

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|8|

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**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES FROM HOUSEHOLDS & INDIVIDUALS
2018**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1943 up to 2001)

- | |
|---|
| <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, 2018

FOR THE INTERVIEWER: please record time interview started |__|__|:|__|__|

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				

Total number of households..... |__|__|

Total number of household members aged less than 16 years old |__|__|
(born from 2002 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1943 up to 2001)

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
- 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
- Technical Vocational school 2nd cycle (ΤΕΣ, ΤΕΕ) ☐ 5
- Vocational lyceum (ΕΠΑΛ), ΤΕΛ etc. ☐ 6
- General (upper secondary) ☐ 7
- Public or private Institutes of vocational training, college 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

Employment situation:

- Employee... ☐ 1

Specifically:

- Full time ☐ 1.1
- Part time ☐ 1.2

Also:

- Permanent job or contract of unlimited duration ☐ 1.3
- With a temporary job or contract of limited duration. ☐ 1.4

- 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:

(a) the kind of work you do in your main occupation:

..... |__|__|*

(b) the economic sector your work belongs to:

..... |__|*

* Completed by ELSTAT

MODULE A : ACCESS TO SELECTED INFORMATION AND COMMUNICATION TECHNOLOGIES

A21. Do you or anyone in your household have access to the internet at home
(regardless of whether it is used)?

- Yes..... ☐ 1→A2
- No..... ☐ 2→B1
- Don't know ☐ 3→B1

A2. 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 modem

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

MODULE B: USE OF THE INTERNET

Module B records internet access at any location (home, work or other places). Any internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers, etc.

B1. When did you most recently use the internet?

- In the first quarter of 2018 ☐ 1 → B2
- In the time interval April – December 2017..... ☐ 2 → B6
- Before April 2017..... ☐ 3 → H1
- Have never used it..... ☐ 4 → H1

B2. How often, on average, did you use the internet in the first quarter of 2018?

(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 } → B3

B2. 1 Did you use the internet several times during the day?

- Yes ☐ 1
- No ☐ 2

B3. On which of the following devices did you use the internet in the first quarter of 2018?

(tick all that apply)

- Desktop computer ☐ 1
- Laptop ☐ 2
- Tablet ☐ 3
- Mobile phone or smart phone ☐ 4
- Other mobile devices (e.g. media or games player, e-book reader, smart watch) ☐ 5

B4. Did you use any of the following mobile devices to access the internet away from home or work in the first quarter of 2018?

(tick all that apply)

- Mobile phone or smart phone ☐ 1
- Laptop ☐ 2
- Tablet ☐ 3
- Other mobile devices (e.g. media or games player, e-book reader, smart watch) ☐ 4
- I didn't access the internet via any mobile device away from home or work ☐ 5

B5. For which of the following activities did you use the internet in the first quarter of 2018 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, Viber, Whats App. etc. ☐ 2
- Participating in social networks (creating user profile, posting messages
or other contributions to Facebook, Instagram, Twitter, Snapchat, etc.) ... ☐ 3

Access to information

- Finding information about goods or services..... ☐ 4

Use of entertainment

- Listening to music (e.g. web radio, music streaming, from YouTube) ☐ 5
- Watching Internet streamed TV (live or catch-up) from TV broadcasters ☐ 6
- Watching Video on Demand from commercial services (e.g. Nova Go,
Cosmote TV, Netflix) ☐ 7
- Watching video content, for free, from sharing services, e.g from YouTube. ☐ 8
- Playing or downloading games ☐ 9

eHealth

- Seeking health-related information ☐ 10
- Making an appointment with a doctor via a website or app (e.g. of a
hospital or a health care centre)..... ☐ 11

Other online services

- Selling of goods or services via auctions (e.g. e-Bay) ☐ 12
- Internet banking ☐ 13

B5.1 During the 1st quarter of 2018, 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

Following questions concern collaborative economy, specifically:

- the use of websites or apps like AirBnb to arrange accommodation from another private individual
- the use of websites or apps to arrange a transport service (e.g. by car) from another private individual
- the use of websites or apps to obtain paid work.

B6. Have you used any website or app to arrange an accommodation (a room, apartment, house, holiday cottage, etc.) from another private individual in the last 12 months (April 2017-March 2018)?

- Yes, intermediary websites or apps dedicated to arranging accommodation such as AIRBNB, iha Holidays Ads, Home Away, etc..... ☐ 1
- Yes, other websites or apps (including social networks) ☐ 2
- No, I have not ☐ 3

B7. Have you used any website or app to arrange a transport service (e.g. by car) from another private individual in the last 12 months (April 2017-March 2018)?

- Yes, intermediary websites or apps dedicated to arranging transport services e.g. Carky, etc..... ☐ 1
- Yes, other websites or apps (including social networks) ☐ 2
- No, I have not ☐ 3

B8. Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, \Freelancer, Amazon Mechanical Turk, Jobfind, Kariera) during the last 12 months (April 2017-March 2018)?

- Yes ☐ 1
- No..... ☐ 2→ C1

B8. 1 Could you please specify if the income of this work is :

- The main source of your income ☐ 1
- An additional source of income ☐ 2

MODULE C: USE OF E-GOVERNMENT

Module C is being answered from respondents who answered in Question B1, 1 or 2, that is persons having accessed the internet in the last 12 months.

Module C asks about electronic contacts via the internet with public services and public authorities. Contact and interaction with public authorities and public services include websites concerning citizen obligations (e.g. tax declaration), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (e.g. public libraries, information on the enrolment in schools or universities), public health services (e.g. making an appointment, health certificate, certificate for hospitalization or health examination).

C1. In the last 12 months (April 2017-March 2018) 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 answer is provided to C1.3 continue with question C2, otherwise continue with Module D, Question D1.

C2. 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 D/Question D1

If no positive answer is provided 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
- Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)..... ☐ 5
- None of the above, but other ☐ 6

MODULE D: USE OF E-COMMERCE

Module D is being answered from respondents who answered in Question B1, 1, 2 or 3, that is persons having ever accessed the internet.

Module D asks for purchases of goods and services over the internet for private use via any device (desktop, portable, mobile or smart phone). Purchases refer to orders of goods or services over the internet for which payment is required; the payment does not have to be online. Orders via manually typed e-mails, SMS or MMS are **NOT** included.

D1. 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 2018 ☐ 1 → D2
- In the time interval April – December 2017 ☐ 2 → D2
- Before April 2017 ☐ 3 → D6
- Have never bought or ordered ☐ 4 → D6

D2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2017 – March 2018)? (tick all that apply)

Food / Groceries, take away food	<input type="checkbox"/> 1
Household goods (e.g. furniture, toys, art things, electrical devices, etc. excluding electronic devices)	<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
Holiday accommodation (hotel, room, apartment, etc.)	<input type="checkbox"/> 8
Travel arrangements such as tickets, car hire, etc.	<input type="checkbox"/> 9
Tickets for events (concerts, theater, cinema, etc.)	<input type="checkbox"/> 10
Films, music (DVDs, CDs, tapes, etc.)	<input type="checkbox"/> 11
Books (including e-books), magazines, newspapers,	<input type="checkbox"/> 12
E-learning material	<input type="checkbox"/> 13
Video games software, other computer software and software upgrades	<input type="checkbox"/> 14
Other (e.g. jewels, information from data bases, cloud services)	<input type="checkbox"/> 15

(tick all that apply)

- FOR THE INTERVIEWER:**

- Or**

- If you don't remember the exact amount tick one of the following :*

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

FOR THE INTERVIEWER: In D6 answer respondents having provided in B1 answer 1. All others continue with Unit E

D6. Did you carry out any of the following financial activities over the internet (excluding e-mail) for private use in the last 12 months (April 2017-March 2018)?

(tick all that apply)

- Buying or selling shares, bonds, funds or other investment services ☐ 1
- Buying or renewing existing insurance policies, including those offered as a package together with another service (e.g. travel insurance offered together with a plane ticket)..... ☐ 2
- Taking a loan or arranging credit from banks or other financial providers ☐ 3

MODULE E: TRUST, SECURITY AND PRIVACY

Module E is being answered from respondents who answered in Question B1, 1 or 2.

E1. Have you used the following identification procedures for online services (e.g. online banking, public services, ordering or buying goods or services online) for private use in the last 12 months (April 2017-March 2018)?

(tick all that apply or 8)

- Simple login with username and password ☐ 1
- Social media login used for other services ☐ 2
- A security token ☐ 3
- Electronic identification certificate or card used with a card reader ☐ 4
- Procedure involving your mobile phone |(a code received via a message) ☐ 5
- Single use pin code list or random characters of a password..... ☐ 6
- Other electronic identification procedure ☐ 7
- I have not used any electronic identification procedure ☐ 8

E2. Do you use a smartphone for private purposes?

- Yes ☐ 1
- No..... ☐ 2

FOR THE INTERVIEWER: Questions E3-E5 concern security and privacy of personal data for smartphone users.

E3. Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?

- Yes, installed automatically or provided with the operating system ☐ 1
- Yes, I installed it or subscribed to it or somebody else did it..... ☐ 2
- No..... ☐ 3
- I don't know ☐ 4

E4. Have you ever lost information, documents, pictures or other kind of data on your smartphone as a result of a virus or other hostile type of programs?

- Yes ☐ 1
- No..... ☐ 2
- I don't know ☐ 3

E5. When using or installing an application on your smartphone, have you restricted or refused access to your personal data (e.g. your location, contact list) ?

- Yes, at least once ☐ 1
- No..... ☐ 2
- I don't know it was possible ☐ 3
- I don't use apps in my smartphone ☐ 4

MODULE F: ICT USAGE AT WORK

*Module F is being answered from respondents who answered in Question B1, 1 or 2, **and** in Employment status have answered being employed (1: employees or 2: self-employed).*

F1. Do you use computers, laptops, smartphones, tablets or other portable devices at work ? *With the portable devices or the smartphone the respondent should use professional applications or should search information for professional use only. For use of the smartphone only for telephone calls negative answer should be provided.*

- Yes ☐ 1
- No..... ☐ 2

F2. Do you use other computerized equipment or machinery such as those used in production lines, transportation or other services (including handheld devices such as those used for stock control) at work ?

