

# Community Survey on ICT usage in households and by individuals 2014

## Quality report

### Please read this first !!!

#### General guidelines on using this template

- In the title line of this page, please delete the non-applicable term (Metadata / Quality Report).
- Fill in the required information in the space (box) foreseen next to or below the item heading, if a box is irrelevant for your national survey, indicate 'non-applicable' to avoid we have to come back to you on this item. An increase of the box' size after inserting several lines or paragraphs is no problem. However, when reporting several pages for one item, we kindly ask you to give a short summary and refer to the full text in an annex.
- Keep the numbering of the chapters and items. Additional comments can be given at the end of the report.
- This template is designed to serve both the requirements for the Metadata as well as the Quality report. **Chapters 1 to 6 shall be completed for the metadata report (deadline for submission: before 31/05/2014), chapters 7 to 10 can be postponed until the Quality report (deadline for submission: not later than 05/11/2014).** However, where provisional information for the Quality Report topics is already available, we invite you to provide us with this data in the Metadata report (and update it in the Quality Report).
- Please submit the national questionnaire used (in national language and if available in English) annexed to the metadata report.
- Please replace in the header field the code 'EU' with your country code.
- **All information provided in this report on coverage of questions/items, net sample sizes, number of respondents, proportions, etc. should be in line with the transmitted data file(s).**

We kindly thank you for respecting these guidelines.

## 1. Cover information

1.1	<b>Country</b>	GREECE
1.2	<b>Organisation responsible for the survey</b> <i>Please also indicate the organisation <u>running</u> the survey if different from the organisation responsible (e.g. because of sub-contracting).</i>	HELLENIC STATISTICAL AUTHORITY
1.3	<b>Contact person(s)</b> (name, unit, e-mail, phone, fax)	1. CHALKIADAKI MARIA UNIT OF HOUSEHOLD SURVEYS TEL. 0030 -213-135 2896 FAX. 0030 -213-135 2906 E-MAIL: m.chalkiadaki@statistics.gr 2. M. ECONOMOPOULOU HEAD OF METHODOLOGY, ANALYSIS & SURVEYS UNIT TEL. 0030 -213-135 2195 FAX. 0030 - 210 4853100 E-MAIL: m.economopoulos@statistics.gr
1.4	<b>Name of the collection</b> The name of the survey in its original language(s) and in English (e.g. name used in the statistical office's English website).	Survey on the use of information and communication technologies from the households. Έρευνα χρήσης τεχνολογιών πληροφόρησης και επικοινωνίας από τα νοικοκυριά.



<b>1.5</b>	<b>Date / Last update of this report</b> Please indicate the date of the last update of this report, for the case we have several versions (i.e. use different dates for the metadata report and the quality report).	30/10/2014
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## 2. General methodological information

<b>2.1</b>	<p><b>Reference period(s)</b></p> <p>The main reference period for the ICT variables as well as the background variables, e.g. <i>first quarter of the year</i> or <i>last three months before the interview</i> (with an indication of the respective months), or a specific date.</p> <ul style="list-style-type: none"> <li>• 31st of March 2014 for educational level completed</li> <li>• Day of the survey conduct for socio demographic characteristics (activity status, employment situation, country of citizenship, legal marital status, etc.), A1-A4, F1, F2, A1, A2, A3, A4, G1, H16.</li> <li>• First three months of 2014 for questions B2, C2, C3, C4, D1-D11.</li> <li>• Last 12 months (April 2013-March 2014) for E module.</li> </ul>
<b>2.2</b>	<p><b>Survey period</b></p> <p>The beginning and end date – if already known – of the data collection period.</p> <p>Survey has already started since mid May 2014 and is estimated to finish by the end of June 2014.</p>
<b>2.3</b>	<p><b>Survey vehicle</b></p> <p>Stand-alone or embedded in another survey. If embedded, give a short description of the survey the ICT modules are inserted in.</p> <p>ICT is a stand-alone survey.</p>
<b>2.4</b>	<p><b>Survey type</b></p> <p>Short description of the survey type (face-to-face interview, self-administered mail survey, telephone interview, combination of techniques, other; etc.).</p> <p>If a combination of techniques was applied, please indicate the proportion of each technique related to the total number of achieved interviews.</p> <p>Telephone interview</p>
<b>2.5</b>	<p><b>Survey participation</b></p> <p>Please indicate whether the survey is mandatory or voluntary.</p> <p>Participation is mandatory according to Greek law.</p>
<b>2.6</b>	<p><b>Main methodological differences compared to previous survey(s)</b></p> <p>If any, indicate the changes in methodology that may have an impact on the (comparability over time of the) results delivered to Eurostat, e.g. survey type, change in reference period, new reference sampling frame, different scope, different grossing-up method, different treatment of non-response, etc. No need for giving detailed technical analyses, a bullet point overview of the main differences and the expected impact is sufficient.</p>



Sample of individuals: The single-stage stratified sampling method was applied using the individual aged 16-74 years old as a surveyed unit. The sampling frame for the design was a list of individuals based on the data of the general population Census, 2011.

Sample of households: The corresponding households of the sampled individuals were selected for the data analysis at household level.

For the survey of 2014, we apply the one-stage stratified sampling in contrast with previous years where we applied the multistage stratified sampling.



### 3. Statistical unit(s), scope and target population

<b>3.1 Statistical unit</b>	Please indicate whether the statistical unit follows recommendations by ticking <i>Yes</i> or <i>No</i> (and specify the deviations, if any):		
	<b>Yes</b>	<b>No</b> (please specify the deviations)	
Module A in the Eurostat model questionnaire: households with at least one member aged 16 to 74	<b>X</b>		
Modules B to F in the Eurostat model questionnaire: individuals aged 16 to 74	<b>X</b>		

<b>3.2 Age groups covered</b>	Please indicate the age scope (in the <i>Yes</i> column), or tick <i>No</i> if not applicable		
	<b>Yes</b>		<b>No</b>
Individuals younger than 16 ?	<input type="checkbox"/>	If ticked, please specify (e.g. 12-15): <div></div>	<input checked="" type="checkbox"/>
Individuals aged 16 to 74 ?	<b>X</b> (compulsory)		
Individuals older than 74 ?	<input type="checkbox"/>	If ticked, please specify (e.g. 75-80): <div></div>	<input checked="" type="checkbox"/>

<b>3.3 Territorial coverage</b>	If applicable, indicate the parts of the country that are not included as well as an estimate of the resulting percentage of undercoverage (non-covered population compared to total country population).		
All private households of the country and the members of them are covered in the survey, independently of their size or any socio-economic characteristics they may have.			
Excluded 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.			

