

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|2|

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Interviewer: \_\_\_\_\_ |\_|\_|\_|

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**SURVEY  
ON THE USE OF INFORMATION AND COMMUNICATION  
TECHNOLOGIES  
2012**

**QUESTIONNAIRE FOR MEMBERS AGED 16-74**

*(To be completed for members having been born from 1937 up to 1995)*

- |   |
|---|
| <ul style="list-style-type: none"><li>- The survey is being conducted on a sample of households having been defined by ELSTAT in a random way.</li><li>- The provision of data is OBLIGATORY.</li><li>- Information collected is being used solely for statistical reasons and CONFIDENTIALITY is being kept (Law 3832/10).</li></ul> |
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**Pireaus, 2012**

## UNIT OF SOCIO - DEMOGRAPHIC CHARACTERISTICS

### 1. HOUSEHOLD'S SYNTHESIS

S/N of household's member	NAME	SURNAME	YEAR OF BIRTH	EMPLOYMENT SITUATION
				1. Employed 2. Unemployed 3. Student 4. Retired 5. Housewife, incapable for work and other inactive
1	2	3	4	5
01				
02				
03				
04				
05				
06				
07				
08				
09				
10				

Total number of household members .....

|\_|\_|

Total number of household members aged less than 16 years old .....  
(born from 1996 onwards)

|\_|\_|

## 2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1937 up to 1995)

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 ELSTAT

**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  
*Specifically:*
  - Full time ..... ☐ 1.1
  - Part time ..... ☐ 1.2
- Self employed (inc. unpaid family workers) ..... ☐ 2  
*Specifically:*
  - Full time ..... ☐ 2.1
  - Part time ..... ☐ 2.2
- Unemployed ..... ☐ 3
- Student ..... ☐ 4
- Other inactive (*housewife, in military service, retired, man of independent means, incapable for work, etc.*) ..... ☐ 5  
*Specifically:*
  - Retired ..... ☐ 5.1
  - Permanently disabled ..... ☐ 5.2
  - In compulsory military service ..... ☐ 5.3
  - Fulfilling domestic tasks ..... ☐ 5.4
  - Other ..... ☐ 5.5

\* Completed by ELSTAT

**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 ELSTAT*

## 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, netbooks, notebooks, tablets or palmtops. Excluded are mobile phones with embedded computing facilities like smart phones, cell phones, etc.)*

- 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

**A3. What types of Internet connection are used?**  
(Tick all that apply)

- ❖ *Fixed, fixed wireless broadband connection* ..... ☐ 1  
Specifically:
  - DSL e.g. ADSL, SHDSL, VDSL ..... ☐ 1.1
  - Wired fixed (cable, optical fibre, Ethernet, PLC etc.) ..... ☐ 1.2
  - Fixed wireless (satellite, WiFi, WiMax) ..... ☐ 1.3
- ❖ *Mobile broadband connection (at least 3G, like UMTS)*..... ☐ 2  
Specifically:
  - Mobile phone network via a handset ..... ☐ 2.1
  - Mobile phone network via a card or USB ..... ☐ 2.2
- ❖ *Other narrowband connection* ..... ☐ 3  
Specifically:
  - Dial up access over normal telephone line or ISDN ..... ☐ 3.1
  - Mobile narrowband connection (less than 3G like 2G+.GPRS) used  
By mobile phone or modem in laptop ..... ☐ 3.2

**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 2012..... ☐ 1→ B2
- In the time interval April – December 2011..... ☐ 2→ B3
- Before April 2011..... ☐ 3→ B3
- Have never used one..... ☐ 4→ B4

### B2. How often, on average, did you use a computer in the first quarter of 2012?

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

### B4. Did you use a mobile phone or smart phone in the first quarter of 2012?

- Yes ..... ☐ 1→ B5
- No ..... ☐ 2→ C1

*Question B5 is being answered from respondents who as employment status have answered employees or self employed irrespective of full or part time.*

**B5. Did you use a mobile phone or smart phone for professional purposes in the first quarter of 2012?**

- Yes ..... ☐ 1
- No ..... ☐ 2

## MODULE C: USE OF THE INTERNET

### C1. When did you most recently use the internet?

- In the first quarter of 2012 ..... ☐ 1→ C2
- In the time interval April – December 2011..... ☐ 2→ Section E
- Before April 2011..... ☐ 3→ Section F
- Have never used it..... ☐ 4→ G1

### C2. In the first quarter of 2012, 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. For which of the following activities did you use the internet in the first quarter of 2012 for private purpose?

(tick all that apply)

#### **Communication**

- Sending / receiving e-mails ..... ☐ 1
- Telephoning over the internet / video calls (using webcam) ..... ☐ 2
- Posting messages to chat sites, participating in social networks (facebook, etc.)  
blogs, newsgroups, online forums, instant messaging ..... ☐ 3

#### **Information search and on-line services**

- Reading or downloading online news / newspapers / news magazines... ☐ 4
- Finding information about goods or services ..... ☐ 5

#### **Entertainment**

- Listening web radio / watching we tv..... ☐ 6
- Playing or downloading games, images, films, music ..... ☐ 7
- If yes*
  - Playing networked games with other persons ..... ☐ 8

*Continue with next page*

**C3. For which of the following activities did you use the internet in the first quarter of 2012 for private purpose?**

*(tick all that apply)*

***Creativity***

- Uploading self-created content (text, photos, music, videos, software, etc.)  
to any website to be shared ..... ☐ 9
- Creating website or blog ..... ☐ 10

***Health***

- Making an appointment with a doctor using the website of a hospital or  
health care center ..... ☐ 11

***Other online services***

- Using services related to travel or travel related accommodation ..... ☐ 12
- Selling of goods or services via auctions (e.g. e-Bay) ..... ☐ 13
- Internet banking ..... ☐ 14

## MODULE D: MOBILE USE OF THE INTERNET AND UBIQUITOUS CONNECTIVITY

*Unit D is being answered from respondents who answered 1 in Question C1, that is persons having accessed the internet in the 1st quarter of 2012.*

### D1. Did you use any of the following portable computers to access the internet away from home or work in the 1st quarter of 2012?

*Tick all that apply*

- Laptop, notebook or netbook ..... ☐ 1
- Tablet computer (with touch screen) ..... ☐ 2
- None of the above ..... ☐ 3

### D2. Which of the following networks did you use to connect the portable computer to the internet away from home or work in the 1st quarter of 2012?

*Tick all that apply*

- Mobile phone network, using USB key or card (e.g. integrated SIM card) ☐ 1
- Wireless network (e.g. WiFi) ..... ☐ 2

### D3. On average, how often did you access the internet using a portable computer away from home or work in the 1st quarter of 2012?

*Tick all that apply*

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

### D4. Did you use any of the following handheld devices to access the internet away from home or work in the 1st quarter of 2012?

*Tick all that apply*

- Mobile phone or smart phone ..... ☐ 1
- Other handheld device (e.g. PDA, MP3 player, e-book reader, handheld games console. Tablet computer is not included) ..... ☐ 2
- None of the above ..... ☐ 3

*If D1=3 and D4=3 continue with D11  
If D4=3 and D1=1 or 2 and employed continue with D9  
For any other answer combination continue with D5*

### D5. Which of the following networks did you use to connect the handheld device to the internet away from home or work in the 1st quarter of 2012?

*Tick all that apply*

- Mobile phone network (e.g. GPRS, UMTS) ..... ☐ 1  
*Specifically*
- Broadband connection (at least 3G, like UMTS) ..... ☐ 1.1
- Wireless network (e.g. WiFi) ..... ☐ 2

**D6. On average, how often did you access the internet using a handheld device away from home or work in the 1st quarter of 2012?**

*Tick all that apply*

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

**D7. For which of the following activities did you use the internet via a handheld device in the 1st quarter of 2012?**

*Tick all that apply*

- Sending / receiving e-mails ..... ☐ 1
- Reading or downloading online news, newspapers, news magazines ..... ☐ 2
- Reading or downloading online books or e-books ..... ☐ 3
- Reading or downloading games, images, video or music ..... ☐ 4
- Using podcast service to automatically receive audio or video files ..... ☐ 5
- Participating in social networks (creating user profile, posting messages etc. in Facebook, twitter, etc.) ..... ☐ 6
- Other ..... ☐ 7

**D8. Did you use internet applications on a handheld device exploiting the information about where you are, like GPS, in the 1st quarter of 2012?**

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

*Question D9 is being answered from respondents who reported being employed or self-employed.*

**D9. Did you use a portable computer or handheld device to access the internet for professional purposes away from home or work, in the 1st quarter of 2012?**

- Yes ..... ☐ 1
- No ..... ☐ 2

**D10. In the 1st quarter of 2012 did you encounter any of the following problems when using a portable computer or handheld away from home or work to access the internet?**

*Tick all that apply*

- Difficulty in obtaining information about cost of accessing the internet .... ☐ 1
- Unexpected high bills (e.g. after moving outside local tariff or roaming ).... ☐ 2
- Frequent difficulties with mobile phone network signal (unavailability of broadband or low speed) ..... ☐ 3
- Difficulties in setting or changing parameters for internet access (e.g. switching from mobile to WiFi, activation of location aware application or activation of internet access) ..... ☐ 4
- Inconvenience of using small screen or entering text on handheld device.. ☐ 5
- Other ..... ☐ 6

*Question D11 is being answered only from respondents who reported not using portable computer or other handheld device for accessing the internet, that is respondents having provided in D1 and D4 answer 3.*

**D11. What are the reasons for not accessing the internet with a portable computer or handheld device away from home or work in the 1st quarter of 2012?**

*Tick all that apply*

- Do not need internet access away from home or work ..... ☐ 1
- Do not know how to use or use is too complicated ..... ☐ 2
- Inconvenience of using small screen on a handheld device ..... ☐ 3
- Too expensive (the device and /or the internet subscription) ..... ☐ 4
- Unavailability of broadband or connection too slow ..... ☐ 5
- Security or privacy concerns ..... ☐ 6
- Other ..... ☐ 7

## MODULE E: E-GOVERNMENT

*Unit E 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.*

**E1. In the last 12 months (April 2011-March 2012) did you interact with public services over the internet for private purposes for the following activities?** For internet access may have used any device (desktop, laptop, mobile phone or smart phone).  
(tick all that apply)

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

*If no positive answer exists in question E1, continue with E2. Otherwise continue with Module F.*

**E2. 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

*If yes to 1 continue with Module F*

*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 F: USE OF E-COMMERCE

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

### F1. 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 2012 ..... ☐ 1→ F2
- In the time interval April – December 2011..... ☐ 2→ F2
- Before April 2011..... ☐ 3→ G1
- Have never bought or ordered..... ☐ 4→ G1

### F2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2011 – March 2012)? *(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

**F3. Did you buy or order goods or services, for private use, over the internet using a handheld device, in the last 12 months?** *For positive answer the purchase or the order must have been made from the web site using the web browser or the web application and not using SMS, MMS or e-mail).*

(tick all that apply)

- Yes ..... ☐ 1 → F4
- No..... ☐ 2 → F5

**F4. In the last 12 months** (April 2011 – March 2012) **what types of goods or services did you order / bought using a handheld device ?**

(tick all that apply)

- Digital content such as films, music, e-books, e-magazines, newspapers, applications for mobile phones or other handheld devices ..... ☐ 1
- Physical goods such as electronic devices, clothes, toys, food, books, CD's DVDs, etc. .... ☐ 2
- Services (e.g. transport services, tickets for events, insurances, etc.) ..... ☐ 3

**F5. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months** (April 2011 – March 2012) **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

## UNIT G: INCOME

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

- Amount .....|\_|\_|\_|\_|\_|\_|\_|→ Interview Results
- Don't know the exact amount ..... ☐ →G2

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

- Up to 762€ ..... ☐ 1
- 763€ - 1650€ ..... ☐ 2
- 1651€ - 3.650€ ..... ☐ 3
- More than 3650€..... ☐ 4

***Interview completed :*** ..... ☐ 1

## INTERVIEW RESULTS

***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