



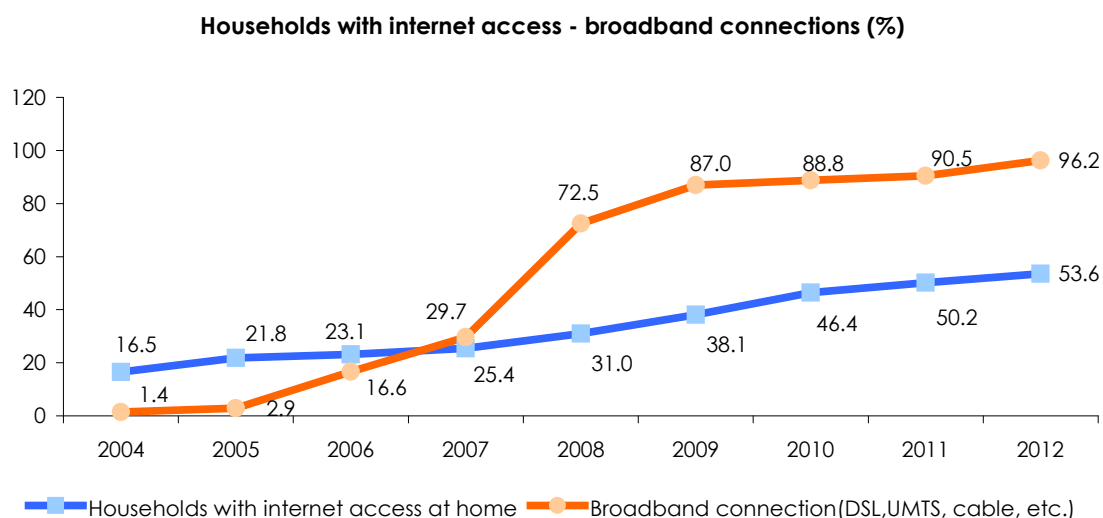
## PRESS RELEASE

### SURVEY ON THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGIES BY HOUSEHOLDS : 2012

#### HOUSEHOLDS AND NEW TECHNOLOGIES – INTERNET CONNECTION AT HOME - BROADBAND CONNECTIONS

- ❖ More than half (53.6%) of Greek households, with at least one member aged 16-74 years old, have internet access at home.

The majority (96.2%) of these internet connections are broadband connections. Overtime evolution is depicted in the following graph:



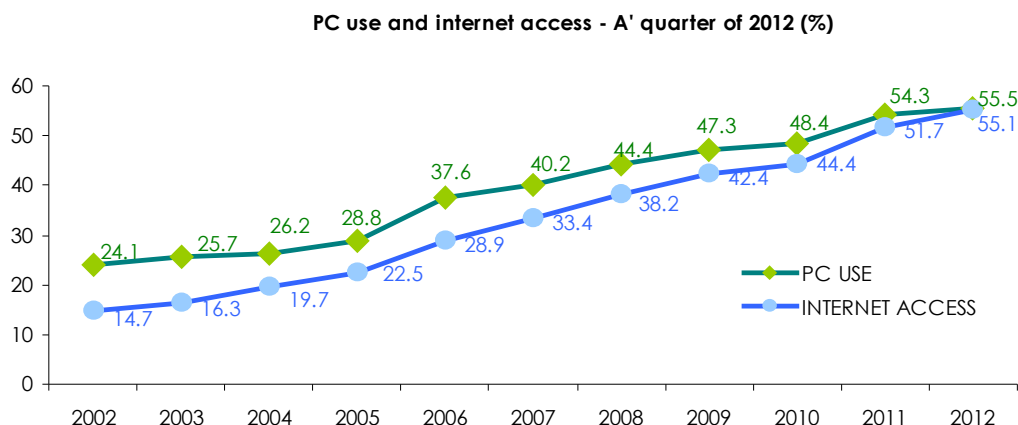
For further information:  
Population and Labor Market Statistics Division  
Household Surveys' Section  
G. Ntouros: 0030 213 1352174  
M. Chalkiadaki: 0030 213 135 2896  
J. Zouliatis: 0030 213 135 2941  
Fax : 213 135 2906

## COMPUTER USE AND INTERNET ACCESS

- ❖ Six out of ten individuals used a computer and accessed the internet during the 1<sup>st</sup> quarter of 2012.

Convergence is observed in for computer use and internet access rates: the persons who have used a computer have also accessed the internet.

Overtime evolution is depicted in following graph:

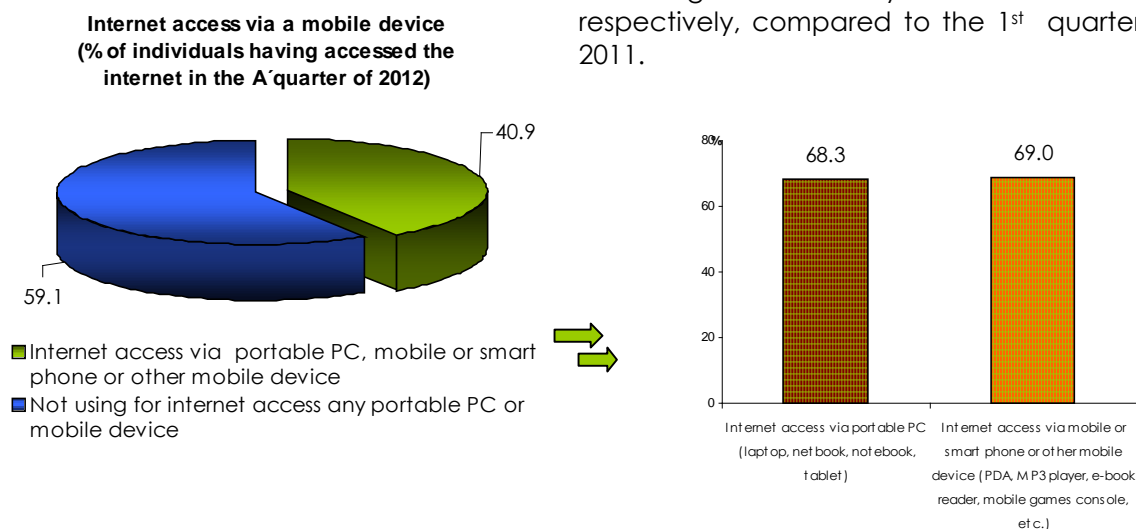


91.4% of individuals having accessed the internet in the 1<sup>st</sup> quarter 2012 make regular use of the internet, at least once a week- this percentage is stable compared to that of 2011 (91.7%). Yet, the percentage of daily users recorded a 4.6% increase in comparison with 2011.

## MOBILE USE OF THE INTERNET AND UBIQUITOUS CONNECTIVITY

- ❖ Two out of ten individuals have ubiquitous internet access (mobile use of the internet) via mobile devices.

22.5% of total population aged 16-74 and 40.9% of individuals having accessed the internet in the 1<sup>st</sup> quarter of 2012, accessed the internet, away from home or work, via a portable computer (laptop, notebook, netbook or tablet), a mobile or smart phone or via any other mobile device (PDA, MP3 player, e-book reader, mobile games console, etc.), thus recording increase by 64.2% and 54.9%, respectively, compared to the 1<sup>st</sup> quarter of 2011.



78.7% of individuals not having ubiquitous internet access reported that it was not needed to access the internet away from home or work and 16.1% of them reported that the high cost (of the device and/or the internet subscription) accounted for their not doing so.

Three out of ten individuals accessing the internet via a portable PC, away from home or work, did so on a daily basis, while the ratio becomes four out of ten for individuals accessing the internet via mobile or smart phone or other mobile device.

Four out of ten individuals reported as frequently met problem the mobile phone network signal and one out of ten reported as a problem the difficulties in setting or changing parameters for internet access (e.g. switching from mobile to WiFi, activation of location aware application or activation of internet access), the inconvenience of using small screen or entering text on handheld device) and the unexpectedly high bills.

### **e-GOVERNMENT**

- ❖ Six out of ten individuals interacted with public services over the internet, for private purposes.

Six out of ten individuals having accessed the internet during the period from April 2011 to March 2012, did so for obtaining information from public authorities' websites, downloading official forms or sending filled-in forms.

During April 2011 - March 2012, a 34.9% increase has been recorded in sending filled-in forms such as tax declarations, compared to the percentage recorded one year before (April 2010 – March 2011).

