

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|2|0|

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Interviewer: _____ |_|_|_|

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SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES FROM HOUSEHOLDS & INDIVIDUALS 2020

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members having been born from 1945 up to 2003)

- | |
|---|
| <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, 2020

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 2004 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) included are graduates of universities etc. with 5 years duration ☐ 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

A1. 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

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 2020 ☐ 1 → B2
- In the time interval April – December 2019..... ☐ 2 → Γ1
- Before April 2019..... ☐ 3 → H1
- Have never used it..... ☐ 4 → H1

B2. How often, on average, did you use the internet in the first quarter of 2020?

(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. For which of the following activities did you use the internet in the first quarter of 2020 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, Snapchat ☐ 4

Access to information

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

Creativity

- Uploading self created content (text, photos, music, videos, software, etc.)
to any website to be shared ☐ 7

Use of entertainment

- Listening to music (e.g. web radio, music streaming, from YouTube) or
downloading music ☐ 8
- Watching Internet streamed TV (live or catch-up) from TV broadcasters ☐ 9
- Watching Video on Demand from commercial services (e.g. Nova Go,
Cosmote TV, Netflix, HBOGo, Amazon) ☐ 10
- Watching video content, for free, from sharing services, e.g from YouTube. ☐ 11
- Playing or downloading games ☐ 12

eHealth

- Seeking health-related information ☐ 13
- Making an appointment via a website or app with a doctor (e.g. of a
hospital or a health care centre or private doctor)..... ☐ 14
- Accessing personal health records online ☐ 15
- Using other health services via a website or app instead of having to go
to the hospital or visit a doctor (e.g. by getting a prescription or a
consultation online)..... ☐ 16

Other online services

- Selling of goods or services via auctions (e.g. e-Bay, Facebook Marketplace) ☐ 17
- Internet banking ☐ 18

B4 During the 1st quarter of 2020, 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

B5. During the first quarter of 2020, 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 or lesson ☐ 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 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 2019-March 2020) 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
- Lack of electronic signature or electronic ID (password) required for using the service or problems in using the electronic signature or ID..... ☐ 5
- Unwillingness to pay online (e.g. due to fear of credit card fraud) or inability to pay online (e.g. due to lack or access to payment methods) ☐ 6
- Another person did it on my behalf (e.g. consultant, tax adviser, relative or family member)..... ☐ 7
- None of the above, but other ☐ 8

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 2020 ☐ 1 → D2
- In the time interval April – December 2019..... ☐ 2 → E1
- Before April 2019 ☐ 3 → E1
- Have never bought or ordered..... ☐ 4 → E1

D2. Did you buy any of the following goods over the internet for private use in the first quarter of 2020? Include goods purchased online from enterprises or private persons, including used goods. (tick all that apply)

Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)	<input type="checkbox"/> 1
Sports goods (e.g. fitness equipment) special sport clothing and shoes for sports like mountain ski, water ski, etc.)	<input type="checkbox"/> 2
Children toys or childcare items (e.g. nappies, bottles, baby strollers)	<input type="checkbox"/> 3
Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)	<input type="checkbox"/> 4
Music as CDs, vinyls etc. (music in digital form is not included)	<input type="checkbox"/> 5
Films or series as DVDs, Blu-ray etc. (films/series in digital form are not included)	<input type="checkbox"/> 6
Printed books, magazines or newspapers	<input type="checkbox"/> 7
Computers, tablets, mobile phones or accessories	<input type="checkbox"/> 8
Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines)	<input type="checkbox"/> 9
Medicine or dietary supplements such as vitamins	<input type="checkbox"/> 10
Deliveries from restaurants, fast-food chains, catering services	<input type="checkbox"/> 11
Food or beverages from stores or from meal-kits providers not ready for consumption (e.g. needing cooking/heating) from super markets or online markets	<input type="checkbox"/> 12
Cosmetics, beauty or wellness products	<input type="checkbox"/> 13
Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	<input type="checkbox"/> 14
Bicycles, mopeds, cars, or other vehicles or their spare parts	<input type="checkbox"/> 15
Other physical goods (e.g. tobacco products, electronic cigarettes, gift vouchers from online stores)	<input type="checkbox"/> 16

D3. The goods or services you ordered / bought for private purposes over the Internet in the last 12 months (April 2019 – March 2020) 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

D4 Did you buy any of the mentioned goods from private persons via a website or app, e.g. from eBay or Facebook Marketplace?

- Yes ☐ 1
- No ☐ 2

D5. During the first quarter of 2020 did you buy or subscribe to any of the following via a website or app, for private purposes ?
(tick all that apply)

- Music as a streaming service or downloads as digital file ☐ 1
- Films or series as a streaming service or downloads as digital file ☐ 2
- E-books, online magazines or online newspapers..... ☐ 3
- Games online or as downloads for smartphones, tablets, computers or game consoles..... ☐ 4
- Computer software or software for other devices, including upgrades..... ☐ 5
- Health or fitness apps (excluding free apps)..... ☐ 6
- Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps) ☐ 7

D6. During the first quarter of 2020 did you buy any of the following via a website or app, for private purposes ?
(tick all that apply)

- Tickets to sports events ☐ 1
- Tickets to cultural or other events (cinema, concerts, etc.) ☐ 2
- Subscriptions to the internet or mobile phone connections ☐ 3
- Subscriptions to electricity, water or natural gas, etc. ☐ 4
- Household services e.g. cleaning, babysitting, repair work, gardening, etc. ☐ 5

FOR THE INTERVIEWER:

- Respondents having provided in D6 positive answer in 5, continue with D7.
- All others continue with D8.

D7. Did you buy any of the mentioned goods from private persons via a website or app, from private persons e.g. from Facebook Marketplace or douleytaras.gr ?

- Yes ☐ 1
- No ☐ 2

D8. Did you buy any transport service via a website or app for private use in the first quarter of 2020?

- A transport enterprise e.g. local bus (KTEL), train, flight ticket, boat ticket, taxi (including UBER), etc. ☐ 1
- A private person (e.g. Ridemind) ☐ 2

D9. Did you rent accommodation via a website or app for private use in the first quarter of 2020?

- Enterprises such as hotels or travel agencies ☐ 1
- A private person (e.g. Airbnb, Homeaway, ihaHolidays) ☐ 2

D10. In the first quarter of 2020, 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

D11. 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 2020 (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€ | <input type="checkbox"/> 1 |
| ▪ 50-99€ | <input type="checkbox"/> 2 |
| ▪ 100-299€ | <input type="checkbox"/> 3 |
| ▪ 300-499€ | <input type="checkbox"/> 4 |
| ▪ 500-699€ | <input type="checkbox"/> 5 |
| ▪ 700-999€ | <input type="checkbox"/> 6 |
| ▪ 1.000€ or more | <input type="checkbox"/> 7 |
| ▪ Don't know | <input type="checkbox"/> 8 |

D12. Did you carry out any of the following financial activities over the internet (excluding e-mail) for private use in the first quarter of 2020?

(tick all that apply)

- | | |
|--|----------------------------|
| ▪ Buying or selling shares, bonds, funds or other investment services | <input type="checkbox"/> 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)..... | <input type="checkbox"/> 2 |
| ▪ Taking a loan or arranging credit from banks or other financial providers | <input type="checkbox"/> 3 |

MODULE E: PRIVACY AND PROTECTION OF PERSONAL DATA

Unit E is being answered from respondents who answered in Question B1 1 that is individuals having accessed the internet in the first quarter of the year.

The following questions concern the provision and protection of personal data provided on the internet for several activities, activities carried out for private or work-related purposes.

E1. Have you carried out any of the following to manage access to your personal data provided on the internet (e.g. name, date of birth, identity card number, contact details, credit card number, photos, geographical location) in the first quarter of 2020?

(tick all that apply)

- Read privacy policy statements before providing personal data ☐ 1
- Restricted or refused access to your geographical location ☐ 2
- Limited access to profile or content on social networking sites or shared online storage ☐ 3
- Refused allowing the use of personal data for advertising purposes ☐ 4
- Checked that the website where you provided personal data was secure (e.g. https sites, safety logo or certificate) ☐ 5
- Asked websites or search engines administrator or provider to access the data they hold about you to update or delete it ☐ 6

E2. Did you know that cookies can be used to trace movements of people on the internet, to make a profile of each use and service them tailored ads ?

