

**HELLENIC STATISTICAL AUTHORITY**

**GENERAL DIRECTORATE OF STATISTICAL  
SURVEYS**

**POPULATION STATISTICS AND  
LABOR MARKET DIRECTORATE  
UNIT of Special Household Surveys**

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**Household ID:**     |\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|

**Prefecture:** \_\_\_\_\_

**Municipality / Commune :** \_\_\_\_\_

**Date** :     |\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|\_|

**Interviewer:** \_\_\_\_\_ |\_|\_|\_|

**SURVEY  
ON THE USE OF INFORMATION AND COMMUNICATION  
TECHNOLOGIES BY HOUSEHOLDS & INDIVIDUALS  
2023**

**QUESTIONNAIRE FOR MEMBERS AGED 16-74**

*(To be completed for members aged 16-74 years old during the day of the survey conduct)*

The survey is being conducted on a sample of households having been defined by ELSTAT in a random way. The provision of data to ELSTAT is according to article 2, paragraph 3 of Law 3832/2010. Data provided to ELSTAT are being used solely for statistical reasons and its privacy is kept. ELSTAT uses personal data provided with the questionnaire of the survey only for reasons exclusively connected with the conduction of the survey and the production of related statistics (article 6, paragraph 1(c) and (e) of Regulation EE 2016/679 and Law 4624/2019). The management of collected data, by ELSTAT, may include communication with subject of data, in the context of the correct completion of the questionnaire.

**Piraeus, 2023**

**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 due to longstanding health problem 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 interviewed member** ..... |\_\_|\_\_|

**2.1 Age** ..... |\_\_|\_\_|

**2.2 Sex** ..... ☐ 1 male  
☐ 2 female

### 2.3 Country of birth

- Greece ..... ☐ 1

- Other EU member state ..... ☐ 2

Namely: ..... |\_\_|\_\_|\_\_|\*

- Non - EU country ..... ☐ 3

Namely: ..... |\_\_|\_\_|\_\_|\*

### 2.4 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

## 2.5 Legal marital status:

- Unmarried ..... ☐ 1
- Married (including registered partnership and persons being separated and not divorced)..... ☐ 2
- Widowed..... ☐ 3
- Divorced ..... ☐ 4

## 2.6 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. (1<sup>st</sup> cycle) ..... ☐ 4
- Technical Vocational school 2<sup>nd</sup> 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

## 2.7 Employment situation:

- Employed ..... ☐ 1  
    *If yes:*
  - Self-employed person with employees ..... ☐ 1.1
  - Self-employed person without employees ..... ☐ 1.2
  - Employee ..... ☐ 1.3
  - Family worker (unpaid) ..... ☐ 1.4
- Unemployed ..... ☐ 2
- Retired ..... ☐ 3
- Unable to work due to long-standing health problem/s ..... ☐ 4
- Student (not working) ..... ☐ 5
- Fulfilling domestic tasks ..... ☐ 6
- In military service ..... ☐ 7
- Other ..... ☐ 8

**FOR THE INTERVIEWER:** Questions 2.8, 2.9 and 2.10 are being answered only by employed (Q.2.7=1). The rest continue with Question 2.11.

## 2.8 Type of work

You job/work:

- Full time ..... ☐ 1
- Part time ..... ☐ 2

## 2.9 Status in employment (to be completed only for employees, Q.2.7=1.3)

Your job/work is:

- Permanent job or contract of unlimited duration ..... ☐ 1
- With a temporary job or contract of limited duration..... ☐ 2

## 2.10 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. Have you ever used a voucher for internet connection?

- Yes..... ☐ 1
- No..... ☐ 2
- Don't know ..... ☐ 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 2023 ..... ☐ 1→ B2
- In the time interval April – December 2022..... ☐ 2→ C1
- Before April 2022..... ☐ 3→ H1
- Have never used it..... ☐ 4→ H1

### B2. How often, on average, did you use the internet in the first quarter of 2023? (tick one)

- Several times during the day..... ☐ 1
- Once a day or almost every day..... ☐ 2
- At least once a week but not every day..... ☐ 3
- Less than once a week..... ☐ 4

