

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|5|

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**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES FROM HOUSEHOLDS & INDIVIDUALS
2015**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1940 up to 1998)

- | |
|---|
| <ul style="list-style-type: none">- The survey is being conducted on a sample of households having been defined by ELSTAT 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). |
|---|

Piraeus, 2015

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 1999 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1939 up to 1997)

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 any educational level ☐ 0 → employment situation
- A few classes of Dimotiko ☐ 1
- Dimotiko (primary) ☐ 2
- Gymnasium (lower secondary)..... ☐ 3
- Vocational school (ΕΠΑΣ), Technical Vocational school (ΤΕΣ), (ΤΕΕ) etc. (1st cycle) ☐ 4
- ΤΕΣ, ΤΕΕ (2nd cycle) ☐ 5
- Vocational lyceum (ΕΠΑΛ), ΤΕΛ etc. ☐ 6
- General (upper secondary) ☐ 7
- Public or private Institutes of vocational training lasting up to 2 years ☐ 8
- College lasting more than 2 years ☐ 9
- Graduate studies – higher schools lasting 3 years (Higher tourist schools, School for tourist guides, etc.) ☐ 10
- Higher Technical Institutes (ΑΤΕΙ, ΤΕΙ, ΚΑΤΕΕ, ΑΣΠΑΙΤΕ) ☐ 11
- Universities, higher military schools, Open University ☐ 12
- Post graduate studies (Msc., MBA, MA, Mlit, MPHIL) ☐ 13
- PhD ☐ 14

Year of completion

|_|_|_|_|

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.

.....

..... |__|__|*

** 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)

Broadband connection

- (a) Fixed broadband connection, e.g DSL, ADSL, VDSL, cable, optical fibre,..... ☐ 1
Satellite, public WiFi connections
- (b) Mobile broadband connections (via mobile phone network, at least 3G,..... ☐ 2
e.g. UMTS, using (SIM) card or USB key, mobile phone or smart phone as modern

Other narrowband connection

- (c) Dial up access over normal telephone line or ISDN..... ☐ 3
- (d) Mobile narrowband connection (less than 3G like 2G+.GPRS) using SIM card or USB or
mobile phone / smart phone as modem ☐ 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
- 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 2015..... ☐ 1→ B2
- In the time interval April – December 2014..... ☐ 2→ C1
- Before April 2014..... ☐ 3→ C1
- Have never used one..... ☐ 4→ C1

B2. How often, on average, did you use a computer in the first quarter of 2015?

(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 2015 ☐ 1 → C2
- In the time interval April – December 2014..... ☐ 2 → D1
- Before April 2014..... ☐ 3 → E1
- Have never used it..... ☐ 4 → H1

C2. How often, on average, did you use the internet in the first quarter of 2015?

(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. Did you use any of the following mobile devices to access the internet away from home or work in the first quarter of 2015 ?

(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
mobile phone or smart phone as a modem
 - 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

C4. For which of the following activities did you use the internet in the first quarter of 2015 for private purpose?

(tick all that apply)

Communication

- Sending / receiving e-mails ☐ 1
- Telephoning over the internet / video , calls (via webcam) over the internet
(using applications, e.g. Skype or Facetime ☐ 2
- Participating in social networks (creating user profile, posting messages...☐ 3
or other contributions to facebook, twitter,etc.)
If yes, on average, how often:
 - Every day or almost every day..... ☐ 3.1
 - At least once a week but not every day..... ☐ 3.2
 - Less than once a week..... ☐ 3.3
- Uploading self-created content (text, photos, music, videos, software, etc.)
to any website to be shared..... ☐ 4

Access to information

- Reading online news / newspapers / newsmagazines ☐ 5
- Seeking health-related information (e.g. injury, disease, nutrition,
improving health, etc.) ☐ 6
- Finding information on educational matters, training or availability of
Educational programs for any educational level, hobby, etc. ☐ 7
- Consulting electronic encyclopedias (wikis), with the purpose of learning
on any subject..... ☐ 8
- Finding information about goods or services..... ☐ 9
- Downloading software (other than games software)..... ☐ 10

Civic and political participation

- Posting opinions on civic or political issues via websites
(e.g. blogs, social networks, etc.) ☐ 11
- Taking part in on-line consultations or voting to define civic or political
issues (e.g. urban planning, signing a petition, etc.) ☐ 12

Professional life

- Looking for a job or searching a job application ☐ 13
- Participating in professional networks (creating user profile, posting
messages etc. e.g. to Linkedin, Xing, etc.) ☐ 14

C4. For which of the following activities did you use the internet in the first quarter of 2015 for private purpose?

Other online services

- Using services related to travel or travel related accommodation ☐ 15
- Selling of goods or services via auctions (e.g. e-Bay) ☐ 16
- Internet banking ☐ 17

C5. During the 1st quarter of 2015, did you storage space on the internet to save documents, pictures, music, video or other files, on Google Drive, Dropbox, Windows OneDrive/Skydrive, iCloud, Amazon Cloud Drive, etc.?

- Yes ☐ 1
- No ☐ 2

C6. During the first quarter of 2015, have you conducted any of the following learning activities over the internet for educational, professional or private purposes ?

- Doing an online course ☐ 1
- Using online learning material other than a complete online course ☐ 2
- Communicating with instructors or students using educational websites
Portals ☐ 3
- Other ☐ 4
- I have not conducted any learning activity ☐ 5

MODULE D: USE OF 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 2014-March 2015) 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 no to D1.3 go to question D2, otherwise go to Module E.

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

If yes to 1 continue with Module 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
- Lack of skills or knowledge (e.g. didn't know how to use website or use was too complicated) ☐ 3
- Concerns about protection and security of personal data ☐ 4
- Lack of or problems with electronic signature or electronic ID/certificate (required for authentication/using the service)..... ☐ 5
- Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)..... ☐ 6
- None of the above, but other ☐ 7

MODULE E: USE OF E-COMMERCE

Unit ST 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 2015 ☐ 1 → E2
- In the time interval April – December 2014..... ☐ 2 → E2
- Before April 2014..... ☐ 3 → E7
- Have never bought or ordered..... ☐ 4 → E7

E2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2014 – March 2015)? *(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
Clothes, sports goods	<input type="checkbox"/> 4
Computer hardware	<input type="checkbox"/> 5
Electronic equipment (videocameras, cameras, mobile phones, TV's, DVD devices, etc.)	<input type="checkbox"/> 6
Telecommunication services (e.g. Nova subscriptions, broadband subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/> 7
Share purchases / Financial services / insurance	<input type="checkbox"/> 8
Holiday accommodation (hotel, room, apartment, etc.)	<input type="checkbox"/> 9
Travel arrangements such as tickets, car hire, etc.	<input type="checkbox"/> 10
Tickets for events (concerts, theater, cinema, etc.)	<input type="checkbox"/> 11
Films, music (DVDs, CDs, tapes ,etc.)	<input type="checkbox"/> 12
Books (including e-books), magazines, newspapers,	<input type="checkbox"/> 13
E-learning material	<input type="checkbox"/> 14
Video games software, other computer software and software upgrades	<input type="checkbox"/> 15
Other (e.g. jewels, information from data bases)	<input type="checkbox"/> 16

E3. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months (April 2014 – March 2015) 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

If E1=1 continue with E4. Otherwise continue with E6.

E4. In the first quarter of 2015, how many times did you order or buy goods or services over the internet for private use?

Orders/ Purchases (estimate)number |_|_|_|

Or

- 1 – 2 orders/purchases ☐ 1
- 3 - 5 orders/purchases ☐ 2
- 6 - 10 orders/purchases ☐ 3
- More than 10 orders/purchases ☐ 4

E5. How much as an estimate did you spend buying or ordering goods or services over the internet (excluding shares, insurances or other financial services) ?

- Total value|_|_|_|_|_|_|_|€

If you don't remember the exact amount tick one of the followingQ

- Less than 50€ ☐ 1
- 50-99€ ☐ 2
- 100-499€ ☐ 3
- 500-999€ ☐ 4
- 1.000€ or more ☐ 5
- Don't know ☐ 6

E6. What problems have you encountered when buying / ordering goods or services over the internet in the last 12 months (April 2014-March 2015)?

