

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2013

HOUSEHOLD DATA:

1. Geographic code:.....				
2. Quarter code:.....				
3. Enumeration block:.....				
4. Household serial number:.....				
5. Address:.....				
6. Community/ Municipality:.....				
7. Quarter:.....				
8. District:.....				
9. Post code:.....				
10. Telephone:.....				

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

PERSONAL QUESTIONNAIRE

S/N

Name:

1. Gender

Male

Female

2. Birth Day

Day Month Year

OR

Age:

3. Country of Birth

.....

4. Country of Citizenship

.....

5. Marital Status

(a) Legal

Married

Unmarried

Widowed and not remarried

Divorced and not remarried

(b) "De facto"

Person living in a consensual union

Person not living in a consensual union

6. Educational Level (completed on 31/3/2013)

Did not complete any education level

Primary school

Lower secondary school

Upper secondary school

Post secondary (non-tertiary education)

Tertiary (non-university)

University

University (Only PhD)

7. Employment

Student

Employee

Self employed

Family worker

In compulsory military service

Fulfilling domestic tasks (housewife)

Unemployed

Retired

Of independent means

Other inactive

Child who has not been to school

8a. Occupation

8b. Permanent employment Temporary employment

8c. Full-time Part-time

9. Economic Activity (Only for self-employed)

Agriculture, forestry and fishing

Mining and quarrying, manufacturing and other industry

Construction

Wholesale and retail trades, transport, accommodation and food service activities

Information and communication

Financial and insurance activities

Real estate activities

Business services

Public administration, defence, education, human health and social work activities

Other service activities

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, netbook, tablet, excluding smart phone)		Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A1b
A1a. Do you or anyone in your household have access to any of the following type of computer at home?		Yes	No
a) Desktop computer	<input type="checkbox"/>	<input type="checkbox"/>	
b) Laptop computer	<input type="checkbox"/>	<input type="checkbox"/>	
c) Netbook	<input type="checkbox"/>	<input type="checkbox"/>	
d) Tablet	<input type="checkbox"/>	<input type="checkbox"/>	
A1b. Do you or anyone in your household have access to any of the following type of telephone at home?		Yes	No
a) Fixed telephone	<input type="checkbox"/>	<input type="checkbox"/>	
b) Mobile telephone	<input type="checkbox"/>	<input type="checkbox"/>	
A2. Do you or anyone in your household have access to the Internet <u>at home</u>? (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
a) Broadband connection (e.g. DSL, cable, satellite, 3G/UMTS)	<input type="checkbox"/>	<input type="checkbox"/>	Go to → A3g
<i>Fixed, fixed wireless broadband connections</i>			
b) DSL, e.g. ADSL, SHDSL, VDSL	<input type="checkbox"/>	<input type="checkbox"/>	
c) Wired fixed (cable, optical fibre, Ethernet, PLC, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
d) Fixed wireless (satellite, public WiFi)	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Mobile broadband connections</i>			
e) Mobile phone network (at least 3G, e.g. UMTS) via a handset	<input type="checkbox"/>	<input type="checkbox"/>	
f) Mobile phone network (at least 3G, e.g. UMTS) via a card or USB key (e.g. integrated SIM card)	<input type="checkbox"/>	<input type="checkbox"/>	
<i>Other, narrowband connections</i>			
g) Dial-up access over normal telephone line or ISDN	<input type="checkbox"/>	<input type="checkbox"/>	
h) 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 subscriprion 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) Other	<input type="checkbox"/>	<input type="checkbox"/>

The following modules are directed to individuals 16 - 74 old		
PERSONAL QUESTIONNAIRE		S/N OF MEMBER: <input type="text"/>
MODULE B: USE OF COMPUTERS		
B1. When did you last use <u>a computer</u> (at home, at work or any other place)? (any type: desktop, laptop, netbook, tablet, excluding smart phone)		
Within the last 3 months (The first quarter of 2013)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2012)	<input type="checkbox"/>	Go to → C1
More than 1 year ago (Before April 2012)	<input type="checkbox"/>	Go to → C1
Never used one	<input type="checkbox"/>	Go to → C1
B2. How often on average have you used <u>a computer</u> 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"/>	

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 2013) | <input type="checkbox"/> |
| Between 3 months and a year ago (During the period April - December 2012) | <input type="checkbox"/> Go to → D1 |
| More than 1 year ago (Before April 2012) | <input type="checkbox"/> Go to → E1 |
| Never used it | <input type="checkbox"/> Go to → F3 |

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"/> |
| Less than once a week | <input type="checkbox"/> |

C3. Where have you used the Internet in the last 3 months (using a computer or any other means)?

	Yes	No
a) At home	<input type="checkbox"/>	<input type="checkbox"/>
b) At place of work (other than home)	<input type="checkbox"/>	<input type="checkbox"/>
c) At place of education	<input type="checkbox"/>	<input type="checkbox"/>
d) At another person's home	<input type="checkbox"/>	<input type="checkbox"/>
e) At other places	<input type="checkbox"/>	<input type="checkbox"/>
<u>of which:</u> e1) Public Library	<input type="checkbox"/>	<input type="checkbox"/>
e2) Post office	<input type="checkbox"/>	<input type="checkbox"/>
e3) Public office, town hall, government agency	<input type="checkbox"/>	<input type="checkbox"/>
e4) Community or voluntary organisation	<input type="checkbox"/>	<input type="checkbox"/>
e5) Internet Café	<input type="checkbox"/>	<input type="checkbox"/>
e6) Hotspot (at hotels, airports, public places etc.)	<input type="checkbox"/>	<input type="checkbox"/>
e7) Other	<input type="checkbox"/>	<input type="checkbox"/>

C4. Do you use any of the following mobile devices to access the Internet away from home or work?

	Yes	No
a) Mobile phone (or smart phone)	<input type="checkbox"/>	<input type="checkbox"/>
<u>if "Yes" to a)</u> → a1) via mobile phone network	<input type="checkbox"/>	<input type="checkbox"/>
→ a2) via wireless network (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>
b) Portable computer (e.g. laptop, tablet)	<input type="checkbox"/>	<input type="checkbox"/>
<u>if "Yes" to b)</u> → b1) via mobile phone network, using USB key or (SIM) card or mobile phone as modem	<input type="checkbox"/>	<input type="checkbox"/>
→ b2) via wireless network (e.g. WiFi)	<input type="checkbox"/>	<input type="checkbox"/>
c) Other devices (e.g. palmtop, PDA, mp3 player, games console)	<input type="checkbox"/>	<input type="checkbox"/>
d) I don't access the internet via any mobile device away from home or work	<input type="checkbox"/>	

C5. 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)	Participating in social networks (creating user profile, posting messages or other contributions to facebook, twitter, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Access to information</u>		Yes	No
c)	Reading online news sites / newspapers / news magazines	<input type="checkbox"/>	<input type="checkbox"/>
	if " Yes " to c) → c1) Have you subscribed to news services or products to receive them regularly (including RSS)?	<input type="checkbox"/>	<input type="checkbox"/>
d)	Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	<input type="checkbox"/>	<input type="checkbox"/>
e)	Looking for information about education, training or course offers	<input type="checkbox"/>	<input type="checkbox"/>
f)	Finding information about goods or services	<input type="checkbox"/>	<input type="checkbox"/>
g)	Downloading software (other than games software)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Civic and political participation</u>		Yes	No
h)	Posting opinions on civic or political issues via websites (e.g. blogs, social networks, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
i)	Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Learning</u>		Yes	No
j)	Doing an online course (in any subject)	<input type="checkbox"/>	<input type="checkbox"/>
k)	Consulting wikis to obtain knowledge on any subject (e.g. Wikipedia, an online encyclopaedia)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Professional life</u>		Yes	No
l)	Looking for a job or sending a job application	<input type="checkbox"/>	<input type="checkbox"/>
m)	Participating in professional networks (creating user profile, posting messages or other contributions to LinkedIn, Xing, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Other on-line services</u>		Yes	No
n)	Using services related to travel or travel related accommodation	<input type="checkbox"/>	<input type="checkbox"/>
o)	Selling of goods or services, e.g. via auctions (e.g. eBay)	<input type="checkbox"/>	<input type="checkbox"/>
p)	Telephoning over the internet / video calls (via webcam, e.g. Skype) over the internet	<input type="checkbox"/>	<input type="checkbox"/>
q)	Internet Banking	<input type="checkbox"/>	<input type="checkbox"/>

