

SUOMEN GALLUP - FINLAND

31-OCT-00 160554 Flash EB 88 "Internet and the general public" Sivu 2

D6

Uusimaa	10	1
EteläSuomi		2
ItäSuomi		3
VäliSuomi		4
PohjoisSuomi		5

----- 6

----- 7

type of locality

Capital Area (Greater Helsinki)	11	1
Urban communes at least 90 % of the population lives in densely populated areas OR the largest densely populated area has more than 15.000 inhabitants		2
Densely populated communes at least 60% but less than 90% of the population lives in densely populated areas AND the largest densely populated area has more than 4000 but less than 15000 inhabitants		3
Sparcely populated communes less than 60% of the population lives in densely populated areas AND the population of the largest densely populated area is less than 15000. Also communes where more than 40% but less than 90% of the population lives in densely populated areas And the population of the largest densely populated area is less than 4000		4

----- 5

----- 6

 We are conducting a survey on behalf of the European Commission in the 15 countries of the European Union and in the United States. This survey concerns the new technologies.

<Q1> Are you aware of any free public Internet access points in your area?

READ OUT - MULTIPLE ANSWERS POSSIBLE

yes, in the library	12	1,
yes, in the community centres		2,
yes, in the town hall		3,
yes, in the post office		4,
yes, in the employment office		5,
yes, in another place		6,
no		7,
(DK/NA)		8,

<Q2> Does your household have access to the Internet?

yes	13	1
no		2
(DK/NA)		3

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IF CODE 3 (DK/NA): GO TO Q.8

IF CODE 2 (no): GO TO Q.2a AND THEN GO TO Q.8

<Q2A> Your household does not have access to the Internet because:

READ OUT - MULTIPLE ANSWERS POSSIBLE

you don't know exactly what the Internet is?	14	1,
the Internet is too complicated?		2,
you are not interested in the Internet?		3,
you don't need the Internet at home?		4,
there is no personal computer (PC) or means of connecting in your home		5,
you lack information on the way to connect to, and use the Internet?		6,
the costs for installing and using the Internet are too high?		7,
you lack the time for it?		8,
you or your family are already connected elsewhere and that is sufficient?		9,
you don't know why, you are not the person deciding those things in the household ?		10,
(other reasons for not being connected, SPECIFY)		11,
(DK/NA)		12,

IF CODE 1 (yes): GO TO Q.3

<Q3> Through which of the following technologies or devices does your household access the Internet? Is it through:

READ OUT - MULTIPLE ANSWERS POSSIBLE

a standard phone line	15	1,
an ISDN line (Integrated Services Digital Network)		2,
an ADSL line (Asymmetric Digital Subscriber Line)		3,
the cable		4,
a device that allows you to browse the web from your television		5,
a mobile phone, using the WAP technology?		6,
(DK/NA)		7,

<Q4> How many members of your household use the Internet at home?

DO NOT READ

1 person	16	1
2 persons		2
3 persons		3
4 persons		4
5 persons		5
6 persons		6
7 persons		7
8 persons and more		8
(DK/NA)		9

<Q5> Do you remember more or less how much you spend each month on your Internet connection?

yes	17	1
no		2

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Jos vastaus 2 "ei" siirry kysymykseen Q8 IF CODE 2 'NO', GO TO Q.8

<Q5A> What is your best estimate of the total amount paid by your household for your Internet access (i.e. what you usually pay to your internet service provider) and related telephone costs (i.e. what you usually pay to your telephone company for the time spent on-line) in the last month?

READ OUT - IF 'DON'T KNOW', INSIST TO OBTAIN AN APPROXIMATE ANSWER

less than 25 <input type="checkbox"/>	18	1
between 25 and 50 <input type="checkbox"/>		2
between 51 and 75 <input type="checkbox"/>		3
between 76 and 100 <input type="checkbox"/>		4
more than 100 <input type="checkbox"/> per month		5
(DK/NA)		6

<Q6> How has your domestic Internet bill evolved in the last year?

READ OUT

it has increased	19	1
it has decreased		2
there was no significant change		3
this is not relevant because you have been only recently connected		4
(DK/NA)		5

<Q7A> Is this increase due to:..

READ OUT - MULTIPLE ANSWERS POSSIBLE

an increase of your consumption	20	1,
an upgrading of your access		2,
higher telephone costs		3,
higher charges from your service provider?		4,
(other) SPECIFY:		5,
(DK/NA)		6,

<Q7B> Is this decrease due to:

READ OUT - MULTIPLE ANSWERS POSSIBLE

a decrease of your consumption	21	1,
a change in service provider		2,
a benefit from a flat rate tariff		3,
a benefit from a free access arrangement		4,
lower telephone costs		5,
lower charges from your service provider?		6,
(other) SPECIFY:		7,
(DK/NA)		8,

<Q8> Do you personally use the Internet:

READ OUT - MULTIPLE ANSWERS POSSIBLE

at home	22	1,
at work		2,
at school/university		3,
in a cybercafé		4,
at a friend's place		5,
at public access points		6,
somewhere else or		7,
not at all?		8,

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<Q8A> When do you usually log on to the Internet?

READ OUT - MULTIPLE ANSWERS POSSIBLE

mostly during the week	23	1,
mostly during the weekend		2,
during the week and the weekend indifferently		3,
during working hours		4,
just after work		5,
after having dinner		6,
late at night		7,
(DK/NA)		8,

<Q9> Approximately how many hours do you spend on-line per week at home or elsewhere?

READ OUT

less than 5 hours per week	24	1
between 5 and 10 hours per week		2
between 11 and 15 hours per week		3
between 16 and 20 hours per week		4
between 21 and 25 hours per week		5
more than 25 hours per week		6
(DK/NA)		7

<Q10> Have you encountered security problems with the Internet at home or elsewhere?

READ OUT - MULTIPLE ANSWERS POSSIBLE

yes, you have caught a virus on the Internet	25	1,
yes, your credit card number has been abused		2,
yes, you are getting too many unsolicited e-mails (spamming)		3,
yes, you are encountering harassment and offensive offers as a result of being on-line		4,
yes, other type of security problems SPECIFY :		5,
no, you never encountered security problems		6,
(DK/NA)		7,

<Q11> Have you ever ordered a good or service on the Internet?

READ OUT

yes, regularly	26	1
yes, occasionally		2
yes, rarely		3
no, never		4
(DK/NA)		5

<Q12> Have you bought something on the Internet in the last month?

yes	27	1
no		2
(DK/NA)		3

<Q13> I am going to name several negative experiences that you can encounter while making a purchase on the Internet. Could you tell me if you have already been confronted to one of those?

READ OUT - MULTIPLE ANSWERS POSSIBLE

the goods didn't arrive	28	1,
delivery took too long		2,
your credit card was falsely or incorrectly debited		3,
the goods were not as described in the offer		4,
the goods were damaged on delivery		5,
other negative experience SPECIFY:		6,
you never had a negative experience		7,
(DK/NA)		8,

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<Q14> When having a problem with your Internet purchase, did you :
READ OUT - ONLY ONE ANSWER POSSIBLE

IF MORE THAN ONE PROBLEM, TAKE THE MOST RECENT

resolve it directly and satisfactorily with the supplier?	29	1
try to resolve it with the supplier but were unable to reach a satisfactory agreement?		2
resolve it through a mediation process by a third party?		3
resolve it through the courts?		4
(other) SPECIFY:...		5
(DK/NA)		6

<Q15> I am going to list several reasons for getting on line with your public administration. Could you tell me if you have already used this kind of services?

READ OUT - MULTIPLE ANSWERS POSSIBLE

finding or downloading information	30	1,
e-mail enquiries		2,
submission of forms (e.g. tax, vehicle registration)		3,
other on line services SPECIFY:		4,
no, never		5,
(DK/NA)		6,

<Q16> Do you interact with your public administration via the Internet (through a Web site or by e-mail) :

READ OUT

regularly	31	1
occasionally or rarely?		2
(DK/NA)		3
		4

<Q17> Did you interact with your public administration via the Internet in the last month (through a Web site or by e-mail)?

yes	32	1
no		2
(DK/NA)		3

<Q18> Do you encounter problems finding information on the Internet in your mother tongue?

READ OUT

often	33	1
occasionally		2
never		3
(DK/NA)		4

<Q19> While surfing on the net, have you ever found a foreign web site that you wished also existed in your language?

yes	34	1
no		2
(DK/NA)		3

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Sivu 7

<Q20> If you could choose amongst the following Web sites, which one would you like most to find in your own language? Web site containing:

READ OUT - ONLY ONE ANSWER POSSIBLE

medical information	35	1
scientific information,		2
information on foreign cultures,		3
travel information,		4
translations of foreign newspapers,		5
business and marketing related information?		6
(other) SPECIFY:		7
(DK/NA)		8