

**ZA6962**

**Flash Eurobarometer 469  
(Illegal Content Online)**

**Country Questionnaire  
Malta (English)**

D1	How old are you?
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(WRITE DOWN - IF "REFUSAL" CODE '99')
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D2	Gender.
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Male	1
Female	2

MEASURES TO FURTHER IMPROVE THE EFFECTIVENESS OF THE FIGHT AGAINST ILLEGAL CONTENT ONLINE
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We are going to ask you some questions about illegal content on the Internet. Illegal content ranges from counterfeit goods and pirated videos or music, to images of crimes such as child sexual abuse material or terrorism propaganda, or illegal hate speech.
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Throughout the questionnaire, we will refer to internet hosting services which host third-party content, such as social media, video sharing platforms, blogs hosting, cloud storage services, etc.
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ASK ALL
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Q1: ROTATE STATEMENTS 1 TO 4
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Q1	Do you agree or disagree with each of the following ?
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(READ OUT - ONE ANSWER ONLY)
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		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
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1	The Internet is safe for its users	1	2	3	4	5
2	Arrangements need to be in place to limit the spread of illegal content on the Internet	1	2	3	4	5
3	Freedom of expression needs to be protected online	1	2	3	4	5
4	Internet hosting services are effective in tackling illegal content	1	2	3	4	5

NEW
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Q2: ROTATE STATEMENTS 1 TO 7
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Q2	How often do you do the following?
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(READ OUT - ONE ANSWER ONLY)

		Daily	A few times per week	A few times per month	A few times per year	Never	DK/NA (DO NOT READ OUT)
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1	Online shopping	1	2	3	4	5	6
2	Use collaborative economy platforms	1	2	3	4	5	6
3	Use social networks	1	2	3	4	5	6
4	Watch videos, live-streaming or listen to music	1	2	3	4	5	6
5	Use file sharing services to upload or download documents, videos, images or music	1	2	3	4	5	6
6	Read or write reviews, give ratings of products or services on rating platforms	1	2	3	4	5	6
7	Read blogs, comment on articles or news websites	1	2	3	4	5	6

NEW

ASK Q3 IF AT LEAST ONE CODE 1 TO 4 IN Q2

Q3: ROTATE ANSWERS 1 TO 6

Q3: CODES 8 AND 9 ARE EXCLUSIVE

Q3	While using any of these services, have you accidentally come across the following types of illegal content?
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(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Child sexual abuse material	1,
Terrorist content	2,
Pirated content (e.g. music, films, books)	3,
Counterfeit goods (e.g. fake perfume, fake designer brands)	4,
Hate speech	5,
Scams, frauds, subscription traps or other illegal commercial practices	6,
Other illegal content	7,
None	8,
DK/NA (DO NOT READ OUT)	9,

NEW

ASK Q4 IF CODE 1 TO 7 IN Q3

Q4: ROTATE ANSWERS 1 TO 4

Q4: CODES 1 AND 6 ARE EXCLUSIVE

Q4 What action did you take after encountering this content?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You took no action	1,
You informed the internet service hosting the content	2,
You contacted directly the person or organisation who had uploaded the content	3,
You alerted the police or relevant authorities	4,
Other	5,
DK/NA (DO NOT READ OUT)	6,

NEW

ASK Q5 IF CODE 2 TO 5 IN Q4

Q5: ROTATE ANSWERS 1 TO 4

Q5 What happened to the content you reported?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

It was taken down	1,
It was kept online	2,
It was kept online but with more restricted access	3,
It was kept online but was slightly modified	4,
Other	5,
DK/NA (DO NOT READ OUT)	6,

NEW

ASK Q6 IF CODE 2 IN Q4

Q6 How satisfied or dissatisfied are you with how the internet hosting service handled your notification?

(READ OUT - ONE ANSWER ONLY)

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q7 IF AT LEAST ONE CODE 1 TO 4 IN Q2

Q7 Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?

(READ OUT - ONE ANSWER ONLY)

No, never	1
Yes, once	2
Yes, several times	3
DK/NA (DO NOT READ OUT)	4

NEW

ASK Q8 AND Q9 IF CODE 2 OR 3 IN Q7

Q8: ROTATE ANSWERS 1 TO 7

Q8 On what grounds was your content blocked or removed wrongly?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Terrorist content	1,
Child sexual abuse material	2,
Hate speech	3,
Pirated content (eg. music, films, books)	4,
Counterfeit goods (e.g. fake perfume, fake designer brands)	5,
Scams, frauds, subscription traps or other illegal commercial practices	6,
Violation of the terms of service of the Internet hosting service	7,
You were not informed	8,
Other	9,
DK/NA (DO NOT READ OUT)	10,

NEW

Q9: CODES 4 AND 6 ARE EXCLUSIVE

Q9 Which actions did you take, if any, after your content was blocked or removed?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

You contacted the internet hosting service	1,
You uploaded or posted the content again on the same internet hosting service	2,
You uploaded or posted the content again on a different internet hosting service	3,
You took no action	4,
Other	5,
DK/NA (DO NOT READ OUT)	6,

NEW

ASK ALL

Q10: ROTATE STATEMENTS 1 TO 4

Q10 Do you agree or disagree with each of the following statements?

(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
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1	Internet hosting services should process all notifications they receive and assess the legality of the content	1	2	3	4	5
2	Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic	1	2	3	4	5
3	Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities	1	2	3	4	5
4	When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision	1	2	3	4	5

NEW

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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D5a	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?
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(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)
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Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12	Which locality do you live in?
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(READ OUT IF NECESSARY - ONE ANSWER ONLY)
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D13	Would you say you live in a...?
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(READ OUT – ONE ANSWER ONLY)
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Rural area or village	1
Small or middle sized town	2
Large town	3
DK (DO NOT READ OUT)	4

D18	Have you got a mobile phone?
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(DO NOT READ OUT)
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Yes	1
No	2

D20	Have you got a landline phone?
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(DO NOT READ OUT)
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Yes	1
No	2

D22	Could you tell me how many people aged 15 years or more live in your household, yourself included?
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(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')
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	Number of people aged 15 or more in the household
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