

**NATIONAL STATISTICAL SERVICE
OF GREECE**

**GENERAL DIRECTORATE OF STATISTICAL
SURVEYS**

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

Phone : 210 485 2896

Fax : 210 485 2906

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

Household ID: |_|_|_|_|_|_|_|_|_|

Prefecture: _____

Municipality / commune : _____

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

Interviewer: _____ |_|_|_|

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2005**



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).

Pireaus, 2005

UNIT OF SOCIO - DEMOGRAPHIC CHARACTERISTICS

1. HOUSEHOLD'S SYNTHESIS

S/N of household's member	NAME	SURNAME	YEAR OF BIRTH
1	2	3	4
01			
02			
03			
04			
05			
06			
07			
08			

Total number of household members |__|__|

Total number of household members aged less than 16 years old |__|__|
(born until the year 1989)

2. DATA OF THE PRE-SELECTED MEMBER

S/n of the pre-selected member |__|__|

Age |__|__|

Sex ☐ 1 male
☐ 2 female

Educational level having been completed:

- Has not attended / completed any educational level ☐ 0
- Dimotiko (primary) ☐ 1
- Gymnasium (lower secondary)..... ☐ 2
- General/vocational lyceum (upper secondary) ☐ 3
- Institutes of vocational training (upper secondary) ☐ 4
- Technical Vocational Institutes (Tertiary education) ☐ 5
- Universities, higher military schools ☐ 6
- Post graduate studies (Msc.,MBA) ☐ 7
- PhD ☐ 8

Employment situation:

- Employee... ☐ 1
- Self employed (inc. unpaid family workers) ☐ 2
- Unemployed ☐ 3
- Student ☐ 4
- Other inactive (*housewife, in military service, retired, man of independent means, incapable for work, etc.*) ☐ 5

Occupation:

Completed only for codes 1 and 2 of employment situation.

Describe, in detail, the kind of work you do in your main occupation.

.....

..... |__|__|*

** Completed by the NSSG*

MODULE A : ACCESS TO SELECTED INFORMATION AND COMMUNICATION TECHNOLOGIES

To be completed from members having been born from the year 1930 and until 1988.

A1. Does your household have access to any of the following at home?

*Register **ONLY** positive answers.*

- TV ☐ 1
If YES, is it a:
 - TV with satellite dish ☐ 1.1
 - Cable TV ☐ 1.2
 - Digital TV ☐ 1.3
- Mobile phone ☐ 2
If YES, is it :
 - Internet enabled mobile phone (WAP, GPRS, UMTS etc.) ☐ 2.1
- Games console ☐ 3
- Desktop computer ☐ 4
- Portable computer (laptop)..... ☐ 5
- Handheld computer (palmtop)..... ☐ 6
- None of the above..... ☐ 7

A2. Does any member of the household have access to the 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?

(Tick all that apply)

- Desktop computer..... ☐ 1
- Portable computer (laptop) ☐ 2
- Handheld computer..... ☐ 3
- Internet enabled mobile phone alone (WAP, GPRS, UMTS,etc.)..... ☐ 4
- TV set with specific internet device (e.g. digital TV or set top box)..... ☐ 5
- Games console..... ☐ 6
- Other means (i.e. none of the above)..... ☐ 7
- Don't know ☐ 8

A4. What types of internet connection are used?*(Tick all that apply)*

- Modem (dial-up access over normal telephone line) or ISDN ☐ 1→ B1
- DSL (e.g. ADSL, SHDSL, etc.)..... ☐ 2→ B1
- broadband connection Other (e.g. cable, UMTS, etc.) ☐ 3→ B1
- Mobile phone over narrowband (WAP, GPRS, etc.)..... ☐ 4→ B1

A5. What are the reasons for not having access to the internet at home?*(Tick all that apply)*

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

MODULE B: USE OF COMPUTERS, LOCATION AND FREQUENCY OF USE

B1. When did you most recently use a computer?