### B3. Which of the following devices did you use to access the internet in the first quarter of 2023?

(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 2023 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 2023, have you conducted any of the following learning activities over the internet for educational, professional or private purposes ?**

*(tick all that apply)*

*(tick all that apply among 1-3 or 4)*

- Doing an online ..... ☐ 1
- Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms. ☐ 2
- Communicating with educators or learners using audio or video online Tools (e.g. Webex, Zoom, MS Teams, Google Classroom, Google Meet, Greek School Network – e class, etc.) ..... ☐ 3
- Did not conduct any learning activity ..... ☐ 4

**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 records electronic contacts via the internet with public services and public authorities. Excluded is contact via email.*

**C1. In the last 12 months (April 2022-March 2023) have you performed any of the following activities via a website or an app of public authorities or public services for private purposes?**

*(tick all that apply among 1-3 or 4)*

- Accessed information stored about you by public authorities or public services (e.g. information regarding your pension, health, insurance (e-EFKA), education) ..... ☐ 1
- Accessed information from public databases or registers (e.g. information from Cadastral Registers, about availability of books in public libraries, about administrative decisions posted on DIAVGIA, laws from State printing office, open data in gov.gr, data on vaccination from emvolio.gov.gr, etc.)..... ☐ 2
- Obtaining information (e.g. about services, benefits, entitlements, laws, opening Hours, vaccination for Covid-19, rapid tests, etc. .... ☐ 3
- In the last 12 months (April 2022 – March 2023) I did not do any of the above activities ..... ☐ 4



**C2. In the last 12 months (April 2022-March 2023) have you downloaded/printed any official forms from a website or app of public authorities or public services for private purposes?** As example are provided certificate of marital status, certificate of vaccination, statement of responsibility, authorization, tax clearance, copy of criminal record, issuance of a high school diploma, insurance certificate, notarial deed, etc.

- Yes ..... ☐ 1
- No..... ☐ 2

**C3. In the last 12 months (April 2022-March 2023) have you made any appointment or reservation via a website or app with public authorities or public services (e.g. with Customer service centers (KEP), e-EFKA, Unemployment Office (OAED), Tax office (AADE) or with a practitioner of the National health System (ESY), including also appointment for vaccination against COVID-19) for private purpose?**

- Yes ..... ☐ 1
- No..... ☐ 2

**C4. In the last 12 months (April 2022-March 2023) have you received via your personal account (your email, your digital mailbox in my.gov.gr or in my AADE or via SMS in your mobile phone, or in a mobile app (eg. My health app) any official document (e.g. for tax payment, criminal records, notarial deed, municipality certificates, vaccination certificate, result of rapid test, medicine or examination referral, national exams' results for higher education, etc.) of public authorities or services for private purpose?**

- Yes ..... ☐ 1
- No..... ☐ 2

**C5. In the last 12 months (April 2022-March 2023) have you submitted your tax declaration via a website or app for private purpose?**  
(tick all that apply)

- Yes, I did it myself..... ☐ 1
- No, I delivered it to the tax authority in paper format..... ☐ 2
- No, someone else did it on my behalf (e.g. family member, tax adviser)..... ☐ 3
- No, for other reasons (e.g. not subject to income tax)..... ☐ 4

**C6. In the last 12 months (April 2022-March 2023) have you performed any of the following activities via a website or app of public authorities or public services for private purposes?**

*(tick all that apply)*

- Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police criminal records, ID loss certificate, driving license, etc.) ..... ☐ 1
- Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, heating allowance, birth allowance) ..... ☐ 2
- Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, etc.) ..... ☐ 3

**FOR THE INTERVIEWER:**

Question C7 is answered only for those that have not provided any answer in C6 (1,2,3).

