

**ZA3854**

**Flash Eurobarometer 135  
(Internet and the Public at Large – General Public)**

**Questionnaire  
Luxembourg (Luxembourgish)**

- D1. Geschlecht** [1] ee Mann  
[2] eng Fra
- D2. Genauen Alter :** [ ][ ] Joer  
[00] [REFUS/ S.R.]
- D3. Wéi aal wart Dir wéi Dir mat äre Studien opgehal hut ?**  
[AGE EXACT EN 2 CHIFFRES]  
[ ][ ] Joer  
[00] [REFUS/ SR]  
[01] [JAMAIS ETE A L'ECOLE PLEIN TEMPS]  
[99] [ENCORE A L'ECOLE PLEIN TEMPS]
- D4. Um professionnelle Plang, kann een do soen dass Dir fir de Moment onofhängeg sidd, Gehaltsempfänger, Aarbechter oder dass Dir ouni professionnell Aktivitéit sidd**  
[LIRE ITEMS A GAUCHE - ENSUITE FAIRE PRECISER (« c'est-à-dire »)  
- UNE SEULE REPONSE]
- **Onofhängeg**  
→ dat heescht : - Bauer, Fieschter, Fëscher ..... 11  
- Geschäftsmann, Handwierker ..... 12  
- Fräiberufflerde (Avekot, Dokter, Comtabel, Architekt,...) ..... 13  
- Betriebschef (chef d'entreprise) ..... 14  
- anerautre (PRECISER) ..... 15
  - **Gehaltsempfänger**  
→ daat heescht : - Fräiberuffler (Avekot, Dokter, Comtabel, Architekt,...) ..... 21  
- Cadre supérieur/dirigeant d'entreprise ..... 22  
- Cadre moyen ..... 23  
- Fonctionnaire ..... 24  
- Employé deen am Bureau schafft ..... 25  
- aner Employé (Verkeefer, Infirmier, etc...) ..... 26  
- aner (PRECISER) ..... 27
  - **Aarbechter**  
→ dat heescht : - Meeschter (chef d'équipe) ..... 31  
- Kalifizierten Aamechter ..... 32  
- Onkalifizierten Aarbechter ..... 33  
- aner (PRECISER) ..... 34
  - **Ouni professionnell Aktivitéit**  
→ dat heescht : - Dir këmmert lech em äre Stot ..... 41  
- Student (Vollzeit) ..... 42  
- Pensionnéiert ..... 43  
- Op der Sich no Aarbecht ..... 44  
- aner (PRECISER) ..... 45
  - (REFUS) ..... 99

- D1. Sex** [1] man  
[2] woman
- D2. Exact Age:** [ ][ ] years old  
[00] [REFUSAL/NO ANSWER]
- D3. Age when finished full time education : [EXACT AGE IN 2 DIGITS]**  
[ ][ ] years old  
[00] [REFUSAL/ NO ANSWER]  
[01] [NEVER GONE TO FULL TIME SCHOOL]  
[99] [STILL AT FULL TIME SCHOOL]
- D4. As far as your current occupation is concerned, would you say you are self-employed, employee, manual worker or would you say that you are without a professional activity ?**  
[READ OUT LEFT ITEMS - THEN ASK TO SPECIFY ("that is to say")  
- ONLY ONE ANSWER]
- **Self-employed**  
→ i.e. : - farmer, forester, fisherman ..... 11  
- owner of a shop, craftsman ..... 12  
- professional (lawyer, medical practitioner, accountant, architect,...) ..... 13  
- manager of a company ..... 14  
- other (SPECIFY) ..... 15
  - **Employee**  
→ i.e. : - professional (employed doctor, lawyer, accountant, architect) ..... 21  
- general management, director or top management ..... 22  
- middle management ..... 23  
- Civil servant ..... 24  
- office clerk ..... 25  
- other employee (salesman, nurse, etc...) ..... 26  
- other (SPECIFY) ..... 27
  - **Manual worker**  
→ i.e. : - supervisor / foreman (team manager, etc ...) ..... 31  
- manual worker ..... 32  
- unskilled manual worker ..... 33  
- other (SPECIFY) ..... 34
  - **Without a professional activity**  
→ i.e. : - looking after the home ..... 41  
- student (full time) ..... 42  
- retired ..... 43  
- seeking a job ..... 44  
- other (SPECIFY) ..... 45
  - (REFUSAL) ..... 99

- D5. Wéivill Persounen déi 15 Joer oder méi aal sin, wunnen bei lech am Stot :
- [ ] [ ] Persounen (nombre exact)
  - (Si la **personne interviewée** **vie seule** : CODER ZERO)
  - (Si NSP/SR) → STOP INTERVIEW
- D6. Régioun = "European Administrative Regional Unit" (N.U.T.S. 1) [2 CHIFFRES]
- D7. Type de localité ?
- An der Staater Géigend ..... 1
  - Aner Stad / urbanen Zenter ..... 2
  - Ländlëch Géigend ..... 3

- D5. How many people aged 15 years old or more live with you, in your household?
- [ ] [ ] people (exact number)
  - (If the **respondent lives alone**: CODIFY ZERO)
  - (If DK/NA) → STOP INTERVIEW
- D6. Region = "European Administrative Regional Unit" (N.U.T.S. 1) [2 DIGITS]
- D7. Type of locality ?
- metropolitan zone ..... 1
  - other town / urban centre ..... 2
  - rural zone ..... 3

Mir maachen eng Ëmfro fir d'Europäesch Kommissioun an deene 15 Länner vun der EU. Dës Etude huet als Sujet den Internet an nei Technologien.

1. Hut Dir an ärem Stot Zougag zum Internet ?
- Jo.....1 --> **ALLER Q.2**
  - Nee.....2 --> **ALLER Q.3**
  - (NSP/SR).....3 --> **ALLER Q.3**

- TREND FLASH-EB 125, Q1

- 2.a. Waat fir en Type vun Uschloss huet äre Stot?

**(MEI ÄNTWERTE MEIGELECH)**

- a) eng klassesch Telefonsleitung ..... 1
- b) en ISDN-Utschloss ..... 1
- c) en ADSL-Utschloss ..... 1
- d) e Kabelmodem (e speziellen Modem deen den Tvkabel benotzt) ..... 1
- e) eng mobil Konnektioun / ouni Drot ..... 1
- f) (aner : ...) ..... 1
- g) (NSP/SR) ..... 1

- TREND FLASH-EB 125, Q2a

- 2.b. Mat wéi engem Terminal ass äre Stot un den Internet ugeschloss ?

**(MEI ÄNTWERTE MEIGELECH)**

- a) e PC ..... 1--> **ALLER Q.2.c.**
- b) e portabele Computer ..... 1--> **ALLER Q.2.c.**
- c) eng Set-Top Box déi un den TV ugeschloss ass (digital TV, Pay TV) ..... 1
- d) eng Spillkonsol ..... 1
- e) en Handy (WAP, GPRS) ..... 1
- f) een digitalen Organiser (Palm, Psion, ...) ..... 1
- g) (aner) ..... 1
- h) (NSP/SR) ..... 1

- TREND FLASH-EB 125 / Q.2b -

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 the new technologies.

1. Does your household have access to the Internet?
- yes..... 1 --> **GO TO Q.2**
  - no..... 2 --> **GO TO Q.3**
  - (DK/NA)..... 3 --> **GO TO Q.3**

- TREND FLASH-EB 125, Q1

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

**(MULTIPLE ANSWERS POSSIBLE)**

- a) a standard telephone line..... 1
- b) an ISDN line..... 1
- c) an ADSL connection ..... 1
- d) a special modem using the television cable..... 1
- e) a mobile connection / wireless connection..... 1
- f) (other: ...) ..... 1
- g) (DK/NA)..... 1

- TREND FLASH-EB 125, Q2a

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

**(MULTIPLE ANSWERS POSSIBLE)**

- a) a desktop computer..... 1--> **GO TO Q.2.c.**
- b) a laptop computer..... 1--> **GO TO Q.2.c.**
- c) a TV set-top box (digital TV, Pay-TV) ..... 1
- d) a video game console ..... 1
- e) a mobile telephone (WAP, GPRS)..... 1
- f) a handheld / pocket computer (Palm, Psion, ...) ..... 1
- g) (other) ..... 1
- h) (DK/NA)..... 1

- TREND FLASH-EB 125 / Q.2b -

[SEULEMENT SI REPONSE a) OU b) DANS Q.2.b.]

