

ZA4881

**Flash Eurobarometer 241
(Information society as seen by EU citizens)**

**Country Specific Questionnaire
United Kingdom**

FLASH 241 – INFORMATION SOCIETY

Q1. I'm going to read out a list of leisure activities. How often would you say that you do the following?

(READ OUT– ONE ANSWER PER LINE)

- Everyday or almost every day5
 - At least once a week4
 - At least once a month.....3
 - Several times a year.....2
 - Less than twice a year or never1
 - [DK/NA].....9
- A. sport, fitness and exercise 1 2 3 4 5 9
- B. go to the cinema, a concert, theatre or other live performance, or watch live sport events 1 2 3 4 5 9
- C watch TV 1 2 3 4 5 9
- D. have a meal in a restaurant, café or pub, or go for a drink at a bar or club 1 2 3 4 5 9
- E. pursue a hobby 1 2 3 4 5 9
- F. keep yourself informed (e.g. via newspapers, Internet, etc.)..... 1 2 3 4 5 9
- G. meet friends..... 1 2 3 4 5 9

Q2. How often you do you actively participate in the activities of organizations, like sports clubs, religious or voluntary aid organizations, trade unions, campaign organisations etc.?

(READ OUT– ONE ANSWER ONLY)

- At least once a week3
- Less than once a week.....2
- Never1
- [DK/NA].....9

Q3. Generally speaking, would you say that you can't be too careful in dealing with people, or that most people can be trusted?

Please tell me on a score of 0 to 10, where 0 means you can't be too careful and 10 means that most people can be trusted. Of course, you can use any number in between to express your opinion.

- [][]..... number from 0 to 10
- [99].....[DK/NA]

Q4. In the last 3 months, how often have you used the Internet – whether at home, at work, or somewhere else – for your personal use?

(READ OUT– ONE ANSWER ONLY)

- Several times a day 6
- About once a day 5
- At least once a week 4
- At least once a month 3
- Less than once a month 2
- Almost Never / never 1 (go to Q7)
- [No access to the Internet– DO NOT READ OUT].....
..... 7 (go to Q7)
- [DK/NA]..... 9 (go to Q7)

ASK IF ANY ANSWER IS Q4= 6, 5, 4, 3 AND 2

Q5. Which of the following Internet-related activities have you already carried out?

(READ OUT– ONE ANSWER PER LINE)

- Yes 1
 - No 2
 - [DK/NA]..... 9
-
- A. Sending / receiving e-mail or instant messages 1 2 9
 - B. Buying products and /or services through the internet 1 2 9
 - C. Internet Banking 1 2 9
 - D. Playing or downloading games, images, films, music or software 1 2 9
 - E. Filling and sending forms electronically to public administrations 1 2 9
 - F. Doing an online course or using the internet with the purpose of learning 1 2 9
 - G. Creating a profile or sending a message in a social networking website 1 2 9
 - H. Using a search engine to look for information 1 2 9
 - I. Reading, listening or watching the news on the internet 1 2 9
 - J. Upload photos, videos or other files to a website where others can see 1 2 9
 - K. Using the internet for my daily work 1 2 9
 - L. Transferring content from the internet to other devices (mp3, game console...) . 1 2 9

ASK IF ANY ANSWER IS Q4= 6, 5, 4, 3 AND 2

Q6. Based on your personal experience, to what extent do you agree with the following statements about the Internet: do you strongly agree, rather agree, rather disagree or strongly disagree that the Internet has improved:

(READ OUT – ROTATE - ONE ANSWER PER LINE)

- Strongly agree 4
 - Rather agree..... 3

 - Rather disagree 2
 - Strongly disagree..... 1

 - [DK/NA]..... 9
-
- A. Your opportunity to meet new people 1 2 3 4 9
 - B. The way you manage your finances..... 1 2 3 4 9
 - C. The way you deal with public authorities..... 1 2 3 4 9
 - D. The way you get health-related information 1 2 3 4 9
 - E. The way you perform your job 1 2 3 4 9
 - F. The way you shop 1 2 3 4 9
 - G. Your opportunity to learn 1 2 3 4 9
 - H. The way you pursue your hobbies 1 2 3 4 9
 - I. Your capability to be informed about current issues 1 2 3 4 9
 - J. Your relationships with family members and friends..... 1 2 3 4 9
 - K. Your opportunity to share views/access culture 1 2 3 4 9

Q7. To what extent do you agree or disagree that people that don't use the Internet:

(READ OUT – ROTATE - ONE ANSWER PER LINE)