- In the first three months of 2005..... ☐ 1
- In the time interval April – December 2004..... ☐ 2→ C1
- Before April 2004..... ☐ 3→ C1
- Have never used one..... ☐ 4→ C1

B2. How often, on average, did you use a computer in the first quarter of 2005? (tick one)

- Every day or almost every day..... ☐ 1
- At least once a week (but not every day)..... ☐ 2
- At least once a month (but not every week)..... ☐ 3
- Less than once a month..... ☐ 4

B3. In the first quarter of 2005, where did you use a computer? (tick all that apply)

- At home..... ☐ 1
- At place of work (other than home)..... ☐ 2
- At place of education..... ☐ 3
- At another person's home..... ☐ 4
- Other (e.g. hotel, airport, internet café, etc.)..... ☐ 5

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first three months of 2005..... ☐ 1
- In the time interval April – December 2004..... ☐ 2 → C8
- Before April 2004..... ☐ 3 → D1
- Have never used it..... ☐ 4 → E1

C2. In the first quarter of 2005, on average, how often did you use the internet? (tick one)

- Every day or almost every day..... ☐ 1
- At least once a week (but not every day)..... ☐ 2
- At least once a month (but not every week)..... ☐ 3
- Less than once a month..... ☐ 4

C3. During the first quarter of 2005, where did you use the internet? (tick all that apply)

- At home..... ☐ 1
 - At place of work (other than home)..... ☐ 2
 - At place of education..... ☐ 3
 - At another person's home..... ☐ 4
 - At other places..... ☐ 5
- More specifically:
- Public library..... ☐ 5.1
 - Post office..... ☐ 5.2
 - Public Office, town hall, government agency..... ☐ 5.3
 - Community or voluntary organization..... ☐ 5.4
 - Internet café..... ☐ 5.5

C4. Have you taken any of the following precautions, in order to protect the device, through which you access the internet, at home? (tick all that apply)

- Install a virus checking program..... ☐ 1
- Install a hardware or software fire wall..... ☐ 2
- Don't know..... ☐ 3 → C6
- I didn't access the internet at home..... ☐ 4 → C6

C5. Have the pre-mentioned security measures been installed or updated during the first quarter of 2005(incl. Automatic updating)?

- Yes..... ☐ 1
- No..... ☐ 2

C6. During the first quarter of 2005, have you used online authentication on the internet for private use, such as a password, PIN or digital signature?

- Yes..... ☐ 1
- No..... ☐ 2

C7. For which of the following activities did you use the internet in the last 3 months for private purpose?

(tick all that apply)

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 or services..... ☐ 4
- Using services related to travel and accommodation..... ☐ 5
- Listening to web radios / watching web television..... ☐ 6
- Playing or downloading games, images or music..... ☐ 7
- Downloading software..... ☐ 8
- Reading or downloading online newspapers / news magazines..... ☐ 9
- Looking for a job or sending a job application..... ☐ 10

Ordering and selling of goods or services, banking

- Internet banking..... ☐ 11
- Other financial services (e.g. share purchasing)..... ☐ 12
- Purchasing / ordering goods or services (excl. shares/ financial services). ☐ 13
- Selling goods or services (e.g. via auctions)..... ☐ 14

Continued in next page

C7. (CONTINUED)

Interaction with public authorities

- Obtaining information from public authorities web sites..... ☐ 15
- Downloading official forms..... ☐ 16
- Sending filled in forms..... ☐ 17

Training and education

- Searching information concerning any official educational degree (school, university, etc.) ☐ 18
- Searching information for post educational courses..... ☐ 19
- Searching information for other educational courses related specifically to employment opportunities ☐ 20

Health related activities (on your behalf or for others, family members or friends)

- Seeking health-related information (e.g. injury disease, nutrition, improving health, etc)..... ☐ 21
- Making an appointment online with a practitioner..... ☐ 22
- Requesting a prescription online from a practitioner..... ☐ 23
- Seeking medical advice online from a practitioner..... ☐ 24

C8. In the last 12 months, have you encountered any of the following security problems through using the internet?

(tick all that apply)

- Computer virus resulting in loss of information or time..... ☐ 1
- Fraudulent payment (credit or debit) card use or any other financial problem..... ☐ 2
- Abuse of personal information sent on the internet..... ☐ 3
- 'Spam' – unsolicited emails sent to you..... ☐ 4
- Other..... ☐ 5
- None at all..... ☐ 6

MODULE D: INTERNET COMMERCE DETAILS: ACTIVITIES AND BARRIERS

D1. When did you most recently buy or order goods or services for private use over the internet?

- In the first three months at 2005 ☐ 1
- In the time interval April – December 2004..... ☐ 2
- Before April 2004..... ☐ 3→ D5
- Have never bought or ordered..... ☐ 4→ D5

D2. What types of goods or services did you order over the internet for private use in the last 12 months (April 2004 – March 2005)?

(tick all that apply)

Food / Groceries	1
Household goods (e.g. furniture, toys, etc)	2
Films, music	3
Books / Magazines/Newspapers/E-learning material	4
Clothes, sports goods	5
Computer software (incl. video games)	6
Computer hardware	7
Electronic equipment (incl. cameras)	8
Share purchases / Financial services / insurance	9
Travel and holiday accommodation	10
Tickets for events	11
Lotteries or betting	12
Other	13

*If 'yes' to categories **3, 4 or 6** go to question **D2-b** otherwise go to question **D3**.*

D2-b. Of the products which you ordered over the internet, were any of the following delivered or upgraded on-line (downloaded from the internet or accessed from websites)?

(tick all that apply)

- Films, music..... ☐ 1
- (Electronic) books, magazines, newspapers, e-learning material..... ☐ 2
- Computer software (incl. computer and video games and software upgrades.. ☐ 3

D3. Did you buy or order goods over the internet from :*(tick all that apply)*

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

D4. What problems have you encountered when buying / ordering goods or services over the internet in the last 12 months?*(tick all that apply)*

- Difficulties in finding information 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 of payments..... ☐ 7
 - Complaints and redress were difficult..... ☐ 8
 - No satisfactory response received after complaint..... ☐ 9
 - Others..... ☐ 10
 - None..... ☐ 11
- } ⇒ E1

D5. What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months?*(tick all that apply)*

- Have no need..... ☐ 1
- Prefer to shop in person, like to see product, loyalty to shops, force of habit..... ☐ 2
- Lack of skills..... ☐ 3
- Too expensive..... ☐ 4
- Too long delivery times..... ☐ 5
- Problematic to receive ordered goods at home..... ☐ 6
- Security concerns, worried about giving credit card details over the internet..... ☐ 7
- Privacy concerns, worried about giving personal details over the internet..... ☐ 8
- Trust concerns about receiving or returning goods, complaint / redress concerns ☐ 9
- Don't have a payment card allowing to pay, over the internet..... ☐ 10
- Speed of the internet connection is too slow..... ☐ 11
- Others..... ☐ 12

MODULE E: E - SKILLS

E1. When did you last take a training course (of at least 3 hours) on any aspect of computer use?

- In the first three months at 2005..... ☐ 1
- In the time interval April – December 2004..... ☐ 2
- In the time interval April 2001 – March 2004..... ☐ 3
- Before April 2001..... ☐ 4
- Have never taken any..... ☐ 5

E1-1. For the interviewer:

Has question B1 answer «I have never used computer»?

- Yes..... ☐ 1→E2-1
- No..... ☐ 2→E2

E2. Which of the following computer related activities have you already carried out?

(tick all that apply)

- Using a mouse (or other pointing device) to open programs (e.g. internet browser, word processor, etc.)..... ☐ 1
- Copying or moving a file or folder..... ☐ 2
- Using copy and paste tools to duplicate or move information within a document..... ☐ 3
- Using basic arithmetic formulas in a spreadsheet..... ☐ 4
- Compressing files..... ☐ 5
- Writing a computer program using a specialized programming language... ☐ 6
- None of the above..... ☐ 7

E2-1. For the interviewer:

Has question C1 answer «I have never used internet»?

- Yes..... ☐ 1→ E3-1
- No..... ☐ 2→ E3

E3. Which of the following internet related activities have you already carried out?

(tick all that apply)

- Using a search engine to find information..... ☐ 1
- Sending e-mails with attached files (documents, pictures, etc.)..... ☐ 2
- Posting message to chat rooms, newsgroups or an online discussion forum..... ☐ 3
- Using the internet to make telephone calls ☐ 4
- Using peer-to-peer file sharing for exchanging movies, etc..... ☐ 5
- Creating a web page..... ☐ 6
- None of the above..... ☐ 7

E3-1. For the interviewer:

In questions E2 or E3 there exist at least one (positive) answer.

- Yes..... ☐ 1→E4
- No..... ☐ 2→Interview's Result

E4. Where or how did you obtain the skills to carry out these activities?

(tick all that apply)

- Formalized educational institution (school, university, etc.)..... ☐ 1
- Training courses in adult education center (but not on the initiative of your employer) ☐ 2
- Vocational training courses (on the demand of the employer)..... ☐ 3
- Self-study using books, cd-rooms, etc..... ☐ 4
- Self-study in the sense of learning-by- doing..... ☐ 5
- Informal assistance from colleagues, relatives, friends..... ☐ 6
- Some other way ☐ 7

INTERVIEW RESULT

Interview completed

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

No contact 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