MODULE D: USE OF e-GOVERNMENT**For respondents who didn't answer "More than 1 year ago" or "Never used it" in question C1****D1. Did you contact or interact with public authorities or public services over the internet for private purposes in the last 12 months (April 2012 - March 2013) for the following activities?**

Includes websites concerning citizen obligations (e.g. tax declaration, notification of moving), rights (e.g. social benefits), official documents (e.g. ID card, birth certificate), public educational services (public libraries, information on and enrolment in public schools or university), public health services (includes services of public hospitals). **(Excludes manually typed e-mails.)**

	Yes	No
a) Obtaining information from web sites	<input type="checkbox"/>	<input type="checkbox"/>
b) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>
c) Submitting completed forms	<input type="checkbox"/>	<input type="checkbox"/>

If "No" to D1a) and D1b) and D1c) → Go to D5**D2. Did you use websites of public authorities or public services in the last 12 months (April 2012 - March 2013) for any of the following?**

	Yes	No
a) Income tax declaration	<input type="checkbox"/>	<input type="checkbox"/>
b) Claiming social security benefits (e.g. unemployment benefits, retirement, child allowance)	<input type="checkbox"/>	<input type="checkbox"/>
c) Requesting personal documents (passport, ID card or driver's licence) or certificates (birth, marriage, death)	<input type="checkbox"/>	<input type="checkbox"/>
d) Public libraries (availability of catalogues, search tools)	<input type="checkbox"/>	<input type="checkbox"/>
e) Enrolment in higher education or university	<input type="checkbox"/>	<input type="checkbox"/>
f) Notification of change of address	<input type="checkbox"/>	<input type="checkbox"/>

D3. Have you experienced any of the following problems when using websites of public authorities or public services for private purposes in the last 12 months (April 2012 - March 2013)?

	Yes	No
a) Technical failure of website	<input type="checkbox"/>	<input type="checkbox"/>
b) Insufficient, unclear or outdated information	<input type="checkbox"/>	<input type="checkbox"/>
c) Support was needed but not found (on-line or off-line)	<input type="checkbox"/>	<input type="checkbox"/>
d) Other	<input type="checkbox"/>	<input type="checkbox"/>

D4. Are you satisfied or dissatisfied with the following aspects of using websites of public authorities or public services in the last 12 months (April 2012 - March 2013)?

	Mainly satisfied	Mainly dissatisfied	Not applicable
a) Ease of finding information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Usefulness of the information available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The information provided on the progress, follow up of the request	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Ease of using services on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D5. Did you contact public authorities or public services using methods other than websites for private purposes in the last 12 months (April 2012 - March 2013)?		
	Yes	No
a) Yes, by telephone (excluding SMS)	<input type="checkbox"/>	<input type="checkbox"/>
b) Yes, by e-mail	<input type="checkbox"/>	<input type="checkbox"/>
c) Yes, in person, by visits	<input type="checkbox"/>	<input type="checkbox"/>
d) Yes, by other means (e.g. post, SMS, fax)	<input type="checkbox"/>	<input type="checkbox"/>
e) No, did not have to contact public authorities or services in the last 12 months	<input type="checkbox"/> Go to → E1	
If "No" to D1c) Go to → D6, otherwise Go to → E1		
D6. What were the reasons for not submitting completed forms to public authorities' websites for private purposes in the last 12 months (April 2012 - March 2013)? (for respondents who answered "NO" to D1c)		
	Yes	No
a) Did not have to submit official forms at all	<input type="checkbox"/> Go to → E1	<input type="checkbox"/>
b) There was no such website service available	<input type="checkbox"/>	<input type="checkbox"/>
c) Personal contact is missing, prefer visits	<input type="checkbox"/>	<input type="checkbox"/>
d) Immediate response is missing	<input type="checkbox"/>	<input type="checkbox"/>
e) I trust submitting by paper more	<input type="checkbox"/>	<input type="checkbox"/>
f) 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"/>
g) Concerns about protection and security of personal data	<input type="checkbox"/>	<input type="checkbox"/>
h) The relevant services will require personal visits or paper submission anyway	<input type="checkbox"/>	<input type="checkbox"/>
i) Lack of or problems with electronic signature or electronic ID/certificate (required for authentication/using the service)	<input type="checkbox"/>	<input type="checkbox"/>
j) Another person did it on my behalf (e.g. consultant, tax advisor, relative or family member)	<input type="checkbox"/>	<input type="checkbox"/>
k) Other reason	<input type="checkbox"/>	<input type="checkbox"/>

