

HELLENIC STATISTICAL AUTHORITY

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

GENERAL DIRECTORATE OF STATISTICAL
SURVEYS

Prefecture: _____

POPULATION STATISTICS AND
LABOR MARKET DIRECTORATE
UNIT of Special Household Surveys

Municipality / Commune : _____

Phone : 213 135 2896

Date : |_|_| |_|_| ||2|0|1|1|

Fax : 213 135 2906

Interviewer: _____ |_|_|_|

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

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES
2011**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1936 up to 1994)

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. Information collected is being used solely for statistical reasons and CONFIDENTIALITY is being kept (Law 3832/10).

Pireaus, 2011

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 from 1995 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1936 up to 1994)

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

Age |__|__|

Sex ☐ 1 male
☐ 2 female

Country of birth

- Greece ☐ 1

- Other EU member state ☐ 2

Namely: |__|__|__|*

- Non - EU country ☐ 3

Namely: |__|__|__|*

Country of citizenship

(Tick all that apply)

- Greek ☐ 1

- Nationals of other EU member - state ☐ 2

Namely: |__|__|__|*

- Nationals of non EU countries..... ☐ 3

Namely: |__|__|__|*

* Completed by the NSSG

Legal marital status:

- Unmarried ☐ 1
- Married (including registered partnership and persons being separated and not divorced)..... ☐ 2
- Widowed..... ☐ 3
- Divorced ☐ 4

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, Open University ☐ 6
- Post graduate studies (Msc.,MBA, MA, Mlit, MPHIL) ☐ 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

A1. Do you or anyone else in your household have access to a computer at home?

Included are desktops, laptops or palmtops.

- Yes..... ☐ 1
- No ☐ 2

A2. Do you or anyone in your household have access to the internet at home (regardless of whether it is used)?

- Yes..... ☐ 1
- No..... ☐ 2→A4
- Don't know ☐ 3→B1

A4. What types of Internet connection are used?

(Tick all that apply)

- Modem (dial-up access over normal telephone line) or ISDN..... ☐ 1→ B1
- Broadband DSL connection (ADSL, SHDSL, VDSL etc.)..... ☐ 2→ B1
- Other broadband connection (e.g. cable, UMTS, etc.) ☐ 3→ B1
- Of which:
 - Wired fixed (cable, fiber, Ethernet, PLC, etc.)..... ☐ 3.1→B1
 - Fixed wireless (satellite, WiFi, WiMax)..... ☐ 3.2→B1
 - Mobile wireless connection via at least 3G, e.g. UMTS, etc.)..... ☐ 3.3→B1
- Mobile phone over narrowband connection (2G+/GPRS, etc.) via mobile phone or via modem in portable computer ☐ 4→ B1

A4. 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 need internet (because content not useful, not interesting, etc.)... ☐ 2
- Equipment costs too high ☐ 3
- Access costs too high (telephone connection, cost of DSL connection etc.) ☐ 4
- Lack of skills..... ☐ 5
- Privacy or security concerns..... ☐ 6
- Broadband connection not available in your area ☐ 7
- Physical disability..... ☐ 8
- None of the above..... ☐ 9

MODULE B: USE OF COMPUTERS

B1. When did you most recently use a computer (at home, at work or any other place?)

- In the first quarter of 2011..... ☐ 1→ B2
- In the time interval April – December 2010..... ☐ 2→ C1
- Before April 2010..... ☐ 3→ C1
- Have never used one..... ☐ 4→ C1

B2. How often, on average, did you use a computer in the first quarter of 2011?

(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

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the internet?

- In the first quarter of 2011 ☐ 1→ C2
- In the time interval April – December 2010..... ☐ 2→ D1
- Before April 2010..... ☐ 3→ E1
- Have never used it..... ☐ 4→ F1

C2. In the first quarter of 2011, 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 2011, where did you use the internet (using a computer or any other means)?

(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 (e.g. internet café, public services, airport, hotel, etc.)... ☐ 5
- More specifically:
- Internet café..... ☐ 5.1
 - Hotspot (at hotels, airports, public places, etc.) ☐ 5.2

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

(tick all that apply)

- Mobile phone or smart phone ☐ 1

More specifically:

- GPRS mobile phone or smart phone ☐ 1.1
 ○ Mobile phone or smart phone UMTS, HSPDA (3G, 3G+) ☐ 1.2
 ○ Mobile phone or smart phone via public WiFi or WiMAX ☐ 1.3
 ▪ Portable computer (e.g. laptop) ☐ 2

More specifically via:

- USB key or laptop card (using at least 3G via mobile broadband e.g. UMTS) ☐ 2.1
 ○ public WiFi or WiMAX ☐ 2.2
 ▪ None of the above, but other ☐ 3
 ▪ I don't access the internet via any mobile device away from home or work ☐ 4

C5. For which of the following activities did you use the internet in the first quarter of 2011 for private purpose?

(tick all that apply)

Communication

- Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.) ☐ 1

Information search and on-line services

- Reading or downloading online news / newspapers / news magazines... ☐ 2
 If yes, have you subscribed to news services or products to receive them Regularly (including RSS)?
 ☐ Yes..... ☐ 2.1
 ☐ No ☐ 2.2
 ▪ Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.) ☐ 3
 ▪ Looking for information about education in any official educational degree (school, university, etc.) or training /course offers, etc. ☐ 4
 ▪ Finding information about goods or services ☐ 5
 ▪ Downloading software (other than games software)..... ☐ 6

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C5. For which of the following activities did you use the internet in the first quarter of 2011 for private purpose?

(tick all that apply)

Civic and political participation

- Reading and posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) ☐ 7
- Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.) ☐ 8

Learning

- Participating /doing an on-line educational course..... ☐ 9
- Consulting electronic encyclopedias (wikis), with the purpose of learning on any subject..... ☐ 10

Professional life

- Looking for a job or searching a job application ☐ 11
- Participating in professional networks (creating user profile, posting messages etc. e.g. to LinkedIn, Xing, etc.) ☐ 12

Other on-line services

- Using services related to travel or travel accommodation..... ☐ 13
- Selling of goods or services, e.g. via auctions (e-Bay) ☐ 14
- Telephoning over the internet / video calls via webcam over the internet ☐ 15
- Internet banking ☐ 16

MODULE D: E-GOVERNMENT

Unit D is being answered from respondents who answered in Question C1, 1 or 2, that is persons having accessed the internet in the last 12 months.

D1. In the last 12 months (April 2010-March 2011) did you interact with public services over the internet for private purposes for the following activities?

(tick all that apply)

- Obtaining information from public authorities' web sites ☐ 1
- Downloading official forms, certificates, etc..... ☐ 2
- Sending filled in forms..... ☐ 3

If yes to 3 have you submitted electronically your tax declaration?

- Yes ☐ 3.1 } →E1
- No ☐ 3.2 }

D2. What were the reasons for not sending filled in forms to public authorities/services over the internet in the last 12 months?

(tick all that apply)

- Did not have to submit official forms at all ☐ 1 →E1

If yes to 1 continue with Question E1

If no positive answer exists in 1 continue with the rest sub-items of the question

- There was no such website service available ☐ 2
- Technical failure or website during filling in or sending the form ☐ 3
- Lack of skills or knowledge (e.g. didn't know how to use website or use was too complicated) ☐ 4
- Concerns about protection and security of personal data ☐ 5
- None of the above, but other ☐ 6

MODULE E: USE OF E-COMMERCE

Unit E is being answered from respondents who answered in Question C1, 1, 2 or 3, that is persons having ever accessed the internet.

E1. When did you most recently buy or order goods or services for private use over the internet? *(Excluded are orders/ purchases via e-mails).*

- In the first quarter of 2011 ☐ 1 → E2
- In the time interval April – December 2010..... ☐ 2 → E2
- Before April 2010..... ☐ 3 → E5
- Have never bought or ordered..... ☐ 4 → E5

E2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2010 – March 2011)? *(tick all that apply)*

Food / Groceries	<input type="checkbox"/> 1
Household goods (e.g. furniture, toys, art things, etc.)	<input type="checkbox"/> 2
Medicine	<input type="checkbox"/> 3
Films, music (DVDs, CDs, tapes, etc.)	<input type="checkbox"/> 4
Books (including e-books), magazines, newspapers,	<input type="checkbox"/> 5
E-learning material	<input type="checkbox"/> 6
Clothes, sports goods	<input type="checkbox"/> 7
Games software for pc or games' console and -upgrades	<input type="checkbox"/> 8
Computer software (<i>excluding</i> games' software) and -upgrades	<input type="checkbox"/> 9
Computer hardware	<input type="checkbox"/> 10
Electronic equipment (videocameras, cameras, mobile phones, TV's, DVD devices, etc.)	<input type="checkbox"/> 11
Telecommunication services (e.g. Nova subscriptions, broadband subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/> 12
Share purchases / Financial services / insurance	<input type="checkbox"/> 13
Holiday accommodation (hotel, room, apartment, etc.)	<input type="checkbox"/> 14
Travel arrangements such as tickets, car hire, etc.	<input type="checkbox"/> 15
Tickets for events (concerts, theater, cinema, etc.)	<input type="checkbox"/> 16
Other (e.g. jewels, information from data bases)	<input type="checkbox"/> 17

*If 'yes' to items **4, 5, 6, 8, and 9** go to question **E3** otherwise continue with question **E4**.*

E3. Were any of the products which you ordered over the internet, downloaded from the internet or accessed from websites rather than delivered by post, etc. ?

(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
- None of the above products was downloaded/ upgraded on-line..... ☐ 4

E4. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months (April 2010 – March 2011) were from ?

(tick all that apply)

- National sellers..... ☐ 1
- Sellers from other EU countries ☐ 2
- Sellers from the rest of the world..... ☐ 3
- Country of origin of sellers is not known..... ☐ 4

Question E5 is being answered by respondents having answered in C1, 1 or 2, that is, have accessed the internet in the last 12 months.

E5. Did you place a bet (e.g. sports betting) or play gambling, e.g. lotto, casino, etc. over the Internet in the last 12 months;

- Yes ☐ 1
- No..... ☐ 2

MODULE F: E-SKILLS

Question F1 is being answered by respondents having answered in B1, 1, 2 or 3, that is, having ever used a computer.

F1. When did you last take a training course (of at least 3 hours) on any aspect of computer use?

(tick all that apply)

- Within the last 3 years (April 2008-March 2011) ☐ 1 → F3
- Before April 2008 ☐ 2 → F2
- Never taken one ☐ 3 → F2

F2. What are the reasons for not having taken a course on computer use within the last 3 years?

(tick all that apply)

- No need, my computer skills are sufficient ☐ 1
- No need, I rarely use computers ☐ 2
- I self-studied, have help/assistance from others ☐ 3

If positive answer exists in sub-items 1 or 2 or 3, continue with Question F3, otherwise continue with the rest sub-items of the question.

- Lack of time ☐ 4
- Course costs ☐ 5
- No suitable offer on content of my interests available ☐ 6
- None of the above ☐ 7

F3. Which of the following computer related activities have you already carried out?

(tick all that apply)

- Copying of 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 or zipping files ☐ 4
- Connecting and installing new devices, e.g. printer, modem, etc. ☐ 5

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F3. Which of the following computer related activities have you already carried out?
(tick all that apply)

- Writing a computer program using a specialized programming language ☐ 6
- Transferring files between computer and other devices such as from digital camera, mobile phone, MP3, MP4 player. ☐ 7
- Modifying or verifying the configuration parameters of software applications (except internet browsers) ☐ 8
- Creating electronic presentations with presentation software like Power Point, including e.g. images, sound, video or charts ☐ 9
- Installing a new or replacing an old operating system ☐ 10
- None of the above ☐ 11

Question F4 is being answered by respondents having answered in C1 1, 2 or 3, that is, having accessed ever the internet.

F4. 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 messages to chatrooms, newgroups or an online discussion forum (e.g. on websites of social networking) ☐ 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
- Uploading text, games, images, films or music to websites (e.g. to web sites for social networking) ☐ 7
- Modifying the security settings of internet browsers ☐ 8
- None of the above ☐ 9

Questions F5 and F6 are being answered from respondents having provided positive answer :

- in at least one of sub-items 1-10 of Question F3
- OR**
- in at least one of sub-items 1-8 of Question F4

F5. Where or how did you obtain your computer or internet skills?

(tick all that apply)

- Attending formal education (school, university, etc.) ☐ 1
More specifically, for respondents born after 1975:
 - Primary or lower secondary school ☐ 1.1
 - Upper secondary school or institution ☐ 1.2
 - Tertiary educational institution (Technical Educational Institutes, University, Military Schools, Open University, etc.) or during post educational studies ☐ 1.3
- Attending courses in adult educational center (not on the initiative of your employer) ☐ 2
- Attending vocational training courses, on the demand of your employer.. ☐ 3
- Self-studying using books, cd-roms, wikis or participating in on-line courses or on-line discussion forum ☐ 4
- Self-studying in the sense of learning by doing ☐ 5
- Having informal assistance from colleagues, relatives, friends ☐ 6
- Some other way ☐ 7

F6. Do you judge your current computer or internet skills to be sufficient ?

(tick all that apply)

- | | Yes | No | Not applicable |
|---|----------------------------|----------------------------|----------------------------|
| ▪ If you were to look for a job or change job within a year..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ To communicate with relatives, friends, colleagues over the internet | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ To protect your personal data | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ To protect your private computer from virus or other computer infection | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

UNIT G: INCOME

G1. Which is the total net monthly income of your household?

- Amount|_|_|_|_|_|_|_|→ Interview Results
- Don't know the exact amount ☐

G2. If you don't know the exact amount, please tick one of the following income ranges.

- Up to 464€ ☐ 1
- 465€ - 875€ ☐ 2
- 876€ - 1.210€ ☐ 3
- 1.211€ - 1.592€ ☐ 4
- 1.593€ - 2.042€ ☐ 5
- 2.043€ - 2.695€ ☐ 6
- 2.696€ - 4.768€ ☐ 7
- More than 4.768€ ☐ 8

INTERVIEW RESULTS

Interview completed : ☐ 1

No contact with the household, because household is temporarily absent or telephone number is wrong : ☐ 2

Interview not completed, although contact was made:

- All household members ineligible (out-of-scope) ☐ 3
- Refusal to cooperate ☐ 4