<i>Universe</i>		<i>Households</i>	<i>Individuals</i>
<b>3.4 Target population</b>	<p>The number of <i>households</i> and <i>individuals</i> in the target population (scope, universe).</p> <p>Please restrict the numbers to the <i>Eurostat scope</i> (if additional age groups are covered in the national survey, these can be reported separately between brackets).</p> <p>If not directly available, please provide an estimate (e.g. based on other social surveys).</p> <p>If not applicable, please indicate why.</p>	<b>3,798,662</b>	<b>8,060,510</b>



<b>3.5</b>	<b>Non-target population</b> The approximate number of <i>households</i> and <i>individuals</i> outside the general scope of the survey (e.g. <i>individuals younger than 16 or older than 74; households with all members over 74 years old</i> ), i.e. the difference between the total population (in terms of households or individuals) in the country and the target population). If not applicable, please indicate why.	<b>446.511</b>	<b>2,844,722</b>
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## 4. Questionnaire

4.1 Adoption of MANDATORY questions and items from the Eurostat model questionnaire 2014

The questions listed below and its items reflect the required coverage of subjects and characteristics of Annex 2 of the Commission Regulation (EC) No 859/2013 of 5 September 2013. Please indicate in the table possible comments on the question/item coverage in your national questionnaire, e.g. insertion of additional items, different reporting periods, deviations in the routing of ordering of the questions and/or items (see also §4.4), differences in definitions or classifications, alternative sources used (esp. in the background characteristics).

Where applicable, please report on the coverage of the questions for age groups beyond the standard scope, i.e. for respondents younger than 16 or for respondents older than 74. Possible comments on this issue can be added to the general column on deviations.

	Question	Any deviations from question / items in Model Questionnaire	Covered for other age groups?	
			<16	>74
	Module A : Access to selected ICTs		→ if not applicable, please leave blank	
A1	Do you or anyone in your household have access to the Internet at home?			
A2	On which of the following devices is the Internet accessed from home?			
A3	What types of Internet connection are used at home?			
A4	What are the reasons for not having access to the Internet at home?			
	Module B : Use of computer		→ if not applicable, please leave blank	
B1	When did you last use a computer?			
B2	How often on average have you used a computer in the last 3 months?			
	Module C : Use of the Internet		→ if not applicable, please leave blank	
C1	When did you last use the Internet?			
C2	How often on average did you use the Internet in the last 3 months?			
C3	Do you use any of the following mobile devices to access the Internet away from home or work?			
C4	For which of the following activities did you use the Internet in the last 3 months for private use? (14 items)			
	Module D : Use of Cloud Services			



	Question	Any deviations from question / items in Model Questionnaire	Covered for other age groups?	
			<16	>74
D1	Did you use storage space on the Internet to save documents, pictures, music, video or other files,...			
D2	When sharing documents, pictures or other files electronically, which of the following did you use?			
D3	Did you use Internet storage space to save or share the following?			
D4	Have you paid for Internet storage space or files haring services?			
D5	What are the reasons for using Internet storage space to save or share files?			
D6	When using storage space on the Internet or file sharing services, have you ever experienced any of the following problems?			
D7	Were you aware of the existence of services providing storage space on the Internet?			
D8	What are the reasons for not using services providing storage space on the Internet?			
D9	Have you used software run over the Internet for editing text documents, spreadsheets or presentations,...			
	<b>Module E : Use of e-Government</b>			
E1	Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months for the following activities?			
E2	What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months?			
	<b>Module F : Use of e-Commerce</b>		→ if not applicable, please leave blank	
F1	When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails...)?			
F2	What types of goods or services did you buy or order over the Internet for private use in the last 12 months?			
F3	Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.?			
F4	From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months?			
F5	How did you pay for goods or services ordered over the Internet for private use in the last 12 months?			



	Question	Any deviations from question / items in Model Questionnaire	Covered for other age groups?	
			<16	>74
	<b>Module G : E-Skills</b>		→ if not applicable, please leave blank	
G1	Which of the following computer related activities have you already carried out?			
	<b>Socio-demographic background variables</b>		→ if not applicable, please leave blank	
H1	Age			
H2	Sex			
H3	Country of birth			
H4	Country of citizenship			
H7	Educational level (according to ISCED)			
H8	Employment situation – mandatory variables -			
H9	Occupation (according to ISCO, 4 variables)			
H10	Region of Residence, NUTS 1			
H12	Geographical location: «less developed region», «transition region», «more developed region»			
H13	Degree of urbanisation			
H14	Number of members in the household – mandatory variable -			
H15	of which, number of children under 16 – mandatory variable -			

<b>4.2</b>	<b>Adoption of <i>OPTIONAL</i> questions and items from the Eurostat model questionnaire 2014</b>  Please indicate in the table below if and which <u>optional</u> variables and questions were included in the national questionnaire.  For each question or item, an "x" in the column named Question included means that it was included in the national questionnaire. Where applicable, please report also on the coverage of the questions for age groups beyond the standard scope, i.e. for respondents younger than 16 or for respondents older than 74.				
	Question / Item	Question included ?	Any deviations from question / items in Model Questionnaire	Covered for other age groups?	
				<16	>74
A3c	Dial-up access	<input checked="" type="checkbox"/>			
A3d	Mobile narrowband connection	<input checked="" type="checkbox"/>			
D10	Have you used software run over the Internet for editing pictures or videos,...?	<input checked="" type="checkbox"/>			
D11	Have you used services over the Internet for playing music or video files uploaded or saved in internet storage space,...?	<input checked="" type="checkbox"/>			
E2e	Lack of or problems with electronic signature or electronic ID/certificate as reason for not submitting completed forms	<input checked="" type="checkbox"/>			



