

**CONFIDENTIAL**

# SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2004

**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 the access to selected IC technologies, use of computers (location, frequency of use, activities), use of the Internet and Internet commerce.
2. The survey is based on the methodology and demands of the European Union.
3. 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 possible answer should be provided.
5. The collection of data is carried out in accordance with the Statistics Law 15(I)/2000. 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.

P. Philippides  
Director  
Statistical Service

15 April, 2004

## COMPOSITION OF THE HOUSEHOLD

S/N	NAME (only first name)	GENDER 1: Male 2: Female			YEAR OF BIRTH				MONTH			EDUCATION LEVEL (completed on 31/3/2004)			EMPLOYMENT			PLACE OF WORK		
01																				
02																				
03																				
04																				
05																				
06																				
07																				
08																				
09																				
10																				

C O D E S		
EDUCATION LEVEL	EMPLOYMENT	PLACE OF WORK
0= Did not complete any education level	1= Student	1= Household members running a home based business
1= nursery school	2= Employee	2= Household members teleworking *
2= Primary school	3= Self employed	3= No home based business and no teleworking
3= Lower secondary school	4= Family worker	* <u>Teleworking</u> : Telework occurs when employees, who are expected to work normally from fixed locations, carry out all, or part of their work at home and transfer the product of their work to the employer using information and communication technologies.
4= Upper secondary school	5= In compulsory military service	
5= Tertiary (non-university)	6= Fulfilling domestic tasks (housewife etc)	
6= University	7= Unemployed	
7= University (Only PHD)	8= Retired	
	9= of independed means	
	10= Other inactive	
	11= child who has not been to school yet	

**MODULE A: ACCESS TO SELECTED IC TECHNOLOGIES**

<b>A1. Does the household via one of its members have access to any of the following?</b>		<b>YES</b>	<b>NO</b>
a) Internet enabled mobile phone/ "Communicator" – type device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Other mobile phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If yes to c), does the household have			
c1) a satellite dish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c2) cable TV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Games console	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Personal computer (laptop computer included)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Handheld computer (palmtop)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>A2. Does any member of this household have access to the world wide web (Internet) at home</b> (regardless of whether it is used)?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to →A5	Do not know <input type="checkbox"/> Go to →B1
<b>A3. On which of these devices is the Internet accessed at home?</b>		<b>YES</b>	<b>NO</b>
a) Personal computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Handheld computer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) TV set with specific Internet device	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Mobile phone alone (WAP, GPRS, UMTS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Games console	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Other means	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Don't know	<input type="checkbox"/>		
<b>A4. What types of Internet connection are used?</b>		<b>YES</b>	<b>NO</b>
a) Modem (dial-up access over normal telephone line)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) ISDN connection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) DSL (xDSL, ADSL, SDSL etc) < 2Mb/sec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) DSL (xDSL, ADSL, SDSL etc) ≥ 2Mb/sec	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Other broadband connection (e.g. cable etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Wireless connection (e.g. satellite, mobile phone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>(Go to → B1)</b>			
<b>PERSONAL QUESTIONNAIRE</b>		<b>S/N OF THE MEMBER:</b> <input type="text"/>	
<b>The following questions are directed to individuals (16 – 74 years old)</b>			
<b>A5. What are the main reasons for you not having access to the Internet at home?</b>		<b>YES</b>	<b>NO</b>
a) Have access to Internet elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Don't want Internet (because content harmful/not useful etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Equipment costs too high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Access costs too high (telephone etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Physical disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Privacy or security concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**MODULE B : USE OF COMPUTERS LOCATION, FREQUENCY OF USE, ACTIVITIES**
**B1. When did you most recently use a computer?**

	The first quarter of 2004	<input type="checkbox"/>	Go to →B4
	During the period April – December 2003	<input type="checkbox"/>	
	Before April 2003 or never used one	<input type="checkbox"/>	

**B2. How often on average have you used a computer during the first quarter of 2004?**

	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. In which of the following places have you used a computer during the first quarter of 2004?**

		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 other places (eg airport, hotel, Internet café, in other people's houses etc)	<input type="checkbox"/>	<input type="checkbox"/>
	- of which (optional)	<input type="checkbox"/>	<input type="checkbox"/>
	d1) at other peoples' houses	<input type="checkbox"/>	<input type="checkbox"/>
	d2) Internet café	<input type="checkbox"/>	<input type="checkbox"/>

**B4. Which of the following computer related activities have you carried out within the last 12 months? (April 2003 – March 2004)**

		YES	NO
	a) Using a mouse to launch programs such as an Internet browser or word processor	<input type="checkbox"/>	<input type="checkbox"/>
	b) Copying or moving a file or folder	<input type="checkbox"/>	<input type="checkbox"/>
	c) Using copy or cut and paste tools to duplicate or move information on screen	<input type="checkbox"/>	<input type="checkbox"/>
	d) Sending e-mail with attached files	<input type="checkbox"/>	<input type="checkbox"/>
	e) Using arithmetic calculations to add, subtract, multiply or divide figures in a spreadsheet	<input type="checkbox"/>	<input type="checkbox"/>
	f) Creating a web page or an electronic presentation (with Power Point)	<input type="checkbox"/>	<input type="checkbox"/>
	g) Writing a computer program using a specialised programming language	<input type="checkbox"/>	<input type="checkbox"/>

**B5. Have you taken any educational seminar (of 3 hours or longer) on any aspect of computer use?**

(either in an educational establishment or not) (including educational seminar in education)

	Yes, during the last 12 months (April 2003 – March 2004)	<input type="checkbox"/>
	Yes, before April 2003	<input type="checkbox"/>
	No training courses taken	<input type="checkbox"/>

## MODULE C: USE OF THE INTERNET

### C1. When did you most recently use the Internet?

During the first quarter of 2004	<input type="checkbox"/>	Go to → C10
During the period April – December 2003	<input type="checkbox"/>	
Before April 2003 or never used it	<input type="checkbox"/>	
	Go to → END OF QUESTIONNAIRE	

### C2. On average how often did you use the Internet during the first quarter of 2004?

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. In which of the following places did you use the Internet during the first quarter of 2004 (using a computer or any other means)? (Multiple choice)

	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 other places	<input type="checkbox"/>	<input type="checkbox"/>
Of which.		
d1) Public Library	<input type="checkbox"/>	<input type="checkbox"/>
d2) Postal Office	<input type="checkbox"/>	<input type="checkbox"/>
d3) Public Office, town hall, government agency	<input type="checkbox"/>	<input type="checkbox"/>
d4) Community or voluntary organisation	<input type="checkbox"/>	<input type="checkbox"/>
d5) Internet Café	<input type="checkbox"/>	<input type="checkbox"/>
d6) Neighbour, friend or relative's house	<input type="checkbox"/>	<input type="checkbox"/>

### C4. Approximately how many hours per week did you spend on the Internet during the first quarter of 2004 either from your house or your place of work? (Tick one. Note average period of active usage by respondent, not simply time device was connected.)

Active use ≤ 1 hour	<input type="checkbox"/>
1 hour < active use ≤ 5 hours	<input type="checkbox"/>
5 hours < active use ≤ 20 hours	<input type="checkbox"/>
Active use > 20 hours	<input type="checkbox"/>

### C5. During the first quarter of 2004, have you taken any of the following security precautions?

	YES	NO
a) Installed a virus checking program (antivirus)	<input type="checkbox"/>	<input type="checkbox"/>
b) Updated a virus checking program (including automatic updating)	<input type="checkbox"/>	<input type="checkbox"/>
c) Used online authentication (such as a password, PIN, or a digital signature) on the Internet	<input type="checkbox"/>	<input type="checkbox"/>
d) Installed or upgraded a hardware or software firewall	<input type="checkbox"/>	<input type="checkbox"/>

## PURPOSE AND NATURE OF ACTIVITIES ON THE INTERNET

**C6. For which of the following activities did you use the Internet during the first quarter of 2004 for personal use?**

