

STRICTLY CONFIDENTIAL

SURVEY ON ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2009

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

HOUSEHOLD COMPOSITION

A/A	NAME (only first name)	GENDER 1: Male 2: Female	BIRTH DATE			EDUCATION LEVEL (completed on 31/3/2009)	EMPLOYMENT	OCCUPATION	
			YEAR	MONTH	DAY			DESCRIPTION	CODE
01		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
02		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
03		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
04		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
05		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
06		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
07		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
08		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
09		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
10		<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>

<u>HOUSEHOLD INCOME:</u> (net monthly income)	
0 - 1.300 €	<input type="checkbox"/>
1.301 - 2.350 €	<input type="checkbox"/>
2.351 - 3.550 €	<input type="checkbox"/>
3.551 - €	<input type="checkbox"/>

CODES	
EDUCATION LEVEL	EMPLOYMENT
0 = Did not complete any education	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 a computer at home? (any type: desktop, laptop, palmtop)		Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → A2a
A1a. Do you or anyone in your household have access to any of the following at home?		Yes	No
a) Desktop computer		<input type="checkbox"/>	<input type="checkbox"/>
b) Laptop computer		<input type="checkbox"/>	<input type="checkbox"/>
c) Handheld computer (Palmtop)		<input type="checkbox"/>	<input type="checkbox"/>
A2a. Is it possible to access the Internet <u>from your home</u>, regardless of whether it is used? (technical capacity)		Yes <input type="checkbox"/>	No <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 <input type="checkbox"/>	No <input type="checkbox"/> 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) Other mobile devices		<input type="checkbox"/>	<input type="checkbox"/>
of which: c1) via Internet enabled mobile phone (GPRS, UMTS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>
c2) via handheld computer (palmtop, PDA)		<input type="checkbox"/>	<input type="checkbox"/>
d) TV set with specific Internet device (e.g. digital TV or set top box)		<input type="checkbox"/>	<input type="checkbox"/>
e) Games console		<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 (GPRS, etc.)		<input type="checkbox"/>	<input type="checkbox"/>

Respondents having answered "No" in A4(b) and A4(c) → Go to A5
Respondents having answered "Yes" in A4(b) or 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 modules are directed to individuals 16 - 74 old		
PERSONAL QUESTIONNAIRE	S/N OF MEMBER: <input style="width: 80px;" type="text"/>	
MODULE B: USE OF COMPUTERS		
B1. When did you last use a computer (at home, at work or any other place)?		
Within the last 3 months (The first quarter of 2009)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2008)	<input type="checkbox"/>	Go to → B4
More than 1 year ago (Before April 2008)	<input type="checkbox"/>	Go to → B4
Never used one	<input type="checkbox"/>	Go to → C1
B2. How often on average have you used a computer 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"/>	
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 in the last 3 months?		
	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. public library, hotel, airport, internet café, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
B4. When did you last take a training course (of at least 3 hours) on any aspect of computer use? (for respondents who didn't answer "Never used one" in question B1)		
Within the last 3 months (The first quarter of 2009)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2008)	<input type="checkbox"/>	
Between 1 and 3 years ago (April 2006 - March 2008)	<input type="checkbox"/>	
More than 3 years ago (Before April 2006)	<input type="checkbox"/>	
Never taken one	<input type="checkbox"/>	

B5. 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	<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 (or zipping) 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"/>	

MODULE C: USE OF THE INTERNET

C1. When did you last use the Internet?

- | | | |
|---|--------------------------|----------------------|
| Within the last 3 months (The first quarter of 2009) | <input type="checkbox"/> | |
| Between 3 months and a year ago (During the period April - December 2008) | <input type="checkbox"/> | Go to → D1 |
| More than 1 year ago (Before April 2008) | <input type="checkbox"/> | Go to → D1 |
| Never used it | <input type="checkbox"/> | End of Questionnaire |

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"/> |
| 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 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"/>