	Question / Item	Question included ?	Any deviations from question / items in Model Questionnaire	Covered for other age groups?	
				<16	>74
G1h	Modifying or verifying the configuration parameters of software applications	<input checked="" type="checkbox"/>			
H5	Legal marital status	<input checked="" type="checkbox"/>			
H6	De facto marital status	<input type="checkbox"/>			
H8	Full time employment	<input checked="" type="checkbox"/>			
H8	Part time employment	<input checked="" type="checkbox"/>			
H8	Employee	<input checked="" type="checkbox"/>			
H8	Employee, permanent	<input checked="" type="checkbox"/>			
H8	Employee, temporary	<input checked="" type="checkbox"/>			
H8	Self-employed (incl. family workers)	<input checked="" type="checkbox"/>			
H8	Economic sector (10 items)	<input type="checkbox"/>			
H8	Details on status for other, not in the labour force (5 items)	<input checked="" type="checkbox"/>			
H9	Coverage of <i>all</i> ISCO-08 2-digit categories	<input checked="" type="checkbox"/>			
H11	Region of Residence, NUTS 2	<input type="checkbox"/>			
-	Region of Residence, NUTS 3 for production of new regional breakdowns (rural/intermediate/urban)	<input type="checkbox"/>			
H14	Number of persons aged 16-24	<input checked="" type="checkbox"/>			
H14	Number of students aged 16-24	<input checked="" type="checkbox"/>			
H14	Number of persons aged 25-64	<input checked="" type="checkbox"/>			
H14	Number of persons aged more than or equal 65	<input checked="" type="checkbox"/>			
H14	Number of persons aged from 14 to 15	<input checked="" type="checkbox"/>			
H14	Number of persons aged from 5 to 13	<input checked="" type="checkbox"/>			
H14	Number of persons aged less than or equal to 4	<input checked="" type="checkbox"/>			
H16	Household income in quartiles	<input checked="" type="checkbox"/>			
H16	Household income (equivalised) in quintiles	<input type="checkbox"/>			

<b>4.3</b>	<b>Additional questions introduced in the national questionnaire, if any</b>

<b>4.4</b>	<b>Effects of deviations from the routing used in the Eurostat model questionnaire, if any</b>
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## 5. Sampling frame

<b>5.1</b>	<b>Name and short description of the sampling frame or register used</b>  Please mention the frame population and the units listed therein (e.g. districts, municipalities, addresses, households, persons, telephone numbers, etc.).  If the sample is selected from a sample of another survey, from a micro-census or from a master sample (in the case of multi-phase sampling designs), then please mention the frame population used for the other survey/the micro-census/the master sample.  If more than one sampling frame are used e.g. one sampling frame for each sampling stage or one sampling frame for each national region, then please mention all of them.  Please describe if different frames are used to draw the sample and to gross up.  Please mention if RDD (Random Digit Dialling) is used.  The single-stage stratified sampling method was applied using the individual aged 16-74 years old as a surveyed unit. The sampling frame for the design was a list of individuals based on the data of the general population Census, 2011. The age distribution of the individuals included in the sampling frame has been shifted by three years, in order to coincide with the reference year of the survey.		
<b>5.2</b>	<b>Is the sample drawn from another survey sample, master sample or micro-census?</b>  If yes, please, name the survey: <input type="text" value="Insert text"/>  If yes, then the sampling stages used to select the other survey sample have to be further included in the description of sampling design.  If yes, then we have a case of multi-phase sampling.	Yes  <input type="checkbox"/>	No  <input checked="" type="checkbox"/>
<b>5.3</b>	<b>Known shortcomings of the sampling frame, if any</b>  Shortcomings in terms of timeliness (e.g. time lag between last update of the sampling frame and the moment of the actual sampling), geographical coverage, coverage of different subpopulations, etc.  Only the individuals that reside in private households participate in the survey. Individuals who permanently reside in collective houses (as hospitals, hotels, asylums, houses of old people, orphanages etc.) are not covered by the survey. These individuals are – as a rule - members of institutional households. If however we subtract from this population the conscripts and the imprisoned, the actual percentage not covered by the survey procedure, accounts for 1.25% of the total population, and in its major part concerns economically non-active persons.		



## 6. Sampling design

<b>6.1</b>	<b>Is the sampling design a probability design?</b>  A probability sampling design ensures known probabilities for units selected. In practice, non-response generally makes samples depart from the probability ones. However, the point here is to report on whether or not the gross sample (net sample plus non-respondents) has been selected in a probability way.	Yes  <input checked="" type="checkbox"/>	No  <input type="checkbox"/>
<b>6.2</b>	<b>What is the number of sampling stages?</b>  If the survey sample is selected from a sample of another survey, from the micro-census or from the master sample, then please include the number of sampling stages from all sampling phases into the total number of sampling stages.  If there are differences in the same country with regard to the number of sampling stages for different population groups, e.g. one-stage sampling in urban areas and two-stage sampling in rural areas, then report the number of sampling stages for each of the population groups.  The one-stage stratified sampling was applied.		
<b>6.3</b>	<b>Is there (explicit) stratification at the first stage?</b>  If there are differences as regards stratification at stage 1 between population groups (e.g. rural/urban, etc.), then please answer separately for each case.	Yes  <input checked="" type="checkbox"/>	No  <input type="checkbox"/>



#### 6.4 What are the stratification variables at the first stage?

Examples:

- region/ province/ county/ district/ code of administrative territories;
- size/ population density/ degree of urbanisation;
- type of municipality/ settlement;
- type of residence: urban/ rural;
- age, gender, etc.

The individuals included in the survey were stratified as following:

1. By Region (NUTS 2)
2. Degree of urbanization.

In each Region (NUTS 2), the stratification of individuals was conducted by allocating the Municipal and Local Communities according to the degree of urbanization. Except for the former two Major City Agglomerations ( Athens and Thessaloniki), the created strata (39 in total), according to the degree of urbanization are:

1	Municipal Communities with 10000 inhabitants or more
2	Municipal Communities with 2000 to 9999 inhabitants
3	Local Communities up to 1999 inhabitants

The former Greater Athens Area was divided into 17 strata of about equal size (equal number of individuals) on the basis of the lists of the Municipalities that constitute it and taking into consideration socio-economic criteria. Similarly, the former Greater Thessalonica Area was divided into 3 equally sized strata. Thus the total number of strata that result by crossing Region by Degree of Urbanization is 59. The two former Major City Agglomerations account for about 38% of total population and for even larger percentages in certain socio-economic variables

3. By Gender

4. By age groups that are defined by the year intervals: 16-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65-69 and 70-74.



<p><b>6.5</b></p>	<p><b>What is the sampling method at the first stage?</b></p> <p>The sampling method (for the sampling units) refers to the way the sample is selected. For example, the sampling method can be a simple random sampling, whereby all samples are given the same probability of selection. Other possible methods include systematic sampling with equal or unequal probabilities, other proportional-to-size sampling (<math>\pi</math>ps), etc.</p> <p>Please mention if the systematic sampling has stratification effect (gives rise to implicit stratification). If there are differences as regards the sampling design at stage 1 between population groups (e.g. rural/urban, etc.), then please answer separately for each case.</p> <p> <input type="checkbox"/> Exhaustive selection  <input type="checkbox"/> Simple random sampling  <input checked="" type="checkbox"/> Systematic sampling with equal probabilities              <input checked="" type="checkbox"/> With stratification effect,                  please mention the related auxiliary variable: <b>Region (NUTS 2), Degree of Urbanization, Gender , Age groups: 16-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-57, 55-59, 60-64, 65-69 and 70-74.</b>  <input type="checkbox"/> Without stratification effect  <input type="checkbox"/> Systematic sampling with probabilities proportional-to-size              <input type="checkbox"/> With stratification effect,                  please mention the related auxiliary variable: <b>Insert text</b>  <input type="checkbox"/> Without stratification effect  <input type="checkbox"/> Other proportional-to-size (<math>\pi</math>ps) sampling,              please indicate: <b>Insert Text</b>  <input type="checkbox"/> Other,              please indicate: <b>Insert text</b> </p> <p>For stage 1 it is important to know if there are self-representing primary sampling units (with probability of selection equal to 1). Please mention if this is the case:  <b>Insert text</b></p>			
<p><b>6.6</b></p>	<p><b>What is the sampling unit at the first stage (PSU)?</b></p> <p>Examples: census enumeration areas, sections, municipalities, communes, villages, settlements, households, individuals, etc.</p> <p>If there are differences in the same country with regard to the type of primary sampling units (PSUs), e.g. households as PSUs in urban area and villages as PSUs (and households as SSUs) in rural areas, then report the relevant sampling unit at stage 1 for each of the population groups. Please do this also for the sampling units at further stages at the next questions.</p> <p><b>Not applicable</b></p>			
<p><b>6.7</b></p>	<table border="1"> <tr> <td data-bbox="240 1760 1137 1953"> <p><b>Are the sampling units at the first stage self-representing?</b></p> <p>In case of <b>self-representing primary sampling units</b> i.e. of PSUs purposefully included in the sample (selected with probability of one), these are treated as primary strata and their secondary sampling units are treated as primary sampling units.</p> </td><td data-bbox="1137 1760 1291 1953"> <p>Yes</p> <p><input type="checkbox"/></p> </td><td data-bbox="1291 1760 1439 1953"> <p>No</p> <p><input type="checkbox"/></p> </td></tr> </table>	<p><b>Are the sampling units at the first stage self-representing?</b></p> <p>In case of <b>self-representing primary sampling units</b> i.e. of PSUs purposefully included in the sample (selected with probability of one), these are treated as primary strata and their secondary sampling units are treated as primary sampling units.</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>
<p><b>Are the sampling units at the first stage self-representing?</b></p> <p>In case of <b>self-representing primary sampling units</b> i.e. of PSUs purposefully included in the sample (selected with probability of one), these are treated as primary strata and their secondary sampling units are treated as primary sampling units.</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input type="checkbox"/></p>		



6.8	<p><b>If yes to 6.7</b></p> <p><b>What is the sampling unit at the second stage (SSU)?</b></p> <p>Examples: dwellings, households, individuals, etc.</p> <p>In case of <b>self-representing primary sampling units</b>, the <b>secondary sampling units</b> are treated as primary sampling units.</p> <p>Not applicable</p>		
6.9	<p><b>What is the sampling unit at the ultimate stage?</b></p> <p>Examples: dwellings, households, individuals, etc.</p> <p>The individual aged 16-74 years old and the corresponding household.</p>		
6.10	<p><b>How many individuals are interviewed in the household?</b></p> <p>Interviewed units are units from which data are collected. The interviewed unit can be different from the ultimate sampling unit.</p> <p>For instance, the sampling unit at an ultimate stage can be a household and the interviewed unit can be an individual (all eligible individuals in the household are interviewed — this is a cluster sampling).</p> <p>Furthermore, the sampling unit at the ultimate stage can also be an individual and the interviewed unit can be all eligible individuals in the same household. This is an indirect cluster sampling.</p>	<p>One or some</p> <p><input checked="" type="checkbox"/></p>	<p>All</p> <p><input type="checkbox"/></p>
6.11	<p><b>Does the survey have a longitudinal component?</b></p> <p>The survey collects data from the same sample elements on multiple occasions over time.</p>	<p>Yes</p> <p><input type="checkbox"/></p>	<p>No</p> <p><input checked="" type="checkbox"/></p>
6.12	<p><b>If yes to 6.11, please provide additional information!</b></p> <p>If the survey sample is based on rotation groups, please specify the number of rotation groups.</p> <p>Are the rotation groups of equal sizes?</p> <p>What is the frequency of rotation of groups?</p> <p>How are new rotation groups selected?</p> <p>If the survey sample is drawn from another survey sample/micro-census/master sample, then does the rotation take place at the level of the other survey sample/micro-census/master sample?</p> <p>Insert text</p>		



**6.13 Please provide any additional information on the sampling design.**

The sample size is 7,000 individuals aged 16-74 years old. The number of households is expected to be approximately the same, but due to the fact that there is a chance that more than two individuals would be sampled from the same household, it differs.

The sampling units (individuals) in each final stratum (Region x Degree of urbanization x Gender x Age group) was distributed by using proportional allocation, so that the sampling fraction in each stratum was equal to:

$$f = \frac{1}{\lambda} = \frac{n}{N} \cong 0.087\% , \text{ where } n=7000 \text{ sampling individuals and } N= 8,060,510 \text{ target population individuals.}$$

Specifically, the number of sampling individuals in each final stratum (let  $h$ ) is:  $n_h = n \cdot \frac{N_h}{N}$ , where  $N_h$ : the population size of stratum  $h$ .

Individuals: In each of the final strata (let  $h$ ), a sample of  $n_h$  individuals was selected. These were selected from the total of the  $N_h$  individuals with equal probabilities and by applying systematic sampling. Before applying the systematic sampling, the individuals were ordered by Department (NUTS 3) and by their ages (implicit stratification variables).

Households: The households were the ones corresponding to the selected individuals, with the above mentioned methodology.

Sample size		Households	Individuals (aged 16 to 74)	Individuals (younger than 16)	Individuals (older than 74)
6.14	<b>Gross sample size</b>  The number of households/individuals initially selected from the sampling frame (if not applicable, please indicate why). Please restrict the numbers in the first two columns to the <i>Eurostat scope</i> (if additional age groups are covered, these can be reported separately in the last two columns).	7000	7000	→ if not applicable, please leave blank	
6.4	<b>Net sample size</b>  The number of households/individuals that can be used in the final database (if not applicable, please indicate why).	To be filled in under §7.C (final report)			



## 7. Response and non-response

(quality report)

**Note:** This chapter only deals with non-response error. Other non-sampling error such as frame errors, measurement and processing errors or model assumption errors are discussed elsewhere or outside the scope of this methodological report.

### UNIT NON-RESPONSE

Unit non-response occurs when not all elements (households and/or individuals) of the gross sample (i.e. the initial sample drawn from the reference sampling frame) participate in the survey and are thus not included in the net sample.

However, not all types of non-response are taken into account when calculating the response rate (in §7.D) as they can be rather related to the quality of e.g. the sampling frame than to the quality of the survey data.

Note: In this report - for reasons of comparability across countries - all non-contacts are considered to be *non-response of eligible cases* (where in reality some of the non-contacts may concern ineligible cases).

**If additional age groups were covered, please report separately for individuals in the general scope (16-74), and any additional age groups covered (see the last two columns).**

**If no additional age groups were covered (see also §3.2 and §4.1), the last two columns can be left blank.**

		Number of households	Number of individuals (aged 16-74)	Number of individuals (<16)	Number of individuals (>74)
<b>7.A</b>	<b>Gross sample size</b> The number of households/individuals initially selected from the sampling frame (if not applicable, please indicate why).	7000	7000	→ if not applicable, please leave as is	
				-1	-1

	Type of unit non-response (ineligible cases)	Number of households	Number of individuals (aged 16-74)	Number of individuals (<16)	Number of individuals (>74)
<b>7.1</b>	<b>Ineligible: out-of-scope</b> E.g. selected household is not in the target population because all members are over 75 years old.	23	23	→ if not applicable, please leave as is	
				-1	-1
<b>7.2</b>	<b>Other ineligible</b> E.g. no dwelling exists at the selected address or selected individual has died between the reference data of the sampling frame (cf. §5.2) and the moment of the interview.	-1	-1	-1	-1

<b>7.B</b>	<b>Number of eligible elements</b> I.e. the gross sample size corrected for the ineligible cases. ► [§7.B] = [§7.A] - [§7.1] - [§7.2]	6977	6977	-1	-1
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	Type of unit non-response (eligible cases)	Number of households	Number of individuals (aged 16-74)	Number of individuals (<16)	Number of individuals (>74)
<b>7.3</b>	<b>Non-contact</b>	2070	2070	→ if not applicable, please leave as is	



	E.g. no one was home or postal survey was never sent back.			-1	-1
<b>7.4</b>	<b>Refusal</b> E.g. selected household or individual was contacted but refused to take part in the survey.	778	778	-1	-1
<b>7.5</b>	<b>Inability to respond</b> E.g. selected household or individual was unable to participate due to language barriers or cognitive or physical incapacity to respond.	-1	-1	-1	-1
<b>7.6</b>	<b>Rejected interviews</b> E.g. the selected household/individual did take part but the survey form cannot be used (poor quality - e.g. strong inconsistencies; unacceptable item-response - e.g. individual left most of the questions unanswered; survey form got lost and interview cannot be repeated; etc.).	-1	-1	-1	-1
<b>7.7</b>	<b>Other non-response</b> Please specify the other types of non-response encountered. <u>Note:</u> please add the other non-response related to ineligibility of the selected elements under §7.2. <b>Insert text</b>	-1	-1	-1	-1
<b>7.C</b>	<b>Net sample size</b> The number of households/individuals that can be used in the final database (if not applicable, please indicate why). This notion corresponds to the <i>final sample</i> in the Tabulation Scheme. ► $[\$7.C] = [\$7.B] - [\$7.3] - [\$7.4] - [\$7.5] - [\$7.6] - [\$7.7]$	4129	4129	-1	-1



		Households	Individuals (aged 16-74)	Individuals (<16)	Individuals (>74)
7.D	<b>Unit response rate</b> The unit response rate is the <b>ratio</b> of the <i>number of in-scope respondents</i> (= the number of achieved interviews or the net sample size, see §7.C) to the <i>number of eligible elements</i> selected from the sampling frame (see §7.B). The number of eligible elements equals <i>the gross sample size</i> (see §7.A) <i>minus the ineligible cases</i> (see §7.1 and §7.2). ► <b>[§7.D] = [§7.C] / [§7.B]</b>	59.2	59.2	→ if not applicable, please leave as is	
				-1	-1

