

**ZA5473**

**Flash Eurobarometer 313  
(User Language Preferences Online)**

**Country Questionnaire  
Great Britain**

## Flash Eurobarometer “User language preferences online”

**S1. In the last four weeks, how often have you used the Internet – whether at home, at work, or somewhere else?**

[READ OUT – ONE ANSWER ONLY]

- Several times a day.....1
- About once a day.....2
- At least once a week.....3
- About once a month.....4
- Less/never .....5 [THANK AND TERMINATE]
- [DK/NA] .....9 [THANK AND TERMINATE]

[ASK ALL]

**Q2A. What language do you consider your mother tongue, or “your own language”?**

[OPEN ENDED- PRECODED]

[ONLY ONE ANSWER POSSIBLE]

Own language [ SELECT FROM THE PRECODED LIST]

- 
- [DK/NA].....99

**Q4A. Which languages, other than your own, do you use to read or watch content in the Internet - and how often?**

[ITEMS FOR LANGUAGES ARE OPEN ENDED –PRECODED, CODE UP TO THREE ANSWERS FOR THE LANGUAGE]

[ONE ANSWER PER LINE]

- All the time ..... 1
- Frequently..... 2
- Occasionally ..... 3
- I only use my own language..... 4
- [DK/NA]..... 9

- A. Language 1 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9
- B. Language 2 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9
- C. Language 3 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9

**Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet – and how often?**

[ITEMS FOR LANGUAGES ARE OPEN ENDED –PRECODED, CODE UP TO THREE ANSWERS FOR THE LANGUAGE]

[ONE ANSWER PER LINE]

- All the time ..... 1

- Frequently..... 2
  - Occasionally ..... 3
  - I only use my own language..... 4
  - [DK/NA]..... 9
- D. Language 1 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9
  - E. Language 2 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9
  - F. Language 3 [SELECT FROM THE PRECODED LIST]..... 1 2 3 4 9

[ASK ONLY IF IN Q4A OR Q4B NOT ALL ITEMS ARE "4" OR "9"]

**Q5. For each of the following Internet activities, how often do you use a language different from your own language?**

[ONE ANSWER PER LINE]

- All the time ..... 1
  - Frequently ..... 2
  - Occasionally ..... 3
  - Never ..... 4
  - [DK/NA]..... 9
- A. Communicate with friends and acquaintances..... 1 2 3 4 9
  - B. Communicate for professional reasons ..... 1 2 3 4 9
  - C. Browse to get information, or read or watch the news..... 1 2 3 4 9
  - D. Search or buy products (e.g. online shopping) and services (e.g. tourism) .... 1 2 3 4 9
  - E. Browse for entertainment (e.g. play games) ..... 1 2 3 4 9
  - F. Browse to carry out banking operations online..... 1 2 3 4 9
  - G. Learn about job or education opportunities..... 1 2 3 4 9
  - H. Learn about my rights as consumer or citizen ..... 1 2 3 4 9
  - I. Learn about health or healthcare issues..... 1 2 3 4 9

[ASK ALL]

**Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that...**

[ONE ANSWER PER LINE]

- Strongly agree..... 4
  - Rather agree ..... 3
  - Rather disagree..... 2
  - Strongly disagree ..... 1
  - [DK/NA]..... 9
- A. You think that you miss out on interesting information because websites are not in a language you understand ..... 1 2 3 4 9
  - B. When you have the choice of languages, you always visit websites in your own language ..... 1 2 3 4 9
  - C. If a website is not available in your language, you accept to use an English language website ..... 1 2 3 4 9
  - D. All web sites produced in your country should be available in your country's official language(s) ..... 1 2 3 4 9
  - E. All websites produced in your country should have versions available in other languages..... 1 2 3 4 9

**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
- [ 0 0 ] ..... [STILL IN FULL TIME EDUCATION]
- [ 0 1 ] ..... [NEVER BEEN IN FULL TIME EDUCATION]
- [ 9 9 ] ..... [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]**

**- 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

|            |   |   |
|------------|---|---|
| <b>D6.</b> | <b>Would you say you live in a ...?</b> |   |
|            | - metropolitan zone .....               | 1 |
|            | - other town/urban centre .....         | 2 |
|            | - rural zone.....                       | 3 |
|            | - [Refusal].....                        | 9 |