

ZA4981

**Flash Eurobarometer 250
(Confidence in Information society)**

**Country Specific Questionnaire
United Kingdom**

**Citizens' confidence in the Information Society
Flash Eurobarometer**

Q1. On average, how frequently do you access the Internet from home?

[-SINGLE RESPONSE]

- *Never*..... 1
- *Less than once a month*..... 2
- *At least once a month*..... 3
- *At least weekly, but not every day*..... 4
- *Every day* 5
- [DK/NA] 9

IF “NEVER” OR “LESS THAN ONCE A MONTH”, Q1=1 OR 2, THANK AND TERMINATE

OR IF [DK/NA] Q1=9. THANK AND TERMINATE

Q2. Are you aware of the existence of the following security problems related to internet usage?

- Yes 1
 - No..... 2
 - [DK/NA] 9
-
- a) Malicious software (ex. computer viruses) damaging files or computers..... 1 2 9
 - b) Messages sent by fraudsters to acquire personal data in a misleading way (“Phishing”) 1 2 9
 - c) Privacy violations like leakage or abuse of personal information sent on the internet (including theft of identity and of credit card numbers) 1 2 9
 - d) Unsolicited emails (‘Spam’) 1 2 9
 - e) Children accessing inappropriate web-sites or connecting with potentially dangerous persons 1 2 9
 - f) Personal computers remotely “possessed” by ill intentioned persons to attack other computers (‘botnets’), that is they manage to control somebody’s computer without the victim being aware of it 1 2 9

Q3. How safe do you feel when you carry out transactions over the internet?

- Not safe at all 1
- Not really safe 2
- Rather safe 3

- Completely safe 4
- [it depends on the circumstances (type of website, type of connections, at home, wifi, etc...)] 5
- [DK/NA] 9

Q4. I will read a list of possible actions / behaviours resulting from real or perceived risks of the internet. For each of these please tell me which applies to you and which does not?

[MULTIPLE RESPONSES]

- True / it applies..... 1
- False / it does not apply..... 2
- [Not applicable/don't use the application] 3
- [DK/NA] 9

- A. I use products like antivirus, antispam or firewall..... 1 2 3 9
- B. I use alternative security techniques 1 2 3 9
- C. I do not implement security measures to protect my computer because I do not feel threatened..... 1 2 3 9
- D. I do not protect my computer because products like antivirus or antispam are too expensive 1 2 3 9
- E. I do not protect my computer because security is too difficult to implement and use 1 2 3 9
- F. I do not carry out financial transactions over the internet (ex. e-commerce, e-banking)..... 1 2 3 9
- G. I avoid as much as possible giving out my personal data on the internet (ex. name, age, credit card number, email address, religion) 1 2 3 9
- H. I don't engage in peer-to-peer file sharing with unknown persons 1 2 3 9

Q5. Did you have any of the following security problems using the internet in the last five years?

- Yes 1
- No..... 2
- [Not applicable(only for option Q5.F)]..... 3
- [DK/NA] 9

- A. A malicious software (computer virus) damaged my files or my computer (ex. My computer was not working anymore or was working very slowly, I was always re-directed to a website I did not choose)..... 1 2 3 9
- B. I was fooled by fraudsters and gave them personal data ("Phishing")..... 1 2 3 9
- C. My privacy was violated because somebody abused my personal information sent by me over the internet (ex. ID, credit card number or other personal information I did not want to be disclosed) or my data were unduly disclosed by a third party 1 2 3 9

- E. I received many unsolicited emails ('Spam')..... 1 2 3 9
- F. My children accessed inappropriate web-sites, they connected with potentially dangerous persons..... 1 2 3 9
- G. My computer was remotely "possessed" by ill intentioned persons ("botnet") 1 2 3 9

ASK ONLY IF ANY RESPONSE IS YES IN Q5

Q6. What damages have you experienced?

- Experienced 1
 - Did not experience 2
 - [DK/NA] 9
- a) Loss of time (ex. I had to reset my computer, my computer performed slowly due to a virus)..... 1 2 9
 - b) Financial losses (ex. money robbed, computer repair costs, loss of valuable data)..... 1 2 9
 - c) Embarrassment and/or humiliation 1 2 9
 - d) Loss of personal data (ex. credit card number, confidential information about me) 1 2 9
 - e) Loss of other data..... 1 2 9

ASK ALL

Q7. Who, in your opinion, is responsible for ensuring your security on the internet?

[READ OUT-ROTATE- MULTIPLE RESPONSES POSSIBLE]

- Me, personally 1
- My equipment and software suppliers 2
- My internet access provider 3
- The public authorities 4
- The organisation providing an on-line service (ex. my bank, the shop selling on-line) 5
- [DK/NA] 9

Q8. Would you consider participating in a few hours' course on IT Security to increase your knowledge on security when you use the internet?

- Yes, if it is offered for free..... 1
- Yes, and I am willing to pay for it 2
- No, because I have already attended a course in the past 3
- No, because I know enough about IT security to protect myself.. 4
- No, because I don't know enough about computers 5
- [Other reasons]..... 6
- [DK/NA] 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

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

D3. 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]

- 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 ...?

- metropolitan zone..... 1
- other town/urban centre 2
- rural zone 3
- [Refusal]..... 9

D10. What is the highest level of education you have acquired?

- Primary education 1
- Secondary education 2
- Higher education 3
- [Refused]..... 9