7.8	<b>Comments on the unit response rate, if any</b> Insert text
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7.9	<b>Methods used for minimizing unit non-response</b> Where applicable, give a description of measures taken to reduce the unit non-response: <ul style="list-style-type: none"> <li>• advance notification in the form of a letter or phone call;</li> <li>• system of reminders, number of visits, number of attempts for phone calls, etc.</li> <li>• showing respondents how the data they are providing are being used;</li> <li>• etc.</li> </ul> An advanced notification letter was sent to all households; approximately two months before the survey conduct, among others providing information on how the data collected are being used. In cases where the households couldn't be approached, mainly due to temporary absence, a number of attempts for phone calls (up to three) were used.
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7.10	<b>Methods used for dealing with unit non-response</b> Indicate whether imputations are made for unit non-response and give a short description of the methods used (e.g. correction factor in the weighting procedure, imputation based on background characteristics known from the sampling frame, etc.).  Reweighting was applied
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7.11	<b>Has substitution been used?</b> Please indicate whether the instructions to interviewers allow for proxy interviews (another person in the household than the one who was randomly selected can answer the questions).  If yes, please give an estimate of the percentage of proxy interviews (compared to the total number of interviews). <b>Substitution rate (%)</b> 0%  <b>On which criterion has the selection of the substituted units been based?</b>  Insert text	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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## ITEM NON-RESPONSE

Item non-response occurs when a respondent provides some, but not all, of the requested information, or if the reported information is not useable (note that entirely non-useable questionnaire are already counted in the *unit* non-response, see §7.6).

It may occur for a variety of reasons. Items may be missing because the respondent broke off the interview after partially completing it (but enough data were provided so that the questionnaire is not classified as a unit non-response). Items may be missing because the respondent inadvertently skipped an item, a module or a page (especially in self-administered mail surveys). Or a respondent may simply not have the information on the question (and no don't know option is foreseen) or refuse to give the requested information.

As item non-response usually goes hand-in-hand with systematic bias (e.g. the proportion of *No* answers may be higher among people with item non-response compared to those who did answer on a specific item), it is useful to assess the degree and impact of this type of non-response.

### 7.12 Questions or items with item response rates below 90%

If any, identify the items with low response rates (the cut-off value to be used is 0.90) and indicate their respective response rates. The item non-response rate should of course be calculated taking into account the routing and filtering in the questionnaire.

Insert text



### 7.13 What imputation methods have been used?

Indicate whether imputations are made for item non-response and give a short description of the methods used (e.g. nearest-neighbour imputation, hot deck imputation, mode imputations within classes, etc.).

(Multiple choices possible)

☒

**None**

☐

**Deductive imputation**

An exact value can be derived as a known function of certain characteristics (e.g. the value received for a family allowance is a known function of certain characteristics like income class, age of children, etc. As soon as those characteristics are known, it becomes possible to calculate the value of a family allowance without error.)

#### Deterministic imputation

Deterministic imputation leads to estimators with no random component, that is, if the imputation were to be re-conducted, the outcome would be the same.

☐

Mean/Median

☐

Mean/Median by class

☐

Regression-based

☐

Donor

☐

Other (please specify): Insert Text

#### Random imputation

Random imputation leads to estimators with a random component, that is, if the imputation were re-conducted, it would lead to a different result.

☐

Hot-deck

☐

Cold-deck

☐

Simulated residuals

☐

Other (please specify): Insert text

☐

**Multiple imputation**

Multiple imputation methods offer the possibility of deriving variance estimators by taking imputation into account. In multiple imputation each missing value is replaced (instead of a single value) with a set of plausible values that represent the uncertainty of the right value to impute. The incorporation of imputation variance can be easily achieved based on the variability of estimates among the multiply imputed data sets.

### 7.14 What was the overall imputation rate for the main indicators?

For each of the target indicators that you listed in your response to question 6, please report the proportion of observations that are imputed values. Moreover, if applicable, please report the share of the estimate that is contributed by the imputed values.

#### Main target indicator

Imp. Rate

Imp. Rate

(% of  
observations)

(share of  
estimate)

Proportion of households having access to the Internet at home

0%

0%

(item 'Yes' in variable A1 of the 2014 model questionnaire)

Proportion of households using a broadband connection

0%

0%

(a 'Yes' on option a or b in A3 of the 2014 model questionnaire)

Proportion of individuals regularly using the Internet: overall

0%

0%

(indiv. who ticked option 1 or 2 in C2 of the 2014 model questionnaire)



<b>7.15</b>	<b>Other comments relating to the item non-response</b> If any, please use this box to inform on additional issues on the non-response calculation (e.g. method used in national publications, etc.).
	<div>Insert text</div>



## 8. Grossing-up procedures

### (quality report)

Please give a description of the extrapolation or weighting procedures used to gross up the *households* (§8.1) and the *individuals* (§8.2) in the net sample to the (target) population, discussing the different steps taken or factors applied to the design weighting to take into account the (post)stratification, balancing for unit non-response, etc.

In case similar methods are used for grossing-up the net samples of households and individuals, the discussion can be integrated under one heading.

How were the design weights calculated?

Was balanced sampling used and what are the balancing variables?

Has re-weighting for units non-response been performed?

Has adjustment to external data sources been performed?

Is the sample self-weighted?

#### 8.1

#### Grossing-up procedures for households

Indirect household sampling was conducted, as the sample of households was obtained indirectly from the sample of the individuals. Firstly the sample of individuals was selected from a population register and then the sample of households was obtained by taking all households that have at least one of their current members in the original sample of individuals. The indirect selection of households through individuals leads to a selection of households in proportion to their size (according to the number of household members that belong to the target population). As a result, the weights attached to the sampling households are defined as following:

Let  $h$  be one of the final strata of surveyed units (individuals aged 16-74 years old). Then, this takes the following values  $h = 1, 2, \dots, H$ . In each of the final strata (let  $h$ ), if statistical information is selected from a sample of  $n'_h$  individuals, the extrapolation factor of the sampling household of order  $j$  that corresponds to the selected individual of order  $i$  is defined as:

$$w_{hij} = \frac{N_h}{n_h \cdot m_{hij}} \cdot \frac{1}{r_h} \cdot t_{hij}$$

where:

$N_h$  : the target population size of individuals in the stratum  $h$

$n_h$  : the initial sample size of individuals in the stratum  $h$



$m_{hij}$ : the number of the members aged 16-74 years old that resided in the household of order  $j$  that corresponds to the selected individual of order  $i$  in the stratum  $h$

$r_h = \frac{n'_h}{n_h}$ : the response rate of individuals in the stratum  $h$

$t_{hij}$ : Factor, which adjusts the sample weights of households so that the sample totals conform to the population totals on a cell-by-cell basis (Population Weighting Adjustment). For the definition of cells or classes, the auxiliary variable used at household level is the household size (1,2,3,4 or 5+ members). The distribution of households by size class is estimated from the population census 2011.

## 8.2

### Grossing-up procedures for individuals

#### Definition of weights attached to the sampling individuals

Let  $h$  be one of the final strata of surveyed units (individuals aged 16-74 years old). Then, this takes the following values  $h = 1, 2, \dots, H$ . In each of the final strata (let  $h$ ), if statistical information is selected from a sample of  $n'_h$  individuals the extrapolation factor of the sampling unit of order  $i$  is defined as:

$$w_{hi} = \frac{N_h}{n_h} \cdot \frac{1}{r_h} \cdot g_{hi}$$

Where:

$N_h$ : the target population size of individuals in the stratum  $h$

$n_h$ : the initial sample size of individuals in the stratum  $h$

$r_h = \frac{n'_h}{n_h}$ : the response rate of individuals in the stratum  $h$

$g_{hi}$ : Factor, which adjusts the sample weights of individuals, so that the sample distribution conform to the population distribution across a set of classes. The classes are 24, which are defined by crossing gender by age groups (2 sex categories  $\times$  12 age groups). The age groups are defined by the year intervals: 16-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65-69 and 70-74. The population distribution of individuals by gender and age groups is estimated from data coming from the Labor Force Survey 2014.



## 9. Sampling error (quality report)

### Standard error (for a selection of indicators)

The sampling error reflects the fact that only a particular sample was surveyed rather than the entire population. It is estimated by the standard error and can be expressed by the square root of the estimate of the sampling variance ( $\hat{\sigma}_{(\hat{\theta})}^2$ ). The estimation of the sampling variance should ideally take into account the sampling design (e.g. the stratification).

Please comment on the approach for calculating sampling errors in §9.6. In case the standard errors are derived using the variance formula for simple random sampling and incorporating a factor which reflects the multi-stage, clustered nature of the sampling design, please provide more detailed information in §9.6 d and e.

Please indicate below the number of respondents (absolute value for Yes answers), the estimated value of the proportion (in %) as well as the respective *standard error (in percentage points)* for the indicators and subindicators mentioned.

**Please note that the accuracy measure used, i.e. the STANDARD DEVIATION, was also addressed in the 2006-2013 report templates but differs from the 2004 and 2005 report templates (where the coefficient of variation was used).**

The section 9.7 should be completed with comments on reliability and representativeness of results and completeness of dataset. The two questions should be left blank if not applicable, i.e. if standard errors found were adequate or if subgroups of the population had always a sufficient number of respondents.

<b>Indicator or subindicator</b>  <b>- on households and individuals in the general scope (16-74) and related subgroups -</b>		<i>Number of respondents</i>	<i>Estimated proportion (%)</i>	<i>Standard error (% points)</i>
<b>9.1</b>	<b>Proportion of households having access to the Internet at home</b> (item 'Yes' in variable A1 of the 2014 model questionnaire)	2490050	65.6	0.76
<b>9.2</b>	<b>Proportion of households using a broadband connection</b> (a 'Yes' on option a or b in variable A3 of the 2014 model questionnaire)	2456227	64.7	0.77
<b>9.3</b>	<b>Proportion of individuals regularly using the Internet: overall</b> (indiv. who ticked option 1 or 2 in variable C2 of the 2014 model questionnaire)	4758223	59.0	0.63
<b>9.3.1</b>	Proportion of ind. regularly using the Internet: <b>males</b> (as % of all men=3953151)	2436980	61.7	0.81
<b>9.3.2</b>	Proportion of ind. regularly using the Internet: <b>females</b> (as % of all women=4107359)	2321242	56.5	0.96
<b>9.3.3</b>	Proportion of ind. regularly using the Internet: <b>age group 16-24 years</b> (as % of all individuals aged 16-24 years=999787)	909101	90.9	1.17
<b>9.3.4</b>	Proportion of ind. regularly using the Internet: <b>age group 25-34 years</b> (as % of all individuals aged 25-34 years=1441112)	1210860	84.0	1.66
<b>9.3.5</b>	Proportion of ind. regularly using the Internet: <b>age group 35-44 years</b> (as % of all individuals aged 35-44 years=1648344)	1204026	73.0	1.59
<b>9.3.6</b>	Proportion of ind. regularly using the Internet: <b>age group 45-54 years</b> (as % of all individuals aged 45-54 years=1551691)	854918	55.1	1.54
<b>9.3.7</b>	Proportion of ind. regularly using the Internet: <b>age group 55-64 years</b> (as % of all individuals aged 55-64 years=1325796)	446542	33.7	1.57
<b>9.3.8</b>	Proportion of ind. regularly using the Internet: <b>age group 65-74 years</b> (as % of all individuals aged 65-74 years=1093780)	132775	12.1	1.18
<b>9.3.9</b>	Proportion of ind. regularly using the Internet: <b>low educational level</b> (as % of all individuals with low education=2637505)	676978	25.7	0.99
<b>9.3.10</b>	Proportion of ind. regularly using the Internet: <b>medium educat. level</b> (as % of all individuals with medium education=3311333)	2221126	67.1	1.09



<b>9.3.11</b>	Proportion of ind. regularly using the Internet: <b>high educational level</b> (as % of all individuals with high education=2111672)	1860119	88.1	1.01
<b>9.3.12</b>	Proportion of ind. regularly using the Internet: <b>students</b> (as % of all students=655355)	640016	97.7	0.96
<b>9.3.13</b>	Proportion of ind. regularly using the Internet: <b>employees or self-employed</b> (as % of all employees or self-employed=3501825)	2626396	75.0	1.00
<b>9.3.14</b>	Proportion of ind. regularly using the Internet: <b>unemployed</b> (as % of all unemployed=1220565)	791605	64.9	2.02
<b>9.3.15</b>	Proportion of ind. regularly using the Internet: <b>retired, other inactive</b> (as % of all retired and other inactive=2682765)	700205	26.1	1.05
<b>9.4</b>	<b>Proportion of individuals having downloaded official forms in the last 12 months</b> (individuals who ticked item b in variable E1 of the 2014 model questionnaire)	1712033	21.2	0.62
<b>9.5</b>	<b>Proportion of individuals having ordered goods or services for private use over the internet in the last 12 months</b> (individuals who ticked option 1 or 2 in variable F1 of the 2014 model questionnaire)	2074667	25.7	0.66

