

ZA3672

**Flash Eurobarometer 125
(Internet and the Public at Large - General Public 5)**

**Country Specific Questionnaire
United Kingdom**



INTRO Good %POD%, my name is,I'm calling from ICM Research the independent market research company. 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.
Could you spare a few minutes to answer some simple questions?
Card: 03 (6-7)
(8) SP
OK - CONTINUE.....1
CALL BACK/REFUSED.....2 GO TO GOSMS1

D5 D.5. How many people aged 15 years old or more live with you in your household?
INTERVIEWER. IF THE RESPONDENT LIVES ALONE CODE 0
0/1+ _____ (9-17)
Don't know.....Y GO TO SORRY
Refused.....{ GO TO SORRY

Q1 Q1. Does your household have access to the internet?
(18) SP
Yes.....1
No.....2 GO TO Q3
Don't know.....Y GO TO Q3

Q2 Q2. What kind of Internet access is your home fitted with?
PROMPT TO LIST IF NECESSARY
(19) MP
A standard telephone line.....1
An ISDN line.....2
An ADSL connection.....3
A special modem using the television cable.....4
A mobile connection / wireless connection.....5
Other.....6
Don't know.....Y

Q2B Q2B. Through what kind of terminal does your home contact to the Internet?
PROMPT TO LIST IF NECESSARY
(20) MP
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
Don't know.....Y

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```
SET DESK=BIT(Q2B/1)
SET LAP=BIT(Q2B/2)
IF(DESK.OR.LAP){
```

Q2C

Q2C. 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- Any other security feature

	-1- (21)	-2- (22)	-3- (23)	-4- (24)	-5- (25)	-6- (26)	SP
Yes.....	1	1	1	1	1	1	
No.....	2	2	2	2	2	2	
Don't know.....	Y	Y	Y	Y	Y	Y	

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

flashin

Page 6 Card: 3

Q2COTH

Q2COTH. SPECIFY OTHER SECURITY FEATURE

(27-36)

```
}
}
```

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

PAUSE

Q3

Q3. Do you personally use the Internet...
 READ OUT. CODE ALL THAT APPLY

- At home.....1 (37) MP
- 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
- Elsewhere.....0 (38) MP
- (DO NOT READ OUT) Do not use the Internet.....1 (37) MP
- Don't know.....Y GO TO SORRY

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No answer.....X GO TO SORRY

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```
SET DONT=BIT(Q3/11)
IF(DONT){
GOTO SORRY
}
```

Q4

Q4. How often do you usually use the Internet?
PROMPT IF NECESSARY (39) 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
- Don't know.....Y

Q5

Q5. While using the Internet, have you ever encountered security problems such as...
READ OUT. CODE ALL THAT APPLY (40) MP

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

Q6

Q6. Have you ever contacted a public administration through the Internet to....
READ OUT. CODE ALL THAT APPLY (41) MP

- Find administrative information.....1
- Send them an e-mail.....2
- Fill in forms or carry out procedures on-line....3
- Other reasons.....4
- (DO NOT READ OUT) Never contacted an administration through the Internet.....5
- Don't know.....Y

flashin Page 8 Card: 3

Q7

Q7. For your private use do you buy products or services through the Internet.....
READ OUT (42) SP

- Frequently.....1
- Occasionally.....2



Rarely.....3
 I did it, but will never do it again.....4
 Never.....5 GO TO Q10
 Don't know.....Y GO TO Q10

Q8

Q8. 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- (43)	-2- (44)	-3- (45)	-4- (46)	-5- (47)	-6- (48)	-7- (49)	
Yes.....	1	1	1	1	1	1	1	
No.....	2	2	2	2	2	2	2	
Don't know.....	Y	Y	Y	Y	Y	Y	Y	SP

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

	-8- (50)	-9- (51)	
Yes.....	1	1	
No.....	2	2	
Don't know.....	Y	Y	SP

Q9

Q9. Besides in Great Britain, where are the other internet websites where you purchased goods and services for your private use situated...

READ OUT. CODE ALL THAT APPLY

(52) MP

Nowhere else, only in Great Britain.....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
 (53-55)

Specified Other (52) MP

Don't know.....Y

Q10

Q10. For your private use, do you also use the Internet to....
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- (56) 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 travel, plane tickets, etc...8
- Book tickets for shows or events.....9
- (57) MP
- For other private use.....0
- (DO NOT READ OUT) Do not use the Internet for
 private use.....1
- (56) MP
- Don't know.....Y

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

flashin Page 10 Card: 3

PAUSE
 COLUMN 455

D2

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

0/15 TO 99 Card: 04 (6-7)
(55-56)

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)

flashin Page 11 Card: 4

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
- Office clerk.....9
- (63) SP
- Other employee (salesman, nurse, etc).....0
- Other1
- Supervisor / foreman (team manager, etc).....2

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Manual worker.....	3	
Unskilled manual worker.....	4	
Other manual worker.....	5	
Looking after the home.....	6	
Student (full time).....	7	
Retired.....	8	
Seeking a job.....	9	
	(64)	SP
Other not working.....	0	
	(62)	SP
Other (specify)	0	
	(65-68)	
Specified Other		

flashin Page 12 Card: 4

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	

flashin Page 13 Card: 5

D1

D.1. INTERVIEWER CODE SEX OF RESPONDENT

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