- Yes ☐ 1
- No ☐ 2

E3. Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices ?

- Yes ☐ 1
- No ☐ 2

E4. Are you concerned with your online activities being recorded to provide you with tailored advertising ?

- Yes, very concerned ☐ 1
- Yes, somehow concerned ☐ 2
- No, I am not concerned ☐ 3

E5. Do you use software that limits the ability to track your activities on the internet on any of your devices ?

- Yes ☐ 1
- No ☐ 2

MODULE F: TRUST, SECURITY AND PRIVACY

Unit F is being answered from respondents who answered in Question B1 1 that is individuals having accessed the internet in the first quarter of the year.

F1. 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 first quarter of 2020?

(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

F2. Do you use a smartphone for private purposes ?

- Yes ☐ 1
- No ☐ 2 → Z1

F3. Does your smartphone have any kind of security software or service like antivirus, antispam or firewall?

- Yes, installed automatically 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

F4. 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 program ?

- Yes ☐ 1
- No ☐ 2
- I don't know ☐ 3

F5. 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 did not know it was possible ☐ 3
- I don't use applications in my smartphone ☐ 4

MODULE Z: INTERNET OF THINGS

Unit Z is being answered from respondents who answered in Question B1 1 that is individuals having accessed the internet in the first quarter of the year.

The following questions concern the use of internet connected devices or systems for private purposes that can also be connected to each other to enable advanced services, e.g. remotely controlling the device, adjusting settings, giving instructions for tasks to be performed, etc.

Z1. Have you used the following internet-connected devices or systems for private purposes?

(tick all that apply or 5)

- Internet connected thermostat, utility meter, lights, plug-ins or other internet connected solutions for energy management for your home ☐ 1
 - Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet connected solutions for security/safety for your home ☐ 2
 - Internet connected home appliances such as robot vacuums, fridges, ovens, coffee machines ☐ 3
 - A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/Computer, Good Assistant, Siri, Cortana Bixby ☐ 4
 - I have not used any or the above ☐ 5
- } Z3

Z1. What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

(tick all that apply from 2-9 or 1)

- I didn't know such devices or systems exist ☐ 1

If positive answer is given in 1 continue with Question Z3. Otherwise, continue with the rest of sub-questions.

- I had no need to use those connected devices/systems ☐ 2
- Costs too high ☐ 3
- Lack of comparability with other devices or systems ☐ 4
- Lack of skills to use those devices or systems ☐ 5
- Concerns about the privacy and protection of data about me generated by those devices or systems ☐ 2
- Concerns about security (e.g. that the device or system will be hacked) ☐ 3
- Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem) ☐ 4
- Other reasons ☐ 5

Z3. Have you used the internet on any of the following devices in your home for private purposes?

Tick all that apply

- An internet connected TV ☐ 1
- An internet connected game console ☐ 2
- An internet connected home audio system or smart speakers ☐ 3

Z4. Have you used any of the following internet-connected devices for private purposes?

- A smart watch, a fitness band, connected googles of headsets, safety-trackers, internet connected accessories, internet connected clothes or shoes ☐ 1
- Internet connected devices for monitoring blood pressure, sugar level, body weight or other internet connected devices for health and medical care ☐ 2
- Toys connected to the internet, such as robot toys (including educational) ☐ 3
- A car with built-in wireless internet connection..... ☐ 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 190€ ☐ 1
- 191€ - 430€ ☐ 2
- 431€ - 550€ ☐ 3
- 551€ - 660€ ☐ 4
- 661€ - 770€..... ☐ 5
- 771€ - 880€ ☐ 6
- 881€ - 980€ ☐ 7
- 981€ - 1.110€..... ☐ 8
- 1.111€ - 1.260€ ☐ 9
- 1.261€ - 1.430€ ☐ 10
- 1.431€ - 1.640€ ☐ 11
- 1.641€ - 1.900€ ☐ 12
- 1.901€ - 2.290€..... ☐ 13
- 2.291€ - 3.775€ ☐ 14
- More than 3.775€..... ☐ 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 |__|__|:|__|__|