<b>9.6</b>	<p><b>Calculation of the standard error</b></p> <p>There exist different methods by which the standard error of an estimated proportion can be assessed based on the distribution in the sample. Please, describe below the approach which you have followed. This information will help Eurostat to evaluate the comparability of the standard errors supplied in the previous section by the different statistical institutes participating in the survey.</p>
	<p><b>a) Name and brief description of the applied estimation approach</b></p> <p><input type="checkbox"/> Analytic Method</p> <p>Linearization Method</p> <p><input type="checkbox"/> Taylor linearization</p> <p><input type="checkbox"/> Linearization based on influence functions</p> <p><input type="checkbox"/> Other, please specify: <input type="text" value="Insert Text"/></p> <p>Replication Methods</p> <p><input type="checkbox"/> Jackknife</p> <p><input type="checkbox"/> Bootstrap</p> <p><input type="checkbox"/> Balanced repeated Replication / Balanced half-samples</p> <p><input type="checkbox"/> Random Groups</p> <p><input type="checkbox"/> Other, please specify: <input type="text" value="Insert Text"/></p> <p><input type="checkbox"/> Other, please specify: <input type="text" value="Insert Text"/></p>
	<p><b>b) Basic formula</b></p> <p>The sampling errors were computed using the SPSS software using the following strata</p> <p>Region (NUTS 2), Degree of Urbanization, Gender, Age groups: 16-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-57, 55-59, 60-64, 65-69 and 70-74, the final extrapolating factor checking the Without Replacement option in the respective dialogue box.</p>
	<p><b>c) What tools were used?</b></p> <p><input type="checkbox"/> CLAN</p> <p><input type="checkbox"/> GENESEES</p> <p><input type="checkbox"/> SUDAAN</p> <p><input type="checkbox"/> POULPE</p> <p><input type="checkbox"/> CALJACK</p>



	<input type="checkbox"/> BASCULA <input type="checkbox"/> ReGenesees Other, please specify: Insert Text
	<p><b>d) Do the methods take into account the effect of:</b></p> <p><input checked="" type="checkbox"/> <b>unit non-response?</b></p> <p>The variance estimator <math>\hat{v}(\hat{\theta})</math> has to be adjusted to take unit non-response into account. Different methods can be used: methods based on the assumption that respondents are missing at random or completely at random within e.g. strata or constructed response homogeneity groups, methods using the two-phase approach, etc.</p> <p>If yes, please indicate: The initial sample size was 7000 individuals, however the final sample size is 4129 individuals, this reduction of 41%, leads to an increment of the respective variance</p> <p><input type="checkbox"/> <b>imputation?</b></p> <p>Imputation variance can be estimated if multiple imputation is used.</p> <p>Replication and analytic methods can be used to incorporate imputation into variance estimation.</p> <p>Deville and Särndal (1994) proposed a method for the regression imputed Horvitz-Thompson estimator.</p> <p>If yes, please indicate:</p> <p><input type="checkbox"/> <b>coverage errors (over-coverage, multiple listings)?</b></p> <p>Methodology of domain estimation can be used. Target population has to be defined as a domain of the frame population.</p> <p>The related loss of precision can be quantified.</p> <p>If yes, please indicate:</p> <p><input type="checkbox"/> <b>implicit stratification?</b></p> <p>One way to consider implicit stratification is to define explicit strata, from which each of an independent sample is supposed to have been selected.</p> <p>Other methods using analytic formulae are available.</p> <p>If yes, please indicate:</p> <p><input type="checkbox"/> <b>rotating samples?</b></p> <p>In case of rotating sample schemes, the overlap of samples between e.g. successive quarters reduces the precision of the average of estimates from e.g. quarterly samples and increases the precision for e.g. the quarter-to-quarter estimates of change.</p> <p>If yes, please indicate:</p> <p><input type="checkbox"/> <b>calibration?</b></p> <p>Methods to account for the effect of calibration on variance should be used. E.g. Deville and Särndal method (1992).</p> <p>If yes, please indicate:</p>
	<b>e) Main reference in the literature</b>
	Cochran. W.G , Sampling Techniques, 3 <sup>rd</sup> edition, Wiley Series



9.7	<p><b>Comments on reliability and representativeness of results and completeness of dataset</b></p> <p>These comments should reflect on the standard errors reported for the indicators and subgroups in 9.1 to 9.5 above as well as on the other indicators and breakdowns. The estimated standard error shall not exceed 2% points for the overall proportions and shall not exceed 5% points for the proportions relating to the different subgroups of the population where these subgroups constitute at least 10% of the total population in the scope of the survey. If problems were found, these could have implications for future surveys (e.g. need to improve sampling design or to increase sample sizes for households or individuals).</p>
	<p><b>Indicators and breakdowns in sections 9.1 to 9.5 above:</b></p>
	<p><b>Other indicators and breakdowns:</b></p>



## 10. Closing remarks

10.1	<b>Problems encountered and lessons to be learnt</b> These comments can relate to methodological issues as well as to the questionnaire itself (item construction, clarity of definitions to interviewers and respondents, routing and filtering, outcome of pre-tests, etc.)
10.2	<b>Other comments, if any</b>

## 11. Annexes

**Note:** Please also provide the annexes in a computer-readable format and in English

11.1	<b>Questionnaire in national language - Yes</b>
11.2	<b>Questionnaire in English (if available) -Yes</b>
11.3	<b>Interviewer instructions (if available) – Yes in national language</b>
11.4	<b>National reports on methodology (if available)</b>
11.5	<b>Analysis of key results, backed up by tables and graphs (if available)</b>
11.6	<b>Other annexes</b> Please give an overview of other annexes (whether or not referred to in the preceding chapters of this report)
	<ul style="list-style-type: none"> <li>• ...</li> <li>• ...</li> </ul>