

Flash Eurobarometer 250
September 2008

Confidence in the Information Society

Basic bilingual questionnaire

The GALLUP Organization

Flash 250 – Citizens' confidence in the Information Society

Q1. In average, how frequently do you access Internet from home?

[-SINGLE RESPONSE]

- Never 1
- Less than once a month 2
- At least once a month 3
- At least weekly, but not every day 4
- Every day 5
- [DK/NA] 9

IF "NEVER" OR "LESS THAN ONCE A MONTH", Q1=1 OR 2, THANK AND TERMINATE

OR IF [DK/NA] Q1=9. THANK AND TERMINATE

Q1. Avec quelle fréquence en moyenne vous connectez-vous à Internet depuis votre domicile?

[-REPONSE UNIQUE]

- Jamais 1
- Moins d'une fois par mois 2
- Au moins une fois par mois 3
- Chaque semaine, mais pas tous les jours 4
- Tous les jours 5
- [N.S.P / Sans réponse] 9

SI "JAMAIS" OU "MOINS D'UNE FOIS PAR MOIS", Q1=1 OU 2, REMERCIER ET CLORE

OU SI [NSP/PAS DE REPONSE] Q1=9; REMERCIER ET CLORE

Q2. Are you aware of the existence of the following security problems related to internet usage?

- Yes 1
- No 2
- [DK/NA] 9

- a) Malicious software (ex. computer viruses) damaging files or computers ..
- b) Messages sent by fraudsters to acquire personal data in a misleading way ("Phishing") 1 2 9
- c) Privacy violations like leakage or abuse of personal information sent on the internet (including theft of identity and of credit card numbers) 1 2 9
- d) Unsolicited emails ('Spam') 1 2 9
- e) Children accessing inappropriate web-sites or connecting with potentially dangerous persons..... 1 2 9
- f) Personal computers remotely "possessed" by ill intentioned persons to attack other computers ('botnets'), that is they manage to control somebody's computer without the victim being aware of it 1 2 9

Q2. Etes-vous au courant des problèmes de sécurité suivants liés à l'utilisation d'Internet?

- Oui 1
- Non 2
- [N.S.P / Sans réponse] 9

- a) Logiciels malveillants (ex. virus informatiques) qui endommagent les fichiers ou les ordinateurs 1 2 9
- b) Messages envoyés par des escrocs pour obtenir des informations personnelles par des moyens trompeurs ("Hameçonnage" (Phishing en anglais)) 1 2 9
- c) Violations de la vie privée comme la divulgation ou l'usage abusif d'informations personnelles envoyées sur Internet (comprenant les vols d'identité ou de numéros de cartes de crédit) 1 2 9
- d) Emails non sollicités ("Pourriel" (Spam en anglais)) 1 2 9
- e) Enfants qui ont accès à des sites Internet inappropriés ou entrent en contact avec des personnes potentiellement dangereuses 1 2 9
- f) Ordinateurs contrôlés à distance par des pirates informatiques dans le but d'attaquer d'autres ordinateurs ("zombies (botnets)", à l'insu de la victime 1 2 9

Q3. How safe do you feel when you carry out transactions over the internet?

- Not safe at all 1
- Not really safe 2
- Rather safe 3
- Completely safe..... 4
- [it depends on the circumstances (type of website, type of connections, at home, wifi, etc...)] 5
- [DK/NA] 9

Q4. I will read a list of possible actions / behaviours resulting from real or perceived risks of the internet. For each of these please tell me which applies to you and which does not?

[MULTIPLE RESPONSES]

- True / it applies 1
- False / it does not apply..... 2
- [Not applicable/don't use the application] 3
- [DK/NA] 9

- A. I use products like antivirus, antispam or firewall..... 1 2 3 9
- B. I use alternative security techniques 1 2 3 9
- C. I do not implement security measures to protect my computer because I do not feel threatened..... 1 2 3 9
- D. I do not protect my computer because products like antivirus or antispam are too expensive 1 2 3 9
- E. I do not protect my computer because security is too difficult to implement and use 1 2 3 9
- F. I do not carry out financial transactions over the internet (ex. e-commerce, e-banking) 1 2 3 9
- 1G. I avoid as much as possible giving out my personal data on the internet (ex. name, age, credit card number, email address, religion) 1 2 3 9
- H. I don't engage in peer-to-peer file sharing with unknown persons 1 2 3 9

Q3. Dans quelle mesure vous sentez vous rassuré quand vous effectuez des transactions sur Internet?

- Pas rassuré du tout..... 1
- Pas vraiment rassuré..... 2
- Plutôt rassuré 3
- Complètement rassuré 4
- [Cela dépend des circonstances (type de site Internet, type de connections, à la maison, wifi, etc...)] 5
- [N.S.P / Sans réponse]..... 9

Q4. Je vais lire une liste d'actions / de comportements possibles qui résultent de risques réels ou perçus par rapport à Internet. Pourriez-vous me dire pour chacun de ceux-ci, lesquels s'appliquent à vous?

[REPONSES MULTIPLES]

- Vrai / s'applique 1
- Faux / ne s'applique pas..... 2
- [Pas applicable / n'utilise pas l'application] 3
- [N.S.P / Sans réponse] 9

- A. J'utilise des produits comme les anti-virus, anti-pourriels (anti-spams) ou pare-feux 1 2 3 9
- B. J'utilise des techniques de sécurité alternatives 1 2 3 9
- C. Je n'applique pas de mesures de sécurité pour protéger mon ordinateur parce que je ne me sens pas menacé 1 2 3 9
- D. Je ne protège pas mon ordinateur parce que les produits comme les anti-virus ou les anti-pourriels sont trop chers 1 2 3 9
- E. Je ne protège pas mon ordinateur parce que la sécurité est trop difficile à mettre en place et à utiliser 1 2 3 9
- F. Je ne fais aucune transaction financière par Internet (ex. e-commerce, banque à domicile) 1 2 3 9
- G. J'évite au maximum de donner mes données personnelles sur Internet (ex. nom, âge, numéro de carte de crédit, adresse mail, religion) 1 2 3 9
- H. Je n'effectue pas d'échange de fichier pair-à-pair avec des inconnus 1 2 3 9

Q5. Did you have any of the following security problems using the internet in the last five years?

- Yes1
- No2
- [Not applicable(only for option Q5.F)] 3
- [DK/NA]9

- A. A malicious software (computer virus) damaged my files or my computer (ex. My computer was not working anymore or was working very slowly, I was always re-directed to a website I did not choose)..... 1 2 3 9
- B. I was fooled by fraudsters and gave them personal data (“Phishing”) ...
..... 1 2 3 9
- C. My privacy was violated because somebody abused my personal information sent by me over the internet (ex. ID, credit card number or other personal information I did not want to be disclosed) or my data were unduly disclosed by a third party 1 2 3 9
- E. I received many unsolicited emails (‘Spam’)..... 1 2 3 9
- F. My children accessed inappropriate web-sites, they connected with potentially dangerous persons..... 1 2 3 9
- G. My computer was remotely “possessed” by ill intentioned persons (“botnet”) 1 2 3 9

Q5. Avez-vous ces cinq dernières années, rencontré les problèmes de sécurité suivants en utilisant Internet?

- Oui1
- Non2
- [Pas applicable (seulement pour l’option Q5.F)](seulement pour l’option Q5.F)]3
- [N.S.P / Sans réponse] 9

- A. Un logiciel malveillant (virus informatique) a endommagé mes fichiers ou mon ordinateur (ex. Mon ordinateur ne marchait plus ou marchait au ralenti, j’étais constamment redirigé vers un site Internet que je n’avais pas choisi)
..... 1 2 3 9
- B. J’ai été trompé par des escrocs et je leur ai donné des données personnelles (“hameçonnage (Phishing)”)..... 1 2 3 9
- C. Mon vie privée a été violée parce que quelqu’un a utilisé abusivement mes données personnelles que j’avais envoyées par Internet (ex. pièce d’identité, numéro de carte de crédit ou d’autres données personnelles que je ne souhaitais pas voir divulguées) ou encore mes données ont été immodérément divulguées par une tierce personne 1 2 3 9
- E. J’ai reçu de nombreux emails non sollicités (“pourriels (spam)”). 1 2 3 9
- F. Mes enfants ont eu accès à des sites Internet inappropriés, ils ont été en relation avec des personnes potentiellement dangereuses 1 2 3 9
- G. Un pirate informatique a pris le contrôle a distance de mon ordinateur a mon insu (“zombie”) 1 2 3 9

ASK ONLY IF ANY RESPONSE IS YES IN Q5

Q6. What damages have you experience?

- Experienced1
- Did not experience 2
- [DK/NA]9

- a) Loss of time (ex. I had o reset my computer, my computer performed slowly due to a virus) 1 2 9
- b) Financial losses (ex. money robbed, computer repair costs, loss of valuable data) 1 2 9
- c) Embarrassment and/or humiliation..... 1 2 9
- d) Loss of personal data (ex. credit card number, confidential information about me)..... 1 2 9
- e) Loss of other data..... 1 2 9

ASK ALL

Q7. Who, in your opinion, is responsible for ensuring your security on the internet?

[READ OUT-ROTATE- MULTIPLE RESPONSES POSSIBLE]

- Me, personally 1
- My equipment and software suppliers..... 2
- My internet access provider 3
- The public authorities 4
- The organisation providing an on-line service (ex. my bank, the shop selling on-line) 5
- [DK/NA] 9

NE POSER QUE SI REPONSE EST OUI EN Q5

Q6. Quels dommages avez-vous subis?

- A subi1
- N'a pas subi2
- [N.S.P / Sans réponse] 9

- a) Perte de temps (ex. J'ai du redémarrer mon ordinateur, mon ordinateur fonctionnait lentement à cause d'un virus) 1 2 9
- b) Pertes financières (ex. vol d'argent, coûts de réparation de l'ordinateur, perte de données représentant de l'argent)..... 1 2 9
- c) embarras et/ou humiliation 1 2 9
- d) Perte de données personnelles (ex. numéro de carte de crédit, informations confidentielles me concernant) 1 2 9
- e) Perte d'autres données..... 1 2 9

POSER A TOUS

Q7. Qui, à votre avis, s'occupe de garantir votre sécurité sur Internet?

[LIRE-FAIRE UNE ROTATION- REPONSES MULTIPLES POSSIBLES]

- Moi, personnellement 1
- Mes fournisseurs d'équipement et de logiciel.....2
- Mon fournisseur d'accès Internet 3
- Les autorités publiques.....4
- Les organismes qui fournissent un service en ligne (ex. ma banque, les magasins de vente en ligne)..... 5
- [N.S.P / Sans réponse] 9

Q8. Would you consider participating in a few hours' course on IT Security to increase your knowledge on security when you use the internet?

- Yes, if it is offered for free 1
- Yes, and I am willing to pay for it..... 2
- No, because I have already attended a course in the past..... 3
- No, because I know enough about IT security to protect myself 4
- No, because I don't know enough about computers 5
- [Other reasons] 6
- [DK/NA] 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

Q8. Seriez-vous prêt à suivre quelques heures d'un cours sur la sécurité informatique afin d'améliorer vos connaissances en matière de sécurité sur Internet?

- Oui, si cela est proposé gratuitement 1
- Oui, et je suis prêt à payer pour ça..... 2
- Non, parce que j'ai déjà participé à des cours dans le passé 3
- Non, parce que je m'y connais assez en sécurité informatique pour assurer ma propre sécurité 4
- Non, parce que je ne m'y connais pas assez en matière d'ordinateurs.. 5
- [Autres raisons] 6
- [N.S.P / Sans réponse] 9

D1. Sexe [NE PAS DEMANDER - NOTER COMME APPROPRIE]

- [1] Homme
- [2] Femme

D2. Quel âge avez-vous?

- [][] ans
- [00] [REFUS/PAS DE REPONSE]

D3. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- 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 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 27

- Manual worker

- i.e. - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker 33
- other 34

- Without a professional activity

- i.e. - looking after the home 41
- student (full time) 42
- retired 43
- seeking a job 44
- other 45
- [Refusal] 99

D3. Concernant votre emploi actuel, êtes vous indépendant, employé, ouvrier ou sans activité professionnelle? Cela veut-il dire que vous êtes un (une)...

[SI UNE REPONSE EST DONNEE A LA CATEGORIE PRINCIPALE, LIRE LES SOUS CATEGORIES RESPECTIVES - UNE SEULE REPONSE POSSIBLE]

- Profession libérale/ indépendant

- i.e. - agriculteur, sylviculteur, pêcheur 11
- commerçant, artisan 12
- profession libérale (avocat, médecin, comptable, architecte...) 13
- Dirigeant d'entreprise 14
- Autre 15

- Employé (e)

- i.e. - Cadre employé (médecin sous convention, avocat, comptable, architecte) 21
- Direction générale, directeur ou direction supérieure 22
- Cadre moyen 23
- Fonctionnaire 24
- employé(e) de bureau 25
- Autre salarié (commercial, infirmière etc...) 26
- Autre 27

- Ouvrier

- i.e. - superviseur/agent de maîtrise (chef d'équipe, etc...) 31
- Ouvrier 32
- Ouvrier non qualifié 33
- Autre 34

- Sans activité professionnelle

- i.e. - Femme/ Homme au foyer 41
- Etudiant (temps plein) 42
- Retraité 43
- Demandeur d'emploi 44
- Autre 45
- [Refus] 99

D6. Would you say you live in a ...?

- metropolitan zone1
- other town/urban centre.....2
- rural zone3
- [Refusal]9

D10. What is the highest level of education you have acquired?

- Primary education1
- Secondary education.....2
- Higher education3
- [Refused]9

D6. Diriez-vous que vous vivez...?

- zone métropolitaine.....1
- autre ville/centre urbain.....2
- zone rurale3
- [Refus]9

D10. Quel est le plus haut niveau d'études que vous ayez obtenu?

- Etudes primaires1
- Etudes secondaires.....2
- Etudes supérieures.....3
- [Refus]9

Flash EB Series #250

Confidence in the Information Society

Conducted by
The Gallup Organization, Hungary
upon the request of
Directorate General Information Society and
Media



Survey coordinated by
Directorate General Communication

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view of the European Commission.
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THE GALLUP ORGANIZATION

Survey details

This survey on the General population survey on “Survey on confidence in the information society” was conducted for the European Commission, DG Information Society & Media DG – Unit A3: Internet; Network and Information Security.

Telephone interviews were conducted in each country between the 16/09/2008 and the 20/09/2008 by these Institutes:

Belgium	BE	Gallup Europe	(Interviews : 16/09/2008 - 20/09/2008)
Czech Republic	CZ	Focus Agency	(Interviews : 16/09/2008 - 20/09/2008)
Denmark	DK	Hermelin	(Interviews : 16/09/2008 - 20/09/2008)
Germany	DE	IFAK	(Interviews : 16/09/2008 - 20/09/2008)
Estonia	EE	Saar Poll	(Interviews : 16/09/2008 - 20/09/2008)
Greece	EL	Metroanalysis	(Interviews : 16/09/2008 - 20/09/2008)
Spain	ES	Gallup Spain	(Interviews : 16/09/2008 - 20/09/2008)
France	FR	Efficienc3	(Interviews : 16/09/2008 - 20/09/2008)
Ireland	IE	Gallup UK	(Interviews : 16/09/2008 - 20/09/2008)
Italy	IT	Demoskopoea	(Interviews : 16/09/2008 - 20/09/2008)
Cyprus	CY	CYMAR	(Interviews : 16/09/2008 - 20/09/2008)
Latvia	LV	Latvian Facts	(Interviews : 16/09/2008 - 20/09/2008)
Lithuania	LT	Baltic Survey	(Interviews : 16/09/2008 - 20/09/2008)
Luxembourg	LU	Gallup Europe	(Interviews : 16/09/2008 - 20/09/2008)
Hungary	HU	Gallup Hungary	(Interviews : 16/09/2008 - 20/09/2008)
Malta	MT	MISCO	(Interviews : 16/09/2008 - 20/09/2008)
Netherlands	NL	Telder	(Interviews : 16/09/2008 - 20/09/2008)
Austria	AT	Spectra	(Interviews : 16/09/2008 - 20/09/2008)
Poland	PL	Gallup Poland	(Interviews : 16/09/2008 - 20/09/2008)
Portugal	PT	Consulmark	(Interviews : 16/09/2008 - 20/09/2008)
Slovenia	SI	Cati d.o.o	(Interviews : 16/09/2008 - 20/09/2008)
Slovakia	SK	Focus Agency	(Interviews : 16/09/2008 - 20/09/2008)
Finland	FI	Norstat Finland Oy	(Interviews : 16/09/2008 - 20/09/2008)
Sweden	SE	Hermelin	(Interviews : 16/09/2008 - 20/09/2008)
United Kingdom	UK	Gallup UK	(Interviews : 16/09/2008 - 20/09/2008)
Bulgaria	BG	Vitosh	(Interviews : 16/09/2008 - 20/09/2008)
Romania	RO	Gallup Romania	(Interviews : 16/09/2008 - 20/09/2008)

Representativeness of the results

Target of the sample is general population 15 years of age or older, who have access to Internet at home and use the Internet at least once a month, in each Member State.

Sizes of the sample

In most EU countries the target sample size was 500 respondents (in Cyprus, Malta and Luxembourg the target was 250 interviews), the table below shows the achieved sample size by country.

Weighting of the sample

Due to absence of recent systematic information regarding the characteristics of the internet user population, a nonresponse weighting (e.g. controlling for specific socio-demographic parameters such as age, sex, etc.) was not carried out in the sample. However, for calculating average figures for multiple countries (most notably the overall average for the EU), a weight factor was assigned to each country.

This weight factor reflects the proportion of internet population in each Member State as provided by Eurostat (Statistics on Information Society, data series for 2007). Please note that this is only an approximation of the true weights, as the target population of this survey (used the internet from home at least once in the month prior to interview, aged 15+) differed slightly from the one the internet usage is provided for by Eurostat (used the internet from home at least once in the past 3 months, aged 15-74¹). Nevertheless, this difference is rather minimal (from the survey we know that the proportion of users who use the internet at least once a month but more rarely than once a week is only 4%, thus the difference between one and three months is probably an even lower proportion; and users ages 75 or more comprise less than 1% of the total internet population as measured by this survey), thus, the Eurostat reference data was considered as applicable for calculating the country weights.

As a result of this procedure, a weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to the estimated size of its *internet* population.

The table below presents, for each of the countries (along with other relevant information):

- (1) the number of interviews actually carried out in each country
- (2) the population-weighted total number of interviews for each country

	(1) interviews conducted (cases)	% of total (unweighted)	total 15+ pop. '000	internet users est. '000	(2) country in weighted sample (cases)	% of total (weighted)
Total EU27	12799	100	405 180	189 852	12799	100
BE	500	3.9	8 599	5 159	348	2.7
BG	500	3.9	6 688	1 471	99	0.8
CZ	502	3.9	8 694	3 217	217	1.7
DK	500	3.9	4 359	3 356	226	1.8
DE	501	3.9	71 033	45 461	3065	23.9
EE	500	3.9	1 135	602	41	0.3
EL	501	3.9	9 300	1 953	132	1
ES	502	3.9	34 915	13 268	894	7
FR	502	3.9	48 071	22 113	1491	11.6
IE	500	3.9	3 187	1 402	95	0.7
IT	501	3.9	49 698	14 909	1005	7.9

¹ For Eurostat Statistics on Information Society metadata please refer to http://epp.eurostat.ec.europa.eu/cache/ITY_SDDS/EN/isoc_ci_base.htm

CY	250	2	606	163	11	0.1
LV	504	3.9	1 959	842	57	0.4
LT	500	3.9	2 840	1 108	75	0.6
LU	263	2.1	356	257	17	0.1
HU	501	3.9	8 370	3 181	214	1.7
MT	253	2	327	137	9	0.1
NL	504	3.9	13 270	10 881	734	5.7
AT	500	3.9	6 679	3 674	248	1.9
PL	505	3.9	31 797	10 493	707	5.5
PT	509	4	8 700	2 349	158	1.2
RO	500	3.9	17 860	2 858	193	1.5
SI	500	3.9	1 716	772	52	0.4
SK	500	3.9	4 466	1 518	102	0.8
FI	500	3.9	4 322	3 025	204	1.6
SE	501	3.9	7 428	5 422	366	2.9
UK	500	3.9	48 808	30 261	2040	15.9

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the data tables results volumes.

Tables of results

VOLUME A: COUNTRY BY COUNTRY

The VOLUME A presents the European Union results country by country.

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B presents the European Union results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (Male, Female)

Age (15-24, 25-39, 40-54, 55 +)

Education (primary education, secondary education , higher education)

Subjective urbanisation (Metropolitan zone, Other town/urban centre, Rural zone)

Occupation (Self-employed, Employee, Manual worker, Not working)

Intensity of internet usage (daily user, regular user)

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

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