

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|9|

Fax : 213 135 2906

Interviewer: _____ |_|_|_|

e-mail : i.zouliatis@statistics.gr
m.chalkiadaki@statistics.gr

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES FROM HOUSEHOLDS & INDIVIDUALS
2019**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1944 up to 2002)

- | |
|---|
| <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, 2019

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 2003 onwards)

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members having been born from 1944 up to 2002)

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 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→A3
- 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

A3. 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 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 2019 ☐ 1 → B2
- In the time interval April – December 2018..... ☐ 2 → G1
- Before April 2018..... ☐ 3 → G1
- Have never used it..... ☐ 4 → G1

B2. How often, on average, did you use the internet in the first quarter of 2019?

(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. Did you use any of the following mobile devices to access the internet away from home or work in the first quarter of 2019?

(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

B4. For which of the following activities did you use the internet in the first quarter of 2019 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
- Using instant messaging i.e. exchanging messages via Skype, Messenger
WhatsApp, Viber ☐ 4

Access to information

- Reading online news / newspapers / newsmagazines ☐ 5
- Seeking health-related information ☐ 6
- Finding information about goods or services..... ☐ 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

Work

- Looking for a job or sending a job application ☐ 10

Creativity

- Uploading self created content (text, photos, music, videos, software, etc.)
to any website to be shared ☐ 11

Use of entertainment

- Listening to music (e.g. web radio, music streaming, from YouTube) ☐ 12

Other online services

- Selling of goods or services via auctions (e.g. e-Bay) ☐ 13
- Internet banking ☐ 14

B5 During the 1st quarter of 2019, did you interact via the internet with household equipment or appliances (such as thermostat, light bulb, robot vacuum, security system)?

- Yes ☐ 1
- No ☐ 2

B6 During the 1st quarter of 2019, did you storage space on the internet to save documents, pictures, music, video or other files, on Google Drive, Dropbox, Microsoft OneDrive, iCloud, Amazon Drive, etc.?

- Yes ☐ 1
- No ☐ 2

B7. During the first quarter of 2019, have you conducted any of the following learning activities over the internet for educational, professional or private purposes ?

(tick all that apply)

- 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

B8. 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 2018-March 2019)?

- 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

B9. 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 2018-March 2019)?

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

B10. Have you obtained paid work by using an intermediary website or apps (e.g. Upwork, \Freelancer, Amazon Mechanical Turk) during the last 12 months (April 2018-March 2019)?

- Yes ☐ 1
- No..... ☐ 2→ C1

B10. 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 2018-March 2019) 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 or 2 that is persons having accessed the internet during the first quarter.

*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 2019 ☐ 1 → D2
- In the time interval April – December 2018..... ☐ 2 → D2
- Before April 2018 ☐ 3 → D9
- Have never bought or ordered..... ☐ 4 → D9

D2. What types of goods or services did you buy or order over the internet for private use in the last 12 months (April 2018 – March 2019)? (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

If yes to 11,12, 14 continue with Q.D3. Otherwise continue with Q.D4.

D3. Were any of the following products that you bought or ordered over the internet in the last 12 months (April 2018 – March 2019) downloaded or accessed from websites or apps
(tick all that apply)

- Films, music ☐ 1
- E- books..... ☐ 2
- E-magazines, e-newspapers ☐ 3
- Computer software (incl. computer and video games and software upgrades) ☐ 4
- None of the above was downloaded / accessed online ☐ 5

D4. The goods or services you ordered / bought for private purpose over the Internet in the last 12 months (April 2018 – March 2019) 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

FOR THE INTERVIEWER:

- Respondents having provided in D1 answer 1 continue with D5 and D6.
- All others continue with D7.

D5. In the first quarter of 2019, 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

D6. How much as an estimate did you spend buying or ordering goods or services over the internet for private purposes during the 1st quarter of 2019 (excluding shares, insurances or other financial services) ?

