

Piraeus, 2021

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	BIRTHDAY WITHIN 2021: 1. Has passed 2. Has not passed	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 household members aged less than 16 years old |__|__|

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

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members aged 16-74 years old)

FOR THE INTERVIEWER: The member should be at least 16 years old (in completed years) and not over 74. The calculation of age in completed years is being done with the year of birth of the respondent and the information on whether his/her birthday has passed for current year.

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 (EPAS), Technical Vocational school (TES), (TEE) etc. (1st cycle) ☐ 4
- Technical Vocational school 2nd cycle (TES, TEE) ☐ 5
- Vocational lyceum (EPAL), TEL 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 (ATEI, TEI, KATEE, ASPAITE) ☐ 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) ISDN or mobile narrowband connection (less than 3G like 2G+.GPRS) using SIM
card or USB or mobile phone / smart phone as modem ☐ 3

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 2021 ☐ 1 → B2
- In the time interval April – December 2020..... ☐ 2 → Γ1
- Before April 2020..... ☐ 3 → Z1
- Have never used it..... ☐ 4 → Z1

B2. How often, on average, did you use the internet in the first quarter of 2021?

(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. Which of the following devices did you use to access the internet in the first quarter of 2021?

(tick all that apply)

- Desktop ☐ 1
- Laptop / netbook ☐ 2
- Tablet ☐ 3
- Mobile phone or smart phone ☐ 4
- Other devices (e.g. smart TV, smart microphone, games console, e-book reader, smart watch) ☐ 5

B4. For which of the following activities did you use the internet in the first quarter of 2021 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

- 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 or in social media
(e.g. Facebook, Twitter, Instagram, YouTube) ☐ 8
- Taking part in on-line consultations or voting to define civic or political
issues (e.g. urban planning, signing a petition, etc.) ☐ 9

Professional life

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

Other online services

- Selling of goods or services via auctions (e.g. e-Bay, Facebook Marketplace,
Shpock) ☐ 11
- Internet banking (including mobile banking)..... ☐ 12

B5. During the first quarter of 2021, 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
(e.g. audio-visual materials, online learning software, electronic textbooks,
learning apps)..... ☐ 2
- I have not conducted any learning activity ☐ 3

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 2020-March 2021) 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/printing official forms, certificates, etc..... ☐ 2
- Submitting completed forms online ☐ 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 2021 ☐ 1 → D2
- In the time interval April – December 2020..... ☐ 2 → D14
- Before April 2020 ☐ 3 → D14
- Have never bought or ordered..... ☐ 4 → D14

D2. Did you buy any of the following goods over the internet for private use in the first quarter of 2021? 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
Did not buy any physical good	<input type="checkbox"/> 17

D3. The goods or services you ordered / bought for private purposes over the Internet in the 1st quarter of 2021 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 2021 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 2021 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 pre-mentioned household services from private persons via a website or app, e.g. from Facebook Marketplace or douleutaras.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 2021?

- 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 2021?

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

D10. Did you buy any other services (excluding financial and insurance services recorded in D14) such as online gambling, via a website or app, for private use in the first quarter of 2021?

- Yes ☐ 1
- No ☐ 2

D11. In the first quarter of 2021, 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

D12. 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 2021 (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
- 100-299€ ☐ 3
- 300-499€ ☐ 4
- 500-699€ ☐ 5
- 700-999€ ☐ 6
- 1.000€ or more ☐ 7
- Don't know ☐ 8

D13. Did you encounter any of the following problems when buying via a website or with an app, during the 1st quarter of 2021?

(Tick all that apply or 10)

- Website was difficult to use, or it worked unsatisfactorily (too complicated, confusing, poorly functioning technically etc.) ☐ 1
- Difficulties in finding information concerning guarantees or other legal rights ☐ 2
- Speed of delivery slower than indicated ☐ 3
- Final costs higher than indicated (e.g. unexpected transaction fees or unjustified guarantee fees)..... ☐ 4
- Wrong or damaged goods/services delivered ☐ 5
- Problems with fraud encountered (e.g. no goods/services received at all, misuse of credit card details, etc.)..... ☐ 6
- Complaints/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

FOR THE INTERVIEWER:

- Only respondents having provided in B1 answer 1 continue with D14 .

D14. Did you carry out any of the following financial activities over the internet for private use in the first quarter of 2021?

(tick all that apply)

- Buy insurance policies, including travel insurance, also as a package
Together with e.g. a plane ticket ☐ 1
- Take a loan, mortgage or arrange credit from banks or other financial
providers ☐ 2
- Buy or sell shares, bonds, units in funds or other financial assets ☐ 3

FOR THE INTERVIEWER:

- Respondents having provided in D1 answer 2 or 3 or 4 continue with D15, that is only respondents not having purchased via internet during the 1st quarter of the year.

D15. What were the reasons for not buying anything via a website or with an app, during the 1st quarter of 2021?

(Tick all that apply)

- Prefer to shop in person, like to see product, loyalty to shops, force of habit ☐ 1
- Perceived difficulty or ordering online (no sufficient skills) ☐ 2
- Concerns about cost of delivery of goods ☐ 3
- Delivery is problematic, concerns about reliability or speed of delivery, or
Delivery hours are not convenient ☐ 4
- Payment security or privacy concerns ☐ 5
- Concerns about returning goods, complaints/ reimbursement ☐ 6
- Foreign retailer did not sell to my country ☐ 7
- No need to buy online in the 1st quarter of 2021 ☐ 8
- Other ☐ 9

MODULE E: E-SKILLS

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

The following questions concern activities done for educational, professional or private purposes, via any device (e.g. desktop computer, laptop, tablet, mobile or smart phone, smart devices etc.).

E1. Which of the following computer or portable device related activities have you already carried out during the 1st quarter of 2021?

(tick all that apply)

- Copying of moving files (e.g. documents, data, images, video) between devices (e.g. via e-mail, Messenger, WhatsApp, USB, cable) or on the cloud ☐ 1
- Downloading or installing software or applications..... ☐ 2
- Changing the setting of software, app or device (e.g. adjusting language, colours, size of letters / font, toolbar / menu) ☐ 3

E2. Which of the following software related activities have you already carried out in the 1st quarter of 2021?

(tick all that apply from 1 – 5 or 6)

- Using word processing software ☐ 1
- Creating files (e.g. documents, image, video) incorporating text, pictures, tables, charts, animation, sound, etc.) ☐ 2
- Using spread sheet software (e.g. excel) ☐ 3
- If yes,
 - Using advanced features such as functions, formulas, macros, Visual Basic to organize, analyse, structure or modify data ☐ 3.1
- Using software to edit photos, video, or audio files ☐ 4
- Writing code in a programming language ☐ 5
- None of the above ☐ 6

E3. Have you seen information or content (e.g. videos, images) that you considered untrue or doubtful on internet news sites or social media (Facebook, Instagram, YouTube, Twitter) in the first quarter of 2021?

- Yes ☐ 1
- No ☐ 2 → F1

E4. Have you checked the truthfulness of the information or content you found on internet news sites or social media in the first quarter of 2021?

- Yes ☐ 1
- No ☐ 2 →E6

E5. How did you check truthfulness of the information or content found on the internet ?

(tick all that apply)

- Checking the sources or finding other information on the internet
(e.g. in other sites, Wikipedia, etc.) ☐ 1
- Following or taking part in discussion on the internet regarding the
information ☐ 2
- Discussing the information offline with other persons or using sources not
on the internet ☐ 3

E6. Why did you not check truthfulness of the information or content found on the internet?

(tick all that apply)

- You already knew that information, content or source was not reliable ... ☐ 1
- Lack of skills or knowledge (e.g. did not know how to check information
on the internet or it was too complicated to do ☐ 2
- Other reasons ☐ 3

MODULE F: PRIVACY AND PROTECTION OF PERSONAL DATA

Unit F is being answered from respondents who answered 1 in Question B1, 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.

F1. 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 2021?

(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

F2. 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

F3. Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices ?

- Yes ☐ 1
- No ☐ 2

F4. 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

F5. Do you use software that limits the ability to track your activities on the internet on any of your devices ?

- Yes ☐ 1
- No ☐ 2

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 280€ ☐ 1
- 281€ - 465€ ☐ 2
- 466€ - 585€ ☐ 3
- 586€ - 700€ ☐ 4
- 701€ - 820€..... ☐ 5
- 821€ - 935€ ☐ 6
- 936€ - 1,045€ ☐ 7
- 1,046€ - 1,180€ ☐ 8
- 1,181€ - 1,335€ ☐ 9
- 1,336€ - 1,520€ ☐ 10
- 1,521€ - 1,730€ ☐ 11
- 1,731€ - 1,985€ ☐ 12
- 1,986€ - 2,340€..... ☐ 13
- 2,341€ - 3,800€ ☐ 14
- More than 3,800€..... ☐ 15

INTERVIEW RESULTS

Interview completed : ☐ 1

Interview not completed, for one of the following reasons:

- No contact with the pre-selected individual, because telephone number is wrong or no one answers the phone ☐ 2
- No contact with the pre-selected individual, as he/she is not a household member anymore ☐ 3
- Although there was contact with the household, the pre-selected individual is temporarily absent or ill and he/she is not capable to provide information ☐ 4
- The pre-selected individual was not eligible (<16 or >74 years old) on the day of the interview ☐ 5
- The pre-selected individual refused to cooperate ☐ 6

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