**C7. In the last 12 months (April 2022-March 2023) what were the reasons for requesting any official documents or not making any claims via a website or app of public authorities or public services?**

*(tick all that apply among 2-6 or 1)*

- I did not have to request any documents or to make any claims..... ☐ 1
- Lack of skills or knowledge (e.g. didn't know how to use website/app or it was too complicated to use.....) ..... ☐ 2
- Concerns about the security of personal data or unwillingness to pay online (credit card fraud)..... ☐ 3
- Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID in using the electronic signature or ID..... ☐ 4
- Another person did it on my behalf (e.g. consultant, adviser, relative)..... ☐ 5
- Other reason ..... ☐ 6

## MODULE D: USE OF E-IDENTIFICATION

*Module D 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.*

*E-identification enables the identification of a person and secures that the right service is provided to the person who is really entitled to it. Questions focus in recording the methods of advanced /high or basic/adequate level of assurance e-identification used in applications of the public services and authorities (such as gov.gr), but also in services of the private sector such as for web banking.*

**D1. In the last 12 months (April 2022-March 2023) have you used e-identification (e-ID) of high or of advanced/high or basic/adequate level or assurance, to access online services for private purpose?** Characteristic example is the use of taxis codes (username / password) combined with the use of a single use pin code in order to access services provided from gov.gr, such as e.g. the issuance of authorization, the issuance of a responsible declaration, the digital certification of a document (original signature), the digital certification of a private agreement, but also the use of taxis codes for submitting tax declaration. Positive answer will also be recorded for using access codes (username / password) and a single use pin code for online banking services e.g. for bank transfers, paying bills, etc.

- Yes ..... ☐ 1 → D2
- No..... ☐ 2 → D3

**D2. In the last 12 months (April 2022-March 2023) for which of the following services have you used e-identification (e-ID) of high or of advanced/high or basic/adequate level or assurance, for private purpose?**  
(tick all that apply)

- Services provided by the Greek public services and authorities, such as the issuance of authorization, the issuance of a responsible declaration, the digital certification of a document (original signature), the digital certification of a private agreement, tax declaration submission, applying for social allowances (Fuel / market pass) or for certificates (family status, certificate, birth certificate, etc.) ..... ☐ 1
  - Services provided by private enterprises such as online bank services ..... ☐ 2
- } → E1

**D3. In the last 12 months (April 2022-March 2023) for which of the following reasons you didn't use e-identification (e-ID)?**  
(tick all that apply among 3-7 or 1 or 2)

- I was not aware of the existence of electronic identification (eID) ..... ☐ 1
- I don't have an electronic identification (eID) ..... ☐ 2
- I have an electronic identification (eID), but I didn't need to access any online services requiring electronic identification (eID)..... ☐ 3
- I have an electronic identification (eID), but I don't feel safe using it (concerns about ICT security, personal data protection)..... ☐ 4

**D3. continued**

- I could not use my electronic identification (eID) due to usability / technical issues (e.g. too difficult or not user-friendly, lack of appropriate card reader, software incompatibility, it was not accepted for the services I needed to access) ..... ☐ 5
- I could not use my electronic identification (eID) to access the service via a smartphone or tablet ..... ☐ 6
- I have an electronic identification (eID). but I'm not using it for other reasons ..... ☐ 7

## MODULE E: USE OF E-COMMERCE

*Module E 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 E 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.*

### E1. When did you most recently buy or order goods or services for private use over the internet? (Excluded are orders/ purchases via e-mails).

- In the first quarter of 2023 ..... ☐ 1
  - In the time interval April – December 2022..... ☐ 2
  - Before April 2022 ..... ☐ 3
  - Have never bought or ordered..... ☐ 4
- } → E12

### E2. 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, jewelry)	<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. Films or series as DVDs, Blu-ray etc. (music/ films/series in digital form is not included)	<input type="checkbox"/> 5
Printed books, magazines or newspapers	<input type="checkbox"/> 6
Computers, tablets, mobile phones or accessories	<input type="checkbox"/> 7
Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines)	<input type="checkbox"/> 8
Medicine or dietary supplements such as vitamins	<input type="checkbox"/> 9
Deliveries from restaurants, fast-food chains, catering services	<input type="checkbox"/> 10
Food or beverages from stores (super markets or online markets)	<input type="checkbox"/> 11
Cosmetics, beauty or wellness products	<input type="checkbox"/> 12
Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	<input type="checkbox"/> 13
Bicycles, mopeds, cars, or other vehicles or their spare parts	<input type="checkbox"/> 14
Other physical goods (e.g. tobacco products, electronic cigarettes, gift vouchers from online stores)	<input type="checkbox"/> 15
Did not buy any physical good	<input type="checkbox"/> 16

