

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2012

HOUSEHOLD DATA:

1. Geographic code:.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Quarter code:.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Enumeration block:.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Household serial number:.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Address:.....	<input type="text"/>			
6. Community/ Municipality:.....	<input type="text"/>			
7. Quarter:.....	<input type="text"/>			
8. District:.....	<input type="text"/>			
9. Post code:.....	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
10. Telephone:.....	<input type="text"/>			

GENERAL INFORMATION:

1. The aim of the survey is to collect data on household access to Information and Communication Technologies (ICT), the use of computers and the Internet and e-commerce.
2. The survey is based on the methodology and demands of the European Union.
3. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. The provision of information is compulsory and everyone included in the sample should cooperate with the enumerator.
4. All questions should be answered with the highest possible accuracy. If the requested information is not known then the best estimate should be provided.
5. The Statistical Service is bound by the Statistics Law to treat all information obtained as **STRICTLY CONFIDENTIAL**. Your responses will be used solely for statistical purposes.

G. Chr. Georgiou
 Director
 Statistical Service

A/ A	NAME (only first name)	GENDER 1: Male 2: Female	BIRTH DATE			COUNTRY OF BIRTH	COUNTRY OF CITIZENSHIP	EDUCATION LEVEL (completed on 31/3/2012)	EMPLOYMENT	OCCUPATION		1:F 1:P 2:P 2:T	
			DAY	MONTH	YEAR					DESCRIPTION	CODE		
01													
02													
03													
04													
05													
06													
07													
08													
09													
10													

HOUSEHOLD INCOME: (net monthly income)	
0 - 1.490 €	<input type="checkbox"/>
1.491 - 2.635 €	<input type="checkbox"/>
2.636 - 3.975 €	<input type="checkbox"/>
3.976 - €	<input type="checkbox"/>

NUMBER OF MEMBERS IN THE HOUSEHOLD	
Aged from 16 to 24	
Of which students	
Aged from 25 to 64	
Aged more than or equal to 65	
Children under 16	
Of which:	
Aged from 14 to 15	
Aged from 5 to 13	
Aged less than or equal to 4	

CODES	
EDUCATION LEVEL	EMPLOYMENT
0 = Did not complete any education level	1 = Student
1 = Primary school	2 = Employee
2 = Lower secondary school	3 = Self employed
3 = Upper secondary school	4 = Family worker
4 = Post secondary (non-tertiary education)	5 = In compulsory military service
5 = Tertiary (non-university)	6 = Fulfilling domestic tasks
6 = University	7 = Unemployed
7 = University (Only PhD)	8 = Retired
	9 = of independent means
	10 = Other inactive
	11 = child who has not been to school

Permanent job / Temporary job

Full Time / Part Time

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1. Do you or anyone in your household have access to a computer at home? (any type: desktop, laptop, PDA, excluding smart phone)		Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A2
A1a. Do you or anyone in your household have access to any of the following at home?			
		Yes	No
a) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
b) Laptop computer		<input type="checkbox"/>	<input type="checkbox"/>
c) Handheld computer (Palmtop)		<input type="checkbox"/>	<input type="checkbox"/>
A2. Do you or anyone in your household have access to the Internet <u>at home</u>, regardless of whether it is used? (by any device)	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A4	Don't know <input type="checkbox"/> Go to → B1
A3. What types of Internet connection are used at home?			
		Yes	No
<i>Fixed, fixed wireless broadband connections</i>			
a) DSL (e.g. ADSL, SHDSL, VDSL)		<input type="checkbox"/>	<input type="checkbox"/>
b) Wired fixed (cable, optical fibre, Ethernet, PLC, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
c) Fixed wireless (satellite, public WiFi)		<input type="checkbox"/>	<input type="checkbox"/>
<i>Mobile broadband connections</i>			
d) Mobile phone network (at least 3G, e.g. UMTS) via a handset		<input type="checkbox"/>	<input type="checkbox"/>
e) Mobile phone network (at least 3G, e.g. UMTS) via a card or USB key		<input type="checkbox"/>	<input type="checkbox"/>
<i>Other, narrowband connections</i>			
f) Dial-up access over normal telephone line or ISDN		<input type="checkbox"/>	<input type="checkbox"/>
g) Mobile narrowband connection (less than 3G, e.g. 2G+/GPRS, used by mobile phone or modem in laptop)		<input type="checkbox"/>	<input type="checkbox"/>
Go to B1			
A4. What are the reasons for not having access to the Internet at home?			
		Yes	No
a) Have access to Internet elsewhere		<input type="checkbox"/>	<input type="checkbox"/>
b) Don't need Internet (because not useful, not interesting, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
c) Equipment costs too high		<input type="checkbox"/>	<input type="checkbox"/>
d) Access costs too high (telephone, DSL subscription etc.)		<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of skills		<input type="checkbox"/>	<input type="checkbox"/>
f) Privacy or security concerns		<input type="checkbox"/>	<input type="checkbox"/>
g) Broadband internet is not available in our area		<input type="checkbox"/>	<input type="checkbox"/>
h) Physical or sensorial disability		<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above, but other		<input type="checkbox"/>	

The following modules are directed to individuals 16 - 74 old		
PERSONAL QUESTIONNAIRE	S/N OF MEMBER: <input style="width: 80px;" type="text"/>	
MODULE B: USE OF COMPUTERS AND MOBILE PHONES		
B1. When did you last use a computer (at home, at work or any other place)?		
Within the last 3 months (The first quarter of 2012)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2011)	<input type="checkbox"/>	Go to → B3
More than 1 year ago (Before April 2011)	<input type="checkbox"/>	Go to → B3
Never used one	<input type="checkbox"/>	Go to → B4
B2. How often on average have you used a computer in the last 3 months?		
Every day or almost every day	<input type="checkbox"/>	
At least once a week (but not every day)	<input type="checkbox"/>	
At least once a month (but not every week)	<input type="checkbox"/>	
Less than once a month	<input type="checkbox"/>	
B3. Which of the following computer related activities have you already carried out?		
(for respondents who didn't answer "Never used one" in question B1)	Yes	No
a) Copying or moving a file or folder	<input type="checkbox"/>	<input type="checkbox"/>
b) Using copy and paste tools to duplicate or move information within a document	<input type="checkbox"/>	<input type="checkbox"/>
c) Using basic arithmetic formulas in a spreadsheet	<input type="checkbox"/>	<input type="checkbox"/>
d) Compressing (or zipping) files	<input type="checkbox"/>	<input type="checkbox"/>
e) Connecting and installing new devices, e.g. a modem	<input type="checkbox"/>	<input type="checkbox"/>
f) Writing a computer program using a specialised programming language	<input type="checkbox"/>	<input type="checkbox"/>
g) Transferring files from other devices to a computer (from digital camera or from/to mobile phone, mp3/mp4 player)	<input type="checkbox"/>	<input type="checkbox"/>
h) Creating electronic presentations with presentation software (e.g. slides), including e.g. images, sound, video or charts	<input type="checkbox"/>	<input type="checkbox"/>
i) Installing a new or replacing an old operating system	<input type="checkbox"/>	<input type="checkbox"/>
j) None of the above	<input type="checkbox"/>	
B4. Did you use a mobile phone or smart phone in the last 3 months (the first quarter of 2012)?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → C1
For employed or self-employed persons		
B5. Did you use a mobile phone or smart phone for professional purposes (to perform work related tasks) in the last 3 months (the first quarter of 2012)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

MODULE C: USE OF THE INTERNET

C1. When did you last use the Internet?

(via any device, desktop, portable or handheld, including mobile or smart phones)

Within the last 3 months (The first quarter of 2012)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2011)	<input type="checkbox"/>	Go to → E1
More than 1 year ago (Before April 2011)	<input type="checkbox"/>	Go to → F1
Never used it	<input type="checkbox"/>	End of questionnaire

C2. On average how often did you use the Internet in the last 3 months?

Every day or almost every day	<input type="checkbox"/>
At least once a week (but not every day)	<input type="checkbox"/>
At least once a month (but not every week)	<input type="checkbox"/>
Less than once a month	<input type="checkbox"/>

C3. For which of the following activities did you use the Internet, in the last 3 months for private purpose?

<u>Communication</u>	Yes	No
a) Sending / receiving e-mails	<input type="checkbox"/>	<input type="checkbox"/>
b) Telephoning over the Internet / video calls (via webcam) over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
c) Posting messages to chat sites, social networking sites, blogs, newsgroups or online discussion forum, use of instant messaging	<input type="checkbox"/>	<input type="checkbox"/>
<u>Access to information</u>	Yes	No
d) Reading or downloading online news / newspapers / news magazines	<input type="checkbox"/>	<input type="checkbox"/>
e) Finding information about goods or services	<input type="checkbox"/>	<input type="checkbox"/>
<u>Use of entertainment</u>	Yes	No
f) Listening to web radios or watching web television	<input type="checkbox"/>	<input type="checkbox"/>
g) Playing or downloading games, images, films or music	<input type="checkbox"/>	<input type="checkbox"/>
If "Yes" to g)		
h) Playing networked games with other persons	<input type="checkbox"/>	<input type="checkbox"/>
<u>Creativity</u>	Yes	No
i) Uploading self-created content (text, photos, music, videos, software etc.) to any website to be shared	<input type="checkbox"/>	<input type="checkbox"/>
j) Creating websites or blogs	<input type="checkbox"/>	<input type="checkbox"/>
<u>e-health</u>	Yes	No
k) Making an appointment with a practitioner via a website (e.g. of a hospital or a health care centre)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Other on-line services</u>	Yes	No
l) Using services related to travel or travel related accommodation	<input type="checkbox"/>	<input type="checkbox"/>
m) Selling of goods or services, e.g. via auctions (e.g. eBay)	<input type="checkbox"/>	<input type="checkbox"/>
n) Internet banking	<input type="checkbox"/>	<input type="checkbox"/>