- Yes ☐ 1
- No..... ☐ 2

FOR THE INTERVIEWER:

- If both F1 and F2 have positive answers continue with F3.
- If in F1 positive answer exists and in F2 negative continue with F3.
- If in F1 negative answer exists and in F2 positive continue with F4.
- If both F1 and F2 have negative answers continue with H1.

F3. Do you carry out any of the following activities in your work at least once per week ?

(tick all that apply among 1-6 or 7)

- Exchange e-mails or enter data into databases..... ☐ 1
- Create or edit electronic documents..... ☐ 2
- Use social media for work ☐ 3
- Use of applications to receive tasks or instruction (excluding emails)..... ☐ 4
- Use of occupational specific software (e.g. for design, data analysis, processing, etc.) ☐ 5
- Develop or maintain IT systems or software ☐ 6
- I do not carry out any of the listed activities in my work at least once a week identification procedure ☐ 7

F4. Have your main job tasks changed as a result of the introduction of new software or computerized equipment in the last 12 months (April 2017 – March 2018)?

- Yes ☐ 1
- No..... ☐ 2

F5. Did you have to learn how to use new software or computerized equipment for your job in the last 12 months (April 2017 – March 2018)?

- Yes ☐ 1
- No..... ☐ 2

F7. Which of the following statements best describes your skills relating to the use of computers, software or applications at work?

- I need further training to cope well with my duties ☐ 1
- My skills correspond well with my duties ☐ 2
- I have the skills to cope with more demanding duties ☐ 3

F8. During the last 12 months (April 2017 – March 2018), has the usage of computers, laptops, or other computerized equipment at work changed any of the following characteristics of your work ?

- | | Increase | Decrease | No change |
|---|----------------------------|----------------------------|----------------------------|
| ▪ The time spent on repetitive tasks | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ The independence in organizing my tasks | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ The monitoring of my performance at work | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ Time spent on acquiring new skills needed for work | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ The ease of collaboration with colleagues or business partners ... | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
| ▪ The amount or irregular working hours (night, week-end, shift work) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |

F9. How often did you work from home in the last 12 months (April 2017 – March 2018)?

- Every day or almost every day..... ☐ 1
- At least once a week but not every day..... ☐ 2
- Less than once a week..... ☐ 3
- Never ☐ 4

F9.1 When working from home, did you use the internet for your job?

- Yes ☐ 1
- No..... ☐ 2

F10. How often did you work at another than your usual work place / site (e.g. in another office, construction site, agricultural field, other public/private spaces, cafes, airport, massive move vehicles, etc.) in the last 12 months (April 2017 – March 2018)?

- Every day or almost every day..... ☐ 1
- At least once a week but not every day..... ☐ 2
- Less than once a week..... ☐ 3
- Never ☐ 4

F10.1 When working at another than your usual work place / site or when working on the move, did you use portable PC, tablet, smartphone or other mobile device for your job?

- Yes ☐ 1
- No..... ☐ 2

MODULE G: E-SKILLS

Unit G is being answered from respondents who answered in Question B1, 1 or 2 that is individuals having accessed the internet in the last 12 months.

G1. Have you carried out any of the following learning activities to improve your skills relating to the use of computers, software or applications in the last 12 months (April 2017-March 2018)?

(tick all that apply)

- Free online training or self-study ☐ 1
- Training paid by yourself ☐ 2
- Free training provided by public programs or organizations (other than your employer) ☐ 3
- Training paid or provided by your employer ☐ 4
- On the job training (e.g. co-workers, supervisors) ☐ 5
- Did not carry out any learning activity ☐ 6

G2. In which of the following fields relating to the use of computers, software or applications did you carry out the training in the last 12 months (April 2017-March 2018)?

(tick all that apply)

- Online marketing or e-commerce ☐ 1
- Social media (e.g. google groups, Facebook, Jive) ☐ 2
- Programming languages, including design or management of websites ☐ 3
- Data analysis or management of databases ☐ 4
- Maintenance of computer networks, servers, etc... ☐ 5
- IT- security or privacy management ☐ 6
- Specific software applications for work ☐ 7
- Other fields or training related to the use of computers, software of apps ☐ 8

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 360€ ☐ 1
- 361€ - 500€ ☐ 2
- 501€ - 650€ ☐ 3
- 651€ - 800€ ☐ 4
- 801€ - 980€..... ☐ 5
- 981€ - 1.200€ ☐ 6
- 1.201€ - 1.450€ ☐ 7
- 1.450€ - 1.800€..... ☐ 8
- 1.801€ - 2.500€ ☐ 9
- More than 2.500€..... ☐ 10

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

FOR THE INTERVIEWER: please record time interview ended |__|__|:|__|__|