

FLASH EUROBAROMETER NO 112 ("INTERNET AND THE PUBLIC AT LARGE")

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498s1 ref.

Questionnaire No.

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(3-7)

*Good morning/afternoon/evening. I am from Irish Marketing Surveys Limited.
We are conducting a survey on behalf of the European Commission in the 15 countries of the European Union. This survey concerns the Internet and new technologies.*

1. Does your household have access to the Internet?

- | | | |
|---|---------------|-----------------|
| | | (42) |
| - | yes | 1 --> GO TO Q.2 |
| - | no..... | 2 --> GO TO Q.3 |
| - | (DK/NA) | 3 --> GO TO Q.3 |

a. What kind of Internet access is your home fitted with?

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|---|--------|
| a) | a standard telephone line..... | 1 (43) |
| b) | an ISDN line | 1 (44) |
| c) | an ADSL connection..... | 1 (45) |
| d) | a cable modem | 1 (46) |
| e) | a mobile connection/wireless connection | 1 (47) |
| f) | (other: ...) | 1 (48) |
| g) | (DK/NA) | 1 (49) |

2.b. Through what kind of terminal does your home connect to the Internet?

(MULTIPLE ANSWERS POSSIBLE)

- | | | | |
|----|---|--------|----------------|
| a) | a desktop computer | 1 (50) | |
| b) | a laptop computer..... | 1 (51) | --> GO TO Q.2c |
| c) | a TV set-top box (digital TV, Pay-TV)..... | 1 (52) | |
| d) | a video game console | 1 (53) | |
| e) | a mobile telephone (WAP, GPRS)..... | 1 (54) | |
| f) | a handheld/pocket computer (Palm, Psion, ...) | 1 (55) | |
| g) | (other)..... | 1 (56) | |
| h) | (DK/NA) | 1 (57) | |

[ONLY IF ANSWER a) OR b) IN Q.2.b.]

2c. Does this computer have any of the following security features:...

[READ OUT – SEVERAL POSSIBLE ANSWERS]

- Yes 1 (58-63)
- no 2
- [DK/NA] 3

- a) an anti-virus software?
- b) a smart card reader or other authentication device?
- c) an encryption software?
- d) a firewall software?
- e) an electronic signature software?
- f) another security feature? **[SPECIFY:...]**

The following questions refer to your personal use of the Internet.

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

(MULTIPLE ANSWERS POSSIBLE)

- a) at home 1 (64)
- b) at work 1 (65)
- c) at school, at college, at university 1 (66)
- d) from a public access point (library, City Hall, etc) 1 (67)
- e) in a cybercafé 1 (68)
- f) at a friend's, an acquaintance's, a relative's place 1 (69)
- g) on the move, from a laptop 1 (70)
- h) on the move, from a handheld or pocket computer (Palm, Psion, ...) 1 (71)
- i) on the move, from a mobile phone (WAP, GPRS) 1 (72)
- j) (elsewhere ...) 1 (73)
- k) (do not use the Internet) 1 –Stop interview (74)
- l) (DK/NA) 1 –Stop interview (75)

4. How often do you usually use the Internet?

- every day or nearly every day 1 (76)
- several times a week 2
- approximately once a week 3
- approximately once a month 4
- less often 5
- (DK/NA) 6

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3.

5. While using the Internet, have you ever encountered security problems such as: ...

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|---|--------|
| a) | a computer virus..... | 1 (77) |
| b) | fraudulent use of your credit card number..... | 1 (78) |
| c) | unsolicited e-mail (spamming)..... | 1 (79) |
| d) | (other security problems: ...)..... | 1 (80) |
| e) | (never experienced Internet security problems)..... | 1 (81) |
| f) | (DK/NA)..... | 1 (82) |

6. Have you ever contacted a public administration through the Internet to: ...

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|---|--------|
| a) | find administrative information..... | 1 (83) |
| b) | send them an e-mail..... | 1 (84) |
| c) | fill in forms or carry out procedures on-line..... | 1 (85) |
| d) | (other reasons: ...)..... | 1 (86) |
| e) | (never contacted an administration through the Internet)..... | 1 (87) |
| f) | (DK/NA)..... | 1 (88) |

7. For your private use do you buy products or services through the Internet?

- | | | |
|---|-------------------|--------|
| - | frequently..... | 1 (89) |
| - | occasionally..... | 2 |
| - | rarely..... | 3 |
| - | never again..... | 4 |
| - | never..... | 5 |
| - | (DK/NA)..... | 6 |

8. For your private use, do you also use the Internet to: ...

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|--|---------|
| a) | send/retrieve your e-mail..... | 1 (90) |
| b) | carry out on-line banking operations..... | 1 (91) |
| c) | look for news or topical items..... | 1 (92) |
| d) | seek health-related advice or information..... | 1 (93) |
| e) | find job ads..... | 1 (94) |
| f) | take part in forums or group discussions..... | 1 (95) |
| g) | improve your training or education..... | 1 (96) |
| h) | seek information on travels, plane tickets, etc..... | 1 (97) |
| i) | book tickets for shows or events..... | 1 (98) |
| j) | (for other private use: ...)..... | 1 (99) |
| k) | (do not use the Internet for private use)..... | 1 (100) |
| l) | (DK/NA)..... | 1 (101) |

[END OF INTERVIEW – THANK RESPONDENT]

Classification Details

<p>SEX: Male..... 1 Female..... 2</p> <p>AGE: (Record Exact Age) <input type="text"/> <input type="text"/></p> <p>Use code '00' if respondent refuses to answer</p> <p>EDUCATION: How old were you when you finished your full-time education? (Record Exact Age)</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><input type="text"/> <input type="text"/></p> <p>REGION: Dublin1 Rest of Leinster2 Munster.....3 Conn/Ulster.....4</p> <p>TYPE OF LOCALITY: Metropolitan zone1 Other town/urban centre.....2 Rural zone3</p>	<p>(30)</p> <p>(31-32)</p> <p>(33-34)</p> <p>(39-40)</p> <p>(41)</p>	<p>WHAT IS YOUR OCCUPATION? [INT. WRITE IN AND CODE]</p> <p>Self Employed</p> <p>Farmer, fisherman..... 01 Professional (Lawyer, Practitioner etc.) 02 Owner of shop or company, craftsman, proprietor.. 03</p> <p>Employed</p> <p>General Management 04 Employed, middle management..... 05 Manual Worker..... 06</p> <p>Not in paid employment</p> <p>Retired 07 Housewife 08 Student..... 09 Temporarily not working/unemployed 10 Other 11 Refused..... 12</p> <p>NUMBER IN HOUSEHOLD: How many people aged 15 years old or more live with you, in your household?</p> <p><input type="text"/> <input type="text"/> people (exact number)</p> <p>(If the respondent lives alone: CODE ZERO) (If DK/NA) -> STOP INTERVIEW</p> <p>Length of Interview <input type="text"/> <input type="text"/> Mins</p>	<p>(35-36)</p> <p>(37-38)</p> <p>(9-10)</p>
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