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

	Yes	No
a) Mobile phone	<input type="checkbox"/>	<input type="checkbox"/>
if Yes to a) → a1) Mobile phone via GPRS	<input type="checkbox"/>	<input type="checkbox"/>
→ a2) Mobile phone via UMTS, HSDPA (3G, 3G+)	<input type="checkbox"/>	<input type="checkbox"/>
b) Handheld computer (palmtop, PDA)	<input type="checkbox"/>	<input type="checkbox"/>
c) Portable computer (laptop) via wireless connection away from home or work	<input type="checkbox"/>	<input type="checkbox"/>
d) None of the above	<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)	Telephoning over the Internet / video calls (via webcam) over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
c)	Posting messages to chat sites, blogs, newsgroups or online discussion forum, use of instant messaging	<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"/>
	if yes to d) → d1) Have you used the information to buy goods or services?	<input type="checkbox"/>	<input type="checkbox"/>
	if yes to d1) → d2) Have you used the information to buy over the Internet?	<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)	Uploading self-created content (text, images, photos, videos, music etc.) to any website to be shared	<input type="checkbox"/>	<input type="checkbox"/>
h)	Downloading software (other than games software)	<input type="checkbox"/>	<input type="checkbox"/>
i)	Playing or downloading games, images, films or music	<input type="checkbox"/>	<input type="checkbox"/>
j)	Reading or downloading online news / newspapers / news magazines	<input type="checkbox"/>	<input type="checkbox"/>
	if yes to j) → j1) Have you subscribed to news services or products to receive them regularly?	<input type="checkbox"/>	<input type="checkbox"/>
k)	Looking for a job or sending a job application	<input type="checkbox"/>	<input type="checkbox"/>
l)	Seeking health-related information (e.g. injury, disease, nutrition, improving health, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
<u>Banking and 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>Training and education</u>		Yes	No
o)	Looking for information about education, training or course offers	<input type="checkbox"/>	<input type="checkbox"/>
p)	Doing an online course (in any subject)	<input type="checkbox"/>	<input type="checkbox"/>
q)	Consulting the Internet with the purpose of learning	<input type="checkbox"/>	<input type="checkbox"/>
C6. For which of the following activities relating to interaction with public services or administrations and during which period did you use the Internet for private purpose?		In the last 3 months (first quarter of 2009)	In the last 12 months (April 2008 - March 2009)
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"/>
			Before April 2008 or Never

MODULE D: E-COMMERCE AND TRUST

D1. When did you last buy or order goods or services for private use over the Internet (excluding manually typed e-mails)?

Within the last 3 months (The first quarter of 2009)	<input type="checkbox"/>	
Between 3 months and a year ago (During the period April - December 2008)	<input type="checkbox"/>	
More than 1 year ago (Before April 2008)	<input type="checkbox"/>	Go to → D11
Never bought or ordered	<input type="checkbox"/>	Go to → D11

D2. What types of goods or services did you buy or order over the Internet for private use in the last 12 months (April 2008 - March 2009)?

	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 or e-learning material	<input type="checkbox"/>	<input type="checkbox"/>
f) Clothes, sports goods	<input type="checkbox"/>	<input type="checkbox"/>
g) Video games software and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
h) Other computer software and upgrades	<input type="checkbox"/>	<input type="checkbox"/>
i) Computer hardware	<input type="checkbox"/>	<input type="checkbox"/>
j) Electronic equipment (incl. cameras)	<input type="checkbox"/>	<input type="checkbox"/>
k) Telecommunication services (e.g. TV, broadband subscriptions, fixed line or mobile phone subscriptions, uploading money on prepaid cards, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
l) Share purchases, insurance policies and other financial services	<input type="checkbox"/>	<input type="checkbox"/>
m) Holiday accommodation (hotel etc.)	<input type="checkbox"/>	<input type="checkbox"/>
n) Other travel arrangements (transport tickets, carhire, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
o) Tickets for events	<input type="checkbox"/>	<input type="checkbox"/>
p) Other	<input type="checkbox"/>	<input type="checkbox"/>

Respondents having answered "Yes" in D2 d), e), g), h), n) or o) → Go to D3

Respondents having answered "No" in D2 d), e), g), h), n) and o) → Go to D4

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 d), e), g), h), n) or o) in question D2)

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

D4. From whom did you buy or order goods or services for private purpose over the Internet in the last 12 months (April 2008 - March 2009)?		
	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"/>
D5. What was the total value of goods or services (excluding shares or other financial services) that you bought or ordered over the Internet for private use in the last 3 months (January - March 2009)?		
Less than 50€	<input type="checkbox"/>	
50€ to less than 100€	<input type="checkbox"/>	
100€ to less than 500€	<input type="checkbox"/>	
500€ to less than 1000€	<input type="checkbox"/>	
1000€ and more	<input type="checkbox"/>	
Don't know	<input type="checkbox"/>	
Not applicable, I did not order or buy over the Internet in the last 3 months	<input type="checkbox"/>	
D6. How did you pay for goods or services ordered over the Internet for private use in the last 12 months (April 2008 - March 2009)?		
	Yes	No
a) Provided credit or debit card details over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
b) Provided prepaid card or prepaid account details over the Internet	<input type="checkbox"/>	<input type="checkbox"/>
c) Electronic bank transfer via Internet banking	<input type="checkbox"/>	<input type="checkbox"/>
d) Payment not via Internet (in cash, via ordinary bank transfer etc.)	<input type="checkbox"/>	<input type="checkbox"/>
D7. In the last 12 months, did you encounter any problems when buying / ordering goods or services over the Internet for private use?	Yes <input type="checkbox"/>	No <input type="checkbox"/> Go to → D9
D8. What problems have you encountered when buying / ordering goods or services over the Internet in the last 12 months (April 2008 - March 2009)?		
	Yes	No
a) Technical failure of website during ordering or payment	<input type="checkbox"/>	<input type="checkbox"/>
b) Difficulties in finding information concerning guarantees and other legal rights	<input type="checkbox"/>	<input type="checkbox"/>
c) Speed of delivery lower than indicated	<input type="checkbox"/>	<input type="checkbox"/>
d) Final costs higher than indicated (e.g. higher delivery costs, unexpected transaction fee)	<input type="checkbox"/>	<input type="checkbox"/>
e) Wrong or damaged goods/services delivered	<input type="checkbox"/>	<input type="checkbox"/>
f) Problems with fraud encountered (e.g. no goods/services received at all misuse of credit card details, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
g) Complaints and redress were difficult or no satisfactory response after complaint	<input type="checkbox"/>	<input type="checkbox"/>
h) Others	<input type="checkbox"/>	<input type="checkbox"/>

D9. How important are the following arguments for you for ordering goods or services via the Internet for private purposes?	Very important	To some extent	Not at all
a) Wider choice of goods or services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Lower prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Easy to use the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Convenience (e.g. less time consuming, shopping at any time, cross-border etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Opportunity to buy products not available in my area or region	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Certification of quality of website services by independent body or availability of recognised trust mark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Opinion rating and feedback on website from other users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Certainty about legal rights and guarantees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
D10. Do you read the conditions of sale when purchasing goods or services over the Internet for private use?	Always <input type="checkbox"/>	Sometimes <input type="checkbox"/>	Never <input type="checkbox"/>
Go to D12			
D11. What were the reasons for not buying / ordering any goods or services for your own private use in the last 12 months (April 2008 - March 2009)?	Yes	No	
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) Relevant information about goods and services difficult to find on website	<input type="checkbox"/>	<input type="checkbox"/>	
d) Lack of skills	<input type="checkbox"/>	<input type="checkbox"/>	
e) 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"/>	
f) Payment security concerns (e.g. giving credit card details over the Internet)	<input type="checkbox"/>	<input type="checkbox"/>	
g) Privacy concerns (e.g. giving personal details over the Internet)	<input type="checkbox"/>	<input type="checkbox"/>	
h) Trust concerns about receiving or returning goods, complaint / redress concerns	<input type="checkbox"/>	<input type="checkbox"/>	
i) Don't have a payment card allowing to pay over the Internet	<input type="checkbox"/>	<input type="checkbox"/>	
j) Speed of the Internet connection is too slow	<input type="checkbox"/>	<input type="checkbox"/>	
k) Others	<input type="checkbox"/>	<input type="checkbox"/>	
D12. Did you place a bet (e.g. sports betting) or play gambling or lotto over the Internet in the last 12 months (April 2008 - March 2009)?	Yes <input type="checkbox"/>	No <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): ☐

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NOTES:

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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: