

HELLENIC STATISTICAL AUTHORITY

GENERAL DIRECTORATE OF STATISTICAL SURVEYS

**POPULATION STATISTICS AND LABOR MARKET DIRECTORATE
UNIT of Special Household Surveys**

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Household ID: |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|

Prefecture: _____

Municipality / Commune : _____

Date : |_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|_|

Interviewer: _____|_|_|_|

**SURVEY
ON THE USE OF INFORMATION AND COMMUNICATION
TECHNOLOGIES BY HOUSEHOLDS & INDIVIDUALS
2022**

QUESTIONNAIRE FOR MEMBERS AGED 16-74

(To be completed for members aged 16-74 years old during the day of the survey conduct)

The survey is being conducted on a sample of households having been defined by ELSTAT in a random way. The provision of data to ELSTAT is according to article 2, paragraph 3 of Law 3832/2010. Data provided to ELSTAT are being used solely for statistical reasons and its privacy is kept. ELSTAT uses personal data provided with the questionnaire of the survey only for reasons exclusively connected with the conduction of the survey and the production of related statistics (article 6, paragraph 1(c) and (e) of Regulation EE 2016/679 and Law 4624/2019). The management of collected data, by ELSTAT, may include communication with subject of data, in the context of the correct completion of the questionnaire.

Piraeus, 2022

FOR THE INTERVIEWER: please record time interview started |__|__:|__|__|

UNIT OF SOCIO - DEMOGRAPHIC CHARACTERISTICS

1. HOUSEHOLD'S SYNTHESIS

S/N of household's member	NAME	SURNAME	YEAR OF BIRTH	BIRTHDAY WITHIN 2021: 1. Has passed 2. Has not passed	EMPLOYMENT SITUATION 1. Employed 2. Unemployed 3. Student 4. Retired 5. Housewife, incapable for work due to longstanding health problem and other inactive
1	2	3	4		5
01					
02					
03					
04					
05					
06					
07					
08					

Total number of household members aged less than 16 years old	__ __
Total number of households.....	__ __

2. DATA OF THE PRE-SELECTED MEMBER

(To be completed for members aged 16-74 years old)

FOR THE INTERVIEWER: The member should be at least 16 years old (in completed years) and not over 74. The calculation of age in completed years is being done with the year of birth of the respondent and the information on whether his/her birthday has passed for current year.

S/n of the pre-selected member |__|__|

2.1 Age |__|__|

2.2 Sex 1 male
 2 female

2.3 Country of birth

- Greece 1
- Other EU member state 2

Namely: _____ |__|__|__|*

- Non - EU country 3

Namely: _____ |__|__|__|*

2.4 Country of citizenship

(Tick all that apply)

- Greek 1
- Nationals of other EU member - state 2

Namely: _____ |__|__|__|*

- Nationals of non EU countries..... 3

Namely: _____ |__|__|__|*

* Completed by ELSTAT

2.5 Legal marital status:

- Unmarried 1
- Married (including registered partnership and persons being separated and not divorced)..... 2
- Widowed..... 3
- Divorced 4

2.6 Educational level having been completed:

- Has not attended any educational level 0
- A few classes of Dimotiko 1
- Dimotiko (primary) 2
- Gymnasium (lower secondary)..... 3
- Vocational school (EPAS), Technical Vocational school (TES), (TEE) etc. (1st cycle) 4
- Technical Vocational school 2nd cycle (TES, TEE) 5
- Vocational lyceum (EPAL), TEL etc. 6
- General (upper secondary) 7
- Public or private Institutes of vocational training, college lasting up to 2 years 8
- College lasting more than 2 years 9
- Graduate studies – higher schools lasting 3 years (Higher tourist schools, School for tourist guides, etc.) 10
- Higher Technical Institutes (ATEI, TEI, KATEE, ASPAITE) 11
- Universities, higher military schools, Open University 12
- Post graduate studies (Msc. MBA, MA, Mlit, MPHIL) included are graduates of universities etc. with 5 years duration 13
- PhD 14

2.7 Main Activity Status (self-defined):

- Employed 1
If yes:
 - Self-employed person with employees 1.1
 - Self-employed person without employees 1.2
 - Employee 1.3
 - Family worker (unpaid) 1.4

- Unemployed 2
- Retired 3
- Unable to work due to long-standing health problem/s 4
- Student (not working) 5
- Fulfilling domestic tasks 6
- In military service 7
- Other 8

FOR THE INTERVIEWER: Questions 2.8, 2.9 and 2.10 are being answered only by employed (Q.2.7=1). The rest continue with Question 2.11.

2.8 Type of work

You job/work:

- Full time 1
- Part time 2

2.9 Status in employment (to be completed only for employees, Q.2.7=1.3)

Your job/work is:

- Permanent job or contract of unlimited duration 1
- With a temporary job or contract of limited duration..... 2

2.10 Occupation:

Completed only for codes 1 and 2 of employment situation.

Describe, in detail:

(a) the kind of work you do in your main occupation:

..... |__|__|*

(b) the economic sector your work belongs to:

..... |__|*

* Completed by ELSTAT

2.11 In the past 6 months, have you been limited or hampered because of a health problem of yours, in activities people usually do?

- Yes, I have been severely limited 1
- Yes, but I have not been severely limited 2
- No, not at all 3

MODULE A : ACCESS TO INFORMATION AND COMMUNICATION TECHNOLOGIES

A1. Do you or anyone in your household have access to the internet at home
(regardless of whether it is used)?

- Yes..... 1
- No..... 2
- Don't know 3

MODULE B: USE OF THE INTERNET

Module B records internet access at any location (home, work or other places). Any internet enabling device should be considered. Examples are desktop, laptop, netbook or tablet computers as well as smart phones, games consoles or e-book readers, etc.

B1. When did you most recently use the internet?

- In the first quarter of 2022 1 → B2
- In the time interval April – December 2021..... 2 → C1
- Before April 2021..... 3 → G1
- Have never used it..... 4 → G1

B2. How often, on average, did you use the internet in the first quarter of 2022?
(tick one)

- Several times during the day..... 1
- Once a day or almost every day..... 2
- At least once a week but not every day..... 3
- Less than once a week..... 4

B3. For which of the following activities did you use the internet in the first quarter of 2022 for private purpose?

(tick all that apply)

Communication

- Sending / receiving e-mails 1
- Telephoning over the internet / video, calls (via webcam) over the internet (using applications, e.g. Skype or Messenger, Viber, Facetime, Whats App, Snapchat, MS Teams, Webex 2
- Participating in social networks (creating user profile, posting messages or other contributions to Facebook, Instagram, Twitter, Snapchat, etc.) ... 3
- Using instant messaging i.e. exchanging messages via Skype, Messenger WhatsApp, Viber, Snapchat 4

Access to information

- Finding information about goods or services 5
- Reading online news / newspapers / newsmagazines 6

Civic and political participation

- Expressing opinions on civic or political issues via websites or in social media (e.g. Facebook, Twitter, Instagram, YouTube) 7
- Taking part in on-line consultations or voting to define civic or political issues (e.g. urban planning, signing a petition, etc.) 8

Use of entertainment

- Listening to music (e.g. web radio, music streaming, from YouTube) or downloading music..... 9
- Watching internet streamed TV (live or catch-up) from TV broadcasters..... 10
- Watching Video on Demand from commercial services (e.g. Nova Go, Cosmote TV Go, Netflix, HBOGo, Amazon, Maxddome, Apple TV, etc.)..... 11
- Watching Video content from sharing services (e.g. You Tube)..... 12
- Playing or downloading games 13
- Listening to podcasts or downloading podcasts 14

eHealth

- Seeking health-related information (e.g. injuries, diseases, nutrition, improving health etc.) 15
- Making an appointment with a practitioner via a website or apps (e.g. of a hospital or a health care centre or a private practitioner)..... 16

- Accessing personal health records online (e.g. to the results of health examinations, medicine prescriptions, information concerning your vaccination, rapid tests, etc.) 17
- Using other health services via a website or app instead of having to go to the hospital or visit a doctor (e.g. by getting a prescription or a consultation online) 18

Other On-line services

- Selling goods or services via a website or app (e.g. eBay, Facebook, Marketplace, shpock.....) 19
- Internet banking (including mobile banking) 20

B4. Have you conducted either of the following learning activities over the internet for educational, professional, or private purpose in the first quarter of 2022?

(tick all that apply among 1-3 or 4)

- Doing an online 1
- Using online learning material other than a complete online course (e.g. video tutorials, webinars, electronic textbooks, learning apps or platforms.) 2
- Communicating with educators or learners using audio or video online Tools (e.g. Webex, Zoom, MS Teams, Google Classroom, Google Meet, Greek School Network – e class, etc.) 3
- Did not conduct any learning activity 4

B5. What was the purpose of the learning activities you participated in, the first quarter of 2022?

(tick all that apply)

- Formal education (e.g. school or university)..... 1
- Professional/work related purposes..... 2
- Private purpose..... 3

MODULE C: USE OF E-GOVERNMENT

Module C is being answered from respondents who answered in Question B1, 1 or 2, that is persons having accessed the internet in the last 12 months.

Module C records electronic contacts via the internet with public services and public authorities. Excluded is contact via email.

C1. In the last 12 months (April 2021-March 2022) have you performed any of the following activities via a website or an app of public authorities or public services for private purposes?

(tick all that apply among 1-3 or 4)

- Accessed information stored about you by public authorities or public services (e.g. information regarding your pension, health, insurance (e-EFKA), education) 1
- Accessed information from public databases or registers (e.g. information from Cadastral Registers, about availability of books in public libraries, about administrative decisions posted on DIAVGIA, laws from State printing office, open data in gov.gr, data on vaccination from emvolio.gov.gr, etc.)..... 2
- Obtaining information (e.g. about services, benefits, entitlements, laws, opening Hours, vaccination for Covid-19, rapid tests, etc. 3
- In the last 12 months (April 2021 – March 2022) respondent has not accessed any personal records or databases nor obtained any information via a website or app of public authorities or public services for private purpose..... 4

C2. In the last 12 months (April 2021-March 2022) have you downloaded/printed any official forms from a website or app of public authorities or public services for private purposes? As example are provided certificate of marital status, certificate of vaccination, statement of responsibility, authorization, tax clearance, copy of criminal record, issuance of a high school diploma, insurance certificate, notarial deed, etc.

- Yes 1
- No..... 2

C3. In the last 12 months (April 2021-March 2022) have you made any appointment or reservation via a website or app with public authorities or public services (e.g. with Customer service centers (KEP), e-EFKA, Unemployment Office (OAED), Tax office (AADE) or with a practitioner of the National health System (ESY), including also appointment for vaccination against COVID-19) for private purpose?

- Yes 1
- No..... 2

C4. In the last 12 months (April 2021-March 2022) have you received via your personal account (your email, your digital mailbox in my.gov.gr or in my AADE or via SMS in your mobile phone, or in a mobile app (eg. My health app) any official document (e.g. for tax payment, criminal records, notarial deed, municipality certificates, vaccination certificate, result of rapid test, medicine or examination referral, national exams' results for higher education, etc.) of public authorities or services for private purpose?

- Yes 1
- No..... 2

C5. In the last 12 months (April 2021-March 2022) have you submitted your tax declaration via a website or app for private purpose?

(tick all that apply)

- Yes, I did it myself..... 1
- No, I delivered it to the tax authority in paper format..... 2
- No, someone else did it on my behalf (e.g. family member, tax adviser)..... 3
- No, for other reasons (e.g. not subject to income tax)..... 4

C6. In the last 12 months (April 2021-March 2022) have you performed any of the following activities via a website or app of public authorities or public services for private purposes?

(tick all that apply)

- Requested official documents or certificates (e.g. graduation, birth, marriage, divorce, death, residence certificates, police criminal records, ID loss certificate, driving license, etc.) 1
- Requested benefits or entitlements (e.g. pension, unemployment, child allowance, enrolment in schools, universities, heating allowance, birth allowance) 2
- Made other requests, claims or complaints (e.g. report theft to the police, launch a legal complaint, request legal aid, initiate a civil claim procedure in front of a court, etc.) 3

FOR THE INTERVIEWER: Question C7 is answered only for those that have not provided any positive answer in C6 (1,2,3). Individuals having provided at least one positive answer continue with C8.

C7. In the last 12 months (April 2021-March 2022) what were the reasons for requesting any official documents or not making any claims via a website or app of public authorities or public services?

(tick all that apply among 2-5 or 1)

- I did not have to request any documents or to make any claims..... 1
- Lack of skills or knowledge (e.g. didn't know how to use website/app or it was too complicated to use..... 2
- Concerns about the security of personal data or unwillingness to pay online (credit card fraud)..... 3
- Lack of electronic signature, activated electronic identification (eID) or any other tool to use the eID in using the electronic signature or ID..... 4
- Another person did it on my behalf (e.g. consultant, adviser, relative)..... 5
- Other reason 6

FOR THE INTERVIEWER: Question C8 is answered only by those having provided at least on positive answer in C1(1), C1(2), C1(3), C2(1), C3(1), C4(1), C5(1), C6(1), C6(2), C6(3). All others continue with module D / question D1.

C8. In the last 12 months (April 2021-March 2022) have you encountered any of the following issues when using a website or app of public authorities or public services?

(tick all that apply among 1-6, or 7)

- Website or app was difficult to use (e.g. it was not user-friendly, the working was not clear, procedure was not well explained..... 1
- Technical problems experienced when using website or app (e.g. long loading, website crashed)..... 2
- Problems in using the electronic signature or electronic identification (eID) . 3
- Not able to pay via the website or app (e.g. due to lack of access to the payment methods required)..... 4
- Not able to access the service on smartphone or tablet (e.g. non compatible device version or non-available applications)..... 5
- Other issue 6
- I have not encountered any issues..... 7

MODULE D: USE OF E-COMMERCE

Module D is being answered from respondents who answered in Question B1 1 or 2 that is persons having accessed the internet during the first quarter.

*Module D asks for purchases of goods and services over the internet for private use via any device (desktop, portable, mobile or smart phone). Purchases refer to orders of goods or services over the internet for which payment is required; the payment does not have to be online. Orders via manually typed e-mails, SMS or MMS are **NOT** included.*

D1. When did you most recently buy or order goods or services for private use over the internet? (Excluded are orders/ purchases via e-mails).

- In the first quarter of 2022 1→ D2
- In the time interval April – December 2021..... 2→ D11
- Before April 2021 3→ D11
- Have never bought or ordered..... 4→ D11

D2. Did you buy any of the following goods over the internet for private use in the first quarter of 2022? Include goods purchased online from enterprises or private persons, including used goods.

(tick all that apply)

Clothes (including sport clothing), shoes or accessories (e.g. bags, jewellery)	<input type="checkbox"/> 1
Sports goods (e.g. fitness equipment) special sport clothing and shoes for sports like mountain ski, water ski, etc.)	<input type="checkbox"/> 2
Children toys or childcare items (e.g. nappies, bottles, baby strollers)	<input type="checkbox"/> 3
Furniture, home accessories (e.g. carpets or curtains) or gardening products (e.g. tools, plants)	<input type="checkbox"/> 4
Music as CDs, vinyls etc. (music in digital form is not included)	<input type="checkbox"/> 5
Films or series as DVDs, Blu-ray etc. (films/series in digital form are not included)	<input type="checkbox"/> 6
Printed books, magazines or newspapers	<input type="checkbox"/> 7
Computers, tablets, mobile phones or accessories	<input type="checkbox"/> 8
Consumer electronics (e.g. TV-sets, stereos, cameras) or household appliances (e.g. washing machines)	<input type="checkbox"/> 9
Medicine or dietary supplements such as vitamins	<input type="checkbox"/> 10
Deliveries from restaurants, fast-food chains, catering services	<input type="checkbox"/> 11
Food or beverages from stores or from meal-kits providers	<input type="checkbox"/> 12
Cosmetics, beauty or wellness products	<input type="checkbox"/> 13
Cleaning products or personal hygiene products (e.g. toothbrushes, handkerchiefs, washing detergents, cleaning cloths)	<input type="checkbox"/> 14
Bicycles, mopeds, cars, or other vehicles or their spare parts	<input type="checkbox"/> 15
Other physical goods (e.g. tobacco products, electronic cigarettes, gift vouchers from online stores)	<input type="checkbox"/> 16
Did not buy any physical good	<input type="checkbox"/> 17→ D5

D3. The goods or services you ordered / bought for private purposes over the Internet in the 1st quarter of 2022 were from:

(tick all that apply)

- National sellers?..... 1
- Sellers from other EU countries? 2
- Sellers from the rest of the world?..... 3
- Country of origin of sellers is not known?..... 4

D4 Did you buy any of the mentioned goods from private persons via a website or app, e.g. from eBay or Facebook Marketplace?

- Yes 1
- No 2

D5. During the first quarter of 2022 did you buy or subscribe to any of the following via a website or app, for private purposes ?

(tick all that apply)

- Music as a streaming service or downloads as digital file 1
- Films or series as a streaming service or downloads as digital file 2
- E-books, online magazines or online newspapers..... 3
- Games online or as downloads for smartphones, tablets, computers or game consoles..... 4
- Computer software or software for other devices, including upgrades..... 5
- Health or fitness apps (excluding free apps)..... 6
- Other apps (e.g. related to learning languages, travelling, weather) (excluding free apps) 7

D6. During the first quarter of 2022 did you buy any of the following via a website or app, for private purposes?

(tick all that apply)

- Tickets to sports events 1
- Tickets to cultural or other events (cinema, concerts, concerts, etc.) 2
- Subscriptions to the internet or mobile phone connections 3
- Subscriptions to electricity, water or natural gas, etc. 4
- Household services e.g. cleaning, babysitting, repair work, gardening, etc. 5

FOR THE INTERVIEWER:

- Respondents having provided in D6 positive answer in item 5, continue with D7 .
- All others continue with D8.

D7. Did you buy any of the pre-mentioned household services from private persons via a website or app, e.g. from Facebook Marketplace or douleutaras.gr ?

- Yes 1
- No 2

D8. Did you buy any transport service via a website or app for private use in the first quarter of 2022?

- A transport enterprise e.g. local bus (KTEL), train, flight ticket, boat ticket, taxi (including UBER), etc. 1
- A private person (e.g. Ridemind) 2

D9. Did you rent accommodation via a website or app for private use in the first quarter of 2022?

- Enterprises such as hotels or travel agencies 1
- A private person (e.g. Airbnb, Homeaway, ihaHolidays) 2

D10. Did you buy any other services (excluding financial and insurance services recorded in D14) such as online gambling, cloud services, beauty salon services, gym services, etc. via a website or app, for private use in the first quarter of 2022?

- Yes 1
- No 2

D11. Did you carry out any of the following financial activities over the internet for private use in the first quarter of 2022?

(tick all that apply)

- Buy insurance policies, including travel insurance, also as a package Together with e.g. a plane ticket 1
- Take a loan, mortgage or arrange credit from banks or other financial providers 2
- Buy or sell shares, bonds, units in funds or other financial assets 3

MODULE E: INTERNET OF THINGS

Unit E is being answered from respondents who answered 1 in Question B1, that is individuals having accessed the internet in the first quarter of the year.

The following questions concern use of internet connected devices or systems (air conditions, lights, cameras, safety systems, smart watches, smart cars, etc.) which allow checking their use or adjustment, from a mobile phone or PC.

E1. Have you used any of the following internet-connected devices or systems for private purpose?
(tick all that apply)

- Internet-connected thermostat, utility meters, lights, plug-ins or other internet-connected solutions for energy management for your home..... 1
- Internet-connected home alarm system, smoke detector, security cameras, door locks or other internet-connected security/safety solutions for home ... 2
- Internet-connected home appliances such as robot vacuums, fridges, ovens, coffee machines 3
- A virtual assistant in the form of a smart speaker or of an app, such as Google Home, Amazon Alexa/Echo/computer, Google Assistant, Siri, Cortana, Bixby ... 4
- I did not use any of the above devices/ systems 5

E2. What were the reasons for not using any of the mentioned internet-connected devices or systems for private purposes?

- I didn't know such devices or systems exist..... 1

If positive answer is provided in 1, continue with question E3.

If not, continue with the rest items of the questions

Tick all that apply from 2-9

- I had no need to use those connected devices/systems..... 2
- Costs too high..... 3
- Lack of compatibility with other devices or systems..... 4
- Lack of skill to use those devices or systems..... 5
- Concerns about the privacy and protection of data about me generated by those devices or systems..... 6
- Concerns about security (e.g. that the device or system will be hacked) 7
- Concerns about safety or health (e.g. that the use of the device or system could lead to an accident, injury or health problem)..... 8
- Other reasons 9

E3. Have you used the internet on any of the following devices in your home for private purpose?

- An internet-connected TV 1
- An internet-connected game console..... 2
- An internet-connected home audio system, smart speakers..... 3

E4. Have you used any of the following internet-connected devices for private purposes ?

(tick all that apply)

- A smart watch, a fitness band, connected goggles or headsets, safety-trackers, internet-connected accessories, internet-connected clothes or shoes..... 1
- Internet-connected devices for monitoring blood pressure, sugar level, body weight (e.g. smart scales) or other internet-connected devices for health and medical care..... 2
- Toys connected to the internet, such as robot toys (including educational).. 3
- A car with built-in wireless internet connection..... 4

FOR THE INTERVIEWER: Individuals having provided at least one positive answer in E1(1,2,3,4) or E3(1,2,3) or E4(1,2,3,4) continue with E5. All others continue with module F/ Question F1

E5. Have you encountered any of the following problems with the mentioned internet connected devices or systems?

(tick all that apply among 1-4 or 5)

- Security or privacy problems (e.g. the device or system was hacked, problems with the protection of information about me and my family generated by those devices or systems) 1
- Safety or health problems (e.g. the use of the device or system lead to an accident, injury or health problem) 2
- Difficulties with using the device (e.g., setting up, installing, connecting, pairing the device) 3
- Other problems (e.g. connection problems, support problems) 4
- I have not encountered any problem..... 5

MODULE F: GREEN ICT

Unit F is being answered from respondents who answered 1 in Question B1, that is individuals having accessed the internet in the first quarter of the year.

F1. What did you do with any of the following devices when you replaced or were no longer using them?

(Tick one answer for each device)

	a) It is still kept in my household	b) It was sold or given to somebody else	c) It was disposed of in electronic waste collection/recycling or left it to the retailer to dispose it	d) It was disposed of but not in electronic waste collection/recycling	e) It was never bought or is still in use	f) Other
a) Mobile or smartphone						
b) Laptop or tablet						
c) Desktop computer						

F2. When you most recently bought a mobile or smartphone, tablet, laptop or desktop computer, which of the following characteristics did you consider important / took into account?

(Tick all that apply among 1-6, or 7 or 8)

- Price 1
- Hard drive characteristics (storage, speed), processor speed 2
- Eco design of the device e.g. durable, upgradable and repairable designs that require fewer materials, environmentally friendly materials used for packaging, etc. 3
- Possibility to extend the life span of the device by buying extra guarantee... 4
- Energy efficiency of the device..... 5
- A take-back scheme offered by manufacturer or seller (i.e. the manufacturer or seller takes the device which becomes obsolete at no cost or offers discounts to the client to purchase another device) 6
- Have not considered any of the mentioned characteristics..... 7
- Never bought any of these devices..... 8

UNIT G: INCOME

G1. Which is the total net monthly income of your household?

- Amount|_|_|_|_|_|_|_|→ Interview Results
- Don't know the exact amount →G2

G2. If you don't know the exact amount, please tick one of the following income ranges.

- Up to 250€ 1
- 251€ - 500€ 2
- 501€ - 635€ 3
- 636€ - 760€ 4
- 761€ - 875€..... 5
- 876€ - 990€ 6
- 991€ - 1,110€ 7
- 1,111€ - 1,250€ 8
- 1,251€ - 1,425€ 9
- 1,426€ - 1,625€ 10
- 1,626€ - 1,860€ 11
- 1,861€ - 2,130€ 12
- 2,131€ - 2,520€..... 13
- 2,521€ - 4,210€ 14
- More than 4,210€..... 15

INTERVIEW RESULTS

Interview completed : 1

Interview not completed, for one of the following reasons:

- No contact with the pre-selected individual, because telephone number is wrong or no one answers the phone 2
- No contact with the pre-selected individual, as he/she is not a household member anymore 3
- Although there was contact with the household, the pre-selected individual is temporarily absent or ill and he/she is not capable to provide information 4
- The pre-selected individual was not eligible (<16 or >74 years old) on the day of the interview 5
- The pre-selected individual refused to cooperate 6

FOR THE INTERVIEWER: please record time interview ended |__|__|:|__|__|