**E3. The goods or services you ordered / bought for private purposes over the Internet in the 1st quarter of 2023 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

**E4 Did you buy any of the mentioned in E2 goods from private persons via a website or app, e.g. from eBay or Facebook Marketplace?**

- Yes ..... ☐ 1
- No ..... ☐ 2

**E5. During the first quarter of 2023 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

**E6. During the first quarter of 2023 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, 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

**E7. Did you buy any transport service via a website or app for private use in the first quarter of 2023?**

- 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

**E8. Did you rent accommodation via a website or app for private use in the first quarter of 2023?**

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

**E9. Did you buy any other services (excluding financial and insurance services recorded in D14) such as online gambling, use of cloud services, gyms, etc. via a website or app, for private use in the first quarter of 2023?**

- Yes ..... ☐ 1
- No ..... ☐ 2

**E10. In the first quarter of 2023, 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

**E11. Did you encounter any of the following problems when buying via a website or with an app, during the 1st quarter of 2023?**

*(Tick all that apply among 1-9 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

**E12. Did you carry out any of the following financial activities over the internet for private use in the first quarter of 2023?**

(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

**MODULE F: E-SKILLS**

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

**F1. Which of the following computer or portable device related activities have you already carried out during the 1st quarter of 2023?**

(tick all that apply)

- Copying or 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

**F2. Which of the following software related activities have you already carried out in the 1st quarter of 2023?**

(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



**F3. 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 2023?**

- Yes ..... ☐ 1
- No ..... ☐ 2 → F7

**F4. Have you checked the truthfulness of the information or content you found on internet news sites or social media in the first quarter of 2023?**

- Yes ..... ☐ 1
- No ..... ☐ 2 → F6

**F5. 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 } → F7
- Discussing the information offline with other persons or using sources not  
on the internet ..... ☐ 3 }

**F6. Why did you not check truthfulness of the information or content found on the internet?**  
(tick all that apply )

- I 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

**F7. Have you encountered messages online that you consider to be hostile or degrading towards groups of people or individuals in the first quarter of 2023, e.g. in videos, blogs, vlogs, on social media or new sites?**

- Yes ..... ☐ 1
- No ..... ☐ 2 → G1

**F8. Were these groups of people or individuals attacked / targeted because of :**  
(tick all that apply )

- Political or social views ..... ☐ 1
- Sexual orientation (SGBTIQ+)..... ☐ 2
- Sex ..... ☐ 3
- Racial or ethnic origin ..... ☐ 4
- Religion or belief ..... ☐ 5
- Disability ..... ☐ 6
- Other personal characteristics ..... ☐ 7

## MODULE G: PRIVACY AND PROTECTION OF PERSONAL DATA

*Unit G 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.*

**G1. 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 2023?**

*(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

**G2. Have you changed the settings in your internet browser to prevent or limit cookies on any of your devices ?**

- Yes ..... ☐ 1
- No ..... ☐ 2

**G3. 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

**G4. 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 H: INCOME

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

- Amount .....|\_|\_|\_|\_|\_|\_|\_| → Interview Results
- Don't know the exact amount ..... ☐ →G2

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

- Up to 250€ ..... ☐ 1
- 251€ - 500€ ..... ☐ 2
- 501€ - 635€ ..... ☐ 3
- 636€ - 760€ ..... ☐ 4
- 761€ - 875€ ..... ☐ 5
- 876€ - 990€ ..... ☐ 6
- 991€ - 1,110€ ..... ☐ 7
- 1,111€ - 1,250€ ..... ☐ 8
- 1,251€ - 1,425€ ..... ☐ 9
- 1,426€ - 1,625€ ..... ☐ 10
- 1,626€ - 1,860€ ..... ☐ 11
- 1,861€ - 2,130€ ..... ☐ 12
- 2,131€ - 2,520€ ..... ☐ 13
- 2,521€ - 4,210€ ..... ☐ 14
- More than 4,210€ ..... ☐ 15

<b>INTERVIEW RESULTS</b>
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***Interview completed :*** ..... ☐ 1

- With pre-selected member ..... ☐ 1.1
- With another member, after replacement ..... ☐ 1.1

***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 |\_\_|\_\_|:|\_\_|\_\_|