MODULE D: MOBILE USE OF THE INTERNET AND UBIQUITOUS CONNECTIVITY

D1. Did you use any of the following portable computers to access the Internet away from home or work in the last 3 months?

(For respondents who answered "Within the last 3 months" in question C1)

	Yes	No
a) Laptop, notebook or netbook	<input type="checkbox"/>	<input type="checkbox"/>
b) Tablet computer (with touch screen)	<input type="checkbox"/>	<input type="checkbox"/>
c) None of the above	<input type="checkbox"/>	Go to → D4

D2. Which of the following networks did you use to connect the portable computer to the Internet away from home or work in the last 3 months?

	Yes	No
a) Mobile phone network, using USB key or card (e.g. integrated SIM card)	<input type="checkbox"/>	<input type="checkbox"/>
b) Wireless network (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>

D3. On average, how often did you access the Internet using a portable computer away from home or work in the last 3 months?

Every day or almost every day	<input type="checkbox"/>
At least once a week (but not every day)	<input type="checkbox"/>
Less than once a week	<input type="checkbox"/>

D4. Did you use any of the following handheld devices to access the Internet away from home or work in the last 3 months?

	Yes	No
a) Mobile phone or smart phone	<input type="checkbox"/>	<input type="checkbox"/>
b) Other handheld device (e.g. PDA, MP3 player, e-book reader, handheld games console; excluding tablet computer)	<input type="checkbox"/>	<input type="checkbox"/>
c) None of the above	<input type="checkbox"/>	<input type="checkbox"/>

If "Yes" to D4c) and D1c) → Go to D11

If "Yes" to D4c) and D1a) and/or D1b) → Go to D9

D5. Which of the following networks did you use to connect the handheld device to the Internet away from home or work in the last 3 months?

	Yes	No
a) Mobile phone network (e.g. GPRS, UMTS)	<input type="checkbox"/>	<input type="checkbox"/>
<i>If "Yes" to a):</i>		
a1) Broadband connection (at least 3G, e.g. UMTS)	<input type="checkbox"/>	<input type="checkbox"/>
b) Wireless network (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>

D6. On average, how often did you access the internet using handheld device away from home or work in the last 3 months?

Every day or almost every day	<input type="checkbox"/>
At least once a week (but not every day)	<input type="checkbox"/>
Less than once a week	<input type="checkbox"/>

D7. For which of the following activities did you use the Internet using handheld device in the last 3 months for private purpose?		Yes	No
a) Sending / receiving e-mails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Reading or downloading online news, newspapers, news magazines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Reading or downloading online books or e-books	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Playing or downloading games, images, video or music	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Using podcast service to automatically receive audio or video files of interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D8. Did you use Internet applications (apps) on a handheld device exploiting the information about where you are (e.g. GPS) in the last 3 months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
For employed or self-employed persons			
D9. Did you use a portable computer or handheld device to access the Internet for professional purposes (to perform work related tasks) away from home or work in the last 3 months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
D10. In the last 3 months, did you encounter any of the following problems when using a portable computer or handheld device away from home or work to access the Internet?		Yes	No
a) Difficulty in obtaining information about cost of accessing the Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Unexpected high bills (e.g. after moving outside local tariff area or roaming to foreign service)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Frequent difficulties with mobile phone network signal (unavailability of broadband or low speed, at least once a week)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) 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)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Inconvenience of using small screen or entering text on handheld device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For respondents who answered "None of the above" in D1 and D4			
D11. What are the reasons for not accessing the Internet with a portable computer or handheld device away from home or work in the last 3 months?		Yes	No
a) Do not need Internet access away from home or work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Do not know how to use or use is too complicated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Inconvenience of using small screen on a handheld device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Too expensive (the device and/or the internet subscription)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Unavailability of broadband or connection too slow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Security or privacy concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MODULE E: USE OF E-GOVERNMENT**For respondents who didn't answer "More than 1 year ago" or "Never used it" in question C1****E1. Did you interact with public authorities over the internet for private purposes in the last 12 months for the following activities?**

(via any device, desktop, portable or handheld, including mobile or smart phones)

	Yes	No
a) Obtaining information from public authorities' web sites	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>
c) Sending filled in forms	<input type="checkbox"/> Go to → F1	<input type="checkbox"/>

E2. What are the reasons for not sending filled-in forms to public authorities over the Internet in the last 12 months?

	Yes	No
a) Did not have to submit official forms at all	<input type="checkbox"/> Go to → F1	<input type="checkbox"/>
b) There was no such website service available	<input type="checkbox"/>	<input type="checkbox"/>
c) Technical failure of website during filling-in or sending the form	<input type="checkbox"/>	<input type="checkbox"/>
d) Lack of skills or knowledge (e.g. did not know how to use website or use was too complicated)	<input type="checkbox"/>	<input type="checkbox"/>
e) Concerns about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
f) None of the above, but other	<input type="checkbox"/>	

MODULE F: USE OF THE E-COMMERCE

For respondents who didn't answer "Never used it" in question C1

F1. When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails, SMS, MMS)?

(via any device, desktop, portable or handheld, including mobile or smart phones)

Within the last 3 months (The first quarter of 2012)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2011)	<input type="checkbox"/>	
More than 1 year ago (Before April 2011)	<input type="checkbox"/>	End of questionnaire
Never bought or ordered	<input type="checkbox"/>	End of questionnaire

F2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2011- March 2012)?

	Yes	No
a) Food or groceries	<input type="checkbox"/>	<input type="checkbox"/>
b) Household goods (e.g. furniture, toys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
c) Medicine	<input type="checkbox"/>	<input type="checkbox"/>
d) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
e) Books, magazines, newspapers (including e-books)	<input type="checkbox"/>	<input type="checkbox"/>
f) e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
g) Clothes, sports goods	<input type="checkbox"/>	<input type="checkbox"/>
h) Video games software and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
i) Other computer software and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
j) Computer hardware	<input type="checkbox"/>	<input type="checkbox"/>
k) Electronic equipment (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
l) Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid phone cards, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
m) Share purchases, insurance policies and other financial services	<input type="checkbox"/>	<input type="checkbox"/>
n) Holiday accommodation (hotel etc.)	<input type="checkbox"/>	<input type="checkbox"/>
o) Other travel arrangements (transport tickets, carhire, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
p) Tickets for events	<input type="checkbox"/>	<input type="checkbox"/>
q) Other	<input type="checkbox"/>	<input type="checkbox"/>

F3. Did you buy or order goods or services for private use over the Internet using a handheld device in the last 12 months (connection to web browser or web app; excluding SMS, MMS and manually typed e-mails)?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>
	Go to → F5

F4. What types of good or services did you buy or order for private purpose using a handheld device in the last 12 months?				
		Yes	No	
a) Digital content (downloaded/accessed from website or web app), e.g. films, music, e-books, e-newspapers, games, paid applications for mobile phone or other handheld device		<input type="checkbox"/>	<input type="checkbox"/>	
b) Physical goods (e.g. electronics, clothes, toys, food, groceries, books, CD/DVDs)		<input type="checkbox"/>	<input type="checkbox"/>	
c) Services (e.g. transport services, tickets for events, insurance)		<input type="checkbox"/>	<input type="checkbox"/>	
F5. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months?				
		Yes	No	
a) National sellers		<input type="checkbox"/>	<input type="checkbox"/>	
b) Sellers from other EU countries		<input type="checkbox"/>	<input type="checkbox"/>	
c) Sellers from the rest of the world		<input type="checkbox"/>	<input type="checkbox"/>	
d) Country of origin of sellers is not known		<input type="checkbox"/>	<input type="checkbox"/>	

REASONS FOR NOT COMPLETING THE QUESTIONNAIRE:

1. The household refuses to cooperate ☐
2. The household is absent for long period ☐
3. The house has been demolished ☐
4. The house is empty ☐
5. The house is inhabited temporarily by individuals who live permanently in other place ☐
6. The house is used for non housing reasons..... ☐
7. The house can not be located..... ☐
8. Other reasons (specify): ☐

.....

NOTES:

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ENUMERATOR'S INFORMATION:

Enumerator's name:

Enumerator's code:

Date of interview:

Time needed to fill out this questionnaire:

FOR OFFICIAL USE ONLY:

Code of the person who checked the questionnaire: