

**NATIONAL STATISTICAL SERVICE
OF GREECE**

**GENERAL DIRECTORATE OF STATISTICAL
SURVEYS**

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

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Household ID: | | | | | | | |

Prefecture: _____

Municipality / commune : _____

Date : | | | | | | | |

Interviewer: _____ | | | |

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2004**



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, 2004

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 31/3/2004	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		ACTIVITY STATUS		HOME BASED BUSINESS	
			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		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		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 from 1987 until 1929

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

A1. Does your household have any of the following?

(Multiple positive answers)

YES

NO

- | | | |
|--|----------------------------|----------------------------|
| 1. Internet enabled mobile phone / "Communicator" type device..... | <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 satellite dish..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3.2. cable TV..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 4. Games console..... | <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..... | <input type="checkbox"/> 1 → A3 |
| • No..... | <input type="checkbox"/> 2 → A5 |
| • Don't know..... | <input type="checkbox"/> 3 → B1 |

A3. On which of these devices is the internet accessed at home?

(Multiple answer)

- | | |
|--|----------------------------|
| • Personal computer (desktop or portable)..... | <input type="checkbox"/> 1 |
| • Handheld computer | <input type="checkbox"/> 2 |
| • TV set with specific internet device..... | <input type="checkbox"/> 3 |
| • Mobile phone (WAP, GPRS, UMTS) | <input type="checkbox"/> 4 |
| • Games console..... | <input type="checkbox"/> 5 |
| • Other device..... | <input type="checkbox"/> 6 |
| • Don't know | <input type="checkbox"/> 7 |

A4. What types of internet connection are used?

(Multiple answer)

- | | |
|--|---------------------------------|
| • Modem (dial-up analogue telephone line)..... | <input type="checkbox"/> 1 → B1 |
| • ISDN connection..... | <input type="checkbox"/> 2 → B1 |
| • Broadband connection DSL (xDSL, ADSL, SDSL, etc.) < 2Mb/sec..... | <input type="checkbox"/> 3 → B1 |
| • Broadband connection DSL (xDSL, ADSL, SDSL, etc.) ≥ 2Mb/sec..... | <input type="checkbox"/> 4 → B1 |
| • Other broadband connection..... | <input type="checkbox"/> 5 → B1 |
| • Wireless connection (e.g. satellite or via mobile phone)..... | <input type="checkbox"/> 6 → B1 |
| • Don't know | <input type="checkbox"/> 7 → 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- D5..... | | |

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

(Multiple positive answers)

	YES	NO
1. Have access to internet elsewhere.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Don't want internet (because content not useful/ harmful, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Equipment costs too high	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Access costs too high (telephone, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5. Lack of skills	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Physical disability	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7. Privacy or security concerns.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2

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

S/N of member answering questions B1- D5.....

B1. When did you most recently use a computer?

- During the first three months of 2004..... ☐ 1
- During the time period April-December 2003..... ☐ 2→B4
- Before April 2003/ have never used one..... ☐ 3→C1

B2. On average, how often did you use a computer during the first three months of 2004?

Every day or almost every day	<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

B3. During the first three months of 2004 where have you used a computer?

(Multiple positive answers)

	YES	NO
1. At home	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. At place of work (other than home)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. At place of education	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. At other places (e.g. friends' houses, internet café, airport, hotel, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
More specifically :		
4.1 At other people's houses (friends/relatives)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.2 At internet cafe	<input type="checkbox"/> 1	<input type="checkbox"/> 2

B4. Within the last 12 months (April 2003-March 2004), which of the following computer related activities have you have you carried out?

(Multiple positive answers)

	YES	NO
a. Using a mouse to launch applications (e.g. internet browser, Word processor, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
b. Copying or moving a file or folder.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
c. Using copy or cut and paste tools to duplicate or move information on screen	<input type="checkbox"/> 1	<input type="checkbox"/> 2
d. Sending e-mail with attached files.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
e. Using basic arithmetic formulas to add, subtract, multiply or divide figures in a spreadsheet.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
f. Creating a web page or an electronic presentation.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
g. Writing a computer program using a specialised programming language...	<input type="checkbox"/> 1	<input type="checkbox"/> 2

USE OF INTERNET

C1. When did you most recently use the internet?

- During the first three months of 2004..... ☐ 1
- During the time period April-December 2003..... ☐ 2→C8
- Before April 2003/ have never used one..... ☐ 3→ **End of the survey**

C2. On average, how often did you use the internet during the first three months of 2004?

Every day or almost every day	<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

C3. During the first three months of 2004 where have you used the internet ?

(Multiple positive answers)

	YES	NO
1. At home	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. At place of work (other than home)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. At place of education	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. At other places	<input type="checkbox"/> 1	<input type="checkbox"/> 2
More specifically:		
4.1 At public library	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.2 At Post office	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.3 At public office, town hall, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.4 Community or voluntary organization (cultural or athletic group, clubs, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.5 At internet cafe	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4.6 At other people's houses (friends/relatives)	<input type="checkbox"/> 1	<input type="checkbox"/> 2

C4. In the first three months of 2004, 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)

- 1 hour or less..... ☐ 1
- 2-5 hours..... ☐ 2
- 6-20 hours..... ☐ 3
- More than 20 hours..... ☐ 4

C5. In the first three months of 2004, have you taken any of the following security precautions for your computer or mobile phone?

