

NUTS2

Uusimaa	11	1
EteläSuomi		2
ItäSuomi		3
VäliSuomi		4
PohjoisSuomi		5
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type of locality

Capital Area (Greater Helsinki)/ 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	12	1
Densely populated communes at least 60% but less than 90% of the population lives in densly populated areas AND the largest densly populated area has more than 4000 but less than 15000 inhabitants		2
Sparcely populated communes less than 60% of the population lives in densly populated areas AND the population of the largest densly populated area is less than 15000. Also communes where more than 40% but less than 90% of the population lives in densly populated areas And the population of the largest densly populated area is less than 4000		3

1. Do you personally use the Internet? This includes sending emails or using the WAP technology.

yes 1	13	1
no 2 à STOP = VALID INTERVIEW		2
DK/NA à STOP INTERVEIW		3

2. In general, how frequently do you use the Internet ? Do you use it

every day, 1	14	1
a few times a week, 2		2
once a week, 3		3
once a month, 4		4
or occasionally ? 5		5
DK/NA 6		6

3. Where do you use the Internet ?

READ OUT - SEVERAL POSSIBLE ANSWERS

a) at home, 1	15	1,
b) at work, 1		2,
c) at school / college / university 1		3,
d) in a cybercafé, 1		4,
e) at a relative's, a friend's place 1		5,
f) at public access points (e.g. library, community centre) 1		6,
g) while travelling, with a WAP mobile phone 1		7,
h) while travelling, with a lap top 1		8,
i) or somewhere else SPECIFY :... 1		9,

4. For which purposes do you use the Internet for your private needs? Is it for:

READ OUT - SEVERAL POSSIBLE ANSWERS

a) sending/receiving emails 1	16	1,
b) booking tickets (spectacles, events...) 1		2,
c) shopping 1		3,
d) online banking, online stock exchange operations 1		4,
e) searching health information/advice 1		5,
fe) chatting, participate to forums, discussions 1		6,
gf) searching news and information 1		7,
hg) education and training 1		8,
ih) searching travel information, plane tickets 1		9,
ji) job searching 1		10,
kj) or you don't use the Internet for private purposes 1		11,
lk) (other) SPECIFY :... 1		12,
ml) (DK/NA) 1		13,

5. Have you already encountered security problems with the Internet ?

READ OUT - SEVERAL POSSIBLE ANSWERS

a) yes, you have caught a virus on the Internet 1	17	1,
b) yes, your credit card number has been abused on the Internet 1		2,
c) yes, you are getting too many unsolicited emails (spamming) 1		3,
d)yes, you are encountering harassment and offensive offers as a result of being on-line 1		4,
e)yes, other type of security problems SPECIFY :... 1		5,
f)no, you never encountered security problems 1		6,
g) (DK/NA) 1		7,

6g. If you have a computer at home or a privately used lap top, does it have any of the following security features :...

READ OUT - SEVERAL POSSIBLE ANSWERS

Yes, has a computer at home or a privately used lap top 1	18	1
g) (no computer at home or a privately used lap top) 2		2
DK/NA 3		3

<Q6A> a) an antivirus software?

yes 1	19	1
no 2		2
DK/NA 3		3

<Q6B> b) a smart card reader or other authentication device?

yes 1	20	1
no 2		2
DK/NA 3		3

<Q6C> c) an encryption software?

yes 1	21	1
no 2		2
DK/NA 3		3

<Q6D> d) a firewall software ?

yes 1	22	1
no 2		2
DK/NA 3		3

<Q6E> e) an electronic signature software ?

yes 1	23	1
no 2		2
DK/NA 3		3

f) (other) SPECIFY:...

Open	24	1
NO		2
DK/NA 3		3

7. Have you ever ordered a good or service on the Internet ?

READ OUT

yes, regularly 1	25	1
yes, occasionally 2		2
yes, rarely 3		3
no, never 4		4
(DK/NA) 5		5

8. 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 - SEVERAL POSSIBLE ANSWERS

finding or downloading information 1	26	1,
email enquiries 1		2,
submission of forms (e.g. tax, vehicle registration) 1		3,
other on line services SPECIFY: 1		4,
no, never 1		5,
(DK/NA)		6,

9. Have you ever had any training in:...

READ OUT - SEVERAL POSSIBLE ANSWERS

a) the use of computers ? 1	27	1,
b) the use of the Internet ? 1		2,

10. Where did you have this training ?

READ OUT - SEVERAL POSSIBLE ANSWERS

a) at school 1	28	1,
b) at university / college of education 1		2,
c) at work, in house training 1		3,
d) at work, external course 1		4,
e) in a public training centre 1		5,
f) in a private training centre 1		6,
g) on line or by correspondence 1		7,
h) or in another place SPECIFY : ... 1		8,