### **e-COMMERCE**

- ❖ Three out of ten internet users shopped online during the 1<sup>st</sup> quarter of 2012.

The percentage of internet users who shopped online during the 1<sup>st</sup> quarter of 2012 is 26.9%. A 14.0% increase has been recorded compared to the corresponding percentage observed one year before, thus this increase is smaller than the one recorded for the time period 2010-2011 (28.3%) and it is closer to the percentage recorded during the period from 2009 to 2010 (13.6%).

-----  
For further information on the survey please visit ELSTAT's webpage:  
[Survey on the use of Information and Communication Technologies by Households of the year 2012](#)

<b>Survey on the use of information and communication technologies by the households</b>	<p><b>EXPLANATORY NOTES</b></p> <p>The survey on the use of information and communication technologies by households (HH ICT) is part of the European Statistical Program, in which all EU-countries participate. The main purpose of this survey is the study, at European and national level, of the degree of use of ICT use in households. Most of the provided data are being used for the benchmarking of 2011-2015 (adopted by the HLG (High Level Group) i-2010 in November 2009) which followed the action plan eEurope 2005. The survey was conducted by telephone.</p>
<b>Legal Basis</b>	The survey is being conducted in the framework of Regulation 808/2004 of the European Council and the Parliament.
<b>Reference Period</b>	01/01/2012 to 31/03/2012
<b>Coverage</b>	The survey covered all private households throughout the country, irrespective of their size or socioeconomic characteristics, with the only condition being that at least one person aged 16-74 years old lives in the household.
<b>Methodology</b>	<p>The three-stage area sampling was adopted for the survey. The primary sampling units are the areas (one or more unified city blocks) participating in the EU-SILC of the years 2009 and 2010. The secondary sampling units are the households of EU-SILC consisting of members belonging to the target population (individuals aged 16 – 74 years old). The final sampling unit is one person randomly selected among the household members aged 16 to 74.</p> <p>The first stratification criterion for the target population is the geographical division of the country. In each Region (NUTS 2) the Municipal / Local communities were stratified into four strata according to their population, on the basis of the results of the 2001 General Population Census. More specifically, except for the former two Major City Agglomerations (Athens and Thessaloniki), the stratification is as follows:</p> <ol style="list-style-type: none"> <li>1. Municipal / Local communities with more than 30,000 inhabitants</li> <li>2. Municipal / Local communities with 5,000 – 29,999 inhabitants</li> <li>3. Municipal / Local communities with 1,000 – 4,999 inhabitants</li> <li>4. Municipal / Local communities up to 999 inhabitants</li> </ol> <p>The former Greater Athens Area was divided into 31 household strata of about equal size on the basis of the social and economic characteristics of the Municipalities / Municipal Units where the households belong. Similarly, the former Greater Thessaloniki Area was divided into 9 equally sized household strata. The two Major City Agglomerations account for 40% of total population.</p>
<b>Major geographic regions (NUTS 1)</b>	<p>The sample consists of 6.500 households (sampling fraction 0.16%) and an equal number of individuals aged 16 – 74 years (sampling fraction 0.07%). Households in the sample are a sub-sample of the households being surveyed in EU - SILC of the years 2005, 2006, 2007, 2008 and 2009 that have telephones.</p> <p><b>Voreia Ellas (Northern Greece):</b> Anatoliki Makedonia Thraki (East Macedonia and Thrace), Kentriki Makedonia (Central Macedonia), Dytiki Makedonia (West Macedonia), Thessalia (Thessaly).</p> <p><b>Kentriki Ellas (Central Greece):</b> Ipeiros (Epirus), Ionioi Nisoi (Ionian Islands), Dytiki Ellas (Western Greece), Sterea Ellas (Central Greece), Peloponnisos (Peloponnese).</p> <p><b>Attiki (Attica):</b> Attiki</p> <p><b>Nisoi Aigaiou, Kriti (Aegean islands and Crete):</b> Voreio Aigaio (Northern Aegean), Notio Aigaio (Southern Aegean), Kriti (Crete).</p>
<b>References</b>	More information on the survey is available on the webpage of the Hellenic Statistical Authority <a href="http://www.statistics.gr">www.statistics.gr</a> , Section:Statistical Themes > Technology.