SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2005

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 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

March 2005

COMPOSITION OF THE HOUSEHOLD

S/N	NAME (only first name)	GENDER 1: Male 2: Female	YEAR OF BIRTH	MONTH	EDUCATION LEVEL (completed on 31/3/2005)	EMPLOYMENT	OCCUPATION	
							DESCRIPTION	CODE
01								
02								
03								
04								
05								
06								
07								
08								
09								
10								

CODES	
EDUCATION LEVEL	EMPLOYMENT
0= Did not complete any education level	1= Student
1= nursery school	2= Employee
2= Primary school	3= Self employed
3= Lower secondary school	4= Family worker
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		

A1. Does the household or any of its members have access to any of the following at home?	**YES**	**NO**
a) TV	☐	☐
If yes to a) , does the household have **a1)** satellite dish	☐	☐
a2) cable TV	☐	☐
a3) digital TV	☐	☐
b) Mobile phone	☐	☐
c) If yes to b) , Internet enabled mobile phone (WAP, GPRS, UMTS, etc.)	☐	☐
d) Games console	☐	☐
e) Desktop computer	☐	☐
f) Portable computer (laptop)	☐	☐
g) Handheld computer (palmtop)	☐	☐
h) None of the above	☐	

A2. Does any member of this household have access to the Internet <u>at home</u>, regardless of whether it is used?	Yes ☐	No ☐ Go to → A5	Do not know ☐ Go to → B1

A3. On which of these devices is the Internet accessed at home?	**YES**	**NO**
a) Desktop computer	☐	☐
b) Portable computer (laptop)	☐	☐
c) Handheld computer	☐	☐
d) Internet enabled mobile phone alone (WAP, GPRS, UMTS, etc.)	☐	☐
e) TV set with specific Internet device (e.g. digital TV or set top box)	☐	☐
f) Games console	☐	☐
g) Other means (i.e. none of the above)	☐	☐
h) Don't know	☐	

A4. What types of Internet connection are used?	**YES**	**NO**
a) Modem (dial-up access over normal telephone line) or ISDN	☐	☐
b) DSL (e.g. ADSL, SHDSL, etc)	☐	☐
c) Other broadband connection (e.g. cable, UMTS, etc)	☐	☐
d) Mobile phone over narrowband (WAP, GPRS, etc.)	☐	☐

(Go to → B1)		

A5. What are the reasons for not having access to the Internet at home?	**YES**	**NO**
a) Have access to Internet elsewhere	☐	☐
b) Don't want Internet (because content harmful, etc)	☐	☐
c) Don't need Internet (because not useful, not interesting, etc.)	☐	☐
d) Equipment costs too high	☐	☐
e) Access costs too high (telephone, etc.)	☐	☐
f) Lack of skills	☐	☐
g) Physical disability	☐	☐
h) Privacy or security concerns	☐	☐
i) None of the above, but other	☐	☐

The following questions are directed to individuals (16 – 74 years old)	
PERSONAL QUESTIONNAIRE	**S/N OF THE MEMBER:**

MODULE B : USE OF COMPUTERS LOCATION, FREQUENCY OF USE

B1. When did you most recently use a computer?

The first quarter of 2005	☐	
During the period April – December 2004	☐	Go to → C1
Before April 2004	☐	Go to → C1
Never used one	☐	Go to → C1

B2. How often on average have you used a computer during the first quarter of 2005?

Every day or almost every day	☐
At least once a week (but not every day)	☐
At least once a month (but not every week)	☐
Less than once a month	☐

B3. Where have you used a computer during the first quarter of 2005?	**YES**	**NO**
a) At home	☐	☐
b) At place of work (other than home)	☐	☐
c) At place of education	☐	☐
d) At another person's home	☐	☐
e) Other (e.g. hotel, airport, internet café, etc.)	☐	☐

MODULE C: USE OF THE INTERNET		
C1.	**When did you most recently use the Internet?**	

The first quarter of 2005	☐	
During the period April – December 2004	☐	Go to → C8
Before April 2004	☐	Go to → D1
Never used it	☐	Go to → E1

C2.	**On average how often did you use the Internet during the first quarter of 2005?**

Every day or almost every day	☐
At least once a week (but not every day)	☐
At least once a month (but not every week)	☐
Less than once a month	☐

C3.	**Where have you used the Internet during the first quarter of 2005 (using a computer or any other means)?**	**YES**	**NO**
	a) At home	☐	☐
	b) At place of work (other than home)	☐	☐
	c) At place of education	☐	☐
	d) At another person's home	☐	☐
	e) At other places	☐	☐
	Of which,		
	e1) Public Library	☐	☐
	e2) Postal Office	☐	☐
	e3) Public Office, town hall, government agency	☐	☐
	e4) Community or voluntary organisation	☐	☐
	e5) Internet Café	☐	☐

C4.	**Is the device you use to access the Internet at home protected by:**	**YES**	**NO**
	a) a virus checking program?	☐	☐
	b) a hardware or software firewall?	☐	☐
		If yes to **a** and/ or **b**, Go to → C5	
	c) don't know	☐ Go to → C6	

C5.	**Has it been installed or updated during the first quarter of 2005 (incl. automatic updating)?**	**YES** ☐	**NO** ☐

C6.	**During the first quarter of 2005, have you used online authentication on the Internet for private use, such as a password, PIN or digital signature?**	**YES** ☐	**NO** ☐

PURPOSE AND NATURE OF ACTIVITIES ON THE INTERNET		
C7. For which of the following activities did you use the Internet during the first quarter of 2005 for private purpose?		
Communication	**YES**	**NO**
a) Sending / receiving e-mails	☐	☐
b) Telephoning over the Internet / Videoconferencing	☐	☐
c) Other (use of chat sites etc.)	☐	☐
Information search and on-line services	**YES**	**NO**
d) Finding information about goods or services	☐	☐
e) Using services related to travel and accommodation	☐	☐
f) Listening to Web radios / watching web television	☐	☐
g) Playing or downloading games, images or music	☐	☐
h) Downloading software	☐	☐
i) Reading or downloading online newspapers / news magazines	☐	☐
j) Looking for a job or sending a job application	☐	☐
Ordering and selling of goods or services, banking	**YES**	**NO**
k) Internet Banking	☐	☐
l) Other financial services (e.g. share purchasing)	☐	☐
m) Purchasing / ordering goods or services (excl. shares / financial services)	☐	☐
n) Selling goods or services (e.g. via auctions)	☐	☐
Interaction with public authorities	**YES**	**NO**
o) Obtaining information from public authorities web sites	☐	☐
p) Downloading official forms	☐	☐
q) Sending filled in forms	☐	☐
Training and education	**YES**	**NO**
r) Formalised educational activities (school, university etc.)	☐	☐
s) Post educational courses	☐	☐
t) Other educational activities related specifically to employment opportunities	☐	☐
Health related activities (including on behalf of other family members or friends)	**YES**	**NO**
u) Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc)	☐	☐
v) Making an appointment online with a practitioner	☐	☐
w) Requesting a prescription online from a practitioner	☐	☐
x) Seeking medical advice online from a practitioner	☐	☐

C8.	In the last 12 months (April 2004 – March 2005), have you encountered any of the following security problems through using the Internet?	YES	NO
	a) Computer virus resulting in loss of information or time	☐	☐
	b) Fraudulent payment (credit or debit) card use or any other financial problem	☐	☐
	c) Abuse of personal information sent on the Internet	☐	☐
	d) 'Spam' – unsolicited e-mails sent to you	☐	☐
	e) None of the above, but other	☐	☐
	f) None at all	☐	

MODULE D: INTERNET COMMERCE DETAILS: ACTIVITIES AND BARRIERS

D1.	When did you most recently buy or order goods or services for private use over the Internet? (excluding financial investments)		
	The first quarter of 2005	☐	
	During the period April – December 2004	☐	
	Before April 2004	☐	Go to → D5
	Never bought or ordered	☐	Go to → D5

D2a.	What types of goods or services did you order over the Internet for private use in the last 12 months (April 2004 – March 2005)?	YES	NO
	a) Food / Groceries	☐	☐
	b) Household goods (e.g. furniture, toys, etc)	☐	☐
	c) Films, music (DVD, Video, CD)	☐	☐
	d) Books / Magazines/ Newspapers/ E-learning material	☐	☐
	e) Clothes, sports goods	☐	☐
	f) Computer software (incl. video games)	☐	☐
	g) Computer hardware (memory, hard disk)	☐	☐
	h) Electronic equipment (incl. cameras, speakers)	☐	☐
	i) Share purchases / Financial services/ Insurance	☐	☐
	j) Travel and holiday accommodation	☐	☐
	k) Tickets for events	☐	☐
	l) Lotteries or betting	☐	☐
	m) Other	☐	☐
	[If "yes" to categories c), d) or f), go to question D2b, otherwise go to question D3]		

D2b.	Of the products which you ordered over the Internet, were any of the following delivered or upgraded on-line (downloaded from the Internet or accessed from websites)?	YES	NO
	a) Films, music	☐	☐
	b) (Electronic) books, magazines, newspapers, e-learning material	☐	☐
	c) Computer software (incl. computer and video games and software upgrades)	☐	☐
D3.	**Did you buy or order goods over the Internet from:**	YES	NO
	a) Retailers known from outside the Internet (physical store, catalogues)	☐	☐
	b) Retailers known from the Internet or found on the Internet	☐	☐
D4.	**What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months (April 2004 – March 2005)?**	YES	NO
	a) Difficulties in finding information concerning guarantees	☐	☐
	b) Speed of delivery longer than indicated	☐	☐
	c) Delivery costs higher than indicated	☐	☐
	d) Final price higher than indicated	☐	☐
	e) Wrong goods delivered	☐	☐
	f) Damaged goods delivered	☐	☐
	g) Lack of security of payments	☐	☐
	h) Complaints and redress were difficult	☐	☐
	i) No satisfactory response received after complaint	☐	☐
	j) Others	☐	☐
	k) None	☐	

Go to → E1

D5.	What were the main reasons for not buying / ordering any goods or services for your own private use in the last 12 months (April 2004 – March 2005)?	YES	NO
	a) Have no need	☐	☐
	b) Prefer to shop in person, like to see product, loyalty to shops, force of habit	☐	☐
	c) Lack of skills	☐	☐
	d) Too expensive	☐	☐
	e) Too long delivery times	☐	☐
	f) Problematic to receive ordered goods at home	☐	☐
	g) Security concerns, worried about giving credit card details over the Internet	☐	☐
	h) Privacy concerns / worried about giving personal details over the Internet	☐	☐
	i) Trust concerns / concerned about receiving or returning goods	☐	☐
	j) Don't have a payment card allowing to pay over the Internet	☐	☐
	k) Speed of the Internet connection is too slow	☐	☐
	l) Other	☐	☐

MODULE E: E-SKILLS

E1.   When did you last take a training course (of at least 3 hours) on any aspect of computer use?

The first quarter of 2005	☐
During the period April – December 2004	☐
Between 1 and 3 years ago (March 2004 and March 2001)	☐
More than 3 years ago (Before March 2001)	☐
Never taken one	☐

E2. Which of the following computer related activities have you already carried out?	YES	NO
a) Using a mouse (or other pointing device) to open programs (e.g. Internet browser, word processor etc.)	☐	☐
b) Copying or moving a file or folder	☐	☐
c) Using copy and paste tools to duplicate or move information within a document	☐	☐
d) Using basic arithmetic formulas in a spreadsheet	☐	☐
e) Compressing files	☐	☐
f) Writing a computer program using a specialised programming language	☐	☐
g) None of the above	☐	

E3. Which of the following Internet related activities have you already carried out?	YES	NO
a) Using a search engine to find information	☐	☐
b) Sending e-mails with attached files (documents, pictures, etc.)	☐	☐
c) Posting messages to chatrooms, newspapers or an online discussion forum	☐	☐
d) Using the Internet to make telephone calls	☐	☐
e) Using peer-to-peer file sharing for exchanging movies, music, etc.	☐	☐
f) Creating a web page	☐	☐
g) None of the above	☐	

E4. Where or how did you obtain the skills to carry out these activities? (E4 should be answered if there is at least one ticked option in questions E2 or E3)	YES	NO
a) Formalised educational institution (schools, college, university)	☐	☐
b) Training courses in adult education center (but not on the initiative of your employer)	☐	☐
c) Vocational training courses (on the demand of the employer)	☐	☐
d) Self-study using books, cd-roms, etc.	☐	☐
e) Self-study in the sense of learning-by-doing	☐	☐
f) Informal assistance from colleagues, relatives, friends	☐	☐
g) Some other way	☐	☐

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 INFORMATION:

Enumerator's name: ....

Enumerator's code: ....

Date of the interview: ....