<b><u>Communication</u></b>		<b>YES</b>	<b>NO</b>
	a) Sending / receiving e-mails	<input type="checkbox"/>	<input type="checkbox"/>
	b) Telephoning over the Internet / Videoconferencing	<input type="checkbox"/>	<input type="checkbox"/>
	c) Other (use of chat sites etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Information search and on-line services</u></b>		<b>YES</b>	<b>NO</b>
	d) Finding information about goods and services	<input type="checkbox"/>	<input type="checkbox"/>
	e) Using services related to travel and accommodation	<input type="checkbox"/>	<input type="checkbox"/>
	f) Listening to Web radios / watching web television	<input type="checkbox"/>	<input type="checkbox"/>
	g) Playing or downloading games, images or music	<input type="checkbox"/>	<input type="checkbox"/>
	h) Reading/downloading online newspapers/news magazines	<input type="checkbox"/>	<input type="checkbox"/>
	i) Looking for a job or sending a job application	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Ordering and selling of goods and services, banking</u></b>		<b>YES</b>	<b>NO</b>
	j) Internet Banking	<input type="checkbox"/>	<input type="checkbox"/>
	k) Other financial services (e.g. share purchasing)	<input type="checkbox"/>	<input type="checkbox"/>
	l) Purchasing / ordering goods or services (excl. shares / financial services)	<input type="checkbox"/>	<input type="checkbox"/>
	m) Selling goods and services (e.g. via auctions)	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Interaction with public authorities</u></b>		<b>YES</b>	<b>NO</b>
	n) Obtaining information from public authorities web sites	<input type="checkbox"/>	<input type="checkbox"/>
	o) Downloading official forms	<input type="checkbox"/>	<input type="checkbox"/>
	p) Sending filled in forms	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Training and education</u></b>		<b>YES</b>	<b>NO</b>
	q) Formalised educational activities (school, university etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	r) Post educational courses	<input type="checkbox"/>	<input type="checkbox"/>
	s) Other educational activities related specifically to employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>
<b>C7. Did you use the Internet for work-related activities outside the premises of your employer (e.g. at home) during the first quarter of 2004?</b>		<b>Yes</b> <input type="checkbox"/>	<b>No</b> <input type="checkbox"/> Go to →C9
<b>C8. Which activity ?</b>		<b>YES</b>	<b>NO</b>
	a) Finding information relating to your work or business	<input type="checkbox"/>	<input type="checkbox"/>
	b) Accessing the employer's IT systems	<input type="checkbox"/>	<input type="checkbox"/>
	c) Communication (exchanging and accessing e-mails)	<input type="checkbox"/>	<input type="checkbox"/>

<b>C9. How frequently have you used the Internet for the following health related activities, for private purposes during the first quarter of 2004?</b> (including on behalf of other family members or friends)					
	Daily	Weekly	Monthly	Sometimes	Never
a) Seeking health-related information (e.g. injury, disease, nutrition, improving health etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Making an appointment online with a practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Requesting a prescription online from a practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Seeking medical advice online from a practitioner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>C10. During the last 12 months (April 2003 – March 2004), have you encountered any of the following security problems through using the Internet?</b>			<b>YES</b>	<b>NO</b>	
a) Computer virus resulting in loss of information or time			<input type="checkbox"/>	<input type="checkbox"/>	
b) Fraudulent payment (credit or debit) card use			<input type="checkbox"/>	<input type="checkbox"/>	
c) Abuse of personal information sent on the Internet			<input type="checkbox"/>	<input type="checkbox"/>	
d) 'Spam' – unsolicited e-mails sent to you			<input type="checkbox"/>	<input type="checkbox"/>	

