

**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: |_|_|_|_|_|_|_|_|_|

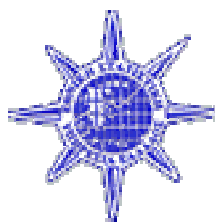
Prefecture: _____

Municipality / commune : _____

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

Interviewer: _____ |_|_|_|

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2007**



QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1932 up to 1990)

H 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 (Law 3267/56 and Law 2392/96).

Pireaus, 2007

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 1991)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1932 up to 1990)

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

Age |__|__|

Gender..... ☐ 1 male
☐ 2 female

Educational level having been completed:

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

Employment situation:

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

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

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
- Stable phone ☐ 2
- Mobile phone ☐ 3
If YES, is it :
 - Internet enabled mobile phone (WAP, GPRS, UMTS etc.) ☐ 3.1
- Games console ☐ 4
- Desktop computer ☐ 5
- Portable computer (laptop)..... ☐ 6
- Handheld computer (palmtop)..... ☐ 7
- None of the above..... ☐ 8

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→B1
- 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
 - TV set with specific internet device (e.g. digital TV or set top box)..... ☐ 3
 - Games console..... ☐ 4
 - Other means (i.e. none of the above)..... ☐ 5
- Specifically:*
- Internet enabled mobile phone alone (WAP, GPRS, UMTS,etc.)..... ☐ 5.1
 - Handheld computer(palmtop, PDA) ☐ 5.2
 - Don't know ☐ 6

A4. What types of internet connection are used?

(Tick all that apply)

- Modem (dial-up access over normal telephone line) or ISDN ☐ 1→ A5
- 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→ A5

A5. What are the reasons for not having a broadband connection (such as cable or DSL) at home?

(Tick all that apply)

- Too expensive ☐ 1
- No need ☐ 2
- Not available in my area ☐ 3
- Can access broadband somewhere else (e.g. at work) ☐ 4
- None of the above, but other..... ☐ 5

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

B1. When did you most recently use a computer?

- In the first three months of 2007..... ☐ 1→ B2
- In the time interval April – December 2006..... ☐ 2→ B4
- Before April 2006..... ☐ 3→ B4
- Have never used one..... ☐ 4→ B4

B2. How often, on average, did you use a computer in the first quarter of 2007?

(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 2007, 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

B4. Do you use a mobile phone?

- Yes ☐ 1
- No ☐ 2

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first three months of 2007..... ☐ 1→ C2
- In the time interval April – December 2006..... ☐ 2→ D1
- Before April 2006..... ☐ 3→ D1
- Have never used it..... ☐ 4→ E1_1

C2. In the first quarter of 2007, 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 2007, 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
 - Cultural, sport club, etc. ☐ 5.4
 - Internet café..... ☐ 5.5
 - Hotspot..... ☐ 5.6

C4. Do you use any of the following mobile devices to access the internet ?

(tick all that apply)

- Mobile phone via WAP or GPRS ☐ 1
- Mobile phone via UMTS (3G) ☐ 2
- Handheld computer (palmtop, PDA) ☐ 3
- Portable computer (laptop) via wireless connection away from
home or work) ☐ 4
- None of the above ☐ 5

C5. For which of the following activities did you use the internet in the first quarter of 2007 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, films or music..... ☐ 7
- Downloading software..... ☐ 8
- Reading or downloading online newspapers / news magazines..... ☐ 9

If yes, have you registered as a subscriber so as to read on-line newspapers or magazines?

- ☐ Yes..... ☐ 9.1
- ☐ No ☐ 9.2
- Looking for a job or sending a job application..... ☐ 10
- Seeking health-related information (e.g. injury, disease, nutrition,
improving health, etc.) ☐ 11
- Other information search or on-line service..... ☐ 12

Banking

- Internet Banking ☐ 13

Continued in next page

C5. (CONTINUED)

Interaction with public services or administrations

- Obtaining information from public authorities' web sites ☐ 14
- Downloading official forms, certificates, etc..... ☐ 15
- Sending filled in forms, certificates, tax declaration, etc..... ☐ 16

Training and education

- Searching information / participating in any official educational degree
(school, university, etc.) ☐ 17
- Searching information / participating in post educational courses..... ☐ 18
- Consulting the Internet with the purpose of learning ☐ 19

C6. In the past 3 months, have you taken part in a course?

(any training, not only computer or internet training, including school or university etc)

- Yes..... ☐ 1→ C7
- No ☐ 2→ C8

C7. In the past 3 months, have you used the internet to

(tick all that apply)

- Do research as part of a training course or your education? ☐ 1
- Exchange messages relating to the course content with other learners?..... ☐ 2
- Download learning content which was provide on line ?..... ☐ 3
- Looking for the availability of a book or article for your course in a
library?..... ☐ 4

C8. Would you like to use the internet more?

- Yes ☐ 1→ C9
- No ☐ 2→C10

C9. What are your barriers to more intensive use of the internet?

(tick all that apply)

- Foreign language skills ☐ 1
- Lack of time..... ☐ 2
- Connection is too slow..... ☐ 3
- Additional connection or per-volume download cost..... ☐ 4
- Cost of online content ☐ 5
- Content (what is there is not interesting enough to make more use of the internet)..... ☐ 6
- Lack of skills or knowledge ☐ 7
- Security or privacy concerns..... ☐ 8
- None of the above..... ☐ 9

C10. During the last 12 months (April 2006 – March 2007), have you been infected by virus while using the Internet and as a result you lost information or your time?