(tick all that apply)

- Technical failure of website during ordering or payment ☐ 1
- Difficulties in finding information concerning guarantees and other legal rights ☐ 2
- Speed of delivery slower than indicated ☐ 3
- Final costs higher than indicated ☐ 4
- Wrong/damaged goods/services delivered ☐ 5
- Problems with fraud encountered ☐ 6
- Complaints and redress were difficult or no satisfactory response after complaint ☐ 7
- Foreign retailer did not sell to my country ☐ 8
- Other ☐ 9
- I have not encountered any problem ☐ 10

E7. What were the reasons for not buying / ordering any goods or services over the internet for your own private use in the last 12 months (April 2014-March 2015)?

(tick all that apply)

- Prefer to shop in person, like to see product, loyalty to shops, force of habit ☐ 1
- Lack of skills or knowledge (did not know how to use website /use was too complicated) ☐ 2
- Delivery of goods ordered over the internet is a problem (e.g. takes too long, etc.) ☐ 3
- Payment security or privacy concerns ☐ 4
- Concerns about receiving or returning goods/ complaint/redress concerns ☐ 5
- Don't have a payment card allowing to pay over the internet ☐ 6
- Foreign retailer did not sell to my country ☐ 7
- Other ☐ 8

MODULE F: E-SKILLS

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

F1. Which of the following computer related activities have you already carried out in the last 12 months ?

(tick all that apply)

- Transferring files between computer and other devices such as from digital camera, mobile phone, MP3, MP4 player. ☐ 1
- Installing software or applications..... ☐ 2
- Changing the setting of any software, including operational system or security programs ☐ 3

F2. Which of the following software related activities have you already carried out in the last 12 months ?

(tick all that apply)

- Copying of moving a file or folder ☐ 1
- Using word processing software ☐ 2
- Creating presentations of documents integrating text, pictures, tables Or charts ☐ 3
- Using a spread sheet software ☐ 4
- If yes,*
 - Using its advanced functions to organize and analyze data, such as sorting, filtering, using formulas, creating charts... ☐ 4.1
- Using software to edit photos, video, or audio files ☐ 5
- Writing code in a programming language ☐ 6
- None of the above ☐ 7

MODULE G: INTERNET SECURITY

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

G1. In the last 12 months (April 2014-March 2015) have you experienced any of the following security related incidents through using the internet for private purposes?

(tick all that apply)

- Catching a virus or other computer infection (e.g. worm or Trojan horse)
Resulting in loss of information or time ☐ 1
- Abuse of personal information sent on the internet and/or other privacy
Violations (e.g. abuse of pictures, videos, personal data uploaded on com-
munity websites) ☐ 2
- Financial loss as a result of receiving fraudulent messages (phishing) or
getting redirected to fake websites asking for personal information
(pharming) ☐ 3
- Financial loss due to fraudulent payment (credit or debit) card use ☐ 4
- Children accessing inappropriate websites ☐ 5
- Didn't experience any problem ☐ 6

G2. In the last 12 months (April 2014-March 2015) have security concerns limited or kept you from doing the following activities via the internet for your own private purposes?

(tick all that apply)

- Ordering or buying or services for private use ☐ 1
- Carrying out banking activities such as account management ☐ 2
- Providing personal information to online communities for social and
professional networking ☐ 3
- Communicating with public services or administrations ☐ 4
- Downloading software, music, video files, games or other data files ☐ 5
- Using the internet with mobile device (e.g. laptop) via wireless connection
from places other than home ☐ 6

G3. Do you make back up files (documents, figures, etc.) from your computer or any other mobile storage device (e.g. a CD, DVD, external hard disk, USB storage device) or to internet storage space?

- Yes (automatically or not) ☐ 1
- No ☐ 2

G4. Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each user and service them tailored ads?

- Yes ☐ 1
- No ☐ 2

G5. Have you ever changed the settings in your computer browser to prevent or limit the amount of cookies put on your computer?

- Yes ☐ 1
- No ☐ 2

UNIT H: INCOME

H1. Which is the total net monthly income of your household?

- Amount|_|_|_|_|_|_|_|→ Interview Results
- Don't know the exact amount ☐ →H2

H2. If you don't know the exact amount, please tick one of the following income ranges.

- Up to 540€ ☐ 1
- 541€ - 1.108€ ☐ 2
- 1.109€ - 2.424€ ☐ 3
- More than 2.424€..... ☐ 4

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