(Multiple positive answers)

- | | YES | NO |
|---|----------------------------|----------------------------|
| 1. Installed a virus checking program | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Updated a virus checking program (including automatic updating)..... | <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 |
| 4. Installed or upgraded a hardware or software firewall..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

PURPOSE AND NATURE OF ACTIVITIES ON THE INTERNET

C6. In the first three months of 2004, for which of the following activities did you use the Internet? (Multiple positive answers)

YES NO

Communication

- | | | |
|--|----------------------------|----------------------------|
| 1. Sending/ receiving e-mails | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 2. Telephoning over the internet / videoconferencing | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 3. Other (use of chat sites, etc.)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

Information search and on-line services

- | | | |
|--|----------------------------|----------------------------|
| 4. Finding information about goods and services | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 5. Finding information about travel and accommodation..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 6. Listening to web radios /watching web television..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 7. Playing / downloading games, images and music | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 8. Reading/ downloading online newspapers/ magazines..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 9. Looking for a job or sending a job application..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

Purchase and selling of goods and services, banking

- | | | |
|---|----------------------------|----------------------------|
| 10. Internet banking | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 11. Other financial services (e.g. share purchasing) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 12. Purchasing / ordering goods or services (excl. shares/ financial services)... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 13. Selling goods and services (e.g. via auctions)..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

Interaction with public authorities

- | | | |
|--|----------------------------|----------------------------|
| 14. Obtaining information from public authorities' web sites | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 15. Downloading official forms, applications, certifications, etc..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 16. Sending filled in forms, applications, certifications, tax return, etc.... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

Training and Education

- | | | |
|--|----------------------------|----------------------------|
| 17. Searching information concerning any official educational degree (school, university, etc.) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 18. Searching information for post educational courses..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| 19. Searching information for other educational courses related specifically to employment opportunities | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

C7. In the first three months of 2004, how frequently did you use the internet for the following health related activities, either for yourself or for other family members or friends?

(Multiple answer)

	Daily	Weekly	Monthly	Sometimes	Never
1. Seeking health information on injury, disease, nutrition, etc.	<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

C8. In the last 12 months (April 2003-March 2004), have you encountered any of the following security problems through using the internet?

(Multiple positive answers)

	YES	NO
1. Computer virus resulting in loss of information or time	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Fraudulent payment (credit or debit) card use	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Abuse of personal information sent on the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. "Spam" received unsolicited e-mails	<input type="checkbox"/> 1	<input type="checkbox"/> 2

INTERNET COMMERCE DETAILS : ACTIVITIES AND BARRIERS

D1. When did you most recently order goods or services for private use (excluding financial Investments) over the internet ?

- During the first three months of 2004..... ☐ 1
- During the time period April-December 2003..... ☐ 2
- Before April 2003/ have never ordered any..... ☐ 3→D7

D2. In the last 12 months (April 2003-March 2004), what types of goods or services did you buy or order over the internet for private use?

(Multiple positive answers)

Goods and services		
	YES	NO
1. Food/ Groceries	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2. Video, dvd, hi-fi, cd's, films, etc.	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3. Books, magazines, e-learning material	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4. Clothes – sports goods	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5. Computer software (incl. video games)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6. Computer hardware (upgrading accessories, memory, hard disk, cards for graphics, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7. Electronic equipment (cameras, speakers, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8. Share purchases, financial services, insurances	<input type="checkbox"/> 1	<input type="checkbox"/> 2
9. Travel and holiday accommodation	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10. Tickets for events (concerts, shows, theaters, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
11. Lotteries or betting	<input type="checkbox"/> 1	<input type="checkbox"/> 2
12. Super market items (excluding food/groceries)	<input type="checkbox"/> 1	<input type="checkbox"/> 2
13. Other. Please, specify _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

D3. 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

D4. What problems have you encountered, if any, when making purchases over the internet?

(Multiple positive answers)

	YES	NO
1) Uncertainty concerning guarantees	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2) Speed of delivery longer than indicated.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3) Delivery costs higher than indicated.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4) Final price higher than indicated.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5) Wrong goods delivered.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6) Damaged goods delivered.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7) Lack of security in payments.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8) Complaints and redress were difficult.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
9) No satisfactory response received after complaint.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10) Others. Please, specify _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

End of survey

D5. What were the main reasons for not buying / ordering any goods or services for your own private use?
(Multiple positive answers)

	YES	NO
1) Have no need.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
2) Prefer to shop in person, like to see product.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
3) Force of habit/ customer loyalty to shops or suppliers	<input type="checkbox"/> 1	<input type="checkbox"/> 2
4) Too expensive	<input type="checkbox"/> 1	<input type="checkbox"/> 2
5) Too long delivery times.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
6) Problematic to receive ordered goods at home.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
7) Goods and services needed not available on the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2
8) Security concerns, worried about giving credit card details over the internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2
9) Privacy concerns, worried about giving personal details over the internet....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
10) Trust concerns, concerned about receiving or returning goods.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
11) Complaints/ redress concerns, worried about difficulty for redress.....	<input type="checkbox"/> 1	<input type="checkbox"/> 2
12) Other. Please specify _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2

INTERVIEW'S RESULT

Interview completed

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

No contact was made with the household

- Household temporarily away ☐ 2

Interview not made, although contact was made

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