

**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
mchalk@statistics.gr

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

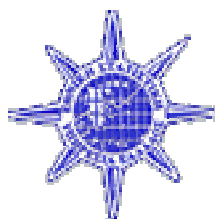
Prefecture: _____

Municipality / commune : _____

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

Interviewer: _____|_|_|_|

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2008**



QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1933 up to 1991)

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).

Piraeus, 2008

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 1992)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1933 up to 1991)

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

Age |__|__|

Sex ☐ 1 male
☐ 2 female

Educational level having been completed:

- ☐ 0 Has not attended / completed any educational level
- ☐ 1 Dimotiko (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→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
- Other mobile devices..... ☐ 3
Of which:
 - Internet enabled mobile phone alone (WAP, GPRS, UMTS,etc.)..... ☐ 3.1
 - Handheld computer (palmtop, PDA) ☐ 3.2
- TV set with specific internet device (e.g. digital TV or set top box)..... ☐ 4
- Games console..... ☐ 5
- 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→ 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
- Privacy or security concerns..... ☐ 7
- Physical disability..... ☐ 8
- None of the above, but other..... ☐ 9

MODULE B: USE OF COMPUTERS

B1. When did you most recently use a computer?

- In the first three months of 2008..... ☐ 1→ B2
- In the time interval April – December 2007..... ☐ 2→ B4
- Before April 2007..... ☐ 3→ B4
- Have never used one..... ☐ 4→ C1

B2. How often, on average, did you use a computer in the first quarter of 2008?

(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 2008, 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. public library, hotel, airport, internet café, etc.)..... ☐ 5

B4. When did you last take a training course (of at least 3 hours) on any aspect of computer use ?

- In the first three months of 2008..... ☐ 1
- In the time interval April – December 2007..... ☐ 2
- In the time interval April 2004 – March 2007..... ☐ 3
- Before April 2004..... ☐ 4
- Have never taken one..... ☐ 5

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first three months of 2008..... ☐ 1→ C2
- In the time interval April – December 2007..... ☐ 2→ D8
- Before April 2007..... ☐ 3→ D8
- Have never used it..... ☐ 4→ D8

C2. In the first quarter of 2008, 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 2008, 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 2008 for private purpose?

(tick all that apply)

Communication, information search and on-line services

- Sending / receiving e-mails..... ☐ 1
- Finding information about goods or services ☐ 2
- Using services related to travel and accommodation ☐ 3
- Downloading software (other than games software)..... ☐ 4
- Reading or downloading online news / newspapers / news magazines... ☐ 5

If yes, have you been registered as a subscriber so as to read online newspapers or magazines?

- ☐ Yes..... ☐ 5.1
 - ☐ No ☐ 5.2
- Looking for a job or sending a job application..... ☐ 6
- Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.) ☐ 7

Banking

- Internet Banking ☐ 8

Training and education

- Searching information / participating in any official educational degree (school, university, etc.) ☐ 9
- Searching information / participating in post educational courses..... ☐ 10
- Consulting the Internet with the purpose of learning ☐ 11

C6. For which of the following activities relating to interaction with public services or administrations and during which period did you use the internet for private purpose?

(tick all that apply)

in the last in the last
3 months 12 months

- | | | |
|--------------------------------------------------------------------|----------------------------|----------------------------|
| ▪ Obtaining information from public authorities' web sites | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| ▪ Downloading official forms, certificates, etc..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
| ▪ Sending filled in forms, certificates, tax declaration, etc..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |

MODULE D: USE OF ADVANCED SERVICES

D1. Did you use the Internet in the past 3 months for private purposes for the following communication activities?

(tick all that apply)

- Telephoning over the Internet ☐ 1
- Video calls (via webcam) over the Internet..... ☐ 2
- Posting messages to chat sites, newsgroups or on-line discussion forum ☐ 3
- Use of instant messaging (real-time communication with others by Typed text) ☐ 4
- Reading weblogs or blogs..... ☐ 5
- Creating or maintaining own weblog or blog ☐ 6
- None of the above ☐ 7

D1_1. For the interviewer:

Has question D1 answer 'yes' to categories 1 and 2 go to question, D2, otherwise go to question D3.

- Yes..... ☐ 1→ D2
- No ☐ 2→ D3

D2. Did you replace with your Internet calls the following other means of communication?

(tick all that apply)

- | | Very much | To some extent | Not at all |
|------------------------------------------------------------|----------------------------|----------------------------|----------------------------|
| ▪ Mobile phone calls | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Use of fixed telephone line (not linked to Internet..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Use of e-mail..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ No effect on other communication means..... | <input type="checkbox"/> | | |

D3. Did you use the Internet in the last 3 months for the following leisure activities related to obtaining and sharing audiovisual content?

(tick all that apply)

- Listening to web radios and/or watching web television ☐ 1
- Downloading and/or listening to music (other than via web radio) ☐ 2
- Downloading and/or watching movies, short films or video files (other than via web TV) ... ☐ 3
- Using peer-to-peer file sharing for exchanging movies, music, video files ☐ 4
- Using podcast service to automatically receive audio or video files, of interest ☐ 5
- Downloading computer or video games or their updates ☐ 6
- Playing networked games with others ☐ 7
- Uploading self-created content (text, images, photos, videos, music etc.) to any website to be shared ☐ 8
- Using browser based news feeds (e.g. RSS) for reading new content on websites ☐ 9
- None of the above ☐ 10→ D7

D3_1. For the interviewer:

Has question D3 answer 'yes' to categories 2 - 3 - 4 and 5 go to question, D4, otherwise go to question D5.

- Yes..... ☐ 1→ D4
- No ☐ 2→ D5

D4. On average how often did you download music and/or films in the last 3 months?

- Everyday or almost everyday..... ☐ 1
- At least once a week (but not every day) ☐ 2
- At least once a month (but not every day) ☐ 3
- Less than once a month..... ☐ 4
- Not applicable (only listened to music and/or watched films) ☐ 5

D5. Did you pay in the last 3 months for online audiovisual content?

- Yes ☐ 1→ D7
- No ☐ 2→ D6

D6. What would you make you pay for online audiovisual content?

(tick all that apply)

- Lack of free available content ☐ 1
- Right to share legally protected content..... ☐ 2
- More convenient payment methods ☐ 3
- More advantageous prices compared to offline content ☐ 4
- Better quality of paid content than free, services..... ☐ 5
- Wider range of choices, content more easily available ☐ 6
- None of the above, but other (e.g. to support artists work etc.)..... ☐ 7
- Nothing, no willingness to pay ☐ 8

D7. Did the use of the Internet replace your time spent with Off-line media or other off-line activities?

(tick all that apply)

- | | Very much | To some extent | Not at all |
|----------------------------------------------------------------------------------------------------|----------------------------|----------------------------|----------------------------|
| ▪ Reading of online news instead of printed news, newspapers, magazines..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Downloading music files instead of buying a CD..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Downloading films and videos instead of buying, Renting a DVD..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Listening to web radio instead of listening to normal radio.. | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Using online contacts instead of personal contacts with public services and administrations..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

D8. Do you use a mobile phone?

- Yes..... ☐ 1→ D9
- No ☐ 2→ E1

D9. For which of the following activities did you use a mobile phone for private purposes in the last 3 months (other than involving voice calls or SMS)?

(tick all that apply)

- Sending photographs or video clips ☐ 1
- Uploading photographs or video clips from your phones to websites... ☐ 2
- Receiving subscription-paid information services (for example news, weather forecast, sports results etc.) ☐ 3
- Browsing the Internet ☐ 4
- Reading your e-mails ☐ 5
- Downloading and/or watching TV or video..... ☐ 6
- Paying for goods or services (instead of cash or credit card)..... ☐ 7
- Personal navigation (for finding location or address), use of location-aware services (e.g. to receive nearby travel, shopping, event information) ☐ 8
- None of the above ☐ 9

D10. Do you use pre-payment or post-payment for your mobile phone?

- Pre-paid** ☐ 1
- Post-paid** ☐ 2

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

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

ΑΠΟΤΕΛΕΣΜΑΤΑ ΣΥΝΕΝΤΕΥΞΗΣ

Η συνέντευξη ολοκληρώθηκε

- Ολοκλήρωση συνέντευξης σε επίπεδο νοικοκυριού και σε ατομικό επίπεδο ☐ 1

Δεν υπήρξε επικοινωνία με το νοικοκυριό, διότι:

- Το νοικοκυριό απουσιάζει προσωρινά..... ☐ 2

Η συνέντευξη δεν πραγματοποιήθηκε, αν και υπήρξε επικοινωνία, διότι:

- Τα μέλη του νοικοκυριού έχουν ηλικία εκτός των ορίων που περιλαμβάνονται στην έρευνα (16-74 ετών)..... ☐ 3
- Το νοικοκυριό αρνήθηκε να συνεργαστεί ☐ 4