

NOP Consumer Market Research
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Job No.	Card	Serial No.	Country
(1) - (6)	(7) - (8)	(9)-(12)	(13)-(14)
432735	0 1		1 5

Job No : J 432735
 Issue : 1
 Date : 24 July, 2001

FLASH EB 103

RESPONDENTS NAME:

TELEPHONE NUMBER:

RESULT OF CONTACT

Call No	Inter-viewers ID	Date	Time	Length	Dispos-ition	Comments	Units
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

STANDARD DIAL DISPOSITION CODES

NR	- No reply	HHR	- Household/Company refusal
ENG	- Circuit Engaged	RR	- Respondent Refusal
NU	- No. unobtainable (Not a working no.)	ANS	- Answerphone
NNAS	- No. Not applicable to study(home telephone if business no. if consumer study)	REJ	- Reject (Respondent who might be otherwise eligible but is deaf, intoxicated, abusive or unwilling or unable to provide usable information)
LB	- Language barrier	COMP	- Completed interviews (segregated by type)
SRNA	- Selected respondent not available	PART	- Partial (interview terminated by respondent before completion)
CUTS	- Contact unable to speak for H.Hold		
INEL	- H.Hold/Business ineligible for specific reason		

Q.No	Question	Answer	Code	Ski to
	Hello, I am... from NOP Research. We are carrying out a survey on behalf of the European Commission in the 15 countries of the European Union about the Internet and the new technologies. Is it convenient to talk to you now, it will only take a few minutes?	OK Not OK	1 2	Q.A Arran recall
Q.A	RECORD SEX OF RESPONDENT - DO NOT ASK	Male Female	1 2	Q.B
Q.B	First of all could I just check a few details with you. What was your age on your last birthday?	_____ (RECORD ACTUAL AGE) Refused	00	Q.C
Q.C	And at what age did you finish your full-time education?	_____ (RECORD ACTUAL AGE) Did not go to school Still studying Refused	01 99 00	Q.D
Q.D	And what is your occupation? PROBE TO PRECODES	Farmer/fisherman Professional (e.g. Lawyer/ Doctor/ accountant) Owner of a shop or company/ craftsman/ proprietor General management Employed/middle management Manual worker Retired Housewife Student/Military Service Temporarily not working/ unemployed Other (WRITE IN) _____ Refused	01 02 03 04 05 06 07 08 09 10 11 12	Q.Di

Q.No	Question	Answer	Code	Skip to
Q.1	Does your household have access to the Internet?	Yes	1	Q.2
		No	2	
		(DK)	3	Q.3
Q.2a	What kind of Internet access is your home fitted with? MULTI-ANSWERS ALLOWED	A standard telephone line	1	
		An ISDN line	1	
		An ADSL connection	1	
		A cable modem	1	
		A mobile connection / wireless connection	1	
		(Other)	1	
		(DK/NA)	1	Q.2b
Q.2b	Through what kind of terminal does your home connect to the Internet? MULTI ANSWERS ALLOWED	Desktop computer	1	
		Laptop computer	1	
		TV set top box (digital /TV/Pay TV)	1	
		Videogame console	1	
		Mobile telephone (WAP, GPRS)	1	
		A handheld/pocket computer (Palm, Psion)	1	
		(Other)	1	
		(DK/NA)	1	Q.3
Q.3	The following questions refer to your own personal use of the internet. Do you personally use the Internet..... READ OUT EACH PRECODE CODE ALL THAT APPLY	At home	1	
		At work	1	
		At school, at college, at university	1	
		From a public access point (e.g. library/City Hall)	1	
		At a cybercafe (Internet café)	1	
		At a relative/s/friend/s/acquaintance's	1	
		While on the move, from a laptop	1	
		While on the move from a handheld or pocket computer (Palm, Psion)	1	
		While on the move from a mobile phone (WAP, GPRS)	1	Q.4
		(Elsewhere (SPECIFY) _____)	1	Q.4
		(Do not use the internet)	1	
		(DK/NA)	1	Q.9a
Q.4	How often do you usually use the Internet? ONE ANSWER ONLY	Everyday / nearly every day	1	
		Several times a week	2	
		Approximately once a week	3	
		Approximately once a month	4	
		Less often	5	
		(DK/NA)	6	Q.5

Q.No.		Code	Route	
Q.5	When using the Internet, have you encountered security problems such as ... • READ OUT EACH PRECODE. CODE ALL THAT APPLY	A computer virus Fraudulent use of your credit card number Unsolicited email (spamming) (Other security problems (SPECIFY) _____ (Never encountered Internet security problems) (DK/NA)	1 1 1 1 1 1	Q6
Q.6	Have you ever contacted a public administration through the Internet to ... READ OUT EACH PRECODE MULTIPLE ANSWERS ALLOWED	Find out administrative information Send them an email Fill in forms or carry out procedures on-line (Other reason) (Never contacted an administration through the Internet) (DK/NA)	1 1 1 1 1 1	Q.7
Q.7	Do you buy products or services through the internet for your private use? READ OUT PRECODES	Frequently Occasionally Rarely No longer do so Never done so (DK/NA)	1 2 3 4 5 6	Q8
Q.8	For your private use, do you also use the Internet to ... READ OUT MULTI ANSWERS ALLOWED	Send / retrieve your email Carry out on-line banking operations Look for news or topical items Seek health-related advice or information Find job ads Take part in forums or group discussions Improve your training or education Seek information on travel/ plane tickets etc Book tickets for shows or events (Other private use) (Do not use Internet for private use) (DK/NA)	1 1 1 1 1 1 1 1 1 1 1	Q9
Q.9a	Have you ever had any training in the ... READ OUT EACH PRECODE	Use of computers Use of the Internet Neither (DK/NA)	1 1 1 1	Q9b
				QF

• Q.9b	Did you do this training ... READ OUT EACH PRECODE	At a primary/secondary/technical school	1	Q.F
		As part of higher education college or university	1	
		Through your employer	1	
		On your own initiative	1	
		(DK/NA)	1	

Q.No.		Code	Rou
Q.F	Thank you very much for your help today. Before I close could I just check in which region of the country you live? PROBE TO PRECODES		
	Cleveland, Durham 01 Kent 25		
	Cumbria 02 Avon, Gloucestershire 26		
	Northumberland 03 Wiltshire 27		
	Tyne and Wear 04 Cornwall, Devon 28		
	Humberside 05 Dorset, Somerset 29		
	North Yorkshire 06 Hereford & Worcester 30		
	South Yorkshire 07 Warwickshire 31		
	West Yorkshire 08 Shropshire, Staffordshire 32		
	Derbyshire 09 West Midlands(county) 33		
	Nottinghamshire 10 Cheshire 34		
	Leicestershire 11 Greater Manchester 35		
	Northamptonshire 12 Lancashire 36		
	Lincolnshire 13 Merseyside 37		
	East Anglia 14 Clwyd, Dyfed 38		
	Bedfordshire 15 Gwynedd, Powys 39		
	Hertfordshire 16 Gwent 40		
	Berkshire 17 M-S-W Glamorgan 41		
	Buckinghamshire 18 Borders, Central Fife 42		
	Oxfordshire 19 Lothian, Tayside 43		
	Surrey 20 Dumfries, Galloway 44		Q.G
	East/West Sussex 21 Strathclyde 45		
	Essex 22 Highlands, Island 46		
	Greater London 23 Grampians 47		
	Hampshire, Isle of Wight 24		
Q.G	Would you say you lived in a READ OUT PRECODES		
	Large town 1		
	Small or middle size town 2		
	Rural area or village 3		*See Insts

INTERVIEWER RECORD:

TOWN LIVED IN : _____

POST CODE : _____

(H) LENGTH OF INTERVIEW IN MINUTES : _____