

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|3|

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

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**SURVEY  
ON THE USE OF INFORMATION AND COMMUNICATION  
TECHNOLOGIES FROM HOUSEHOLDS  
2013**

**QUESTIONNAIRE FOR MEMBERS AGED 16-74**

*(To be completed for members having been born from 1938 up to 1996)*

- |   |
|---|
| <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> |
|---|

**Piraeus, 2013**

## 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 1997 onwards)

|\_|\_|

## 2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1938 up to 1996)

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*Also:*
  - Permanent job or contract of unlimited duration ..... ☐ 1.1
  - With a temporary job or contract of limited duration. ☐ 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

**Occupation:**

*Completed only for codes 1 and 2 of employment situation.*

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

.....

..... |\_\_|\_\_|\*

## 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)*

- (a) Broadband connection (DSL, cable, satellite, 3G/UMTS) ..... ☐ 1

#### **Fixed, fixed wireless broadband connection**

- (b) DSL e.g. ADSL, SHDSL, VDSL ..... ☐ 2
- (c) Wired fixed (cable, optical fibre, Ethernet, PLC etc.) ..... ☐ 3
- (d) Fixed wireless (satellite, WiFi, WiMax) ..... ☐ 4

#### **Mobile broadband connection (at least 3G, like UMTS)**

- (e) Mobile phone network via a handset ..... ☐ 5
- (f) Mobile phone network via a card or USB ..... ☐ 6

#### **Other narrowband connection**

- (g) Dial up access over normal telephone line or ISDN ..... ☐ 7
- (h) Mobile narrowband connection (less than 3G like 2G+.GPRS) used  
by mobile phone or modem in laptop ..... ☐ 8

### 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
- None of the above..... ☐ 8

## 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 2013..... ☐ 1→ B2
- In the time interval April – December 2012..... ☐ 2→ C1
- Before April 2012..... ☐ 3→ C1
- Have never used one..... ☐ 4→ C1

### B2. How often, on average, did you use a computer in the first quarter of 2013?

(tick one)

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

## MODULE C: USE OF THE INTERNET

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

- In the first quarter of 2013 ..... ☐ 1→ C2
- In the time interval April – December 2012..... ☐ 2→ D1
- Before April 2012..... ☐ 3→ E1
- Have never used it..... ☐ 4→ F3

### C2. In the first quarter of 2013, 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
- Less than once a week..... ☐ 3

### C3. During the first quarter of 2013, where did you use the internet (using computer, mobile phone, or any other device)?

(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
- If yes:*
  - Using mobile phone network ..... ☐ 1.1
  - Using wireless network (e.g. WiFi) ..... ☐ 1.2
- Portable computer (e.g. laptop, tablet) ..... ☐ 2
  - Using mobile phone network, with USB, sim card, etc..... ☐ 2.1
  - Using wireless network (e.g. WiFi) ..... ☐ 2.2
- Other device (PDA, MP3, E-book reader, games console, etc.) ..... ☐ 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 2013 for private purpose?**

*(tick all that apply)*

***Communication***

- Sending / receiving e-mails ..... ☐ 1
- Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.) ..... ☐ 2

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

- Reading or downloading online news / newspapers / news magazines... ☐ 3  
If yes with a subscription?
  - Yes..... ☐ 3.1
  - No ..... ☐ 3.1
- Seeking health related information on nutrition, injury, health determinants, etc. .... ☐ 4
- Looking for information about education, training or course offers..... ☐ 5
- Finding information about goods or services ..... ☐ 6
- Downloading software (excluding games' software) ..... ☐ 7

***Civic and political participation***

- Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.) ..... ☐ 8
- Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.) ..... ☐ 9

***Learning***

- Participating /doing an on-line educational course..... ☐ 10
- Consulting electronic encyclopedias (wikis), with the purpose of learning on any subject..... ☐ 11



**C5. For which of the following activities did you use the internet in the first quarter of 2015 for private purpose?**

*(tick all that apply)*

**Professional life**

- Looking for a job or searching a job application ..... ☐ 12
- Participating in professional networks (creating user profile, posting messages etc. e.g. to LinkedIn, Xing, etc.) ..... ☐ 13

**Other online services**

- Using services related to travel or travel related accommodation ..... ☐ 14
- Selling of goods or services via auctions (e.g. e-Bay) ..... ☐ 15
- Telephoning over the internet / video calls  
(using webcam and e.g. Skype) ..... ☐ 16
- Internet banking ..... ☐ 17

**MODULE D: E-GOVERNMENT**

*Unit Ds 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 2012-March 2013) 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

*Respondents answering positively in D1 in any of the sub-items 1,2,3 continue with Question D2.  
Respondents answering negatively in all D1 sub-items continue with Question D5.*

**D2. For which of the following reasons did you use public services' websites, in the last 12 months?**

*(tick all that apply)*

- Income tax declaration ..... ☐ 1
- Claiming social security benefits (e.g. unemployment, child allowance) ..... ☐ 2
- Requesting personal documents (ID card, passport, etc.) ..... ☐ 3
- Public libraries ..... ☐ 4
- Enrolment in higher education or university ..... ☐ 5
- Notification of change of address ..... ☐ 6

**D3. In the last 12 months (April 2012-March 2013) have you experienced any of the following problems when using websites of public authorities or public services for private purposes ?**

*(tick all that apply)*

- Technical failure of website ..... ☐ 1
- Insufficient unclear or outdated information..... ☐ 2
- Support was needed but not found (on line or off line) ..... ☐ 3
- Other ..... ☐ 4

**D4. Are you satisfied or dissatisfied with the following aspects of using websites of public authorities or public services in the last 12 months ?**

*(tick all that apply)*

- |   | <i>Mainly satisfied</i>    | <i>Mainly dissatisfied</i> | <i>Not applicable</i>      |
|---|----------------------------|----------------------------|----------------------------|
| ▪ Ease of finding information .....           | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Usefulness of the information available.... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ The information provided on the progress    |                            |                            |                            |
| follow-up of the request .....                | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Ease of using services on the website.....  | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

**D5. Did you contact public authorities or public services using methods other than websites for private purposes, in the last 12 months?**

*(tick all that apply or 5)*

- Yes, by telephone (excluding SMS) ..... ☐ 1
- Yes, by e-mail ..... ☐ 2
- Yes, in person, by visits ..... ☐ 3
- Yes, by other means (e.g. post, SMS, Fax) ..... ☐ 4
- No, did not have to contact public authorities or services ..... ☐ 5

*Question D6 is answered only by respondents not having positively answered in sub-item 3 of D1*

**D6. What were the reasons for not submitting completed forms to public authorities/services' websites for private purposes 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 E, 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
- Personal contact is missing, prefer visits ..... ☐ 3
- Immediate response is missing ..... ☐ 4
- I trust submitting by paper only ..... ☐ 5
- Lack of skills or knowledge (e.g. didn't know how to use website or use was too complicated) ..... ☐ 6
- Concerns about protection and security of personal data ..... ☐ 7
- The relevant services will require personal visits or paper submission anyway ..... ☐ 8
- Lack of or problems with electronic signature or electronic ID ..... ☐ 9
- Another person did it on my behalf (e.g. consultant, tax advisor, relative, etc) ..... ☐ 10
- None of the above, but other ..... ☐ 11

## 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 2013 ..... ☐ 1 → E2
- In the time interval April – December 2012..... ☐ 2 → E2
- Before April 2012..... ☐ 3 → F1
- Have never bought or ordered..... ☐ 4 → F1

### E2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2012 – March 2013)? (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

**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 2013 – March 2013) 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

## MODULE F: E-SKILLS

*Question F1 is being answered by respondents having answered in C1 1, 2 or 3, that is, having ever accessed the internet.*

### F1. 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 (e.g. with Skype) ..... ☐ 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 → F3

*Question F2 is being answered by respondents having answered positively in any of the 1-8 sub-items of F1*

### F2. Do you judge your current internet skills to be sufficient ? (tick all that apply)

- |  | Yes                        | No                         | Not applicable             |
|--|----------------------------|----------------------------|----------------------------|
| ▪ To communicate with relatives, friends, colleagues over<br>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<br>computer infection ..... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

### F3 . Do you judge your current computer skills to be sufficient if you would need to take up a new job or change your job , within a year?

- Yes..... ☐ 1
- No ..... ☐ 2
- Not applicable, I won't change or need to take up a new job..... ☐ 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

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

- Up to 797€ ..... ☐ 1
- 798€ - 1738€ ..... ☐ 2
- 1739€ - 3.579€ ..... ☐ 3
- More than 3579€..... ☐ 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