<b>MODULE D: INTERNET COMMERCE DETAILS: ACTIVITIES AND BARRIERS</b>										
<b>D1. When did you most recently order goods or services for private use (excluding financial investments) over the Internet?</b>										
During the first quarter of 2004			<input type="checkbox"/>							
During the period April – December 2003			<input type="checkbox"/>		Go to → D3					
Before April 2003 or never ordered			<input type="checkbox"/>		Go to → D7					
<b>D2. What was the total value of these goods and services? (except of economic investments)</b>						<b>CP£</b>				
<b>D3. What types of goods and services did you order over the Internet for private use in the last 12 months (April 2003 – March 2004)?</b>						<b>YES</b>		<b>NO</b>		
a) Food / Groceries						<input type="checkbox"/>		<input type="checkbox"/>		
b) Films, music (DVD, Video, CD)						<input type="checkbox"/>		<input type="checkbox"/>		
c) Books / Magazines/ Newspapers/ E-learning material						<input type="checkbox"/>		<input type="checkbox"/>		
d) Clothes, sports goods						<input type="checkbox"/>		<input type="checkbox"/>		
e) Computer software (incl. Video games)						<input type="checkbox"/>		<input type="checkbox"/>		
f) Computer hardware (memory, hard disk)						<input type="checkbox"/>		<input type="checkbox"/>		
g) Electronic equipment (incl. cameras, speakers)						<input type="checkbox"/>		<input type="checkbox"/>		
h) Share purchases / Financial services/Insurance						<input type="checkbox"/>		<input type="checkbox"/>		
i) Travel and holiday accommodation / tickets						<input type="checkbox"/>		<input type="checkbox"/>		
j) Tickets for events						<input type="checkbox"/>		<input type="checkbox"/>		
k) Lotteries or betting						<input type="checkbox"/>		<input type="checkbox"/>		

<b>D4. Did you pay for any of those goods or services (of question D3), by giving your payment card details (credit/debit card) over the Internet?</b>		<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
<b>D5. Did you buy or order goods over the Internet from:</b>		<b>YES</b>	<b>NO</b>
	a) Retailers known from outside the Internet (physical store, catalogues)	<input type="checkbox"/>	<input type="checkbox"/>
	b) Retailers known from the Internet or found on the Internet	<input type="checkbox"/>	<input type="checkbox"/>
<b>D6. What problems, if any, have you encountered when making orders over the Internet?</b>		<b>YES</b>	<b>NO</b>
	a) Uncertainty concerning guarantees	<input type="checkbox"/>	<input type="checkbox"/>
	b) Speed of delivery longer than indicated	<input type="checkbox"/>	<input type="checkbox"/>
	c) Delivery costs higher than indicated	<input type="checkbox"/>	<input type="checkbox"/>
	d) Final price higher than indicated	<input type="checkbox"/>	<input type="checkbox"/>
	e) Wrong goods delivered	<input type="checkbox"/>	<input type="checkbox"/>
	f) Damaged goods delivered	<input type="checkbox"/>	<input type="checkbox"/>
	g) Lack of security of payments	<input type="checkbox"/>	<input type="checkbox"/>
	h) Complaints and redress were difficult	<input type="checkbox"/>	<input type="checkbox"/>
	i) No satisfactory response received after complaint	<input type="checkbox"/>	<input type="checkbox"/>
	j) Others (Please, specify.....)	<input type="checkbox"/>	<input type="checkbox"/>

### **END OF QUESTIONNAIRE**

<b>D7. What were the main reasons for not buying / ordering any goods or services for your own private use? (multiple choice)</b>		<b>YES</b>	<b>NO</b>
	a) Have no need	<input type="checkbox"/>	<input type="checkbox"/>
	b) Prefer to shop in person, like to see product	<input type="checkbox"/>	<input type="checkbox"/>
	c) Force of habit / customer loyalty to shops /or suppliers	<input type="checkbox"/>	<input type="checkbox"/>
	d) Too expensive	<input type="checkbox"/>	<input type="checkbox"/>
	e) Too long delivery times	<input type="checkbox"/>	<input type="checkbox"/>
	f) Problematic to receive ordered goods at home	<input type="checkbox"/>	<input type="checkbox"/>
	g) Goods and services needed not available on the Internet	<input type="checkbox"/>	<input type="checkbox"/>
	h) Security concerns, worried about giving credit card details over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
	i) Privacy concerns / worried about giving personal details over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
	j) Trust concerns / concerned about receiving or returning goods	<input type="checkbox"/>	<input type="checkbox"/>
	k) Complaint / redress concerns, worried about difficulty for redress	<input type="checkbox"/>	<input type="checkbox"/>
	l) Other (Please, specify.....)	<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 foreigners 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 DATA:

Enumerator's name: .....

Enumerator's code: .....

Date of the interview: .....