The Impact of Web Information Availability in Journalism:
The Case of Greek Journalists

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**ABSTRACT**

*How do Greek journalists integrate the World Wide Web in their daily routines? The present research shows that journalists of Athens-based political newspapers not only use the Internet almost in their entirety but also express a positive opinion with respect to the ability of the Internet to improve journalism in general.*

# INTRODUCTION

The dominant narrations of the history of American journalism (Emery & Emery 1996; Folkerts & Teeter 2001) suggest that the use of new technologies has been mainly an institutional achievement. Although Emery & Emery (1996) made a clear distinction between production and broadcast technologies with regard to news gathering and diffusion, they consider both technologies as fundamental prerequisites if journalism -as a profession- is to be modernized. On the other coast of the Atlantic, the same optimistic spirit led van Dusseldorp et al. to state that "the information revolution has the potential to strengthen professionalism and enhance democratic processes" (1999, p.47).

Tom Koch, while analyzing the ways in which reporters' jobs would change as they increasingly used new technologies, argued that online data technologies provide journalists with more and better information than that possessed by the public or private officials they are assigned to interview. "[...] intelligent use of these online resources is not the 'same old journalism' […] but has the potential to fundamentally alter the rules of the public information game," he wrote (1991, p. xxiii). Koch made an effort to prevail upon journalists to see that the potential gaining from the use of electronic databases would outweigh any losses, resulting in better and richer content.

The same year that Koch argued in favor of the use of new technologies, Philip Meyer (1991) revised his book *Precision Journalism: A Reporter's Introduction to Social Science Methods* under the pressure of technological developments in the relevant field: not only had the possession of computers ceased to be an exclusive prerogative of the biggest news organizations, but also, at a constantly increasing pace, middle-scale organizations and reporters as individuals used new technologies in a creative and profitable manner. It is worth mentioning that during the same period Ward and Hansen (1991) reported that 90% of the newspapers they studied had already subscribed to at least one database, and that in 60% of the newsrooms equipped with computers, reporters searched records electronically. The next year De Riemer (1992) found that almost 90% of journalists used at least one database weekly.

The World Wide Web (WWW – hereafter the Web) began to be embraced by the general public in winter 1993-94 (Tim Berners-Lee 1999). Until the advent of the Web, the newsrooms that used online resources were dependent on dedicated commercial services (such as Nexis-Lexis) that were not part of larger networks. Instead, their online networks were self-contained and not connected to other systems (Garrison March 2000). Since the widespread use of the Web, journalists may benefit from a vast array of resources and sheer endless technological possibilities. Furthermore, the introduction of the Web in reporting has speeded up the news gathering process, sometimes even allowing journalists to spend more time at their office desks instead of doing fieldwork on the spot (Deuze 2003).

A considerable number of surveys already published focus on the use of the Internet by journalists. Garrison (Fall 1995, June 1995, 1997) and Davenport et al. (1996), documented newspapers' increased use of online services as reporting tools. Their results also revealed the increased willingness of publishers to spend money for online services. Later on, Garrison (1999, March 2000, August 2000) confirmed his early conclusion, namely that there has been a growing use of online resources, such as the Web and commercial services. In this second series of papers, Garrison managed to identify the leading problems journalists come across when using the Web: difficulty of verification, unreliable information, badly sourced information, and lack of websites' credibility (Autumn 2000). Lastly, with respect to the use of e-mail

by reporters, Garrison (2004) mentions that, although there are wide ranges of e-mail use and use levels in newsrooms and journalists use e-mail to communicate with sources, most journalists do not depend on e-mail to conduct interviews.

In a survey by Pew Research Centre for the People & the Press (1999) it is stated that 54% of the American press admit that the emergence of the Internet has made journalism better and only 12% believe that it has made journalism worse. Over 90% of the press have direct access to the Internet at work; younger journalists and those who work in online news have much more positive views of the Internet than do older members of the news media. Over 80% of the online press say the Internet has improved journalism.

The same survey was conducted again in 2004. Most news professionals still believe that the emergence of the Internet has made journalism better. Again, enthusiasm about the Internet is greater among younger respondents in the survey. Those who believe the Internet has helped journalism, most frequently cite its power as a research tool, whereas those who think the Internet has been bad for journalism most often cite the fact that it promotes the spread of unfiltered information to the public (Pew Research Centre 2004).

**Journalists and New Technologies in Greece**

In Greece, both journalists and media owners considered the adoption of new technologies as the foremost important factor in order for Greek journalism to keep pace with international standards. As early as the beginning of the 80's, reporters in Greece were positive towards the introduction of new technologies in their field of employment, or, at least, they did not experience fear or discomfort towards it (Leandros 1992: 311-321).

The 1981 agreement between the Journalists' Union of Athens Daily Newspapers and the Owners' Union of Athens Daily Newspapers has served as the framework within which the introduction of new technologies has taken place in the Greek Press ever since. The two sides agreed that there would be no loss of jobs in the press due to the integration of new technologies and that the entire cost for the training of the journalists would be the owners' responsibility. Leandros (1992: 312) comments that after the agreement there has been no dispute over the issue of new technologies between employers and employees in the news sector.

Until 1990, when university level schools of journalism were established, the education of prospective journalists and the training of existing news professionals had been limited and problematic. With regard to the issue of new technologies, it was not until 1986-1987 that the first training seminars took place, partially funded by the Social European Fund (Meimaris 2000). From 1987 to 1994 the Journalists' Union of Athens Daily Newspapers organized educational seminars on a yearly basis; during these seminars the issue of new technologies was addressed in an attempt to introduce journalists to the new media environment.

Information on the demographic structure of the journalistic profession may be obtained from two surveys conducted by V-PRC; the first one in 1998, and the second in 2002 on behalf of the European Greek Women Journalists' Network. From the latter it is evidenced that Greek journalists are mostly men (58.7% compared to 41.3% being women), while in terms of age-groups 50.9% belong to the 25-34 years of age group, 29.8% to the 35-44 years of age group and a small 10% is older than 45 years of age. As far as the use of the personal computer is concerned, 4.1% of the participants state that they use the computer only at home, 34% only at their offices,

and 57.7% use the computer both at home and at the office. With minor variation the same ratios hold for the use of Internet (V-PRC 2002).

In order to outline the level of technological literacy of Greek society in general, and to gauge the use of new technologies by journalists, the following data are provided:

According to a 2002 Eurostat report (Flash Eurobarometer 135 2002), Greece is one of the European Union member states with less than average level of Internet usage. Only 14% of Greek households incorporate Internet access as compared to 43% which is the European mean. This is just another example of the North-South imparities within the European Union, for the same below the average levels may be observed in the rest of the Mediterranean countries: both Spain and Portugal have an Internet penetration rate of 31%, Italy of 35%, and even in France the rate is as low as 36%.

Slightly different are the data provided by a more recent survey on the subject, conducted by the National Statistical Service of Greece in 2004. According to the survey, during the first trimester of 2003 16.2% of the Greek population had Internet access; men are more likely to use the Internet than women (56.3% for men, as opposed to 43.7% for women); Internet users for the most part include the employed population (64.4%), and students of all educational levels (26.2%). With respect to Internet services, Greek users utilize e-mail services (almost 8 out of 10), search tools (7 out of 10) and news consumption (nearly half of the users). Lastly, "telecommuting" seems to be terra incognita for the Greek population. Even among Internet users, less than 1 out of 100 stated familiarity with telecommuting; and this was as recent as 18 months ago!

The growing body of literature indicates that the journalistic practice is increasingly being shaped by the use of new communication technologies and especially the Web. However, up to now there has been no detailed research concerning the way Greek journalists make the most of it. This is what urged us to launch a research on the subject.

# RESEARCH QUESTIONS

The purpose of the present study is to examine how newspaper journalists in Greece make use of the Web. Our study is concerned with the ways in which journalists are (or are not) integrating the Web, not only in their daily routines, but also in the way they perceive their own roles, skills and values. The following research questions are explored:

RQ1:
What is the opinion of the Greek journalists with respect to the use of the Internet for the purposes of their profession and to what extent do they incorporate the use of online resources into their daily routines?

RQ2:
What essential skills must a journalist develop, as regards the use of new technologies, in order to cope with today's technological environment in newsrooms and what particular Internet services and technologies do Greek journalists use?

RQ3:
To what degree has the advent of the Internet affected the working conditions in the journalism sector (job availability, tasks delivery, telecommuting options, etc.)?

RQ4:
What are the most desirable and the most undesired characteristics of websites as news information resources?

# METHOD

For the requirements of the present research 160 journalists, employed in all political newspapers published in Athens, were contacted and interviewed in order to complete a structured questionnaire. 20 daily political newspapers are published in Athens[1] and from each newspaper 8 journalists were selected for the interviews under their professional specialization criterion. Namely, the positions within each newspaper that were selected are the following:

1. Editor-in-chief
2. Editor of the political news department
3. Editor of the social news department
4. Editor of the financial news department
5. Editor of the international news department
6. Editor of the cultural news department
7. Editor of the sports news department
8. Head of the photographic department

All the appointments took place between December 13th, 2004 and January 10th, 2005. 141 completed questionnaires were returned suggesting a response rate of approximately 88%. Specifically, 88.1% (141 journalists) fully participated, 6.9% (11 journalists) refused to answer, 4.4% (7 journalists) could not be reached within the

specific timeframe, and in one case the same journalist was appointed to the same position in two different newspapers.

The analysis given below is based on the whole statistical population –as opposed to statistical samples-, for all persons appointed to the above mentioned positions in Athens-based newspapers were included in the survey. (Table 1 depicts responses per position -as defined above).

Prior to the interviews all survey participants had been contacted by members of the research team. Accordingly, all interviewers had been trained in order a) to become familiar with the questionnaire,  b) to be able to handle unexpected situations on the spot and c) to ensure their professionalism in dealing with journalists –as all members of the research team were university level students of journalism. In case a participant refused to complete the questionnaire, the interviewer would politely ask the participant to reconsider. This was followed approximately one week later by another telephone call.

It is worth mentioning that before the actual survey a small-scale pilot survey was conducted. During the pilot survey 5% of the total population (8 journalists) fulfilled the questionnaire. The outcome of the pilot survey led to minor changes in particular questions and clarifications with regard to the wording of the research tool.

Completion of the questionnaire took place at the office of each participant under the supervision of a member of the research team.

As far as the demographic characteristics of the participants are concerned, 74.5% of the respondents are men, while 25.5% are women. In terms of age groups the vast majority (86.5%) lies within the 25-54 years of age group (Table 2 depicts age-groups in more detailed categorization).

With respect to the level of education, journalists belong to the upper educational level of the Greek society, since 60.3% of the respondents are in possession of a University degree or even higher.

## FINDINGS

*RQ1:*
***What is the opinion of the Greek journalists with respect to the use of the Internet for the purposes of their profession and to what extent do they incorporate the use of online resources into their daily routines?***

Only 1 out of 5 of the Greek journalists who participated in the survey believes that the use of the Internet has worsened journalism as a profession. 67.9% think just the opposite and another 7.9% remains indifferent (Table 3). This is in accordance with the percentage of journalists who actually use the Web: 99.3% use it, as opposed to the rest 0.7% who disqualify the Internet as a useful tool for journalists (Table 4). The wide use of the Web by Greek journalists is also made evident by the information provided in Table 5: 72.9% of the respondents use it more than once daily, while another 19.3% use it at least once during the day; less than once–per-day use the Internet a cumulative 7.9%. Further support to the opinion that Greek journalists have a positive self-perception with respect to the use of new technologies may be obtained from the fact that 67.9% of the participants feel well acquainted with the new medium (Table 6).

As shown in Table 7 (multiple responses), Greek journalists believe that the Web offers more efficient search tools and, consequently, accelerates the process of information gathering (97.1%), increases the diversity of opinions (60.4%) and in general facilitates the delivery of richer content to audiences (80.6%). On the opposite side, the Web is assumed to be responsible for large scale phenomena of plagiarism (83.5%). Other negative aspects of the Web, according to the journalists, include the fact that Web users are less willing to investigate on the spot (53.2%), the limited but still considerable opinion that the Web is harmful to journalism (21.6%), and the common belief that the Web is full of useless information (51.8%).

Table 8 and table 9 (multiple responses) depict the preferences of the Greek journalists with respect to websites as sources of information. Journalists visit primarily the websites of news agencies (97.1%), Greek media (86%), international media (83.1%), search engines (80.9%), governmental organizations (69.1%), NGOs (64.7%), academic institutions (48.5%), and the website of the National Statistical Service of Greece (47.1%). When it came to actually rating from 1 to 10 certain news feeding Greek websites –such as portals and news agencies' sites- the participants proved to be rather lenient, rating all 8 candidate sites from 7.9 to 6.2, which results in a standard deviation of 0.63!

*RQ2:*
***What essential skills must a journalist develop, as regards the use of new technologies, in order to cope with today's technological environment in newsrooms and what particular Internet services and technologies do Greek journalists use?***

The implementation of new technologies in newsrooms requires a certain level of skillfulness on the part of the journalists who actually work and participate in the news production process in such an environment.

Table 10 (multiple responses) depicts the essential technological skills a journalist must have, according to the opinions of the participants. The top priority is the ability of the journalist to surf the Web and make use of websites (98.5%), followed by the ability to use e-mail effectively (97.8%). Further down the list can be

found the ability to use text processing software (97.1%), the ability to search databases (78.8%), the ability to work with content management systems in local networks (47.4%), the use of spreadsheets (35%), familiarity with graphics and photo editing (27%), the ability to synthesize electronic presentations (23.4%), and on the bottom of the list lies the ability to construct web pages (16.1%).

Accordingly, Table 11 (multiple responses) depicts the web services and Internet technologies Greek journalists use more often. The Web (97.8%) and e-mail services (94%) are the two most widely used technologies of the Internet as far as Greek journalists are concerned, followed by web-based databases (66.4%) and instant messaging (23.1%). 20.9% of the respondents participate in chat rooms and fora and only 4.5% take advantage of teleconference services via the Internet.

## RQ3:
### To what degree has the advent of the Internet affected working conditions in the journalism sector (job availability, tasks delivery, telecommuting options, etc.)?

Greek journalists experience no fear or discomfort when requested to work in advanced technological environments. 66.4% do not consider new technologies as a threatening factor to their present status, as opposed to 28.6% who responded positively.

With respect to the issue of telecommuting and the hypothesis that the Internet may affect the number of journalists who may telecommute (Table 12), an extraordinary 80.6% thinks that the Internet has increased the opportunity of telecommuting, though, as evidenced in National Statistical Service of Greece (2004), telecommuting per se is not at all a common practice in Greece. 78 out of the 112 journalists who responded positively to the question of whether the Internet has increased the opportunities for telecommuting perceive this tendency as positive, whereas the remaining 34 perceive it as negative.

## RQ4:
### What are the most desirable and the most undesired characteristics of websites as news information resources?

The desirable and the undesirable characteristics of websites, as identified by Greek journalists and shown in Tables 13 and 14 respectively (both multiple responses), reveal various aspects of the way the Web has influenced everyday journalistic practices.

Greek journalists evaluate as the most desirable characteristic of a website the speed by which content is downloaded to their client software and ease of use in general (84.3%). Ease of use is also the common denominator in some of the other most desired website characteristics, such as the existence of a local search engine (82.1%) and an understandable navigation mechanism (79.1%). Besides ease of use, reliable information (78.4%) and license to reproduce parts of their content (47.8%) are also evaluated as positive characteristics of websites.

Conversely, the negative features of websites are, more or less, the counter-parts of the positive ones, though in different ranking. Therefore, Greek journalists evaluate negatively the provision of unreliable information (81.3%) and slow performance of the website (61.7%). False information is obviously another negative feature (58.6%), as well as complicated navigation (51.6%), lack of contact information (also 51.6%), and difficulty to find and/or memorize URL (44.5%). As it is easily comprehensible,

some journalists (42.2%) perceive the prohibition of content reproduction as a negative feature.


# CONCLUSIONS

The deregulation which was applied in the Greek media sector during the early '90s (Papathanassopoulos 1997) had as a direct consequence an unparalleled increase in the number of electronic media organizations competing in the news market. As a side effect, traditional newspapers experienced a sharp antagonism which could be counteracted only by creative and extensive exploitation of the merits offered by new technological means (Leandros 1992: 313; Psychogios 1992: 22-31).

Some 15 years later, the research at hand reveals that Greek journalists of political dailies not only use the Internet almost in their entirety (99.3%), but also express a positive opinion with respect to the ability of the Internet to improve journalism in general (67.9%). This, more or less, technophilic attitude of Greek journalists is in step with the dominant narrations of the history of American journalism which suggest that the use of new technologies has been mainly an institutional achievement. Greek journalists embrace the Internet in their daily professional routines (72.9%) and use it primarily in order to send and receive e-mails (97.8%), surf the Web (94%), and obtain information from databases (66.4%).

As evidenced by the above, Greek journalists appear to be adaptable and flexible in the face of new developments. They consider themselves to be familiar with the use of the Internet, and they point out that due to the Web –mediated by traditional media– audiences receive richer and more diverse content. They also note with satisfaction, the fact that the Web offers much better tools in the search for information, while it also accelerates the news gathering process.

While online, Greek journalists prefer to visit the websites of news agencies (97.1%) and the websites of Greek and international media (86% and 83.1% respectively) in order to get the latest news, but also in order to acquire a first impression of the daily agenda set by their competitors. The usefulness of search engines is unquestionable (80.9%), while the websites of governmental and non-governmental organizations also appear to be rather informative (69.1% and 64.7% respectively).

On the other hand, with respect to the undesirable characteristics of the Web, Greek journalists lament the fact that the Web facilitates plagiarism (83.5%). Another negative impact resulting from the use of the Web is that it tends to make journalists less willing to investigate on the spot (53.2%). In the same line of criticism, the participants note that by speeding up the process of searching and finding information, the use of the Web leads inevitably to more mistakes committed by journalists (44.6%).

The hierarchy of the necessary skills, regarding the use of new technologies in newsrooms, reveals the relative importance of the correspondent services and facilities provided by contemporary electronic environments. In order of importance, Greek journalists rank the various skills as follows: 1) ability to surf the Web (98.5%), 2) ability to use e-mail (97.8%), 3) ability to use text processing software (97.1%), 4) ability to use electronic databases (78.8%), and 5) ability to use content management software (47.7%). The relatively high percentage of journalists who consider the

ability to use content management systems an important skill must be attributed to the fact that during the last few years most newspapers have implemented electronic environments for news editing.

The application of new technologies has not negatively affected the conditions of work in the field of journalism, as evidenced by the fact that 66.4% of the participants responded negatively when questioned whether they experience fear or discomfort with regard to the implementation of new technologies in newsrooms. Although the majority of Greek journalists believe that potentially the Web may increase telecommuting, related findings concerning very low usage of instant messaging services and teleconference facilities indicate that telecommuting remains only in theory an alternative working option for journalists. The fact that broadband Internet has a very short record in Greece, in addition to being still expensive[2], strengthens the latter conclusion.

A series of findings, such as the major positive characteristics which Greek journalists mention with respect to the Web as a source of information (quickly navigable, existence of integrated search engine), lead to the conclusion that further utilization of the Web by journalists is limited by inefficient infrastructure.

On the other hand, the most negative feature of the Web, according to the participants, is clearly the fact that information found on websites may be blatantly false, or, at least, unreliable. In both cases confirming information gathered from the Web may prove a rather difficult task for journalists to achieve.

As a final remark and as a challenge to further work as well, it is pinpointed that Greek journalists sometimes face difficulties finding websites due to complicated or unclear URLs. Considering the different character sets employed by the Greek and the Latin alphabets (a fact which, in turn, obliges the community of Greek web developers to alphabetize Greek words with Latin characters in order for them to appear as part of a URL), one may reach a plausible conclusion as to what is unclear about the URLs of Greek websites. Another aspect worth investigating on its own account –with respect to the impact of the Web in Greek society– has to do with the cultural and local attributes of this new technology; the perspectives and the limitations of computer mediated communication in the decades to come.

**Notes**
1. According to the Owners' Union of Athens Daily Newspapers web site <http://www.eihea.gr/>, during the survey period the following 20 political newspapers were published in Athens: 1) Adesmeftos Typos – Publisher: Dimitris Rizos, 2) Adesmeftos Typos – Publisher: Kostas Mitsis, 3) Apogevmatini, 4) Avriani, 5) Ethnos, 6) Eleftheri Ora, 7) Eleftheros, 8) Eleftheros Typos, 9) Eleftherotypia, 10) Estia, 11) I Apofasi, 12) I Avgi, 13) I Vradini, 14) I Kathimerini, 15) I Niki, 16) I Hora, 17) O Logos, 18) Rizospastis, 19) Ta Nea, 20) To Vima.
2. SEPE "Action Plan for the Development of Internet in Greece"; see also Teligen "Internet Access Costs via a Standard Telephone Line, ADSL, and Cable Modem".

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**TABLES**

**Table 1: Staff position on the Newspaper**

|  | Frequency | Valid Percent |
|---|---|---|
| Editor in Chief | 15 | 10.6 |
| Political Affairs Editor | 20 | 14.2 |
| Social Affairs Editor | 17 | 12.1 |
| Economic Affairs Editor | 18 | 12.8 |
| International Affairs Editor | 18 | 12.8 |
| Cultural Affairs Editor | 19 | 13.5 |
| Sports Editor | 17 | 12.1 |
| Photography Department Editor | 17 | 12.1 |
| Total | 141 | 100.0 |

**Table 2: Age**

|  | Frequency | Valid Percent |
|---|---|---|
| 18-24 | 8 | 5.7 |
| 25-34 | 45 | 31.9 |
| 35-44 | 45 | 31.9 |
| 45-54 | 32 | 22.7 |
| 55-64 | 8 | 5.7 |
| 65 and over | 3 | 2.1 |
| Total | 141 | 100.0 |

**Table 3: The use of the Internet has made journalism…**

|  | Frequency | Valid Percent |
|---|---|---|
| Better | 95 | 67.9 |
| Worse | 28 | 20.0 |
| No difference/the same | 11 | 7.9 |
| Don't know/Won't answer | 6 | 4.3 |
| Total | 140 | 100.0 |
| Missing | 1 | |
| Total | 141 | |

**Table 4: Do you or your immediate coworkers use the Internet in your job?**

|  | Frequency | Valid Percent |
|---|---|---|
| Yes | 138 | 99.3 |
| No | 1 | .7 |
| Total | 139 | 100.0 |
| Missing | 2 | |
| Total | 141 | |

**Table 5: How often do you use the Internet for work related issues?**

|  | Frequency | Valid Percent |
|---|---|---|
| Many times during the day | 102 | 72.9 |
| At least once a day | 27 | 19.3 |
| 2 -3 times a week | 4 | 2.9 |

| | | |
|---|---|---|
| Less frequently | 7 | 5.0 |
| Total | 140 | 100.0 |
| Missing | 1 | |
| Total | 141 | |

**Table 6: How familiar are you with using the Internet?**

| | Frequency | Valid Percent |
|---|---|---|
| Very familiar | 95 | 67.9 |
| Average familiarity | 39 | 27.9 |
| A little familiar | 6 | 4.3 |
| Total | 140 | 100.0 |
| Missing | 1 | |
| Total | 141 | |

**Table 7: In what ways has the Internet changed the field of journalism?**

| | Count | Pct of Cases * |
|---|---|---|
| It offers better tools in the search for information | 135 | 97.1 |
| It increases the speed at which information is found/obtained | 135 | 97.1 |
| It increases plagiarism | 116 | 83.5 |
| The public receives more information | 112 | 80.6 |
| It is an opportunity for more voices to be heard | 84 | 60.4 |
| It creates "lazy" journalists | 74 | 53.2 |
| It offers too much useless information | 72 | 51.8 |
| It creates more responsible journalists | 68 | 48.9 |
| The increase in speed leads to more errors | 62 | 44.6 |
| It harms journalism's credibility | 30 | 21.6 |
| Other | 4 | 2.9 |
| | | |
| Total responses | 892 | 641.7 |
| * 139 valid cases | | |

**Table 8: How do you evaluate the following sites?**

| | Valid | Missing | Mean |
|---|---|---|---|
| Athens News Agency (ana.gr) | 122 | 19 | 7.9 |
| Macedonian News Agency (mpa.gr) | 110 | 31 | 7.7 |
| In.gr | 119 | 22 | 7.6 |
| Cypriot News Agency (can.org.cy) | 69 | 72 | 7.0 |
| Flash.gr | 118 | 23 | 6.6 |
| Reporter.gr | 76 | 65 | 6.5 |
| E-one.gr | 82 | 59 | 6.4 |
| E-go.gr | 94 | 47 | 6.3 |

**Table 9: Internet addresses which you use**

| | Count | Pct of Cases * |
|---|---|---|
| News Agencies | 132 | 97.1 |
| Greek media web sites | 117 | 86.0 |
| International media web sites | 113 | 83.1 |
| Search engines | 110 | 80.9 |
| Governmental web sites | 94 | 69.1 |
| NGOs web sites | 88 | 64.7 |
| University web sites | 66 | 48.5 |
| National Statistical Service of Greece web site | 64 | 47.1 |
| | | |
| Total responses | 784 | 576.5 |
| * 136 valid cases | | |

**Table 10: According to your opinion, what essential skills related to the use of new technologies should a journalist have?**

| | Count | Pct of Cases * |
|---|---|---|
| The ability to navigate the Web | 135 | 98.5 |
| The ability to use e-mail | 134 | 97.8 |
| The ability to use text processing software | 133 | 97.1 |
| The ability to search databases | 108 | 78.8 |
| The ability to work with Electronic Content Management Systems | 65 | 47.4 |
| The knowledge of spreadsheets | 48 | 35.0 |
| The ability to create graphics | 37 | 27.0 |
| The ability to create electronic presentations | 32 | 23.4 |
| The ability to create web pages | 22 | 16.1 |
| Other | 3 | 2.2 |
| | | |
| Total responses | 717 | 523.4 |
| * 137 valid cases | | |

**Table 11: Which Internet tools do you use?**

| | Count | Pct of Cases * |
|---|---|---|
| E-mail | 131 | 97.8 |
| Web sites | 126 | 94.0 |
| Databases | 89 | 66.4 |
| Instant messaging (messenger etc.) | 31 | 23.1 |
| Participation in fora and chat rooms | 28 | 20.9 |
| Teleconferencing services | 6 | 4.5 |
| Other | 2 | 1.5 |
| | | |
| Total responses | 413 | 308.2 |
| * 134 valid cases | | |

**Table 12: Do you believe that the use of the Internet has affected, and in what ways, the opportunity of telecommuting in the field of journalism?**

|  | Frequency | Valid Percent |
|---|---|---|
| It has increased the opportunity and this is a positive development | 79 | 56.8 |
| It has increased the opportunity and this is a negative development | 34 | 24.5 |
| It has not increased the opportunity and this is a positive development | 3 | 2.2 |
| It has not increased and this is a negative development | 7 | 5.0 |
| It has not affected the opportunity for telecommuting | 16 | 11.5 |
| Total | 139 | 100.0 |
| Missing | 2 |  |
| Total | 141 |  |

**Table 13: What are the most important positive characteristics of a web site which you use as a source of information?**

|  | Count | Pct of Cases * |
|---|---|---|
| It is fast | 113 | 84.3 |
| It contains a search engine | 110 | 82.1 |
| It is easy to navigate | 106 | 79.1 |
| It contains reliable information | 105 | 78.4 |
| It allows the reproduction/republication of its content | 64 | 47.8 |
|  |  |  |
| Total responses | 498 | 371.6 |
| * 134 valid cases | | |

**Table 14: What are the main problems associated with the use of a web site as a source of information?**

|  | Count | Pct of Cases * |
|---|---|---|
| The information it contains cannot be confirmed | 104 | 81.3 |
| The site is slow | 79 | 61.7 |
| The information does not reflect reality | 75 | 58.6 |
| It does not offer its users the opportunity to communicate with the web master or other authority | 66 | 51.6 |
| The site is difficult to navigate | 66 | 51.6 |
| It is difficult to find the site (difficult URL address) | 57 | 44.5 |
| It forbids the reproduction of its content | 54 | 42.2 |
|  |  |  |
| Total responses | 501 | 391.4 |
| * 128 valid cases | | |