MODULE E: USE OF THE e-COMMERCE

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

E1. 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 2013)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2012)	<input type="checkbox"/>	
More than 1 year ago (Before April 2012)	<input type="checkbox"/>	Go to → F1
Never bought or ordered	<input type="checkbox"/>	Go to → F1

E2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2012 - March 2013)?

	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"/>

Respondents having answered "Yes" in E2 d), e), f), h) or i) Go to → E3

Respondents having answered "No" in E2 d), e), f), h) and i) Go to → E4

E3. Were any of the following products that you bought or ordered over the Internet downloaded or accessed from websites rather than delivered by post etc.?

(If "Yes" to d), e), f), h) or i) in question E2)

	Yes	No
a) Films, music	<input type="checkbox"/>	<input type="checkbox"/>
b) (Electronic) books, magazines, newspapers, e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
c) Computer software (incl. computer and video games and software upgrades)	<input type="checkbox"/>	<input type="checkbox"/>

E4. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months (April 2012 - March 2013)?			
	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"/>	
MODULE F: e-SKILLS			
F1. Which of the following Internet related activities have you already carried out?			
(for respondents who didn't answer "Never used one" in question C1)			
	Yes	No	
a) Using a search engine to find information	<input type="checkbox"/>	<input type="checkbox"/>	
b) Sending e-mails with attached files (documents, pictures, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
c) Posting messages to chatrooms, newsgroups or an online discussion forum (e.g. on websites for social networking)	<input type="checkbox"/>	<input type="checkbox"/>	
d) Using the Internet to make telephone calls	<input type="checkbox"/>	<input type="checkbox"/>	
e) Using peer-to-peer file sharing for exchanging movies, music, etc.	<input type="checkbox"/>	<input type="checkbox"/>	
f) Creating a web page	<input type="checkbox"/>	<input type="checkbox"/>	
g) Uploading text, games, images, films or music to websites (e.g. to websites for social networking)	<input type="checkbox"/>	<input type="checkbox"/>	
h) Modifying the security settings of internet browsers	<input type="checkbox"/>	<input type="checkbox"/>	
i) None of the above	<input type="checkbox"/>		
F2. Do you judge your current <u>internet skills</u> to be sufficient?	Yes	No	Not applicable
(for respondents who answer at least one "Yes" (a to h) in question F1)			
a) To communicate with relatives, friends, colleagues over the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) To protect your personal data	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) To protect your private computer from virus or other computer inflection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
F3. Do you judge your current <u>computer skills</u> to be sufficient if you would need to take up a new job on the labour market or change your job within a year?	Yes	No	Not applicable
(for respondents who didn't answer "Never used it" in question B1 and who are employees or self-employed or unemployed)			
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>HOUSEHOLD INCOME:</u> (net monthly income)	€ 0 - € 1.465 <input type="checkbox"/>	€ 1.466 - € 2.550 <input type="checkbox"/>	€ 2.551 - € 3.930 <input type="checkbox"/>	€ 3.931 - <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:

.....

.....

.....

.....

.....

.....

.....

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: