

**ZA4981**

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

**Country Specific Questionnaire  
Malta (English)**

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

**Q1. In average, how frequently do you access 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 experience?**

- Experienced ..... 1
- Did not experience ..... 2
- [DK/NA] ..... 9
  
- a) Loss of time (ex. I had o 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