

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2007

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 31/3/2007)	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 independent means
	10= Other inactive
	11= child who has not been to school yet

MODULE A: ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1. Do you or anyone in your household have access to any of the following devices at home?		Yes	No	
a) TV		<input type="checkbox"/>	<input type="checkbox"/>	
If Yes to a) a1) satellite dish		<input type="checkbox"/>	<input type="checkbox"/>	
a2) cable TV		<input type="checkbox"/>	<input type="checkbox"/>	
a3) 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"/>	
If Yes to c) c1) Internet enabled mobile phone (WAP, GPRS, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>	
d) Games console		<input type="checkbox"/>	<input type="checkbox"/>	
e) Computer (any type: desktop, laptop, palmtop)		<input type="checkbox"/>	<input type="checkbox"/>	
If Yes to e) e1) Desktop Computer		<input type="checkbox"/>	<input type="checkbox"/>	
e2) Portable computer (laptop)		<input type="checkbox"/>	<input type="checkbox"/>	
e3) Handheld computer (palmtop)		<input type="checkbox"/>	<input type="checkbox"/>	
f) None of the above		<input type="checkbox"/>		
A2a. Is it possible to access the Internet <u>from your home</u>, regardless of whether it is used?		Yes	No	Don't know
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A2b. Do you or anyone in your household have access to the Internet <u>at home</u>, regardless of whether it is used?		Yes	No	Don't know
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			Go to → B1	Go to → B1

A3. On which of the following devices is the Internet accessed at home?		Yes	No
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 (paltop, PDA)		<input type="checkbox"/>	<input type="checkbox"/>
f) Don't know		<input type="checkbox"/>	
A4. What types of Internet connection are used?		Yes	No
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"/>
Respondents having answered "No" in A4(b) and in A4(c) → Go to A5 Respondents having answered "Yes" in A4(b) or in A4(c) → Go to B1			
A5. What are the reasons for not having a broadband connection (such as cable or DSL) at home?		Yes	No
a) Too expensive		<input type="checkbox"/>	<input type="checkbox"/>
b) No need		<input type="checkbox"/>	<input type="checkbox"/>
c) Not available in my area		<input type="checkbox"/>	<input type="checkbox"/>
d) Can access broadband somewhere else (e.g. at work)		<input type="checkbox"/>	<input type="checkbox"/>
e) 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

B1. When did you most recently use a computer?

- | | | |
|---|--------------------------|------------|
| The first quarter of 2007 | <input type="checkbox"/> | |
| During the period April – December 2006 | <input type="checkbox"/> | Go to → B4 |
| Before April 2006 | <input type="checkbox"/> | Go to → B4 |
| Never used one | <input type="checkbox"/> | Go to → B4 |

B2. How often on average have you used a computer, during the first quarter of 2007?

- | | |
|--|--------------------------|
| 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. Where have you used a computer, during the first quarter of 2007?

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) Other (e.g. hotel, airport, internet café, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |

B4. Do you use a mobile phone?

Yes

No

☐

☐

MODULE C: USE OF THE INTERNET

C1. When did you most recently use the Internet?

The first quarter of 2007	<input type="checkbox"/>	
During the period April – December 2006	<input type="checkbox"/>	Go to → D1
Before April 2006	<input type="checkbox"/>	Go to → D1
Never used it	<input type="checkbox"/>	Go to → E1

C2. On average how often did you use the Internet, during the first quarter of 2007?

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. Where have you used the Internet during the first quarter of 2007 (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"/>
of which: 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	<input type="checkbox"/>	<input type="checkbox"/>

C4. Do you use any of the following mobile devices to access the Internet?

	Yes	No
a) Mobile phone via GPRS	<input type="checkbox"/>	<input type="checkbox"/>
b) Mobile phone via UMTS (3G)	<input type="checkbox"/>	<input type="checkbox"/>
c) Handheld computer (palmtop, PDA)	<input type="checkbox"/>	<input type="checkbox"/>
d) Portable computer (laptop) via wireless connection away from home or work	<input type="checkbox"/>	<input type="checkbox"/>
e) None of the above	<input type="checkbox"/>	

C5. For which of the following activities did you use the Internet, during the first quarter of 2007 for private purpose?

