

**GENERAL SECRETARY
NATIONAL STATISTICAL SERVICE
OF GRRECE**

DIVISION: POPULATION STATISTICS
AND LABOUR MARKET

UNIT: Households' Surveys

Telephone : 010 3289201

Fax : 010 3289076

e-mail : hbs@statistics.gr
echp@statistics.gr

Sample and household ID : |_|_|_|_|_|_|_|_|_|_|_|_|

Perfecture: _____

Municipality/Commune : _____

Day/Month/Year: _____|_|_|-|_|_|-|_|_|_|_|

Interviewer: _____|_|_|_|

**COMMUNITY SURVEY
ON INFORMATION COMMUNICATION TECHNOLOGIES**

Η έρευνα αυτή γίνεται σε δείγμα νοικοκυριών που έχει καθοριστεί από τη Γ.Γ.ΕΣΥΕ, με τυχαίο τρόπο. Η παροχή των στοιχείων είναι ΥΠΟΧΡΕΩΤΙΚΗ, και οι απαντήσεις στα ερωτήματα του δελτίου είναι ΕΜΠΙΣΤΕΥΤΙΚΕΣ (Ν.3267/56 και Ν. 2392/96).

ATHENS, 2002

DEMOGRAPHY DATA, EDUCATION, STATUS ACTIVITY OF HOUSEHOLD MEMBERS

S/N of household member	Name and Surname of household members	Sex 1: Male 2: Female	Year of Birth	Level of education completed	Status activity	Home based business
1	2	3	4	5	6	7
01			□□□□	□	□	
02			□□□□	□	□	
03			□□□□	□	□	
04			□□□□	□	□	
05			□□□□	□	□	
06			□□□□	□	□	
07			□□□□	□	□	
08			□□□□	□	□	

CODES

	Column 5	Column 6	Column 7
	Level of education completed 0=None 1=Primary Education 2=Lower Secondary Education 3=Upper Secondary Education 4=Post Secondary Education 5=Technologies Educational Institutes 6=Universities 7=Msc.,MBA 8= PhD	Status activity 1= Student 2=Employee 3=Self-employed 4=Family worker (unpaid) 5= In compulsory military service 6= Housewife 7=Unemployed 8=Retired 9=Man of independent means 10=Unable to work 11=Child <16 years old	Home based Business 1=Household members running a home based business 2=Household members teleworking * 3= No home based business and no teleworking
<p>*Teleworking: Teleworking occurs when paid workers carry out all, or part of their work at least half a day per week away from office space provided by the employer, usually from home, using information and communication technologies.</p>			

Access to selected IC technologies

To be completed by members of household aged < 16 years old

1. Does your household have any of these at home?

	YES	NO
1. Internet enabled mobile phone.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Other mobile phone	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Conventional analogue (terrestrial) TV.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Digital terrestrial TV.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5. Satellite dish connected to TV.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Cable TV.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7. Portable computer.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8. Handheld computer (palmtop).....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
9. Desktop computer.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10. Car with a traffic navigation system.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2

INTERVIEWER: Αν σε όλα τα υποερωτήματα υπάρχει απάντηση 2 (OXI) η έρευνα συνεχίζεται με το ερώτημα 6.
 Διαφορετικά, η έρευνα συνεχίζεται με το επόμενο ερώτημα.

2. Does any member of this household have access to the world wide web (internet) at home (regardless of whether it is used)?

- Yes..... ☐ 1 → 3
- No..... ☐ 2 → 4
- Do not know ☐ 3 → 4

3. On which device is the internet accessed at home?

(Multiple choice)

1. Desktop computer..... ☐ → 5
2. Portable computer ☐ → 5
3. Handheld computer ☐ → 5
4. TV set (digital TV or top box).... ☐ → 5
5. Mobile phone alone (WAP, GPRS) ☐ → 5
6. Games console..... ☐ → 5
7. Other means..... ☐ → 5
8. Don't know ☐ → 5

4. What are the main reasons for you not having access to the internet at home?

(Multiple choice)

1. Have access to internet elsewhere..... ☐ → 5
2. Don't want/ internet content not useful..... ☐ → 6
3. Equipment costs too high..... ☐ → 6
4. Access costs too high (telephone etc.)..... ☐ → 6
5. Lack of confidence or skills..... ☐ → 6
6. Language barriers (optional) ☐ → 6
7. Physical disability (optional)..... ☐ → 6
8. Privacy or security concerns..... ☐ → 6
9. Other. Please, specify _____ ☐ → 5
10. Don't know ☐ → 6

5. Do you have a personal home page/web site on the internet?

- Yes..... ☐ 1
- No..... ☐ 2

Use of computers and Internet: location, frequency of use

6. In last 3 months, did you use a computer?

- Yes..... ☐ 1
- No..... ☐ 2 → 8

7. On average how often and when did you use a computer in the last 3 months?

	At least once a day	At least once a week but not every day	At least once a month but not every week	Less than once a month
	1	2	3	4
α) At home				
β) At place of work(others than home)				
γ) At place of education				
δ) At other places				

8. In last 3 months, did you access the internet?

- Yes..... ☐ 1
- No..... ☐ 2 → *end of survey*

9. How often and where did you access the internet In last 3 months?

	At least once a day	At least once a week but not every day	At least once a month but not every week	Less than once a month
	1	2	3	4
α) At home				
β) At work				
γ)) At place of education				
δ)) At other places				

Για τον ερευνητή: Αν υπάρχει απάντηση στο (δ) «Σε άλλους χώρους» να προχωρήσετε στο ερώτημα 10. Διαφορετικά να προχωρήσετε στο ερώτημα 11.

10. At which of these other places did you access the internet in the last 3 months?
(Multiple choice)

- Public Library..... ☐ 1
- Postal Office..... ☐ 2
- Public Office, town hall, community centre..... ☐ 3
- Internet Café..... ☐ 4
- Neighbour, friend or relatives house..... ☐ 5

11. Approximately how many hours per week did you spend on the internet at home or elsewhere in the last 3 months?

- Less than one hour..... ☐ 1
- 1-2 hours..... ☐ 2
- 3-5 hours..... ☐ 3
- 6-10 hours..... ☐ 4
- 11-14 hours..... ☐ 5
- 15-21 hours..... ☐ 6
- More than 21 hours..... ☐ 7

Purpose and nature of activities on the Internet

12. For which of the following activities did you use the internet (all places of use) in the last 3 months for private purposes?
(Multiple choice)

Communication

- Sending/ receiving e-mails..... ☐ 1
- Telephoning over the internet / Videoconferencing..... ☐ 2
- Other (use of chat sites etc.)..... ☐ 3

Information search and on-line services

- Finding information about goods and services..... ☐ 4
- Using services related to travel and accommodation (optional)..... ☐ 5
- Using services related to training / education..... ☐ 6
- Using health related services..... ☐ 7
- Listening to Web radios / watching web television..... ☐ 8
- Playing/ downloading games and music..... ☐ 9
- Reading/ downloading online newspapers / news magazines..... ☐ 10

Purchase of goods and services, banking

- Financial services (e.g. Internet Banking, share purchasing)..... ☐ 11
- Purchasing / ordering goods or services (excl. shares / financial services) ☐ 12
- Selling goods and services (e. g. via auctions) ☐ 13

Interaction with public authorities

- Obtaining information from public authorities web sites..... ☐ 14
- Downloading official forms..... ☐ 15
- Sending filled in forms..... ☐ 16

13. For which of the following work related activities carried out at home did you use the internet in the last 3 months?

(Multiple choice)

- Internet not use for work related activities at home ☐ 1
- Finding information relating to your work or business..... ☐ 2
- Looking for a job / sending job applications..... ☐ 3
- Sending work carried out at home to work place (teleworking) ☐ 4
- Other work related activities..... ☐ 5

Internet commerce details: activities and barriers

14. In the last 3 months, did you buy or order goods and services for non-work use over the Internet?

- Yes ☐ 1→ 17
- No..... ☐ 2

15. Have you ever bought or ordered goods or services for non-work use over the Internet?

- Yes ☐ 1→ 17
- No ☐ 2

16. Wat were the main reasons for not buying / ordering any goods or services for your own private use?

(Multiple choice)

- Have no need..... ☐ 1
- Prefer to shop in person, like to see product..... ☐ 2
- Force of habit/ customer loyalty to shops / or suppliers..... ☐ 3
- Too expensive..... ☐ 4
- Too long delivery times..... ☐ 5
- Problematic to receive ordered goods at home..... ☐ 6
- Goods and services needed not available on the Internet..... ☐ 7
- Security concerns, worried about giving credit card details over the Internet..... ☐ 8
- Privacy concerns, worried about giving personal details over the Internet..... ☐ 9
- Trust concerns / concern about receiving or returning goods..... ☐ 10
- Complaint / redress concerns, worried about difficulty for redress. ☐ 11
- Other. Please, specify..... ☐ 12

→ τέλος της έρευνας

17. Via which technology did you access the Internet for buying or ordering goods and services in the last three months?

(Multiple choice)

- Via PC (desktop, portable, palmtop)..... ☐ 1
- Via mobile phone (WAP, GPRS)..... ☐ 2
- Other technologies (TV with Internet access, Minitel, etc)..... ☐ 3

18. What types of goods and services did you buy or order over the Internet for non-work use in the last 3 months? (Multiple choice)

Προϊόντα και υπηρεσίες		Estimated number of purchases (Optional)
Food / Groceries	<input type="checkbox"/> 1	
Films, music	<input type="checkbox"/> 2	
Books/ Magazines/ E-learning material	<input type="checkbox"/> 3	
Clothes, sports goods	<input type="checkbox"/> 4	
Computer software (incl. Video games)	<input type="checkbox"/> 5	
Computer hardware	<input type="checkbox"/> 6	
Electronic equipment (incl. cameras)	<input type="checkbox"/> 7	
Share purchases / Financial services /Insurance	<input type="checkbox"/> 8	
Travel and holiday accommodation	<input type="checkbox"/> 9	
Tickets for events	<input type="checkbox"/> 10	
Lotteries and betting	<input type="checkbox"/> 11	
Other. Please, specify _____	<input type="checkbox"/> 12	

19. What was the total value of goods and services (excluding financial investments) you bought or ordered (non-work use) over the Internet in the last 3 months?

- Yes ☐ 1
- No..... ☐ 2 → 19β

19α. If Yes, what was the total value?

Euro [][][][], [][]

19β. If No, which category corresponds to the current total amount of this expenditure ?

- Less than 30 €..... ☐ 1
- 30 € to under 100 €..... ☐ 2
- 100 to under 200 €..... ☐ 3
- 200 to under 300 €..... ☐ 4
- 300 to under 500 € ☐ 5
- 500 to under 1000 € ☐ 6
- 1000 to under 2500 € ☐ 7
- 2500 € or more..... ☐ 8

20. Did you pay for any of those goods or services by giving your credit card details over the Internet?

- Yes..... ☐ 1
- No..... ☐ 2

21. Did you buy or order goods over the Internet from:

- Retailers you knew from outside the Internet (physical store, catalogues) ☐ 1
- Retailers known from the Internet or found on the Internet..... ☐ 2

22. What % of your purchases / order in the last 3 months would you estimate were:

From companies based in your own country	%
From companies based in other European Union countries	%
From rest of world	%

**23. What, if any, problems have you encountered when making purchases over the Internet ?
(Multiple choice)**

- Speed of delivery longer than indicated ☐ 1
- Delivery costs higher than indicated ☐ 2
- Final price higher than indicated ☐ 3
- Wrong goods delivered..... ☐ 4
- Damaged goods delivered ☐ 5
- Lack of security of payments..... ☐ 6
- Uncertainty concerning guarantees..... ☐ 7
- Complaints and redress were difficult..... ☐ 8
- No satisfactory response received after complaint..... ☐ 9
- Other. Please, specify..... ☐ 10