

ZA3854

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

**Questionnaire
Ireland**

[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?
 - b) a smart card reader or other authentication device?
 - c) an encryption software?
 - d) a firewall software?
 - e) an electronic signature software?
 - f) another security feature? **[SPECIFY:...]**

[ASK 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 Q.11 – VALID INTERVIEW
- l) (DK/NA) 1 --> GO TO Q.11 – VALID INTERVIEW

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

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886s2 ref.

Good morning/afternoon/evening. I am from Millward Brown IMS.

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 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

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

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.2c
- b) a laptop computer..... 1 --> GO TO Q.2c
- 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

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

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

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)

3. 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

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4.

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

[READ OUT - MULTIPLE ANSWERS POSSIBLE]

- [Nowhere else, only in Ireland]..... 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" RECODE CORRECTLY THE COUNTRIES GIVEN BY RESPONDENT]

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
- 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

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

- a) Yes 1
- b) No..... 2

[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
- c) [DK/NA] 3

[END OF INTERVIEW - THANK RESPONDENT]

Classification Details

<p>SEX: Male..... 1 Female..... 2</p> <p>AGE: (Record Exact Age) <input type="text"/> <input type="text"/></p> <p>Use code '00' if respondent refuses to answer</p> <p>EDUCATION: How old were you when you finished your full-time education? (Record Exact Age)</p> <p>Use code '99' if respondent still at full-time school Use code '00' if respondent refuses to answer Use code '01' if never went to full-time school</p> <p><input type="text"/> <input type="text"/></p> <p>REGION: Dublin1 Rest of Leinster2 Munster.....3 Conn/Ulster.....4</p> <p>TYPE OF LOCALITY: Metropolitan zone1 Other town/urban centre2 Rural zone3</p> <p>NUMBER IN HOUSEHOLD: How many people aged 15 years old or more live with you, in your household?</p> <p>[][] people (exact number)</p> <p>(If the respondent lives alone: CODE ZERO) (If DK/NA) --> STOP INTERVIEW</p>	<p>WHAT IS YOUR OCCUPATION? 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?</p> <p>[READ OUT LEFT ITEMS – THEN ASK TO SPECIFY (“that is to say”)] - ONLY ONE ANSWER]</p> <p>- 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</p> <p>- 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</p> <p>- Manual worker → i.e. : - supervisor/foreman (team manager, etc ...) 31 - manual worker 32 - unskilled manual worker..... 33 - other (SPECIFY) 34</p> <p>Without a professional activity → i.e. : - looking after the home 41 - student (full time) 42 - retired..... 43 - seeking a job 44 - other (SPECIFY) 45</p> <p>- (Refusal)..... 99</p>
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