

**ZA3854**

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

**Questionnaire  
Great Britain**

A desktop computer.....1  
 A laptop computer.....2  
 A TV set-top box (digital TV, Pay-TV).....3  
 A video game console.....4  
 A mobile telephone (WAP, GPRS).....5  
 A handheld / pocket computer (Palm, Psion,).....6  
 Other.....7  
 No answer.....X  
 Don't know.....Y

IF(Q2B='<A desktop computer>'.OR.Q2B='<A laptop computer>'){

Q2C

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

- 1- An anti-virus software
- 2- A smart card reader or other authentication device
- 3- An encryption software
- 4- A firewall software
- 5- An electronic signature software
- 6- Another security feature

	-1-	-2-	-3-	-4-	-5-	-6-	
	(12)	(13)	(14)	(15)	(16)	(17)	SP
Yes.....	1	1	1	1	1	1	
No.....	2	2	2	2	2	2	
No answer.....	X	X	X	X	X	X	
Don't know.....	Y	Y	Y	Y	Y	Y	

IF(Q2C(6)='Yes'){

Q2COTH

Q2Coth. Please specify this other security feature.

(18-20)



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

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PAUSE

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Q3

Q.3. Do you personally use the Internet ...?  
READ OUT

	(21)	MP
At home.....	1	
At work.....	2	
At school, at college, at university.....	3	
From a public access point (library, City Hall, etc).....	4	
In a cybercafe.....	5	
At a friend's, an acquaintance's, a relative's place.....	6	
On the move, from a laptop.....	7	
On the move, from a handheld or pocket computer (Palm, Psion,).....	8	
On the move, from a mobile phone (WAP, GPRS).....	9	
	(22)	MP
DO NOT READ OUT - Elsewhere.....	0	
DO NOT READ OUT - Do not use the Internet.....	1	
	(21)	MP
No answer.....	X	
Don't know.....	Y	

---

```
SET COD11=BIT(Q3/11)
IF(COD11.OR.Q3=NULL.OR.Q3=DK){
GOTO Q11
}
```

---

Q4

Q.4. How often do you usually use the Internet?

	(23)	SP
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	
No answer.....	X	
Don't know.....	Y	

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Q5

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

	(24) MP
A computer virus.....	1
Fraudulent use of your credit card number.....	2
Unsolicited e-mail (spamming).....	3
DO NOT READ OUT - Other security problems.....	4
DO NOT READ OUT - Never experienced Internet security problems.....	5
No answer.....	X
Don't know.....	Y

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Q6

Q.6. Have you ever contacted a public administration through the Internet to: ...?  
 READ OUT

	(25) MP
Find administrative information.....	1
Send them an e-mail.....	2
Fill in forms or carry out procedures on-line....	3
DO NOT READ OUT - Other reasons.....	4
DO NOT READ OUT - Never contacted an administration through the Internet.....	5
No answer.....	X
Don't know.....	Y

---

Q7

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

	(26) SP
Frequently.....	1
Occasionally.....	2
Rarely.....	3
I did it, but will never do it again.....	4
Never.....	5
No answer.....	X
Don't know.....	Y

---

```
IF(Q7='Never'.OR.Q7=NULL.OR.Q7=DK) {
GOTO Q10
}
```

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Q8

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

.....?

- 1- Late delivery
- 2- Product or service not delivered

- 3- No possibility to return faulty or unwanted goods
- 4- Payment problems (e.g. wrong amount debited)
- 5- Unclear pricing (e.g. delivery costs or VAT not indicated)
- 6- No or unsatisfactory communication with after-sales service
- 7- Unauthorized use of personal data, such as e-mail address (e.g. spamming)

	-1-	-2-	-3-	-4-	-5-	-6-	-7-	
	(27)	(28)	(29)	(30)	(31)	(32)	(33)	SP
Yes.....	1	1	1	1	1	1	1	
No.....	2	2	2	2	2	2	2	
No answer.....	X	X	X	X	X	X	X	
Don't know.....	Y	Y	Y	Y	Y	Y	Y	

- 8- Website navigation problems
- 9- Deceptive or misleading advertising / offer

	-8-	-9-	
	(34)	(35)	SP
Yes.....	1	1	
No.....	2	2	
No answer.....	X	X	
Don't know.....	Y	Y	

Q9

Q.9. Besides in the UK, where are situated the other internet websites where you purchased goods and services for your private use?

	(36)	MP
Nowhere else, only in the UK.....	1	
In the European Union.....	2	
In Europe, outside the European Union.....	3	
In North America.....	4	
In Latin America.....	5	
In Africa.....	6	
In Asia.....	7	
In Oceania.....	8	
Other (specify)	0	

	(37-39)	
Specified Other		
	(36)	MP
Don't know.....	Y	

Q10

Q.10. For your private use, do you also use the Internet to :...  
READ OUT

```

(40) MP
Send/retrieve your e-mail.....1
Carry out on-line banking operations.....2
Look for news or topical items.....3
Seek health-related advice or information.....4
Find job ads.....5
Take part in forums or group discussions
("chats").....6
Improve your training or education.....7
Seek information on travels, plane tickets, etc..8
Book tickets for shows or events.....9
(41) MP
DO NOT READ OUT - For other private use.....0
DO NOT READ OUT - Do not use the Internet for
private use.....1
(40) MP
No answer.....X
Don't know.....Y

```

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Q11

Q.11. Do you have any chronic physical or mental health problem, illness or disability ?

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(42) SP
Yes.....1
No.....2
Refused.....{

```

---

IF(Q11='Yes'){

---

Q12

Q.12. Are you hampered in your daily activities by this chronic physical or mental problem, illness or disability ?

```

(43) SP
Yes.....1
No.....2
Don't know.....Y
Refused.....{

```

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}

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Just a few questions now to help us classify the answers you have given...

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PAUSE  
COLUMN 455

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D2

D.2. Firstly, Can you tell me your age please?  
IF RESPONDENT REFUSES TO ANSWER CODE '0'

Card: 04 (6-7)

0/15 TO 99

\_\_\_\_\_ (55-56)

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```
IF(D2>=15.AND.D2<=24){
SET AGE=1
GOTO D3
}
IF(D2>=25.AND.D2<=34){
SET AGE=2
GOTO D3
}
IF(D2>=35.AND.D2<=44){
SET AGE=3
GOTO D3
}
IF(D2>=45.AND.D2<=54){
SET AGE=4
GOTO D3
}
IF(D2>=55.AND.D2<=64){
SET AGE=5          GOTO D3
}
IF(D2>=65){
SET AGE=6
GOTO D3
}
```

---

AGE

Would you mind giving an approximate banding?  
[READ OUT BANDS]

	(57)	SP
15 - 24.....	1	
25 - 34.....	2	
35 - 44.....	3	
45 - 54.....	4	
55 - 64.....	5	
65+.....	6	
Refused.....	{	

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D3

D.3. At what age did you leave full time education?  
IF RESPONDENT REFUSES TO ANSWER CODE '0'  
IF NEVER HAD A FULL TIME EDUCATION CODE '1'  
IF STILL IN FULL TIME EDUCATION CODE '99'

0/1/3 TO 98/99

\_\_\_\_\_ (58-59)

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D4

D.4. As far as your current occupation is concerned, would you say you are self-employed, an employee (non-manual), a manual worker or would you say that you are without a professional activity?

	(60)	SP
Self-employed.....	1	
Employee (non-manual).....	2	
Manual worker.....	3	
Currently not working.....	4	
Refused.....	5	

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UNSET DJOB

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```
IF(D4='Self-employed'){
SET DJOB=1
}
IF(D4='Employee (non-manual)'){
SET DJOB=2
}
IF(D4='Manual worker'){
SET DJOB=3
}
IF(D4='Currently not working'){
SET DJOB=4
}
```

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D4A

D.4a. So that is to say ...?

	(62)	SP
Farmer, forester, fisherman.....	1	
Owner of a shop, craftsman.....	2	
Professional (lawyer, medical practitioner, accountant, architect,).....	3	
Manager of a company.....	4	
Other self employed.....	5	
Professional (employed doctor, lawyer, accountant, architect).....	6	
General management, director or top management...	7	
Middle management.....	8	
Civil servant.....	9	
	(63)	SP
Office clerk.....	0	
Other employee (salesman, nurse, etc).....	1	
Other .....	2	
Supervisor / foreman (team manager, etc ).....	3	
Manual worker.....	4	
Unskilled manual worker.....	5	
Other manual worker.....	6	
Looking after the home.....	7	
Student (full time).....	8	
Retired.....	9	
	(64)	SP
Seeking a job.....	0	

Other not working.....1  
(62) SP  
Other (specify) 0  
  
(65-68)  
Specified Other

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D6

D.6. And the area you live in, would you describe it as ...?  
READ OUT

(69) SP  
Metropolitan.....1  
Other Town/urban centre.....2  
Rural.....3

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-THANK AND CLOSE -

On behalf of ICM, I would like to thank you for the time and help you've given me today.

I am ... and if you have any questions about this research, I can give you a phone number to contact us on. Would you like it?

(IF ASKED) Please contact Russell North on 0207 556 9284

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PAUSE

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D1

D.1. INTERVIEWER CODE SEX OF RESPONDENT

(28) SP  
Male.....1  
Female.....2

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CONF I hereby confirm that this interview has been conducted within the MRS code of conduct.

(41) SP  
Yes.....1  
No.....2

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