

Flash Eurobarometer 469

June 2018

Illegal Content Online

Basic bilingual questionnaire

TNS Political & Social

D1	How old are you?
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(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2	Gender.
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Male
Female

1
2

MEASURES TO FURTHER IMPROVE THE EFFECTIVENESS OF THE FIGHT AGAINST ILLEGAL CONTENT ONLINE

We are going to ask you some questions about illegal content on the Internet. Illegal content ranges from counterfeit goods and pirated videos or music, to images of crimes such as child sexual abuse material or terrorism propaganda, or illegal hate speech.

Throughout the questionnaire, we will refer to internet hosting services which host third-party content, such as social media, video sharing platforms, blogs hosting, cloud storage services, etc.

ASK ALL

Q1: ROTATE STATEMENTS 1 TO 4

Q1 Do you agree or disagree with each of the following ?

(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
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1	The Internet is safe for its users	1	2	3	4	5
2	Arrangements need to be in place to limit the spread of illegal content on the Internet	1	2	3	4	5
3	Freedom of expression needs to be protected online	1	2	3	4	5

MESURES VISANT À RENFORCER L'EFFICACITÉ DE LA LUTTE CONTRE LE CONTENU ILLICITE EN LIGNE

Nous allons vous poser quelques questions sur les contenus illicites sur Internet. Les contenus illicites comprennent, entre autre, les produits contrefaits, les vidéos ou la musique piratée, les images de crimes tels que la pédopornographie ou la propagande terroriste, ou les discours haineux illégaux, etc..

Dans ce questionnaire, nous nous référerons spécifiquement aux services d'hébergement en ligne qui hébergent des contenus tiers, tels que les réseaux sociaux, les plateformes de partage de vidéos, les services d'hébergement de blogs, les services de stockage en nuage, etc.

À TOUS

Q1: ROTATION DES ITEMS 1 À 4

Q1 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec les affirmations suivantes ?

(LIRE - UNE SEULE RÉPONSE)

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR (NE PAS LIRE)
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1	Internet est sûr pour ses utilisateurs	1	2	3	4	5
2	Des dispositions doivent être prises pour limiter la diffusion de contenus illicites sur Internet	1	2	3	4	5
3	La liberté d'expression doit être protégée en ligne	1	2	3	4	5

4	Internet hosting services are effective in tackling illegal content	1	2	3	4	5
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NEW

Q2: ROTATE STATEMENTS 1 TO 7

Q2 How often do you do the following?

(READ OUT - ONE ANSWER ONLY)

		Daily	A few times per week	A few times per month	A few times per year	Never	DK/NA (DO NOT READ OUT)
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1	Online shopping	1	2	3	4	5	6
2	Use collaborative economy platforms	1	2	3	4	5	6
3	Use social networks	1	2	3	4	5	6
4	Watch videos, live-streaming or listen to music	1	2	3	4	5	6
5	Use file sharing services to upload or download documents, videos, images or music	1	2	3	4	5	6
6	Read or write reviews, give ratings of products or services on rating platforms	1	2	3	4	5	6
7	Read blogs, comment on articles or news websites	1	2	3	4	5	6

NEW

4	Les services d'hébergement en ligne sont efficaces pour lutter contre les contenus illicites	1	2	3	4	5
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NEW

Q2: ROTATION DES ITEMS 1 À 7

Q2 À quelle fréquence faites-vous les choses suivantes ?

(LIRE - UNE SEULE RÉPONSE)

		Quotidienne	Plusieurs fois par semaine	Plusieurs fois par mois	Plusieurs fois par an	Jamais	NSP/SR (NE PAS LIRE)
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1	Faire des achats en ligne	1	2	3	4	5	6
2	Utiliser des plateformes de l'économie collaborative	1	2	3	4	5	6
3	Utiliser les réseaux sociaux	1	2	3	4	5	6
4	Regarder des vidéos, des diffusions en direct ou écouter de la musique	1	2	3	4	5	6
5	Utiliser des services de partage de fichiers pour télécharger ou transférer des documents, des vidéos, des images ou de la musique	1	2	3	4	5	6
6	Lire ou écrire des avis, noter des produits ou services sur des plateformes d'évaluation	1	2	3	4	5	6
7	Lire des blogs, commenter sur des articles ou des sites Web d'actualités	1	2	3	4	5	6

NEW

ASK Q3 IF AT LEAST ONE CODE 1 TO 4 IN Q2

POSER Q3 SI AU MOINS UN CODE DE 1 À 4 EN Q2

Q3: ROTATE ANSWERS 1 TO 6

Q3: ROTATION DES CODES 1 À 6

Q3: CODES 8 AND 9 ARE EXCLUSIVE

Q3: LES CODES 8 ET 9 SONT EXCLUSIFS

Q3 While using any of these services, have you accidentally come across the following types of illegal content?

Q3 Lors de l'utilisation de ces services, vous êtes-vous trouvé(e) confronté(e) par accident aux types de contenu illicite suivants ?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

- Child sexual abuse material 1,
- Terrorist content 2,
- Pirated content (e.g. music, films, books) 3,
- Counterfeit goods (e.g. fake perfume, fake designer brands) 4,
- Hate speech 5,
- Scams, frauds, subscription traps or other illegal commercial practices 6,
- Other illegal content 7,
- None 8,
- DK/NA (DO NOT READ OUT) 9,

- Contenu pédopornographique 1,
- Contenu terroriste 2,
- Contenu piraté (p. ex. musique, films, livres) 3,
- Marchandises de contrefaçon (p. ex. imitations de parfums, imitations de marques de créateurs) 4,
- Discours haineux 5,
- Escroqueries, fraudes, pièges liés aux abonnements ou autres pratiques commerciales illicites 6,
- Un autre contenu illicite 7,
- Aucun 8,
- NSP/SR (NE PAS LIRE) 9,

NEW

NEW

ASK Q4 IF CODE 1 TO 7 IN Q3

POSER Q4 SI CODE 1 À 7 EN Q3

Q4: ROTATE ANSWERS 1 TO 4

Q4: ROTATION DES CODES 1 À 4

Q4: CODES 1 AND 6 ARE EXCLUSIVE

Q4: LES CODES 1 ET 6 SONT EXCLUSIFS

Q4 What action did you take after encountering this content?

Q4 Quelles actions avez-vous effectuées après vous être trouvé(e) confronté(e) à ce contenu ?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

- You took no action 1,
- You informed the internet service hosting the content 2,
- You contacted directly the person or organisation who had uploaded the content 3,

- Vous n'avez effectué aucune action 1,
- Vous avez informé le service Internet hébergeant le contenu 2,
- Vous avez contacté directement la personne ou l'organisation qui a téléchargé le contenu 3,

You alerted the police or relevant authorities	4,
Other	5,
DK/NA (DO NOT READ OUT)	6,

NEW

ASK Q5 IF CODE 2 TO 5 IN Q4

Q5: ROTATE ANSWERS 1 TO 4

Q5 What happened to the content you reported?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

It was taken-down	1,
It was kept online	2,
It was kept online but with more restricted access	3,
It was kept online but was slightly modified	4,
Other	5,
DK/NA (DO NOT READ OUT)	6,

NEW

ASK Q6 IF CODE 2 IN Q4

Q6 How satisfied or dissatisfied are you with how the internet hosting service handled your notification?

(READ OUT - ONE ANSWER ONLY)

Very satisfied	1
Somewhat satisfied	2
Somewhat dissatisfied	3
Very dissatisfied	4
DK/NA (DO NOT READ OUT)	5

NEW

ASK Q7 IF AT LEAST ONE CODE 1 TO 4 IN Q2

Vous avez alerté la police ou les autorités compétentes	4,
Autres	5,
NSP/SR (NE PAS LIRE)	6,

NEW

POSER Q5 SI CODE 2 À 5 EN Q4

Q5: ROTATION DES CODES 1 À 4

Q5 Qu'est-il arrivé au contenu que vous avez signalé ?

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Il a été supprimé	1,
Il est resté en ligne	2,
Il est resté en ligne mais à accès limité	3,
Il est resté en ligne mais a été modifié	4,
Autre	5,
NSP/SR (NE PAS LIRE)	6,

NEW

POSER Q6 SI CODE 2 EN Q4

Q6 Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) de la façon dont le service d'hébergement en ligne a traité votre signalement ?

(LIRE - UNE SEULE RÉPONSE)

Très satisfait(e)	1
Plutôt satisfait(e)	2
Plutôt insatisfait(e)	3
Très insatisfait(e)	4
NSP/SR (NE PAS LIRE)	5

NEW

POSER Q7 SI AU MOINS UN CODE DE 1 À 4 EN Q2

Q7 Have you tried to upload or post content online which was legal but was wrongly blocked or removed by the internet hosting service?

(READ OUT - ONE ANSWER ONLY)

No, never	1
Yes, once	2
Yes, several times	3
DK/NA (DO NOT READ OUT)	4

NEW

ASK Q8 AND Q9 IF CODE 2 OR 3 IN Q7

Q8: ROTATE ANSWERS 1 TO 7

Q8 On what grounds was your content blocked or removed wrongly?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Terrorist content	1,
Child sexual abuse material	2,
Hate speech	3,
Pirated content (eg. music, films, books)	4,
Counterfeit goods (e.g. fake perfume, fake designer brands)	5,
Scams, frauds, subscription traps or other illegal commercial practices	6,
Violation of the terms of service of the Internet hosting service	7,
You were not informed	8,
Other	9,
DK/NA (DO NOT READ OUT)	10,

NEW

Q9: CODES 4 AND 6 ARE EXCLUSIVE

Q7 Avez-vous essayé de publier du contenu en ligne qui a ensuite été bloqué ou supprimé à tort par un service d'hébergement en ligne ?

(LIRE - UNE SEULE RÉPONSE)

Non, jamais	1
Oui, une fois	2
Oui, plusieurs fois	3
NSP/SR (NE PAS LIRE)	4

NEW

POSER Q8 ET Q9 SI CODE 2 OU 3 EN Q7

Q8: ROTATION DES CODES 1 À 7

Q8 Pour quels motifs votre contenu a-t-il été bloqué ou supprimé ?

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Contenu terroriste	1,
Contenu pédopornographique	2,
Discours haineux	3,
Contenu piraté (p. ex. musique, films, livres)	4,
Marchandises de contrefaçon (p. ex. imitations de parfums, imitations de marques de créateurs)	5,
Escroqueries, fraudes, pièges liés aux abonnements ou autres pratiques commerciales illicites	6,
Violation des conditions générales d'utilisation du service d'hébergement en ligne	7,
Vous n'étiez pas informé(e)	8,
Autre	9,
NSP/SR (NE PAS LIRE)	10,

NEW

Q9: LES CODES 4 ET 6 SONT EXCLUSIFS

Q9 Which actions did you take, if any, after your content was blocked or removed?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|--|----|
| You contacted the internet hosting service | 1, |
| You uploaded or posted the content again on the same internet hosting service | 2, |
| You uploaded or posted the content again on a different internet hosting service | 3, |
| You took no action | 4, |
| Other | 5, |
| DK/NA (DO NOT READ OUT) | 6, |

NEW

ASK ALL

Q10: ROTATE STATEMENTS 1 TO 4

Q10 Do you agree or disagree with each of the following statements?

(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
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1	Internet hosting services should process all notifications they receive and assess the legality of the content	1	2	3	4	5
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Q9 Quelles actions avez-vous effectuées, le cas échéant, après que votre contenu ait été bloqué ou supprimé ?

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

- | | |
|--|----|
| Vous avez contacté le service d'hébergement en ligne | 1, |
| Vous avez à nouveau publié le contenu sur le même service d'hébergement en ligne | 2, |
| Vous avez publié le même contenu sur un autre service d'hébergement en ligne | 3, |
| Vous n'avez pas réagi | 4, |
| Autre | 5, |
| NSP/SR (NE PAS LIRE) | 6, |

NEW

À TOUS

Q10: ROTATION DES ITEMS 1 À 4

Q10 Dans quelle mesure êtes-vous d'accord ou pas d'accord avec les affirmations suivantes ?

(LIRE - UNE SEULE RÉPONSE)

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR (NE PAS LIRE)
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1	Les services d'hébergement en ligne devraient traiter tous les signalements reçus et évaluer la légalité du contenu	1	2	3	4	5
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2	Internet hosting services should immediately remove content flagged as illegal by organisations with proven expertise on the topic	1	2	3	4	5
3	Internet hosting services should immediately remove content flagged as illegal by public or law enforcement authorities	1	2	3	4	5
4	When the Internet hosting service removes content uploaded by a user, the user should be able to appeal the decision	1	2	3	4	5

NEW

2	Les services d'hébergement en ligne devraient immédiatement supprimer le contenu illicite signalé par des organisations privées spécialisées dans le sujet	1	2	3	4	5
3	Les services d'hébergement en ligne devraient immédiatement supprimer le contenu illicite signalé par les autorités ou les services publics	1	2	3	4	5
4	Lorsque le service d'hébergement en ligne supprime un contenu téléchargé par un utilisateur, l'utilisateur devrait pouvoir contester la décision	1	2	3	4	5

NEW

D4	How old were you when you stopped full-time education?
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(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

<input type="text"/>	<input type="text"/>
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D5a	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?
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(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b	Would you say you are...?
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(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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TECHNICAL SPECIFICATIONS

Between the 18 and 26 June 2018, TNS Political & Social, a consortium created between TNS political & social, TNS UK and Kantar Belgium, carried out the FLASH EUROBAROMETER 469 survey on request of the EUROPEAN COMMISSION, Directorate-General for Communications Networks, Content & Technology. It is a general public survey co-ordinated by the Directorate-General for Communication, "Media monitoring and analysis" Unit.

The FLASH EUROBAROMETER 469 survey covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

All interviews were carried using the TNS e-Call centre (our centralised CATI system). In every country the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face-to-face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	Kantar TNS	1253	18/06/2018	22/06/2018	9,430,478	2.18%
BG	Bulgaria	Kantar TNS BBSS	1251	18/06/2018	25/06/2018	6,108,289	1.41%
CZ	Czech Rep.	Kantar TNS	1253	18/06/2018	22/06/2018	8,930,036	2.07%
DK	Denmark	Kantar Gallup A/S	1250	18/06/2018	25/06/2018	4,793,807	1.11%
DE	Germany	Kantar	1250	19/06/2018	22/06/2018	71,834,280	16.62%
EE	Estonia	Kantar Emor	1250	18/06/2018	21/06/2018	1,102,407	0.26%
IE	Ireland	Behaviour & Attitudes	1250	18/06/2018	22/06/2018	3,666,259	0.85%
EL	Greece	Kantar TNS	1250	19/06/2018	25/06/2018	9,190,023	2.13%
ES	Spain	Kantar TNS	1255	19/06/2018	25/06/2018	39,460,860	9.13%
FR	France	Kantar TNS	1254	18/06/2018	22/06/2018	54,651,908	12.64%
HR	Croatia	HENDAL	1250	18/06/2018	26/06/2018	3,548,976	0.82%
IT	Italy	Kantar TNS	1250	19/06/2018	22/06/2018	52,545,031	12.16%
CY	Rep. Of Cyprus	CYMAR	652	19/06/2018	22/06/2018	717,310	0.17%
LV	Latvia	Kantar TNS	1250	18/06/2018	26/06/2018	1,650,098	0.38%
LT	Lithuania	Kantar TNS	1250	18/06/2018	25/06/2018	2,428,325	0.56%
LU	Luxembourg	Kantar TNS	640	18/06/2018	22/06/2018	493,032	0.11%
HU	Hungary	Kantar Hoffmann	1255	18/06/2018	25/06/2018	8,395,200	1.94%
MT	Malta	MISCO	658	19/06/2018	21/06/2018	376,304	0.09%
NL	Netherlands	Kantar Public	1262	18/06/2018	26/06/2018	14,312,179	3.31%
AT	Austria	Kantar	1250	19/06/2018	22/06/2018	7,516,038	1.74%
PL	Poland	Kantar TNS	1251	19/06/2018	25/06/2018	32,246,194	7.46%
PT	Portugal	Marktest Limitada	1250	18/06/2018	25/06/2018	8,877,432	2.05%
RO	Romania	Kantar TNS	1254	19/06/2018	25/06/2018	16,608,007	3.84%
SI	Slovenia	Mediana DOO	1250	19/06/2018	25/06/2018	1,756,267	0.41%
SK	Slovakia	Kantar TNS	1250	18/06/2018	25/06/2018	4,599,960	1.06%
FI	Finland	Kantar TNS Oy	1252	18/06/2018	22/06/2018	4,608,516	1.07%
SE	Sweden	Kantar Sifo AB	1250	18/06/2018	25/06/2018	8,227,534	1.90%
UK	United Kingdom	Kantar TNS	1253	19/06/2018	22/06/2018	54,203,274	12.54%
	TOTAL EU28		33,243	18/06/2018	26/06/2018	432,278,024	100%*

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