2c. Ass dësen Computer mat folgenden Sëcherheitsmesuren equipéiert :...

[LIESEN – ENG ÄNTWERT PRO ITEM]

- Jo..... 1
  - Nee..... 2
  - [NSP/SR]..... 3
- a) en Anti-virus Programm ? ..... 1 2 3
  - b) ee Liesegerät fir eng Identifikatiounskaart oder  
een anere Authentifikatiounsapparat ? ..... 1 2 3
  - c) e Verschlüsselungsprogramm ? ..... 1 2 3
  - d) e Firwall Programm? ..... 1 2 3
  - e) een elektronesch Ënnerschrëfte Programm ? ..... 1 2 3
  - f) eng aner Sëcherheitsmeasure ? [PRECISER :...]. ..... 1 2 3

- TREND FLASH-EB 125, Q2c

[ONLY IF ANSWER a) OR b) IN Q.2.b.]

2c. Does this computer have any of the following security features :...

[READ OUT – ONE ANSWER PER ITEM]

- yes..... 1
  - no ..... 2
  - [DK/NA] ..... 3
- a) an anti-virus software ? ..... 1 2 3
  - b) a smart card reader or other authentication device ? ..... 1 2 3
  - c) an encryption software ? ..... 1 2 3
  - d) a firewall software ? ..... 1 2 3
  - e) an electronic signature software ? ..... 1 2 3
  - f) another security feature? [SPECIFY:...]. ..... 1 2 3

-TREND FLASH-EB 125, Q2c

[POUR TOUS]

Déi folgend Froen bezéien sëch op är perséinlech Internetbenotzung.

3. Benotzt Dir den Internet : ...

(PLUSIEURS REPONSES POSSIBLES)

- a) Doheem.....1
- b) Op der Aarbecht .....1
- c) an der Schoul, Lycée, Uni .....1
- d) op enger öffentlecher Plaaetz  
(z.B. Bibliothéik, Gemengenhaus, etc).....1
- e) an engem Cybercafé .....1
- f) bei engem Kolleg, Bekannten oder Elteren.....1
- g) ennerwee, mat engem portabele Computer.....1
- h) ennerwee, mat engem Täschecomputer  
(PDA, Palm, Psion, ...).....1
- i) ennerwee, mat engem Handy (WAP, GPRS) .....1
- j) (aner : ...).....1
- k) (benotzt keen Internet).1 --> **ALLER Q11 – INTERVIEW VALIDE**
- l) (NSP/SR) .....1 --> **ALLER Q11 – INTERVIEW VALIDE**

- TREND FLASH-EB 125 / Q.3 -

4. Wéi oft benotzt Dir gewéinlech den Internet ?

- All Daag oder bal all Daag.....1
- e puer Mol an der Woch .....2
- ongeféier 1 Mol d'Woch .....3
- ongeféier 1 Mol de Mount .....4
- manner oft .....5
- (NSP/SR) .....6

- TREND FLASH-EB 125 / Q.4 -

[FOR ALL]

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
- b) at work .....1
- c) at school, at college, at university .....1
- d) from a public access point (library, City Hall, etc) .....1
- e) in a cybercafé.....1
- f) at a friend's, an acquaintance's, a relative's place .....1
- g) on the move, from a laptop .....1
- h) on the move, from a handheld or pocket computer (Palm,  
Psion, ...) .....1
- i) on the move, from a mobile phone (WAP, GPRS) .....1
- j) (elsewhere ...) .....1
- k) (do not use the Internet).1 --> **GO TO Q11 – VALID INTERVIEW**
- l) (DK/NA) ..... 1--> **GO TO Q11 – VALID INTERVIEW**

- TREND FLASH-EB 125 / Q.3 -

4. How often do you usually use the Internet?

- every day or 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

- TREND FLASH-EB 125 / Q.4 -

5. Während enger Internetbenutzung, hat Dir do schon Sëcherheetsproblemer ewéi : ...

**(PLUSIEURS REPONSES POSSIBLES)**

- a) e Virus ..... 1
- b) Bedruch mat ärer Kreditkaatnummer ..... 1
- c) ongewënschten E-mailen (spam) ..... 1
- d) (aner Sëcherheetsproblemer : ...) ..... 1
- e) (hat nach kee Sëcherheetsproblem am Internet) ..... 1
- f) (NSP/SR) ..... 1

- TREND FLASH-EB 125 / Q.5 -

6. Hut Dir schon eng Kéier eng Administratioun iwer Internet kontaktéiert fir : ...

**(PLUSIEURS REPONSES POSSIBLES)**

- a) Informatiounen iwert d'Adminiatioun ze fannen ..... 1
- b) hinnen en E-mail ze schécken ..... 1
- c) Formulieren auszufëllen oder fir Online Démarchen ze maachen ..... 1
- d) (aner Grënn : ...) ..... 1
- e) (hunn nach nie eng Administratioun iwer Internet kontaktéiert .... 1
- f) (NSP/SR) ..... 1

- TREND FLASH-EB 125 / Q.6 -

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

**(MULTIPLE ANSWERS POSSIBLE)**

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

- TREND FLASH-EB 125 / Q.5 -

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

**(MULTIPLE ANSWERS POSSIBLE)**

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

- TREND FLASH-EB 125 / Q.6 -

7. Kaaft Dir fir äre perséinleche Gebrauch Produit'en oder Services am Internet : ?
- regelméisseg ..... 1
  - heiansdo..... 2
  - seelen..... 3
  - ech hun dat gemeet, mee maachen daat ni méi ..... 4
  - ni ..... 5 (ALLER A Q10)
  - (NSP/SR) ..... 6 (ALLER A Q10)

- TREND FLASH-EB 125 / Q.7 -

8. Hut Dir am Zesammenhang mat ären privaten Keef am Internet, déi folgend Problemer begéint :

- Jo ..... 1
- Nee ..... 2
- [NSP/SR] ..... 3

[LIRE- UNE REPONSE PAR ITEM]

- a) Verspéidung bei der Liwwerung ..... 1 2 3
- b) De Produit oder de Service ass nët geliwert gin ..... 1 2 3
- c) Onméiglech d'Produiten, déi net gewollt oder futti sinn, zeréck ze gin ..... 1 2 3
- d) Problemer beim Bezuelen (z.B., falsche Montant ofgerechent) ..... 1 2 3
- e) Onduerchsichteg Präiser (z.B., Liwerkäschten oder TVA nët präziséiert) ..... 1 2 3
- f) Eng onbefriedegend oder inexistent Kommunikatioun mam Service après-vente ..... 1 2 3
- g) Net autoriséiert Benotzung vu perséinlechen Donneën wéi d'E-mail Adress (z.B. : « spamming ») ..... 1 2 3
- h) Problemer fir op hierem Internet-Site ze surfen ..... 1 2 3
- i) Falsch Publicitéit oder Offerten ..... 1 2 3

- TREND FLASH-EB 125 / Q.8 -

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

- frequently ..... 1
- occasionally ..... 2
- rarely ..... 3
- I did it, but will never do it again ..... 4
- never ..... 5 (SKIP TO Q10)
- (DK/NA) ..... 6 (SKIP TO Q10)

- TREND FLASH-EB 125 / Q.7 -

8. When shopping for your private use on the Internet, did you encounter the following problems ?

- yes ..... 1
- no ..... 2
- [DK/NA] ..... 3

[READ OUT – ONE ANSWER PER ITEM]

- a) Late delivery ..... 1 2 3
- b) Product or service not delivered ..... 1 2 3
- c) No possibility to return faulty or unwanted goods ..... 1 2 3
- d) Payment problems (e.g. wrong amount debited) ..... 1 2 3
- e) Unclear pricing (e.g. delivery costs or VAT not indicated) ..... 1 2 3
- f) No or unsatisfactory communication with after-sales service ..... 1 2 3
- g) Unauthorized use of personal data, such as e-mail address (e.g. spamming) ..... 1 2 3
- h) Website navigation problems ..... 1 2 3
- i) Deceptive or misleading advertising / offer ..... 1 2 3

- TREND FLASH-EB 125 / Q.8 -



9. Ouni Berücksichtigung op Lëtzebuerg, wou befannen sêch d'Internet-Siten, bei deenen Dir schons Saachen oder Servicer fir ären perséinleche Gebrauch kauft hut ?

[LIESEN – MEI ÄNTWERTEN MEIGELECH]

- [guer keen, nëmmen zu Lëtzebuerg]..... 1 (ALLER EN Q10)
- an der Europäescher Unioun..... 1
- an Europa, ausserhalb vun der EU ..... 1
- a Nordamerika ..... 1
- a Südamerika ..... 1
- an Afrika ..... 1
- an Asien ..... 1
- an Ozeanien ..... 1
- [Aner]: (NOFROEN)
- (NSP/SR) ..... 1

[ SI REPONSE « AUTRE » RECODER CORRECTEMENT LES PAYS NON SITUÉS PAR L'INTERVIEWER]

- TREND FLASH-EB 125 / Q.9 -

9. Besides in [OUR COUNTRY], where are situated the other internet websites where you purchased goods and services for your private use?

[READ OUT - MULTIPLE ANSWERS POSSIBLE]

- [Nowhere else, only in [OUR COUNTRY]] ..... 1 (GO TO Q10)
- In the European Union ..... 1
- In Europe, outside the European Union ..... 1
- In North America ..... 1
- In Latin America ..... 1
- In Africa ..... 1
- In Asia ..... 1
- In Oceania ..... 1
- [Others] (SPECIFY)
- (DK/NA) ..... 1

[IF ANSWER "OTHER" RE CODE CORRECTLY THE COUNTRIES GIVEN BY RESPONDENT]

- TREND FLASH-EB 125 / Q.9 -

10. Benutzt Dir fir äre perséinleche Gebrauch den Internet fir : ...  
(MEI ÄNTWERTE MEIGELECH)
- a) E-mailen ze schécken oder ze kréien ..... 1
  - b) är Online Bankoperatiounen ..... 1
  - c) Neiegkeeten oder Aktualitéiten ze sichen ..... 1
  - d) Réit oder Gesondheetsinformatiounen ze sichen ..... 1
  - e) Aarbechtsplätzen ze fannen ..... 1
  - f) u Forumen oder Gruppendiskussiounen deel ze huelen ('chats') 1
  - g) är Formatioun oder Edukatioun ze verbesseren ..... 1
  - h) Reesinformatiounen, Flugbilljeën, etc ze sichen ..... 1
  - i) Plätzen fir Spektakelen oder Evenementer ze reservéieren ..... 1
  - j) (fir aner privat Zwecker : ...) ..... 1
  - k) (benutzt keen Internet fir de private Gebrauch) ..... 1
  - l) (NSP/SR) ..... 1

- TREND FLASH-EB 125 / Q.10 -

11. Leid Dir ënnert physëschen oder mentalen Gesondheetsproblemer, enger Krankheet oder soss enger Behënnerung ?
- a) Jo ..... 1
  - b) Nee ..... 2

- NOUVELLE -

[A CEUX QUI REPONDENT "OUI" EN Q11]

12. Sidd Dir duerch dës physëch oder mental Gesondheetsproblemer, är Krankheet oder soss eng Behënnerung an ären deegelechen Aktivitéiten behënnert ?
- a) Jo ..... 1
  - b) Nee ..... 2
  - b) [NSP / SR] ..... 3

- NOUVELLE -

[FIN DE L'INTERVIEW – REMERCIER LE REpondANT]

10. For your private use, do you also use the Internet to :...  
(MULTIPLE ANSWERS POSSIBLE)
- a) send/retrieve your e-mail ..... 1
  - b) carry out on-line banking operations ..... 1
  - c) look for news or topical items ..... 1
  - d) seek health-related advice or information ..... 1
  - 1 e) find job ads ..... 1
  - f) take part in forums or group discussions ("chats") ..... 1
  - g) improve your training or education ..... 1
  - h) seek information on travels, plane tickets, etc ..... 1
  - i) book tickets for shows or events ..... 1
  - j) (for other private use: ...) ..... 1
  - k) (do not use the Internet for private use) ..... 1
  - l) (DK/NA) ..... 1

- TREND FLASH-EB 125 / Q.10 -

11. Do you have any chronic physical or mental health problem, illness or disability ?
- a) Yes ..... 1
  - b) No ..... 2

- NEW -

[TO THOSE WHO RESPOND "YES" IN Q11]

12. Are you hampered in your daily activities by this chronic physical or mental problem, illness or disability ? »
- a) Yes ..... 1
  - b) No ..... 2
  - b) [DK /NA] ..... 3

- NEW -

[END OF INTERVIEW – THANK THE RESPONDENT]