

**NATIONAL STATISTICAL SERVICE
OF GREECE**

Household ID:

--	--	--	--	--	--	--	--	--

**GENERAL DIRECTORATE OF STATISTICAL
SURVEYS**

Prefecture: _____

**POPULATION STATISTICS AND
LABOR MARKET DIRECTORATE
UNIT of Special Household Surveys**

Municipality / commune : _____

Date : |_|_|_|_|_|_|_|_

Phone : 210 3289201

Fax : 210 3289076

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

Interviewer: _____

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2003**



The survey is being conducted on a sample of households having been defined by the N.S.S.G in a random way. The provision of data is OBLIGATORY and information is CONFIDENTIAL (Low 3267/56 and Low 2392/96).

ATHENS, 2003

DEMOGRAPHIC DATA – EDUCATION – ACTIVITY STATUS

S/N of household's member	Name	Surname	Sex 1:Male 2:Female	Year of birth	Month of birth	Educational level completed by 31/3/2003	Activity status	Home based business
1	2	3	4	5	6	7	8	9
01								
02								
03								
04								
05								
06								
07								
08								
			Column 7		Column 8		Column 9	
			EDUCATIONAL LEVEL 0=Have not completed/ attended any level 1=Primary Education (Demotiko) 2=Lower Secondary Education (Gymnasio) 3=Upper Secondary Education (Lykeio, etc.) 4=Post Secondary Education (Institutes of Vocational Education) 5=Technological Educational Institutes 6=University / Higher Military Schools 7=Msc.,MBA 8= PhD		ACTIVITY STATUS 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 not having attended school yet		HOME BASED BUSINESS 1=Household member running a home based business 2=Household member teleworking * 3=No home based business and no teleworking 4=Farmer/ cattle-breeder/ fisherman *Telework: Teleworking occurs when paid workers carry out all or part of their work at least half a day per week away from office, in space provided by the employer, usually from home, using information and communication technologies.	

ACCESS TO SELECTED IC TECHNOLOGIES

To be completed by persons born until 1986

S/N of household member answering questions A1- A4.....|_|_|

A1. Does your household have any of the following?

- | | 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. TV..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| If yes, does the household have: | | |
| 3.1. a digital TV..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3.2. a satellite dish..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3.3. cable TV..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. DVD player..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Personal computer | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 6. Handheld computer (palmtop) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

A2. Does any member of this household have access to the world wide web (internet) at home (regardless of whether it is used)?

- Yes..... ☐ 1 → A3
- No..... ☐ 2 → A5
- Don't know..... ☐ 3 → B1

A3. On which of these devices is the internet accessed at home? (Multiple answer)

- Personal computer ☐ 1
- Handheld computer ☐ 2
- TV (digital TV or set top box) ☐ 3
- Mobile phone (WAP, GPRS, UMTS) ☐ 4
- Games console..... ☐ 5
- Other device..... ☐ 6
- Don't know ☐ 7

A4. What types of internet connection are used? (Multiple answer)

- Dial-up telephone line (analogue, ISDN)..... ☐ 1→ B1
- Modem or TV set top box..... ☐ 2→ B1
- Broadband connection
 - DSL (ADSL, SDSL etc.)..... ☐ 3.1→ B1
 - Cable TV network (cable modem)..... ☐ 3.2→ B1
 - Mobile phone (UMTS) ☐ 3.3→ B1
- LAN (wireless or cable) ☐ 4→ B1
- Don't know ☐ 5→ B1

FOR THE INTERVIEWER: The following questions are answered by the member having been selected to provide information at individual level.

S/N of member answering questions A5- D7..... | | |

Code 00 when pre-selected member **is temporarily absent** (at work, in a visit, etc.) and data will be recorded with another phone call.

A5. What are the main reasons for you not having access to the Internet at home?

(Multiple answer)

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

USE OF COMPUTERS (LOCATION, FREQUENCY OF USE, ACTIVITIES)

S/N of member answering questions B1- D7.....

B1. Have you ever used a computer?

- Yes..... ☐ 1
- No..... ☐ 2 → C1

B2. Have you taken any training courses (of ½ day or longer) on any aspect of computer use?

(Included are courses taken in school)

- Yes, in the last 12 months ☐ 1
- Yes, more than one year ago ☐ 2
- No ☐ 3

B3. For which of the following computer related activities have you used the computer?