- Strongly agree 4
 - Rather agree..... 3
 - Rather disagree 2
 - Strongly disagree..... 1
 - [DK/NA]..... 9
-
- A. Miss the opportunity of greater contact with friends and family 1 2 3 4 9
 - B. Are at a disadvantage in their career prospects 1 2 3 4 9
 - C. Risk becoming old-fashioned 1 2 3 4 9
 - D. Miss the opportunity of finding good bargains online (including airline tickets and trips) 1 2 3 4 9
 - E. Are less open to the outside world 1 2 3 4 9
 - F. Know less and are not as well informed as other people 1 2 3 4 9
 - G. Have more time for themselves, family and friends 1 2 3 4 9
 - H. Take less risk because they don't get exposed to the risk of online fraud.... 1 2 3 4 9
 - I. Take less risk because they don't run the risk of other people finding out information about them..... 1 2 3 4 9
 - J. Are less reachable for professional purposes 1 2 3 4 9
 - K. Avoid the frustration of dealing with complicated technologies 1 2 3 4 9

ASK IF ANY ANSWER IS Q4 = 1 OR 7 OR 9

Q8. In the past year, have you asked someone else (a friend, a colleague, a neighbour, someone in your family) to send an email for you, get information from the Internet or make an online purchase?

- Yes..... 1
- No 2
- [DK/NA]..... 9

ASK ALL

Q9. Do you use a mobile phone?

(READ OUT – ONE ANSWER ONLY)

- Several times a day 4
- At least once every day 3
- Not every day, but at least once per week 2
- Only occasionally (less than once per week) 1
- I don't have one 7 (go to Q11)
- [DK/NA]..... 9 (go to Q11)

ASK IF Q9= 1, 2, 3, 4

Q10. Based on your personal experience to what extent do you agree or disagree with the following statements about the use of mobile phones? Do you strongly agree, rather agree, rather disagree or strongly disagree that using mobile phone has helped you?

(READ OUT- ONE ANSWER PER LINE)

- Strongly agree 4
- Rather agree..... 3
- Rather disagree 2
- Strongly disagree..... 1
- [DK/NA]..... 9

- A. to keep in contact with family and friends..... 1 2 3 4 9
- B. to be more informed..... 1 2 3 4 9
- C. to better manage your free time/leisure time 1 2 3 4 9
- D. to share ideas and material like photos etc.with other people 1 2 3 4 9
- E. to feel more secure 1 2 3 4 9
- F. in your work..... 1 2 3 4 9

Q11. To what extent do you agree, or disagree, that people who do not use a mobile phone

(READ OUT- ONE ANSWER PER LINE)

- Strongly agree 4
- Rather agree..... 3
- Rather disagree 2
- Strongly disagree..... 1
- [DK/NA]..... 9

- A. miss the opportunity of having more contact with family and friends 1 2 3 4 9
- B. are less reachable by the outside world 1 2 3 4 9
- C. are saving money in purchasing such devices and on their telephone bills . 1 2 3 4 9
- D. have less stress in their lives..... 1 2 3 4 9

BACKGROUND VARIABLES

D1. **Gender** [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. **How old are you?**

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D3. **How old were you when you stopped full-time education?**

[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [][] years old
- [00] [STILL IN FULL TIME EDUCATION]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [99] [REFUSAL/NO ANSWER]

D4. **As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...**

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- SELF-EMPLOYED

- i.e. : - farmer, forester, fisherman..... 11
- owner of a shop, craftsman..... 12
- professional (lawyer, medical practitioner, accountant, architect,...)..... 13
- manager of a company 14
- other 15

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect)..... 21
- general management, director or top management..... 22
- middle management..... 23
- Civil servant 24
- office clerk..... 25
- other employee (salesman, nurse, etc...) 26
- other 27

- Manual worker

- i.e. : - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker..... 33
- other 34

- Without a professional activity

- i.e. : - looking after the home..... 41
- student (full time) 42
- retired 43
- seeking a job..... 44
- other 45
- [Refusal] 99

D6. Would you say you live in a ...?

- large city 1
- other town/urban centre.....2
- rural zone3
- [Refusal].....9

D7. Which of the following best describes your household composition?

(READ OUT - ONE ANSWER ONLY)

- Single person household 1
- Married or cohabiting couple, having no children.....2
- Married or cohabiting couple, with one or more children living
at home3
- Married or cohabiting couple, no children living at home4
- Single parent, one or more children living at home.....5
- Other.....6
- [DK/NA].....9