matters concerning the conduct of censuses and statistical works, as well as of matters of the General Secretariat of the National Statistical Service of Greece*”.

The survey is conducted in accordance with Regulation 808/2004 of the European Parliament and Council on Information Society statistics, and in accordance with Implementing Regulation published each year. More specifically, for the survey of the year 2011, the relevant implementing regulation is 821/2010.

Indicators from these surveys are used for benchmarking purposes. Most of the provided data are used for the benchmarking 2011-2015 (adopted by the High Level Group i-2010 in November 2009), which followed the action plan e-Europe 2005. These indicators are provided by the European Statistical System.

6.2 Data sharing

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7. Confidentiality

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7.1 Confidentiality policy

The issues concerning the observance of statistical confidentiality by the Hellenic Statistical Authority (ELSTAT) are governed by articles 6, 7 and 8 of the Law 3832/2010, as amended by article 90 paragraph 8 of Law 3842/2010 and by article 10 of Law 3899/2010, as well as by article 8 of Law 2392/1996, which was brought back into force, in accordance with article 90 paragraph 8 of Law 3842/2010.

Furthermore, ELSTAT disseminates the statistics in compliance with the statistical principles of the European Statistics Code of Practice and in particular with the principle of statistical confidentiality.

7.2 Confidentiality – data treatment

- ELSTAT protects and does not disseminate data it has obtained or it has access to, which enable the direct or indirect identification of the statistical units that have provided them by the disclosure of individual information directly, received for statistical purposes, or indirectly, supplied from administrative or other sources. ELSTAT takes all appropriate preventive measures so as to render impossible the identification of individual statistical units by technical or other means that might reasonably be used by a third party. Statistical data that could potentially enable the identification of the statistical unit are disseminated by ELSTAT if and only if:
 - a) these data have been treated, as it is specifically set out in the [Regulation on the Statistical Obligations of the agencies of the Hellenic Statistical System \(Government Gazette 2469 B, 4.11.2011\)](#) (ELSS), in such a way that their dissemination does not prejudice statistical confidentiality or
 - b) the statistical unit has given its consent, without any reservations, for the disclosure of data.
- The confidential data that are transmitted by ELSS agencies to ELSTAT are used exclusively for statistical purposes and the only persons who have the right to have access to these data are the personnel engaged in this task and appointed by an act of the President of ELSTAT.
- Issues referring to the observance of statistical confidentiality are examined by the Statistical Confidentiality Committee (SCC) operating in ELSTAT. The responsibilities of this Committee are to recommend on:
 - the level of detail at which statistical data can be disseminated, so as the identification, either directly

or indirectly, of the surveyed statistical unit is not possible;

- the anonymization criteria for the microdata provided to users;
- the granting to researchers access to confidential data for scientific purposes.

For further information, visit Hellenic Statistical Authority webpage

[Provision of microdata](#)

[Provision of Statistical Data](#)

8. Release policy

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8.1 Release calendar

No specific press release date exists. Usually, the first press release is announced at the beginning of December, each year.

8.2 Release calendar access

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8.3 User access

Users are informed on data release dates through ELSTAT's website. The equal access of users to data is governed by the European Statistics Code of Practice .

9. Frequency of dissemination

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Yearly.

10. Dissemination format

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10.1 News release

Usually, the first press release is announced at the beginning of December, each year.

10.2 Publications

A special edition containing the main results of the survey is published each year, usually in the beginning of the year after the year of the survey conduct.

10.3 On-line database

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10.4 Micro-data access

The microdata of the survey are available to users, upon request submitted to the Department of Statistical Information Dissemination (e-mail: datadissem@statistics.gr)

10.5 Other

[Concise Statistical Yearbook 2009](#)

11. Accessibility of documentation

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11.1 Documentation on methodology

Basic methodological information on the survey (in Greek) is included in the survey's guidelines, posted on the website of ELSTAT, at:

[Guidelines for the interviewers \(ICT\) 2011](#)

Detailed methodological information is included in the survey's Quality Report posted on the website of ELSTAT at:

[User oriented quality report \(2011\)](#)

11.2 Quality documentation

Quality documentation is included in the survey's Quality Report, posted on ELSTAT's website at [User oriented quality report \(2011\)](#)

12. Quality management

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12.1 Quality assurance

The quality of the survey is ensured by the existence of a methodological handbook issued by Eurostat, as well as by the use of a common questionnaire – template, in order to improve comparability of results in all member states, and in general by the implementation of the European Statistics Code of Practice.

[Quality Assurance Framework of the European Statistical System](#)

12.2 Quality assessment

Quality assessment is carried out by ELSTAT and by Eurostat. The sample size is such as to ensure high accuracy results. The sample is representative of the reference population and all necessary steps are taken so as to make all appropriate checks and minimize measurement errors in data collection.