(Multiple answer)

- Using icons and windowing interface to launch applications (e.g. internet browser, Word processor, etc.) ☐ 1
- Copying a file ☐ 2
- Using copy and paste tools to duplicate information within a document..... ☐ 3
- Using basic arithmetic formulas to add, subtract, multiply or divide figures in a spreadsheet..... ☐ 4
- Merging a mailing list with a letter document or a label ☐ 5
- Creating a web page ☐ 6
- Writing a computer program ☐ 7

B4. On average, how often did you use a computer during the first three months of 2003?

At least once a workday	<input type="checkbox"/> 1
At least once a week (but not every day)	<input type="checkbox"/> 2
At least once a month (but not every week)	<input type="checkbox"/> 3
Less than once a month	<input type="checkbox"/> 4
Didn't use during the first three months of 2003	<input type="checkbox"/> 5 → C1

B5. During the first three months of 2003 where have you used a computer?

(Multiple answer)

At home	<input type="checkbox"/> 1
At place of work (other than home)	<input type="checkbox"/> 2
At place of education	<input type="checkbox"/> 3
At other places	<input type="checkbox"/> 4

USE OF INTERNET

C1. In the last 12 months did you use the internet?

- Yes..... ☐ 1
- No..... ☐ 2 → **End of the survey**

C2. In the last 12 months, have you encountered any of the following security problems through using the internet?

(Multiple answer)

- Computer virus resulting in loss of information or time ☐ 1
- Fraudulent payment (credit or debit) card use ☐ 2
- Abuse of personal information sent on the internet ☐ 3
- No problems encountered ☐ 4

C3. During the first three months of 2003 did you use the internet?

- Yes..... ☐ 1
- No..... ☐ 2 → **End of the survey**

C4. During the first three months of 2003, on average, how often did you access the internet?

At least once a workday	<input type="checkbox"/> 1
At least once a week (but not every day)	<input type="checkbox"/> 2
At least once a month (but not every week)	<input type="checkbox"/> 3
Less than once a month	<input type="checkbox"/> 4

C5. During the first three months of 2003, where have you accessed the internet (using a computer or any other means)?

(Multiple answer)

At home	<input type="checkbox"/> 1
At place of work (other than home)	<input type="checkbox"/> 2
At place of education	<input type="checkbox"/> 3
At other places :	
➤ At public library	<input type="checkbox"/> 4.1
➤ At the post office	<input type="checkbox"/> 4.2
➤ In a public office, town hall, community office	<input type="checkbox"/> 4.3
➤ In a cultural/ athletic group, place for elderly, etc.	<input type="checkbox"/> 4.4
➤ At internet cafe	<input type="checkbox"/> 4.5
➤ At neighbor's, friends' or relative's house	<input type="checkbox"/> 4.6

C6. In the first three months of 2003, approximately how many hours per week did you spend on the internet at home or elsewhere?

(Please note time of active usage, not simply time device was connected)

- Less than an 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

C7. In the first three months of 2003, have you taken any of the following security precautions for your computer or mobile phone?

- | | YES | NO |
|---|----------------------------|----------------------------|
| 1. Installed a virus checking program | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Updated a virus checking program | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Used online authentication for access in specific sites of internet (used a – password, PIN or digital signature)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

PURPOSE AND NATURE OF ACTIVITIES ON THE INTERNET

C8. In the first three months of 2003, for which of the following activities did you use the Internet? (Multiple answer)

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
- Finding information about travel and accommodation..... ☐ 5
- Listening to web radios /watching web television..... ☐ 6
- Playing / downloading games and music ☐ 7
- Reading/ downloading online newspapers/ magazines..... ☐ 8

Purchase and selling of goods and services, banking

- Internet banking ☐ 9
- Other financial services (e.g. share purchasing) ☐ 10
- Purchasing / ordering goods or services (excl. shares/ financial services ☐ 11
- Selling goods and services (e.g. via auctions)..... ☐ 12

Interaction with public authorities

- Obtaining information from public authorities web sites ☐ 13
- Downloading official forms, applications, certifications, etc..... ☐ 14
- Sending filled in forms, applications, certifications, tax return, etc.... ☐ 15

Training and Education

- Searching information concerning any official educational degree (school, university, etc.) ☐ 16
- Searching information for post educational courses..... ☐ 17
- Searching information for other educational courses related specifically to employment opportunities ☐ 18

- C9. In the first three months of 2003, how frequently did you use the internet for the following health related activities, either for yourself or for others?**
(Multiple answer)

	Daily	Weekly	Monthly	Sometimes	Never
1. Seeking health information on injury, disease or nutrition	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
2. Making appointment online with a practitioner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
3. Requesting a prescription online from a practitioner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
4. Seeking medical advice online from a practitioner	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

- C10. In the first three months of 2003, did you use the internet for work related activities carried outside the premises of your employer?**

- Yes ☐ 1
- No ☐ 2 → D1

- C11. For which ones and from where;**

	At home	At other places outside home and employers services
1. Finding information relating to your work or business	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Looking for a job/ sending job applications	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Sending work to work place	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Accessing files on your employer's server	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5. Communication (exchanging and accessing e-mails)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Other work related activities	<input type="checkbox"/> 1	<input type="checkbox"/> 2

INTERNET COMMERCE DETAILS : ACTIVITIES AND BARRIERS

D1. During the first three months of 2003, did you order goods or services over the internet, for private use?

(For the answer it should be clarified that positive answers, at least in one of sub-questions 9, 10 and 11 of Question C8, concern purchases/ orders for goods or services for private use).

- Yes..... ☐ 1 → D4.1
- No..... ☐ 2

D2. Have you ever bought or ordered goods or services for private use over the internet?

- Yes..... ☐ 1 → D6
- No..... ☐ 2

D3. What are the main reasons for not buying / ordering any goods or services for your own private use?

(Multiple answer)

- 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, concerned about receiving or returning goods..... ☐ 10
- Complaints/ redress concerns, worried about difficulty for redress..... ☐ 11
- Other. Please specify _____ ☐ 12

End of the survey

D4.1. Do you know the total value of goods and services you purchased/ ordered over the internet (for private use) during the first three months of 2003?

(Please, do not include the value of financial services (e.g. for shares, banking, etc.) that took place in the same time period).

- Yes ☐ 1
- No ☐ 2 → D4.3

D4.2. If yes, please give amount.

€ | _____ | → D5

D4.3. If no, please, indicate amount in ranges.

- Less than 30 €..... ☐ 1
- 30 € up to less than 100€..... ☐ 2
- 100 € up to less than 200 €..... ☐ 3
- 200 € up to less than 300 € ☐ 4
- 300 € up to less than 500 € ☐ 5
- 500 € up to less than 1000 € ☐ 6
- 1000 € up to less than 2500 € ☐ 7
- 2500 € and over..... ☐ 8

D5. Did you pay for any of those goods or services by giving your payment card details (credit / debit card) over the internet?

- Yes..... ☐ 1
- No..... ☐ 2

D6. In the last 12 months, what types of goods and services did you buy or order over the internet for private use?

(Multiple answer)

Goods and services	
Food/ Groceries	<input type="checkbox"/> 1
Video, dvd, hi-fi, cd's, films, etc.	<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 (upgrading accessories, memory, hard disk, cards for graphics, etc.)	<input type="checkbox"/> 6
Electronic equipment (cameras, speakers, etc.)	<input type="checkbox"/> 7
Share purchases, financial services, insurances	<input type="checkbox"/> 8
Travel and holiday accommodation	<input type="checkbox"/> 9
Tickets for events (concerts, shows, theaters, etc.)	<input type="checkbox"/> 10
Lotteries or betting	<input type="checkbox"/> 11
Super market items (excluding food/groceries)	<input type="checkbox"/> 12
Other. Please, specify _____	<input type="checkbox"/> 13
No purchase or order of any goods or services made over the internet, for private use, in the last 12 months	<input type="checkbox"/> 14

D7. What, if any, problems have you encountered when making purchases over the internet?

(Multiple answer)

- Uncertainty concerning guarantees ☐ 1
 - Speed of delivery longer than indicated..... ☐ 2
 - Delivery costs higher than indicated..... ☐ 3
 - Final price higher than indicated..... ☐ 4
 - Wrong goods delivered..... ☐ 5
 - Damaged goods delivered..... ☐ 6
 - Lack of security in payments..... ☐ 7
 - Complaints and redress were difficult..... ☐ 8
 - No satisfactory response received after complaint..... ☐ 9
 - Others. Please, specify ☐ 10
-
- Didn't encounter any problems..... ☐ 11

INTERVIEW'S RESULT

Interview completed

- Interview completed both at household and individual level..... ☐ 1

No contact was made with the household

- No contact made, despite making the required number of phone calls
(absence, wrong number, etc.) ☐ 2

Interview not completed, although contact was made :

- Members of the household outside the age limits (16-74) – not eligible..... ☐ 3
- Refusal to cooperate..... ☐ 4