

492S0

Qaire Number

Ireland	08 (1-2)
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(3-7)

Good morning-afternoon-evening. I amfrom Irish Marketing Surveys Limited. We are conducting a survey on behalf of the European Commission in the 15 countries of the European Union and in the United States and I would be grateful for your help in answering some questions. This survey concerns new technologies.

1. Are you aware of any free public Internet access points in your area?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- a) yes, in the library 1 (43)
- b) yes, in the community centres..... 1 (44)
- c) yes, in the town hall..... 1 (45)
- d) yes, in the post office 1 (46)
- e) yes, in the employment office..... 1 (47)
- f) yes, in another place 1 (48)
- g) no 1 (49)
- h) (DK/NA)..... 1 (50)

2. Does your household have access to the Internet?

- yes..... 1 (51)
- no 2
- (DK/NA) 3

[IF CODE 1 (yes): GO TO Q.3]

[IF CODE 2 (no): GO TO Q.2a AND THEN GO TO Q.8]

[IF CODE 3 (DK/NA): GO TO Q.8]

2A. Your household does not have access to the Internet because: ...

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- a) you don't know exactly what the Internet is? 1 (52)
- b) the Internet is too complicated? 1 (53)
- c) you are not interested in the Internet? 1 (54)
- d) you don't need the Internet at home? 1 (55)
- e) there is no personal computer (PC) or means of connecting in your home? 1 (56)
- f) you lack information on the way to connect to, and use the Internet? 1 (57)
- g) the costs for installing and using the Internet are too high? 1 (58)
- h) you lack the time for it? 1 (59)
- i) you or your family are already connected elsewhere and that is sufficient? 1 (60)
- j) you don't know why, you are not the person deciding those things in the household ? 1 (61)
- k) (other reasons for not being connected) [SPECIFY :...] 1 (62)
- l) (DK/NA) 1 (63)

3. Through which of the following technologies or devices does your household access the Internet?
Is it through:...

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- a) a standard phone line,..... 1 (64)
- b) an ISDN line (Integrated Services Digital Network), 1 (65)
- c) an ADSL line (Asymmetric Digital Subscriber Line), 1 (66)
- d) the cable,..... 1 (67)
- e) a device that allows you to browse the web from your television 1 (68)
- f) a mobile phone, using the WAP technology? 1 (69)
- g) (DK/NA)..... 1 (70)

4. How many members of your household use the Internet at home?

[DO NOT READ] (71)

- 1 person 1
- 2 persons 2
- 3 persons 3
- 4 persons 4
- 5 persons 5
- 6 persons 6
- 7 persons 7
- 8 persons and more 8
- (DK/NA)..... 9

5. Do you remember more or less how much you spend each month on your Internet connection?

(72)

- yes 1
- no 2

[IF CODE 2 'NO', GO TO Q.8]

5A. What is your best estimate of the total amount paid by your household for your Internet access (i.e. what you usually pay to your internet service provider) and related telephone costs (i.e. what you usually pay to your telephone company for the time spent on-line) in the last month?

[READ OUT – IF 'DON'T KNOW', INSIST TO OBTAIN AN APPROXIMATE ANSWER]

(73)

- less than £20 1
- between £20 and £40..... 2
- between £41 and £60..... 3
- between £61 and £80..... 4
- more than £80 5
- (DK/NA)..... 6

6. How has your domestic Internet bill evolved in the last year?

[READ OUT]

(74)

- it has increased 1 **[GO TO Q.7a]**
- it has decreased..... 2 **[GO TO Q.7b]**
- there was no significant change..... 3 **[GO TO Q.8]**
- this is not relevant because you have been
only recently connected 4 **[GO TO Q.8]**
- (DK/NA)..... 5 **[GO TO Q.8]**

7A. Is this increase due to:...

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

a)	an increase of your consumption	1	(75)
b)	an upgrading of your access.....	1	(76)
c)	higher telephone costs.....	1	(77)
d)	higher charges from your service provider?	1	(78)
e)	(other) [SPECIFY:...]	1	(79)
f)	(DK/NA)	1	(80)

7B. Is this decrease due to:...

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

a)	a decrease of your consumption	1	(81)
b)	a change in service provider	1	(82)
c)	a benefit from a flat rate tariff	1	(83)
d)	a benefit from a free access arrangement	1	(84)
e)	lower telephone costs	1	(85)
f)	lower charges from your service provider?	1	(86)
g)	(other) [SPECIFY :...]	1	(87)
h)	(DK/NA).....	1	(88)

8. Do you personally use the Internet:...

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

a)	at home,.....	1	(89)
b)	at work,.....	1	(90)
c)	at school/university,	1	(91)
d)	in a cybercafé,	1	(92)
e)	at a friend's place	1	(93)
f)	at public access points,	1	(94)
g)	somewhere else or	1	(95)
h)	not at all?	1	[→ STOP INTERVIEW] (96)

8A. When do you usually log on to the Internet?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

a)	mostly during the week	1	(97)
b)	mostly during the weekend	1	(98)
c)	during the week and the weekend indifferently.....	1	(99)
d)	during working hours.....	1	(100)
e)	just after work.....	1	(101)
f)	after having dinner	1	(102)
g)	late at night.....	1	(103)
h)	(DK/NA).....	1	(104)

9. Approximately how many hours do you spend on-line per week at home or elsewhere?

[READ OUT]

-	less than 5 hours per week	1	(105)
-	between 5 and 10 hours per week	2	
-	between 11 and 15 hours per week.....	3	
-	between 16 and 20 hours per week.....	4	
-	between 21 and 25 hours per week.....	5	
-	more than 25 hours per week	6	
-	(DK/NA).....	7	

10. Have you encountered security problems with the Internet at home or elsewhere?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- | | | |
|--|---|-------|
| a) yes, you have caught a virus on the Internet..... | 1 | (106) |
| b) yes, your credit card number has been abused | 1 | (107) |
| c) yes, you are getting too many unsolicited e-mails (spamming)..... | 1 | (108) |
| d) yes, you are encountering harassment and offensive offers as a
result of being on-line | 1 | (109) |
| e) yes, other type of security problems [SPECIFY :...] | 1 | (110) |
| f) no, you never encountered security problems..... | 1 | (111) |
| g) (DK/NA) | 1 | (112) |

11. Have you ever ordered goods or services on the Internet?

[READ OUT]

(113)

- | | | |
|---------------------------|---|---------------------|
| - yes, regularly | 1 | |
| - yes, occasionally | 2 | |
| - yes, rarely | 3 | |
| - no, never..... | 4 | [GO TO Q.15] |
| - (DK/NA) | 5 | [GO TO Q.15] |

12. Have you bought something on the Internet in the last month?

(114)

- | | |
|-----------------|---|
| - yes | 1 |
| - no | 2 |
| - (DK/NA) | 3 |

13. I am going to name several negative experiences that you can encounter while making a purchase on the Internet. Could you tell me if you have already been confronted by one of these?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- | | | |
|--|---|---------------------------|
| a) the goods didn't arrive | 1 | (115) |
| b) delivery took too long | 1 | (116) |
| c) your credit card was falsely or incorrectly debited | 1 | (117) |
| d) the goods were not as described in the offer | 1 | (118) |
| e) the goods were damaged on delivery | 1 | (119) |
| f) other negative experience [SPECIFY:...] | 1 | (120) |
| g) you never had a negative experience | 1 | [GO TO Q.15] (121) |
| h) (DK/NA) | 1 | [GO TO Q.15] (122) |

14. When having a problem with your Internet purchase, did you:...

[READ OUT – ONLY ONE ANSWER POSSIBLE]

(123)

- | | |
|--|---|
| - resolve it directly and satisfactorily with the supplier?..... | 1 |
| - try to resolve it with the supplier but were unable to reach
a satisfactory agreement?..... | 2 |
| - resolve it through a mediation process by a third party?..... | 3 |
| - resolve it through the courts?..... | 4 |
| - (other) [SPECIFY:...] | 5 |
| - (DK/NA)..... | 6 |

[IF MORE THAN ONE PROBLEM, TAKE THE MOST RECENT]

15. I am going to list several reasons for getting on line with your public administration (services provided by local authority). Could you tell me if you have already used these kind of services?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

a) finding or downloading information	1	(124)
b) e-mail enquiries	1	(125)
c) submission of forms (e.g. tax, vehicle registration).....	1	(126)
d) other on line services [SPECIFY:]	1	(127)
e) no, never	1 [GO TO Q.18]	(128)
f) (DK/NA)	1 [GO TO Q.18]	(129)

16. Do you interact with your public administration (services provided by local authority) via the Internet (through a Web site or by e-mail):...

[READ OUT] (130)

- regularly,	1
- occasionally or	2
- rarely?	3
- (DK/NA)	4

17. Did you interact with your public administration (services provided by local authority) via the Internet in the last month (through a Web site or by e-mail)?

(131)

- yes.....	1
- no	2
- (DK/NA).....	3

18. Do you encounter problems finding information on the Internet in your mother tongue?

[READ OUT] (132)

- often	1
- occasionally.....	2
- never	3
- (DK/NA).....	4

19. While surfing on the net, have you ever found a foreign web site that you wished also existed in your language?

(133)

- yes	1
- no	2
- (DK/NA).....	3

[IF 'NO' → STOP INTERVIEW]

20. If you could choose amongst the following Web sites, which one would you like most to find in your own language? Web site containing: ...

[READ OUT – ONLY ONE ANSWER POSSIBLE] (134)

- medical information,	1
- scientific information,.....	2
- information on foreign cultures,.....	3
- travel information,.....	4
- translations of foreign newspapers,	5
- business and marketing related information?	6
- (other) [SPECIFY:...]	7
- (DK/NA)	8

[END OF INTERVIEW – THANK RESPONDENT]

Classification Details

<p>SEX: Male 1 Female 2</p>	<p>(30)</p>	<p>NUMBER IN HOUSEHOLD: What is the number of people in your household aged 12 years and more?</p>	
<p>AGE: (Record Exact Age) <input type="text"/> <input type="text"/></p>	<p>(31-32)</p>	<p><input type="text"/> <input type="text"/></p>	<p>(37-38)</p>
<p>Use code '00' if respondent refuses to answer</p>		<p>REGION:</p>	
<p>EDUCATION: How old were you when you finished your full-time education? (Record Exact Age)</p>		<p>Dublin 1 Rest of Leinster 2 Munster 3 Conn/Ulster 4</p>	<p>(39-40)</p>
<p>Use code '99' if respondent still at full-time school Use code '00' if respondent refuses to answer Use code '01' if never went to full-time school</p>		<p>SIZE OF LOCALITY:</p>	
<p><input type="text"/> <input type="text"/></p>	<p>(33-34)</p>	<p>100,000 and over 1 1,500 - 100,000 2 Less than 1,500 3</p>	<p>(41-42)</p>
<p>WHAT IS YOUR OCCUPATION?</p>			
<p><i>Self Employed</i> Farmer, Fisherman 01 Professional (Lawyer, Practitioner etc.) 02 Owner of shop or company, Craftsman, Proprietor 03</p>	<p>(35-36)</p>	<p>Length of Interview <input type="text"/> <input type="text"/> Mins</p>	<p>(9-10)</p>
<p><i>Employed</i> General Management 04 Employed, Middle Management 05 Manual Worker 06</p>			
<p><i>Not in paid employment</i> Retired 07 Housewife 08 Student 09 Temporarily not working/unemployed 10 Other 11 Refused 12</p>			