

NOP Consumer Market Research  
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Job No.	Card	Serial No.	Country
(1) - (6)	(7) - (8)	(9)-(12)	(13)-(14)
433197	0 1		1 5

No : J 433197  
 Issue : 1  
 Date : 25 October, 2001

**FLASH EB 112**

**RESPONDENTS NAME:**

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**TELEPHONE NUMBER:**

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**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	Card 01	
			Code	Skip 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	1	Q.A
		Not OK	2	Arrange recall
Q.A	<b>RECORD SEX OF RESPONDENT - DO NOT ASK</b>	Male	1	
		Female	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)	01	
		Did not go to school	99	
		Still studying	00	
		Refused		Q.D
Q.D	And what is your occupation? <b>PROBE TO PRECODES</b>	Farmer/fisherman	01	
		Professional (e.g. Lawyer/ Doctor/ accountant)	02	
		Owner of a shop or company/ craftsman/ proprietor	03	
		General management	04	
		Employed/middle management	05	
		Manual worker	06	
		Retired	07	
		Housewife	08	
		Student/Military Service	09	
		Temporarily not working/ unemployed	10	
		Other (WRITE IN)	11	
		_____		
		Refused	12	Q.E
Q.E	How many people aged 15 years or above live with you in your household?	_____		
		<b>RECORD EXACT NUMBER</b>		
		If respondent lives alone code 00	00	Q.1
		Don't know/NA	99	Thank & Close

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? <b>MULTI-ANSWERS ALLOWED</b>	A standard telephone line	1	Q.2b		
		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	Through what kind of terminal does your home connect to the Internet? <b>MULTI ANSWERS ALLOWED</b>	Desktop computer	1	Q.2c		
		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.2c	Which, if any, of the following security features does this computer have? <b>READ OUT EACH PRECODE. ONE ANSWER FOR EACH</b>					
			<b>Yes</b>	<b>No</b>	<b>DK/NA</b>	
		a) Anti-virus software	( )	1	2	3
		b) Smart-card reader or other authentication device	( )	1	2	3
		c) Encryption software	( )	1	2	3
		d) Firewall software	( )	1	2	3
		e) Electronic signature software	( )	1	2	3
		f) Other security features	( )	1	2	3
	(SPECIFY) _____					
				Q.3		



Q.No	Question	Answer	Code	Skip to
8	For your private use, do you also use the Internet to ... <b>READ OUT</b> <b>MULTI ANSWERS ALLOWED</b>	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 1	<b>QF</b>

Q.No.		Code	Route
F	Thank you very much for you help today. Before I close could I just check in which region of the country you live? <b>PROBE TO PRECODES</b>		
	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		
	East/West Sussex                      21              Strathclyde                                      45		
	Essex                                        22              Highlands, Island                              46		
	Greater London                      23              Grampians                                      47		<b>Q.G</b>
	Hampshire, Isle of Wight              24		
3	Would you say you lived in a .... <b>READ OUT PRECODES</b>		
	Large town	1	
	Small or middle size town	2	
	Rural area or village	3	<b>*See Insts.</b>

**INTERVIEWER RECORD:**

RESPONDENT' S NAME: \_\_\_\_\_

POST CODE : \_\_\_\_\_

LENGTH OF INTERVIEW IN MINUTES : \_\_\_\_\_