- Yes ☐ 1
- No ☐ 2

C11. How often do you make safety copies or back up files (documents, pictures, etc.) from your computer on e.g. a diskette, a cd or to diskpace on the internet servers?

- Always or almost always ☐ 1
- Sometimes ☐ 2
- Never or hardly ever ☐ 3
- Not applicable (because I don't keep files on a computer ☐ 4

MODULE D: INTERNET COMMERCE DETAILS - ACTIVITIES

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

- In the first three months at 2007 ☐ 1 → D2
- In the time interval April – December 2006..... ☐ 2 → D2
- Before April 2006..... ☐ 3 → E1_1
- Have never bought or ordered..... ☐ 4 → E1_1

D2. What types of goods or services did you order over the internet for private use in the last 12 months (April 2006 – March 2007)?

(tick all that apply)

| | |
|---|-----------------------------|
| Food / Groceries | <input type="checkbox"/> 1 |
| Household goods (e.g. furniture, toys, etc) | <input type="checkbox"/> 2 |
| DVD's, CD's, films, etc. | <input type="checkbox"/> 3 |
| Books / Magazines/Newspapers/E-learning material | <input type="checkbox"/> 4 |
| Clothes, sports goods | <input type="checkbox"/> 5 |
| Computer software and upgrades (incl. computer and video games) | <input type="checkbox"/> 6 |
| Computer hardware (modem, printer, etc.) | <input type="checkbox"/> 7 |
| Electronic equipment (videocamers, cameras, mobile phones, TV's, DVD's, etc.) | <input type="checkbox"/> 8 |
| Share purchases / Financial services / insurance | <input type="checkbox"/> 9 |
| Travel and holiday accommodation | <input type="checkbox"/> 10 |
| Tickets for events | <input type="checkbox"/> 11 |
| Lotteries or betting | <input type="checkbox"/> 12 |
| Other (e.g. information from data bases) | <input type="checkbox"/> 13 |

*If 'yes' to categories **3, 4 or 6** go to question **D3** otherwise continue with question **E1_1**.*

D3. Of the products which you ordered over the internet, were any of the following downloaded from the internet or accessed from websites rather than delivered by post, etc. ?

(tick all that apply)

- DVD's, CD's, films, etc..... ☐ 1
- (Electronic) books, magazines, newspapers, e-learning material..... ☐ 2
- Computer software (incl. computer and video games and software upgrades).... ☐ 3
- None of the above products was downloaded/ upgraded on-line..... ☐ 4

MODULE E: E - SKILLS

E1_1. For the interviewer:

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

- Yes ☐ 1→E4_1
- No..... ☐ 2→E1

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 2007..... ☐ 1→E3
- In the time interval April – December 2006..... ☐ 2→E3
- In the time interval April 2003 – March 2006..... ☐ 3→E3
- Before April 2003..... ☐ 4→E2
- Have never taken any..... ☐ 5→E2

E2. What are the reasons for not having taken a course on computer use recently ?

(tick all that apply)

- No need to take one because my computer skills are sufficient..... ☐ 1
- No need to take one because I rarely use computers ☐ 2

If 'Yes', to category 1 or 2, go to question E3, If 'No', go to category 3 – 7 of question E2.

- Lack of time ☐ 3
- Course costs..... ☐ 4
- No suitable offer available..... ☐ 5
- Courses are too difficult..... ☐ 6
- None of the above ☐ 7

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

(tick all that apply)

- Copying or moving a file or folder..... ☐ 1
- Using copy and paste tools to duplicate or move information within a document ☐ 2
- Using basic arithmetic formulas in a spreadsheet..... ☐ 3
- Compressing files ☐ 4
- Connecting and installing new devices, e.g. a printer or a modem..... ☐ 5
- Writing a computer program using a specialized programming language ☐ 6
- Connecting computers to local area net work..... ☐ 7
- Detect and solve computer problems (e.g. computers runs slowly)..... ☐ 8
- None of the above..... ☐ 9

E4_1. For the interviewer:

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

- Yes..... ☐ 1→ E5_1
- No..... ☐ 2→ E4

E4. Which of the following internet related activities have you already carried out?

(tick all that apply)

- Using a search engine (e.g. Google, Yahoo) to find information..... ☐ 1
- Sending e-mails with attached files (documents, pictures, etc.)..... ☐ 2
- Posting messages to chatrooms, newsgroups or an online discussion forum..... ☐ 3
- Using the internet to make telephone calls..... ☐ 4
- Using peer-to-peer file sharing for exchanging movies, music, etc..... ☐ 5
- Creating a web page..... ☐ 6
- Finding, downloading and installing software..... ☐ 7
- Keeping viruses, spyware and adware off your computer..... ☐ 8
- None of the above..... ☐ 9

E5_1. For the interviewer:

In questions E3 or E4 there exists at least one (positive) answer?

- Yes..... ☐ 1 → E5
- No..... ☐ 2 → Interview's Result

E5. 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

E6. Do you judge your computer skills to be sufficient, if you were to look for or change job within the year?

- Yes..... ☐ 1
- No..... ☐ 2
- I don't intend either to look for a job or to change my current one within a year ☐ 3

INTERVIEW RESULTS

Interview completed

- Interview completed both at household and individual level ☐ 1

No contact was made with the household as:

- The household is temporarily absent..... ☐ 2

Interview not made, beside the fact that contact was made, because:

- All household members are ineligible (all aged <16 and/or >74 years old)..... ☐ 3
- Household refused to cooperate ☐ 4