13. Relevance

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13.1 User needs

The main user of the survey data is Eurostat, while other users are Universities (professors, undergraduate / postgraduate students) and telecommunication providers.

13.2 User satisfaction

The Department of Statistical Information and Dissemination of ELSTAT conducts a survey on users' satisfaction.

[User satisfaction survey](#)

13.3 Completeness

The completeness of data and breakdowns are considered to be very satisfactory according to the requirements set out in Eurostat's Regulations.

14. Accuracy and reliability

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14.1 Overall accuracy

The fact that only a particular sample is surveyed, rather than the entire population, results in sampling and non – sampling errors.

14.2 Sampling error

Sampling errors are estimated by the Coefficient of Variation. See pages 23-27 of the Quality Report [User oriented quality report \(2011\)](#)

14.3 Non-sampling error

Non-sampling errors refer to: sampling frames' errors, non-response errors, processing errors and measurement errors.

1. Sampling frames' errors

- $20/6500=0,31\%$ (20 households not eligible as not including at least one member aged 16-74 years old)

2. Non – response rates

- $1677/6500=25,80\%$ (1677 households did not respond to telephone calls or denied to cooperate)

Actions for minimizing units' non-response are:

- An advance notification letter sent to all households, one month before the survey conduct,

among others, providing information on how the data collected are used.

- In cases where the households couldn't be accessed, mainly due to temporary absence, a number of attempts for phone calls (at least three) were made, on different days or hours of day.

3. Processing errors

Qualitative and quantitative checks of the database are made so as to minimize any data entry errors.

4. Measuring errors

We deal with measuring errors by providing the interviewers detailed guidelines on how to fill in the questionnaire, by conducting training seminars, as well as by carrying out data checks (logical, flow and validation checks). Besides ELSTAT, data checks are also conducted by Eurostat.

For more information please consult Quality report
[User oriented quality report \(2011\)](#)

15. Timeliness and punctuality

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15.1 Timeliness

The time lag between the reference period of the survey data and the publication of data is typically 240 days.

15.2 Punctuality

Data are produced and disseminated according to the predefined timetable.

16. Comparability

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16.1 Comparability - geographical

Common definitions of variables and methods of data production are applied in all the geographic regions of the country and in all EU countries, therefore, no geographical comparability problem exists.

16.2 Comparability over time

From 2002 onwards, the data are comparable because common definitions and methods of data production are applied, therefore no problem on comparability over time exists.

17. Coherence

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17.1 Coherence cross-domain

During the previous years, no statistically significant differences have been observed for the same variables, published by ELSTAT and by other organizations / services conducting similar surveys (e.g. the Observatory for Digital Greece). For 2011 no other organizations' data are available.

17.2 Coherence - internal

The common variables of the survey with those of other surveys (EU-SILC, HBS) do not present statistically significant differences.

18. Cost and burden

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The burden mostly concerns the time required to get the information from the surveyed households/ individuals. Nevertheless, it seems not possible to lighten this burden.

19. Data revision

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19.1 Revision policy

The revision policy may relate to the survey data and the survey itself, i.e. the questionnaire, the sample,

etc., and takes into account users' needs for additional statistical information.

[Revision Policy 22-5-2013](#)

19.2 Revision practice

Data transmitted to Eurostat undergo detailed verifications by implementing automated validation procedures at the level of variables and breakdowns. Besides cross-sectional checks, longitudinal checks are conducted and whenever necessary (if data inconsistencies are found) reporting countries are asked to verify and revise their results.

20. Statistical processing

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20.1 Source data

The survey is a sampling one. The three-stage stratified sampling method was adopted for the survey. The primary units are the areas (one or more unified city blocks), the secondary sampling units selected in each sampling area are the households and the ultimate sampling units selected in each sampling household are the individuals belonging to the target population.

The sample consists of 6,500 households (sampling fraction 0.16%) and an equal number of individuals aged 16-74 years (0.07% sampling fraction). Households are a sub-sample of households having been surveyed in the Survey on Income and Living Conditions of the years 2009-2010 which have telephone.

20.2 Frequency of data collection

Yearly

20.3 Data collection

The method of data collection is the telephone interview (CATI).

20.4 Data validation

Data validation is carried out by qualitative and quantitative tests based on:

- Longitudinal checks on raw data (with data of previous years)
- Comparisons of key variables with variables / data of other statistical sources
- Calculation of sampling errors, also used as a criterion for the final validation of data.

20.5 Data compilation

For grossing up procedure please consult Quality Report, pages 21-22.

[User oriented quality report \(2011\)](#)

20.6 Adjustment

21. Comment

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