

**STRICTLY CONFIDENTIAL**

# SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2006

**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 mobile phones and computers, the use of 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.

P. Philippides  
Director  
Statistical Service

## COMPOSITION OF THE HOUSEHOLD

A/A	NAME (only first name)	GENDER 1: Male 2: Female	YEAR OF BIRTH				MONTH				EDUCATION LEVEL (completed on 31/3/2006)	EMPLOYMENT				OCCUPATION				
01																				
02																				
03																				
04																				
05																				
06																				
07																				
08																				
09																				
10																				

C O D E S	
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 INFORMATION AND COMMUNICATION TECHNOLOGIES**

<b>A1. Do you or anyone in your household have access to any of the following devices at home?</b>		<b>YES</b>	<b>NO</b>
a) TV		<input type="checkbox"/>	<input type="checkbox"/>
If yes to a) <b>a1)</b> satellite dish		<input type="checkbox"/>	<input type="checkbox"/>
<b>a2)</b> cable TV		<input type="checkbox"/>	<input type="checkbox"/>
<b>a3)</b> digital TV		<input type="checkbox"/>	<input type="checkbox"/>
b) Fixed telephone line		<input type="checkbox"/>	<input type="checkbox"/>
c) Mobile phone		<input type="checkbox"/>	<input type="checkbox"/>
d) If yes to c) , Internet enabled mobile phone (WAP, GPRS, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
e) Games console		<input type="checkbox"/>	<input type="checkbox"/>
f) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
g) Portable computer (laptop)		<input type="checkbox"/>	<input type="checkbox"/>
h) Handheld computer (palmtop)		<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above		<input type="checkbox"/>	
<b>A2a. Is it possible to access the Internet from your home, regardless of whether it is used?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't know <input type="checkbox"/>
<b>A2b. Do you or anyone in your household have access to the Internet <u>at home</u>, regardless of whether it is used?</b>	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A5	Don't 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) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
b) Portable computer (laptop)		<input type="checkbox"/>	<input type="checkbox"/>
c) TV set with specific Internet device (e.g. digital TV or set top box)		<input type="checkbox"/>	<input type="checkbox"/>
d) Games console		<input type="checkbox"/>	<input type="checkbox"/>
e) Other means (i.e. none of the above)		<input type="checkbox"/>	<input type="checkbox"/>
of which: e1)via Internet enabled mobile phone alone (WAP, GPRS, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
e2)via Handheld computer		<input type="checkbox"/>	<input type="checkbox"/>
f) 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) or ISDN		<input type="checkbox"/>	<input type="checkbox"/>
b) DSL (e.g. ADSL, SHDSL, etc)		<input type="checkbox"/>	<input type="checkbox"/>
c) Other broadband connection (e.g. cable, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
d) Mobile phone over narrowband (WAP, GPRS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
<b>(Go to → B1)</b>			

<b>A5.</b>	<b>What are the reasons for 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"/>
	b) Don't want Internet (because content harmful, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	c) Don't need Internet (because not useful, not interesting, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	d) Equipment costs too high	<input type="checkbox"/>	<input type="checkbox"/>
	e) Access costs too high (telephone, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
	f) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
	g) Physical disability	<input type="checkbox"/>	<input type="checkbox"/>
	h) Privacy or security concerns	<input type="checkbox"/>	<input type="checkbox"/>
	i) None of the above, but other	<input type="checkbox"/>	

**The following questions are directed to individuals (16 – 74 old)**

**PERSONAL QUESTIONNAIRE**

**S/N OF THE MEMBER:**

**MODULE B : USE OF MOBILE PHONE AND COMPUTERS, LOCATION AND FREQUENCY OF USE**

**B1. When did you most recently use a computer?**

The first quarter of 2006

☐

During the period April – December 2005

☐

Go to → B4

Before April 2005

☐

Go to → B4

Never used one

☐

Go to → B4

**B2. How often on average have you used a computer during the first quarter of 2006?**

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 2006?**

**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.)

☐
☐

**B4. Do you use a mobile phone?**

**YES**

**NO**

☐
☐

Go to → B5

Go to → C1

**B5. To what extent have you substituted private traditional postal mail (e.g. birthday wishes, season's greetings, contacts with companies or administration) by mobile messages (text or picture)?**

No substitution

☐

Minor substitution

☐

Significant substitution

☐

Most or all substitution

☐

Not applicable (didn't use traditional postal mail before I started using a mobile phone)

☐

## MODULE C: USE OF THE INTERNET

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

The first quarter of 2006

☐

During the period April – December 2005

☐

Go to → E1

Before April 2005

☐

Go to → E1

Never used it

☐

Go to → F1

### C2. On average how often did you use the Internet during the first quarter of 2006?

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 2006 (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) Post Office

☐
☐

e3) Public Office, town hall, government agency

☐
☐

e4) Community or voluntary organisation

☐
☐

e5) Internet Café

☐
☐

### C4. Did you use any of the following mobile devices to access the Internet during the first quarter of 2006?

YES

NO

a) Mobile phone via WAP or GPRS

☐
☐

b) Mobile phone via UMTS (3G)

☐
☐

c) Handheld computer (palmtop, PDA)

☐
☐

d) None of the above

☐

<b>C5. To what extent have you substituted private traditional postal mail (e.g. birthday wishes, season's greetings, contacts with companies or administration) by Internet or e-mail messages?</b>		
No substitution	<input type="checkbox"/>	
Minor substitution	<input type="checkbox"/>	
Significant substitution	<input type="checkbox"/>	
Most or all substituted	<input type="checkbox"/>	
Not applicable (didn't use traditional postal mail before I started using the Internet)	<input type="checkbox"/>	
<b>C6. During the first quarter of 2006, did you use personal e-mail address (private or office)?</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>
<b>PURPOSE AND NATURE OF ACTIVITIES ON THE INTERNET</b>		
<b>C7. For which of the following activities did you use the Internet during the first quarter of 2006 for private purpose?</b>		
<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 or 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) Downloading software	<input type="checkbox"/>	<input type="checkbox"/>
i) Reading or downloading online newspapers / news magazines	<input type="checkbox"/>	<input type="checkbox"/>
j) Looking for a job or sending a job application	<input type="checkbox"/>	<input type="checkbox"/>
k) Seeking health related information (e.g. injury, disease, nutrition, improving health, etc)	<input type="checkbox"/>	<input type="checkbox"/>
l) Other information search or on-line service	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Selling of goods or services, banking</u></b>	<b>YES</b>	<b>NO</b>
m) Internet Banking	<input type="checkbox"/>	<input type="checkbox"/>
n) Selling goods or services (e.g. via auctions)	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Training and education</u></b>	<b>YES</b>	<b>NO</b>
o) Formalised educational activities (school, university etc.)	<input type="checkbox"/>	<input type="checkbox"/>
p) Post educational courses	<input type="checkbox"/>	<input type="checkbox"/>
q) Other educational activities related specifically to employment opportunities	<input type="checkbox"/>	<input type="checkbox"/>
<b>C8. In the first quarter of 2006, did you receive unsolicited e-mails that you would regard as junk mail or spam and you would prefer not to receive?</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/>

## MODULE D: e-GOVERNMENT

The questions in this module are to be answered by all regular Internet users in the last 3 months ( first quarter of 2006):

[ C1a = Yes ]

**D1. Would you be interested to use the Internet to replace some of your personal contacts with or visits to public services or administrations?**

Yes, I already use this possibility

☐

Go to → D3

Yes, I would be interested (but I am currently not a user)

☐

No

☐

**D2. What are the reasons for not using the Internet for dealing with public services or administrations?**

**YES**

**NO**

a) The services I need are not available on-line or difficult to find

☐
☐

b) Personal contact is missing

☐
☐

c) Immediate response is missing

☐
☐

d) Concerned about protection and security of my data

☐
☐

e) Additional costs (e.g. connection costs)

☐
☐

f) Using of Internet for contacts with public administration is too complex

☐
☐

g) None of the above, but other

☐

[ Respondents having answered “ Yes, I would be interested (...)” in D1 → Go to D3 ]

[ Respondents having answered “No” in D1 → Go to D4 ]



<b>D3. With which of the following matters are you already dealing via Internet or would you like to deal via Internet?</b> (tick one box per line)	Yes, I have already done this on-line	Yes, I would like to do this on-line	No, I would not do this on-line
a) Income taxes (declaration, notification of assessment)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Job search services by labour offices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Social security benefits (unemployment benefits, child allowance, medical costs, student grants)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Personal documents (passport and driver's license)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Car registration (new, used and imported cars)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Application for building permission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Declaration to the police (e.g. in case of theft)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Public libraries (availability of catalogues, search tools)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Certificates (birth, marriage): request and delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j) Enrolment in higher education or university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k) Announcement of moving (change of address)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l) Health-related services (e.g. interactive advice on availability of services in different hospitals; appointments for hospitals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>D4. For which of the following activities relating to interaction with public services or administrations did you use the Internet in the first quarter of 2006 for private purpose?</b>	<b>YES</b>		<b>NO</b>
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"/>	<input type="checkbox"/>	

## MODULE E: INTERNET COMMERCE DETAILS: ACTIVITIES AND BARRIERS

<b>E1. When did you most recently buy or order goods or services for private use over the Internet (excluding manually typed e-mails)?</b>			
The first quarter of 2006		<input type="checkbox"/>	
During the period April – December 2005		<input type="checkbox"/>	
Before April 2005		<input type="checkbox"/>	Go to → E6
Never bought or ordered		<input type="checkbox"/>	Go to → E6
<b>E2a. What types of goods or services did you order over the Internet for private use in the last 12 months (April 2005 – March 2006)?</b>		<b>YES</b>	<b>NO</b>
a) Food / Groceries		<input type="checkbox"/>	<input type="checkbox"/>
b) Household goods (e.g. furniture, toys, etc)		<input type="checkbox"/>	<input type="checkbox"/>
c) Films, music		<input type="checkbox"/>	<input type="checkbox"/>
d) Books / Magazines/ Newspapers/ E-learning material		<input type="checkbox"/>	<input type="checkbox"/>
e) Clothes, sports goods		<input type="checkbox"/>	<input type="checkbox"/>
f) Computer software and upgrades (incl. computer and video games)		<input type="checkbox"/>	<input type="checkbox"/>
g) Computer hardware		<input type="checkbox"/>	<input type="checkbox"/>
h) Electronic equipment (incl. cameras)		<input type="checkbox"/>	<input type="checkbox"/>
i) Share purchases / Financial services/ Insurance		<input type="checkbox"/>	<input type="checkbox"/>
j) Travel and holiday accommodation		<input type="checkbox"/>	<input type="checkbox"/>
k) Tickets for events		<input type="checkbox"/>	<input type="checkbox"/>
l) Lotteries or betting		<input type="checkbox"/>	<input type="checkbox"/>
m) Other		<input type="checkbox"/>	<input type="checkbox"/>
<b>E2b. Were any of the following products that you ordered over the Internet, downloaded or accessed from websites rather than delivered by post etc?</b> <i>(if yes to c, d or f in question E2)</i>		<b>YES</b>	<b>NO</b>
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"/>
<b>E3. In the last 12 months (April 2005 – March 2006), 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>E4. In the last 12 months (April 2005 – March 2006), did you encountered any problems when buying or ordering services over the Internet?</b>	<b>YES</b> <input type="checkbox"/>	<b>NO</b> <input type="checkbox"/> Go to → F1
<b>E5. What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months (April 2005 – March 2006)?</b>	<b>YES</b>	<b>NO</b>
a) Difficulties in finding information concerning guarantees	<input type="checkbox"/>	<input type="checkbox"/>
b) Speed of delivery longer than indicated	<input type="checkbox"/>	<input type="checkbox"/>
c) Final costs higher than indicated (e.g. higher delivery costs, credit card transaction fee)	<input type="checkbox"/>	<input type="checkbox"/>
d) Wrong or damaged goods delivered or no goods received at all	<input type="checkbox"/>	<input type="checkbox"/>
e) Lack of security of payments	<input type="checkbox"/>	<input type="checkbox"/>
f) Complaints and redress were difficult or no satisfactory response after complaint	<input type="checkbox"/>	<input type="checkbox"/>
g) Others	<input type="checkbox"/>	<input type="checkbox"/>
<b>Go to → F1</b>		
<b>E6. What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months (April 2005 – March 2006)?</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, loyalty to shops, force of habit	<input type="checkbox"/>	<input type="checkbox"/>
c) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>
d) Delivery of goods ordered over the Internet is a problem (e.g. takes too long or is logistically difficult)	<input type="checkbox"/>	<input type="checkbox"/>
e) Security or privacy concerns (e.g. giving credit card details or personal details over the Internet)	<input type="checkbox"/>	<input type="checkbox"/>
f) Trust concerns about receiving or returning goods, complaint/ redress concerns	<input type="checkbox"/>	<input type="checkbox"/>
g) Don't have a payment card allowing to pay over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
h) Speed of the Internet connection is too slow	<input type="checkbox"/>	<input type="checkbox"/>
i) Others	<input type="checkbox"/>	<input type="checkbox"/>

## MODULE F: E-skills

### F1. When did you last take a training course (of at least 3 hours) on any aspect of computer use?

(for respondents who did not answer "Never used one" in question B1)

The first quarter of 2006	<input type="checkbox"/>
During the period April – December 2005	<input type="checkbox"/>
Between 1 and 3 years ago (March 2005 and March 2003)	<input type="checkbox"/>
More than 3 years ago (Before March 2003)	<input type="checkbox"/>
Never taken one	<input type="checkbox"/>

### F2. Which of the following computer related activities have you already carried out?

(for respondents who did not 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 files	<input type="checkbox"/>	<input type="checkbox"/>
e) Connecting and installing new devices, e.g. a printer or 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) None of the above	<input type="checkbox"/>	

### F3. Which of the following Internet related activities have you already carried out?

(for respondents who did not answer "Never used it" 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, newspapers or an online discussion forum	<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) None of the above	<input type="checkbox"/>	

### F4. Where or how did you obtain the skills to carry out these activities?

(for respondents who ticked at least one option (a to f) in questions F2 or F3)

	YES	NO
a) Formalised educational institution (school, college, university)	<input type="checkbox"/>	<input type="checkbox"/>
b) Training courses in adult education center (but not on the initiative of your employer)	<input type="checkbox"/>	<input type="checkbox"/>
c) Vocational training courses (on the demand of the employer)	<input type="checkbox"/>	<input type="checkbox"/>
d) Self-study using books, cd-roms, etc.	<input type="checkbox"/>	<input type="checkbox"/>
e) Self-study in the sense of learning-by-doing	<input type="checkbox"/>	<input type="checkbox"/>
f) Informal assistance from colleagues, relatives, friends	<input type="checkbox"/>	<input type="checkbox"/>
g) Some other way	<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:

.....

.....

.....

.....

.....

.....

.....

.....

## ENUMERATOR'S INFORMATION:

Enumerator's name: .....

Enumerator's code: .....

Date of the interview: .....