

FLASH EUROBAROMETER NO 103 ("INTERNET AND THE PUBLIC AT LARGE")

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326-S1 ref.

Questionnaire No.

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(3-7)

*Good morning/afternoon. I am from Irish Marketing Surveys Limited.
We are conducting a survey on behalf of the European Commission in the 15 countries of the European Union. This survey concerns the Internet and new technologies.*

1. Does your household have access to the Internet?

- | | | |
|---|---------------|-----------------|
| | | (40) |
| - | yes | 1 --> GO TO Q.2 |
| - | no..... | 2 --> GO TO Q.3 |
| - | (DK/NA) | 3 --> GO TO Q.3 |

2.a. What kind of Internet access is your home fitted with?

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|---|--------|
| a) | a standard telephone line..... | 1 (41) |
| b) | an ISDN line | 1 (42) |
| c) | an ADSL connection..... | 1 (43) |
| d) | a cable modem | 1 (44) |
| e) | a mobile connection/wireless connection | 1 (45) |
| f) | (other: ...) | 1 (46) |
| g) | (DK/NA) | 1 (47) |

2.b. Through what kind of terminal does your home connect to the Internet?

(MULTIPLE ANSWERS POSSIBLE)

- | | | |
|----|---|--------|
| a) | a desktop computer | 1 (48) |
| b) | a laptop computer..... | 1 (49) |
| c) | a TV set-top box (digital TV, Pay-TV)..... | 1 (50) |
| d) | a video game console..... | 1 (51) |
| e) | a mobile telephone (WAP, GPRS)..... | 1 (52) |
| f) | a handheld/pocket computer (Palm, Psion, ...) | 1 (53) |
| g) | (other)..... | 1 (54) |
| h) | (DK/NA) | 1 (55) |

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2.

The following questions refer to your personal use of the Internet.

3. Do you personally use the Internet: ...

(MULTIPLE ANSWERS POSSIBLE)

- a) at home..... 1 (56)
- b) at work 1 (57)
- c) at school, at college, at university 1 (58)
- d) from a public access point (library, City Hall, etc)..... 1 (59)
- e) in a cybercafé 1 (60)
- f) at a friend's, an acquaintance's, a relative's place 1 (61)
- g) on the move, from a laptop 1 (62)
- h) on the move, from a handheld or pocket computer (Palm, Psion, ...) 1 (63)
- i) on the move, from a mobile phone (WAP, GPRS)..... 1 (64)
- j) (elsewhere ...)..... 1 (65)
- k) (do not use the Internet) 1 -GO TO Q.9 (66)
- l) (DK/NA) 1 -GO TO Q.9 (67)

4. How often do you usually use the Internet?

- every day or nearly every day 1 (68)
- several times a week 2
- approximately once a week 3
- approximately once a month 4
- less often 5
- (DK/NA) 6

5. While using the Internet, have you ever encountered security problems such as: ...

(MULTIPLE ANSWERS POSSIBLE)

- a) a computer virus..... 1 (69)
- b) fraudulent use of your credit card number 1 (70)
- c) unsolicited e-mail (spamming) 1 (71)
- d) (other security problems: ...) 1 (72)
- e) (never experienced Internet security problems)..... 1 (73)
- f) (DK/NA) 1 (74)

6. Have you ever contacted a public administration through the Internet to: ...

(MULTIPLE ANSWERS POSSIBLE)

- a) find administrative information 1 (75)
- b) send them an e-mail 1 (76)
- c) fill in forms or carry out procedures on-line 1 (77)
- d) (other reasons: ...)..... 1 (78)
- e) (never contacted an administration through the Internet) 1 (79)
- f) (DK/NA) 1 (80)

7. For your private use do you buy products or services through the Internet?

- frequently 1 (81)
- occasionally 2
- rarely 3
- never again 4
- never 5
- (DK/NA) 6

8. For your private use, do you also use the Internet to :...

(MULTIPLE ANSWERS POSSIBLE)

- a) send/retrieve your e-mail 1 (82)
- b) carry out on-line banking operations 1 (83)
- c) look for news or topical items 1 (84)
- d) seek health-related advice or information..... 1 (85)
- e) find job ads..... 1 (86)
- f) take part in forums or group discussions 1 (87)
- g) improve your training or education..... 1 (88)
- h) seek information on travels, plane tickets, etc 1 (89)
- i) book tickets for shows or events 1 (90)
- j) (for other private use: ...) 1 (91)
- k) (do not use the Internet for private use) 1 (92)
- l) (DK/NA) 1 (93)

9.a. Have you ever followed any training in: ...

(MULTIPLE ANSWERS POSSIBLE)

- a) the use of a computer 1 (94)
- b) the use of the Internet..... 1 (95)
- c) (none of the above) 1 (96) [STOP INTERVIEW]
- d) (DK/NA) 1 (97) [STOP INTERVIEW]

b. Did you follow such training: ...

(MULTIPLE ANSWERS POSSIBLE)

- a) at primary school, secondary school or technical school..... 1 (98)
 - b) as part of higher education, college or university 1 (99)
 - c) through your employer..... 1 (100)
 - d) on your own initiative 1 (101)
 - e) (DK/NA) 1 (102)
-

[END OF INTERVIEW - THANK RESPONDENT]

Classification Details

<p>SEX: Male..... 1 Female..... 2</p> <p>AGE: (Record Exact Age) <input type="text"/> <input type="text"/></p> <p>Use code '00' if respondent refuses to answer</p> <p>EDUCATION: How old were you when you finished your full-time education? (Record Exact Age)</p> <p>Use code '99' if respondent still at full-time school Use code '00' if respondent refuses to answer Use code '01' if never went to full-time school</p> <p><input type="text"/> <input type="text"/></p> <p>REGION: Dublin 1 Rest of Leinster 2 Munster..... 3 Conn/Ulster..... 4</p> <p>TYPE OF LOCALITY: Metropolitan zone 1 Other town/urban centre 2 Rural zone 3</p>	<p>(30)</p> <p>(31-32)</p> <p>(33-34)</p> <p>(37-38)</p> <p>(39)</p>	<p>WHAT IS YOUR OCCUPATION? [INT. WRITE IN AND CODE]</p> <p>Self Employed</p> <p>Farmer, fisherman..... 01 Professional (Lawyer, Practitioner etc.) 02 Owner of shop or company, craftsman, proprietor.. 03</p> <p>Employed</p> <p>General Management 04 Employed, middle management..... 05 Manual Worker..... 06</p> <p>Not in paid employment</p> <p>Retired 07 Housewife 08 Student..... 09 Temporarily not working/unemployed 10 Other 11 Refused..... 12</p> <p><input type="text"/> <input type="text"/></p> <p>Length of Interview Mins</p> <p>-----</p>	<p>(35-36)</p> <p>(9-10)</p>
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