▪ Total value|_|_|_|_|_|_|_|_|€

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

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

FOR THE INTERVIEWER: Respondents having provided in D1 answer 1 or 2 continue with D7.

D7. What problems have you encountered when buying / ordering goods or services over the internet in the last 12 months (April 2018-March 2019)?

(tick all that apply from 1-9 or 10)

- 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
- The products I wanted to buy could not be disposed in the country..... ☐ 8
- Other ☐ 9
- I have not encountered any problem ☐ 10

FOR THE INTERVIEWER: Respondents having provided in B1 answer 1 continue with D8.

D8. 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 2018-March 2019)?

(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

FOR THE INTERVIEWER:

- Respondents having provided answer 1 or 2 in D1 continue with E1.
- All others continue with D9.

D9. 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 2018-March 2019)?

(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 (credit or debit) ☐ 6
- The products I wanted to buy could not be disposed in the country..... ☐ 7
- Someone did it on my behalf ☐ 8
- Other ☐ 9

MODULE E: E-SKILLS

Unit E 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.

E1. Which of the following computer or portable device related activities have you already carried out in the last 12 months (April 2018-March 2019)?

(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

E2. Which of the following software related activities have you already carried out in the last 12 months (April 2018-March 2019)?

(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 F: INTERNET SECURITY

Unit F 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.

F1. Have you experienced any of the following security related problems through using the internet for private purposes in the last 12 months (April 2018-March 2019)?

(tick all that apply from 1-8 or 9)

- Fraudulent credit or debit card use ☐ 1
- Loss of documents pictures or other data due to a virus or other infection (e.g. worm or Trojan horse) ☐ 2
- Misuse of your personal information available on the internet resulting in e.g. discrimination, harassment, bullying ☐ 3
- Your social network or email account being hacked and content being posted or sent without your knowledge ☐ 4
- Online identity theft (somebody stealing your personal data and impersonating you . e.g. shopping under your name) ☐ 5
- Receiving fraudulent messages (phishing) ☐ 6
- Getting redirected to fake websites asking for personal information (pharming) ☐ 7
- Children accessing inappropriate websites ☐ 8
- No problems encountered ☐ 9

FOR THE INTERVIEWER: If positive answer exists in F1 in any of answers 5,6 or 7 continue with F2. Otherwise continue with F3.

F2. Have you experienced financial loss, in the last 12 months (April 2018-March 2019) resulting from identity theft, receiving fraudulent messages or being redirected to fake websites?

- Yes ☐ 1
- No..... ☐ 2

F3. Have security concerns limited or prevented you from doing the following activities via the internet for private purposes in the last 12 months (April 2018-March 2019)?

- Ordering or buying goods or services ☐ 1
- Internet banking ☐ 2
- Providing personal information to social or professional networking services ☐ 3
- Communicating with public services or administrations ☐ 4
- Downloading software or apps, music, video files, games or other data files ☐ 5
- Using the internet via public WiFi ☐ 6
- Other ☐ 9

F4. Do you make back-up copies of your files (documents, pictures, etc.) on any external storage device (CD, DVD, external hard disk, flash USB) or to internet storage space (cloud services) for private purposes?

- Yes, automatically or manually ... ☐ 1
- No..... ☐ 2
- Don't know ☐ 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 140€ ☐ 1
- 141€ - 380€ ☐ 2
- 381€ - 510€ ☐ 3
- 511€ - 610€ ☐ 4
- 611€ - 710€ ☐ 5
- 711€ - 820€ ☐ 6
- 821€ - 930€ ☐ 7
- 931€ - 1.050€ ☐ 8
- 1.051€ - 1.200€ ☐ 9
- 1.201€ - 1.350€ ☐ 10
- 1.351€ - 1.600€ ☐ 11
- 1.601€ - 1.850€ ☐ 12
- 1.851€ - 2.200€ ☐ 13
- 2.201€ - 3.750€ ☐ 14
- More than 3.750€ ☐ 15

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 |__|__|:|__|__|