<u>Communication</u>		Yes	No
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, messenger, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
<u>Information search and on-line services</u>		Yes	No
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 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"/>
h) Downloading software		<input type="checkbox"/>	<input type="checkbox"/>
i) Reading or downloading online newspapers / news magazines		<input type="checkbox"/>	<input type="checkbox"/>
<u>If Yes to i.)</u> i1) Have you subscribed to news services or products to receive them regularly?		<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 online service		<input type="checkbox"/>	<input type="checkbox"/>
<u>Banking, selling of goods or services</u>		Yes	No
m) Internet Banking		<input type="checkbox"/>	<input type="checkbox"/>
n) Selling of goods or services, e.g. via auctions		<input type="checkbox"/>	<input type="checkbox"/>
<u>Interaction with public services or administrations</u>		Yes	No
o) Obtaining information from public authorities' web sites		<input type="checkbox"/>	<input type="checkbox"/>
p) Downloading official forms		<input type="checkbox"/>	<input type="checkbox"/>
q) Sending filled in forms		<input type="checkbox"/>	<input type="checkbox"/>
<u>Training and education</u>		Yes	No
r) Looking for information about education, training or course offers		<input type="checkbox"/>	<input type="checkbox"/>
s) Doing an online course (of any subject)		<input type="checkbox"/>	<input type="checkbox"/>
t) Consulting the Internet with the purpose of learning		<input type="checkbox"/>	<input type="checkbox"/>

C6.	During the first quarter of 2007, have you taken part in a course (any training, not only computer or Internet training, including school or university)?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → C8
C7.	During the first quarter of 2007, have you used the Internet to a) Do research as part of a training course or your education b) Exchange messages relating to the course content with other learners c) Download learning content which was provided online d) Look for the availability of a book or article for your course in a library	Yes <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C8.	Would you like to use the Internet more?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → C10
C9.	What are your barriers to more intensive use of the Internet? a) Foreign language skills are inadequate b) Lack of time c) Connection is too slow d) Additional connection or per-volume download cost e) Cost of online content f) Content (what is there is not interesting enough to make more use of the Internet) g) Lack of skills or knowledge (e.g. sites are not user-friendly or too complicated) h) Security or privacy concerns i) None of the above	Yes <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C10.	Through using the Internet, have you had a computer virus resulting in loss of information or time, in the last 12 months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C11.	How often do you make safety copies or back up files (documents, pictures, etc.) from your computer on e.g. a diskette, a cd or to diskspace on Internet servers? Always or almost always <input type="checkbox"/> Sometimes <input type="checkbox"/> Never or hardly ever <input type="checkbox"/> Not applicable (because I don't keep files on a computer) <input type="checkbox"/>		

MODULE D: USE OF E-COMMERCE

D1. When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails)?			
The first quarter of 2007	<input type="checkbox"/>		
During the period April – December 2006	<input type="checkbox"/>		
Before April 2006	<input type="checkbox"/>	Go to → E1	
Never bought or ordered	<input type="checkbox"/>	Go to → E1	
D2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2006 – March 2007)?		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) Films, music	<input type="checkbox"/>	<input type="checkbox"/>	
d) Books, magazines, newspapers or 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 or insurance	<input type="checkbox"/>	<input type="checkbox"/>	
j) Travel or 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"/>	
D3. 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 c, d or f in question D2)		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"/>	

MODULE E: E-skills

E1. 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 2007	<input type="checkbox"/>	Go to → E3
During the period April – December 2006	<input type="checkbox"/>	Go to → E3
Between 1 and 3 years ago (March 2006 and March 2004)	<input type="checkbox"/>	Go to → E3
More than 3 years ago (Before March 2004)	<input type="checkbox"/>	
Never taken one	<input type="checkbox"/>	

E2. What are the reasons for not having taken a course on computer use recently?

Yes

No

a) No need to take one because my computer skills are sufficient

☐
☐

b) No need to take one because I rarely use computers

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Respondents having answered "Yes" in E2(a) or E2(b) → Go to E3
Respondents having answered "No" in E2(a) and E2(b) → Go to E2(c)

c) Lack of time

☐
☐

d) Course costs

☐
☐

e) No suitable offer available

☐
☐

f) Courses are too difficult

☐
☐

g) None of the above

☐

E3. 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

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b) Using copy and paste tools to duplicate or move information within a document

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☐

c) Using basic arithmetic formulas in a spreadsheet

☐
☐

d) Compressing (or zipping) files

☐
☐

e) Connecting and installing new devices, e.g. a printer or a modem

☐
☐

f) Writing a computer program using a specialised programming language

☐
☐

g) Connecting computers to a local area network

☐
☐

h) Detect and solve computer problems (e.g. computer runs slowly)

☐
☐

i) None of the above

☐

E4. Which of the following Internet related activities have you already carried out? <i>(for respondents who didn't answer "Never used it" in question C1)</i>		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		<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) Finding, downloading and installing software		<input type="checkbox"/>	<input type="checkbox"/>
h) Keeping viruses, spyware and adware of your computer		<input type="checkbox"/>	<input type="checkbox"/>
i) None of the above		<input type="checkbox"/>	
E5. Where or how did you obtain the skills to carry out these activities? <i>(for respondents who ticked at least one option (a to h) in questions E3 or E4)</i>		Yes	No
a) Formal 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, online courses, 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"/>
E6.	Do you judge your computer skills to be sufficient if you were to look for a job or change jobs within a year? <i>(for <u>all</u> respondents, excepting retired persons)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
			Not applicable <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 INFORMATION:

Enumerator's name:

Enumerator's code:

Date of the interview: