

ILLEGAL AND HARMFUL CONTENT ON THE INTERNET

IN THE NEW MEMBER STATES

FULL REPORT

Candidate Countries Eurobarometer 2004.1 - Magyar Gallup Intézet

This survey was requested by the Directorate General Information Society and coordinated by the Directorate General Press and Communication

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Introduction

The Candidate Countries Eurobarometer (CC-EB) gathers information from the societies that are to become members of the European Union in a way that is fully comparable with the Standard Eurobarometer. The CC-EB continuously tracks support for EU membership in each country, and records attitudes related to European issues.

This report covers the results of the wave of survey conducted in February-March 2004, in the 10 accession countries: Cyprus, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Malta, Poland, Slovakia and Slovenia.

An identical set of questions was asked of representative samples of the population aged 15 years and older in each candidate country. Elisabeth Staksrud (Norwegian Board of Film Classification) and Rachel O'Connell (University of Central Lancashire) provided input to the questionnaire. The sample size in Candidate Countries Eurobarometer surveys is at least 1000 people per country, except for Cyprus and Malta, in which the sample size is 500 respondents each. The achieved sample sizes of the 2004.1 wave are:

Cyprus	500	Latvia	1006	Slovakia	1053
Czech Rep	1000	Lithuania	1016	Slovenia	1014
Estonia	1004	Malta	500		
Hungary	1012	Poland	1000	Total	9105

The survey is carried out by national institutes associated with and coordinated by The Gallup Organization, Hungary, in each of the 10 accession countries. This network of institutes was selected by tender. All institutes are members of the "European Society for Opinion and Marketing Research" (ESOMAR) or comply with its standards.

The figures shown in this report are weighted by sex, age, region, community size, education level and marital status. The figures given for the ten new member states (NMS-10) separately and are weighted on the basis of the adult population in each country.

Due to the rounding of figures in certain cases, the total percentage in a table does not always add exactly to 100%, but to a number very close to it (e.g., 99% or 101%). When questions allow for several responses, percentages often add to more than 100%. Percentages shown in the graphics may display a difference of one percentage point in comparison to the tables because of the way previously rounded percentages are added.

Types of surveys in the Eurobarometer series

The European Commission (Directorate-General Press and Communication) organizes general public opinion, specific target group, as well as qualitative (group discussion, in-depth interview) surveys in all member states and, occasionally, in third countries. There are four different types of polls available:

- Traditional standard Eurobarometer surveys with reports published twice a year
- Telephone Flash EB, also used for special target group surveys (e.g., Top Decision Makers)
- Qualitative research ("focus groups"; in-depth interviews)
- Candidate Countries Eurobarometer

The face-to-face general public standard Eurobarometer surveys and the EB Applicant Countries surveys, the telephone Flash EB polls and qualitative research serve primarily to carry out surveys for the different Directorates General and comparable special services of the Commission on their behalf and on their account.

The Eurobarometer Web site address is:
http://europa.eu.int/comm/public_opinion

Table of contents

Introduction	2
Table of contents	3
1. Internet usage	4
2. Rules in the household	12
2.1 Rules for devices	12
2.2 Rules for using the internet	16
3. Safety of the Internet	18
3.1 Information on safer internet	18
3.2 Source of information about safer use of the internet	20
3.3 The preferred way of getting information about safer internet	24
3.4 Where to report harmful content on the internet	28

This Candidate Eurobarometer has investigated how citizens protect children and adolescent from the risks stemming from Internet use that is increasing even among the youngest group of children. The survey asked questions – besides the Internet penetration and the usage patterns in the households – about the rules responsible adults (parents) are setting for their kids regarding the Internet, the sources of information where adults can obtain information regarding the safer use of the Internet, about the real-life risks of virtual interactions, or about harmful content children might access through the Internet. We have also investigated whether or not responsible adults are aware where to report abusive, harmful or hazardous Internet content or behaviour. We carried out the survey in the new EU member countries, comparing the results with those from the EU-15 zone. However the study was carried out in the period before the accession of the 10 new member states took place, in this analysis we often refer to this group of countries as “new members” (NMS-10).

1. Internet usage

During the research we looked into whether do children in the household of the respondents use internet in the new member states and what is the opinion of parents about safety issues related to their children's use of the internet (do they regulate internet use, would they need information related to the safe use of internet, etc...).

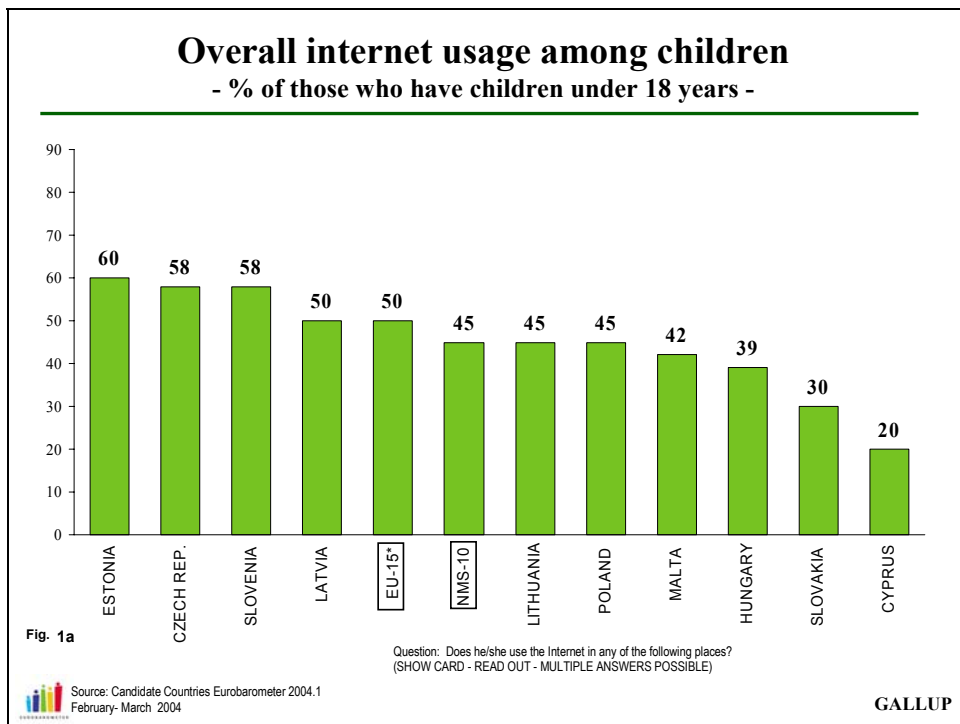
In the accession countries 69% of the respondents say they do not have children aged 0-17 years. In the EU-15 zone 71% said so. (ANNEX TABLES 1.1-1.8)

In the previous member countries of the European Union children use internet in a higher proportion than in the new member countries. In the EU-15 countries 50% of respondents said their children using internet, while in the NMS-10 countries 45% did so.

We also examined where children usually use the internet. Respondents were offered to provide more than one answer, as it is possible that a child uses the World Wide Web both at home and in the school. In the case of the question related to the place of internet usage the respondents were offered the below options:

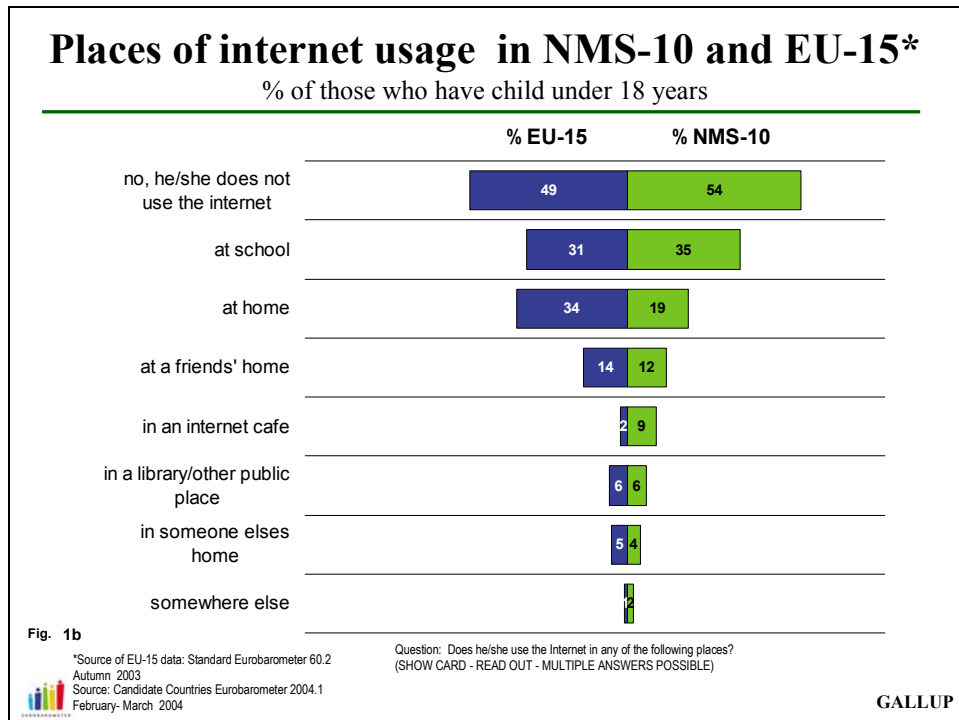
- *At home*
- *At school*
- *At a friend's home*
- *In someone else's home*
- *In an Internet cafe*
- *In a library/other public place*
- *Somewhere else*
- *No, He/she does not use the Internet*

Among the surveyed countries, Estonian children (60%) use the internet in the highest proportion, followed by Czechs and Slovenians (both 58%). Half of the children use internet at least at one location in Latvia. Internet use in Lithuania, Poland and Malta is largely identical with the country group average: 42-45% of children use internet in these countries. In Hungary we measured a result somewhat below the country group average (39%). In Slovakia 30%, and in Cyprus even fewer (20%) children use the internet. (ANNEX TABLES 1.9a-1.9b)

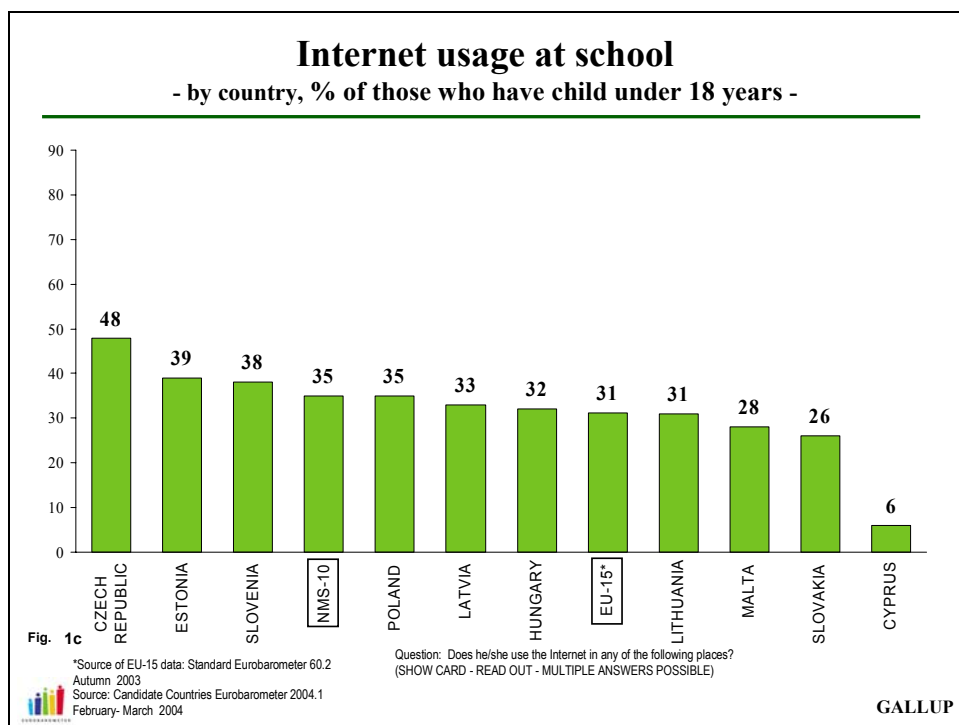


In the new EU countries the most children have access to internet in schools: 35% said that their children use internet there. The second place is taken by home usage: however respondents mentioned in a significantly lower proportion that their children use internet at home (19%). On the other hand, in the EU-15 countries home internet is more widespread: in these countries 34% mentioned that their children have access to the World Wide Web from home, while 31% report using internet in the school. 12% of the children of the new member countries respondents, and 14% of the previous member countries children use the internet at a friend's home. Internet cafes are more popular among the youth of the NMS-10 countries: while in this group of countries 9% of children (obviously adolescents) use internet cafes, only 2% of the previous member countries children do so.

We did not find differences among the youth of the two groups of countries in respect of use of the internet in a library or at other public places: this option is used by 6% in both groups of countries. 4-5% of the children have access to internet in someone else's home, and 1-2% use the internet somewhere else both in the EU-15 and the NMS-10 countries.



Internet use at school is the most widespread among the surveyed countries in the Czech Republic: on the basis of parents' report nearly half (48%) of Czech children use internet in schools. Second comes Estonia (39%), and Slovenia (38%) the third. Cyprus ends the list significantly falling behind where only 6% of the children use internet in schools. In Slovakia taking the second last place 26% is the proportion of children using internet in an educational institution.



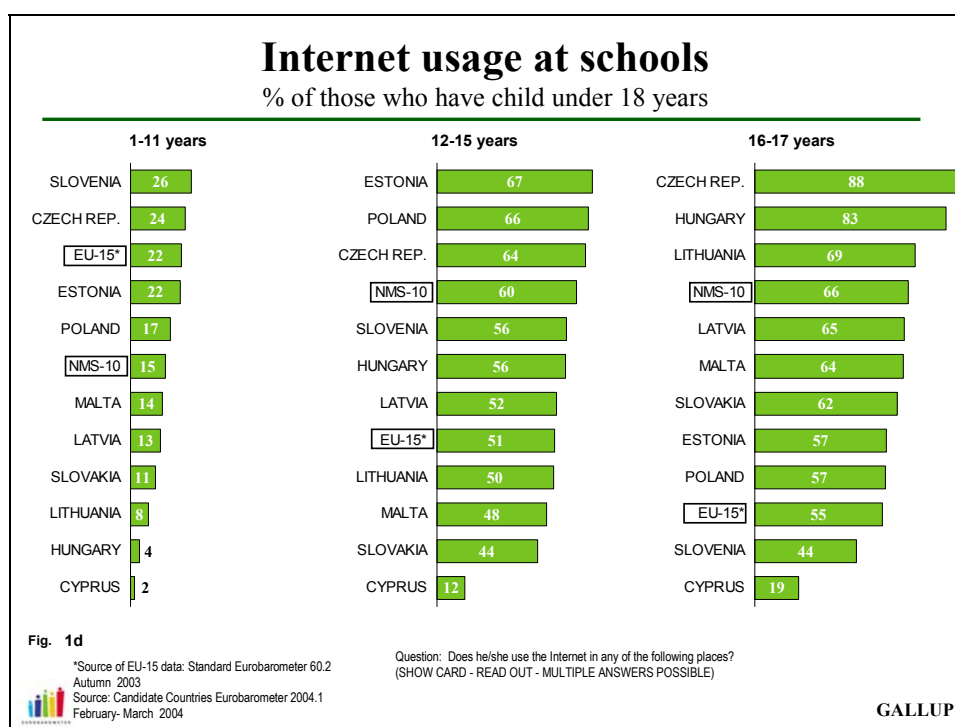
Looking at children's use of internet in educational institutions in three age groups, we find larger proportion of internet use among the youngest (1-11 years) in the EU-15 countries than in the ten

accession countries. On the other hand, we measured higher proportions of school internet use in the two older age groups in the new member countries.

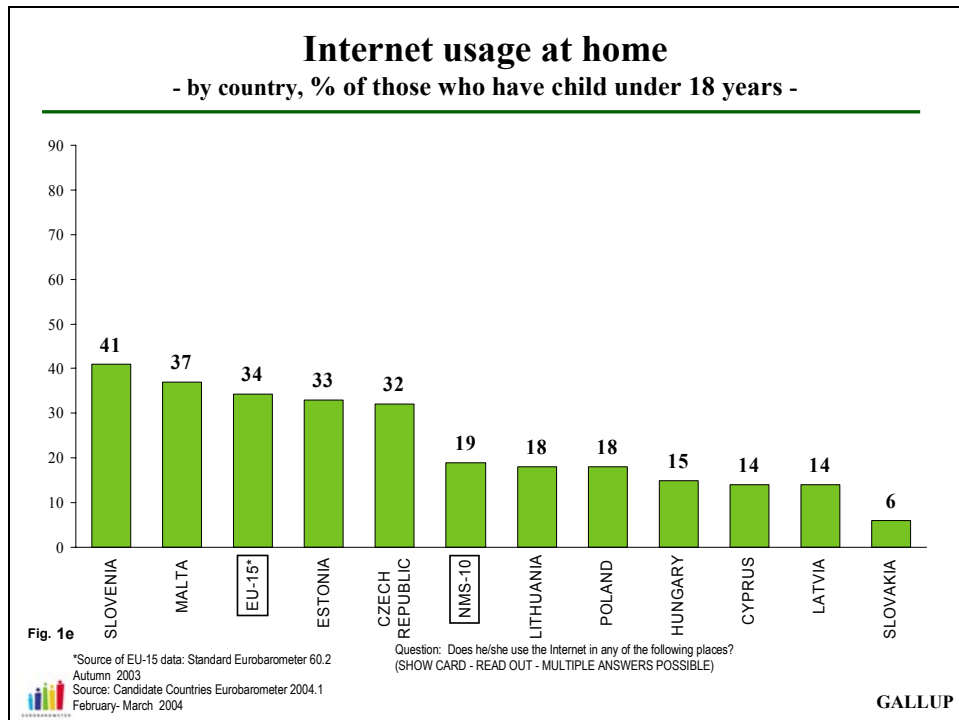
In the accession countries 15% and in the older EU member countries 22% of the 1-11 years old use the World Wide Web in educational institutions, in the NMS-10 countries 60% of the 12-15 years old and in the EU-15 countries half of the age group (51%) do so. In both country groups those aged 16-17 years use internet in school in the highest proportion: 55% of the older EU member countries youth, and two third (66%) in the new member countries.

Among the age groups older children use internet more in educational institutions. In the oldest age group the Czechs take the lead: almost nine tenth (88%) of the 16-17 years old Czechs use internet in school. They are followed by Hungarians (83%) in the second, and Lithuanians (69%) in the third place. Among the 12-15 years old children the highest proportion use the World Wide Web in school in Estonia: two third (67%) of them do so, and we measured similar proportions in Poland (66%), and in the Czech Republic (64%), as well. In the 1-11 years age group we find the most children in Slovenia who use the web in an educational institution (26%), followed by the Czechs (24%) and Estonians (22%).

In all three age groups, we measured the smallest proportion of school internet use among the Cypriot children: in the 1-11 years age group 2%, among the 12-15 years old 12%, and among the 16-17 years old 19% use internet in an educational institution. The proportion of Cypriot children using internet in school falls behind the proportions measured in the other countries especially in the case of those older than 12 years, because among the 12-15 years old Slovakia, and among the 16-17 years old Slovenia take the second last place with 44%, in both cases, of school internet users.



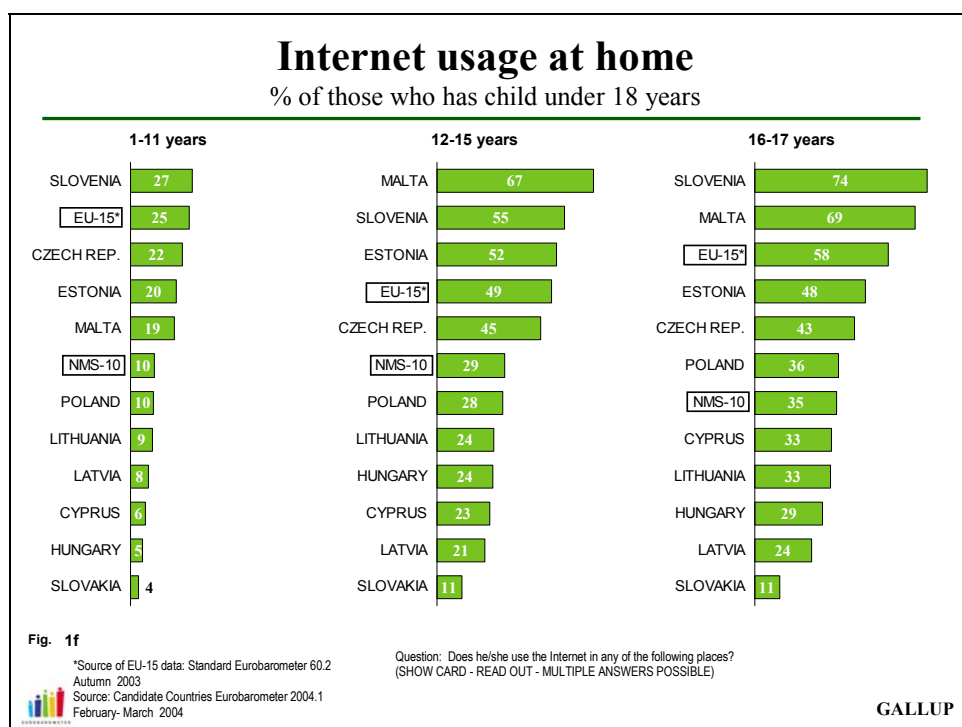
As regards **internet usage at home** Slovenians take the lead: in this country 41% of those below 18 years use the internet at home, followed by Malta with 37%, and Estonia the third where one third (33%) of them use internet from home. At the end of this list we find Slovakia: only 6% of the Slovakian children use internet from home, while among the Latvians and Cypriots this proportion is 14%, for both countries.



Among the children living in the older EU member countries one and a half times more (34%) are those who use internet at home than among the children in the new member countries (19%). One fourth (25%) of the 1-11 years old children living in the EU-15 countries use internet at home, only half (49%) of the 12-15 years old, and the proportion is 58% among the 16-17 years old. Only one tenth (10%) of the 1-11 years old new member countries children access the internet from home, 29% of the 12-15 years old, and 35% of those aged 16-17 years.

Internet usage at home is the most widespread among the 1-11 years old in Slovenia (27%), followed by the Czechs (22%) and Estonians (20%). In the case of the 12-15 years old Malta takes the lead: two third (67%) of this age group use the internet from home, while 55% of the same age in Slovenia, and 52% in Estonia access the internet from home. The 16-17 years age group use the internet at home in the highest proportions in the three latter countries, as well: three fourth (74%) of the Slovenian, 69% of the Maltese, and 48% of the Estonian 16-17 years old do so.

Among the three age groups Slovaks use the internet at home in the least proportions: 4% of the 1-11 years old, and 11% of both the 12-15 and the 16-17 years old. They are followed by the Hungarians (5%) and Cypriots (6%) among the youngest, Latvians (21%) and Cypriots (23%) among the 12-15 years old, and Latvians (24%) and Hungarians (29%) among the 16-17 years old.

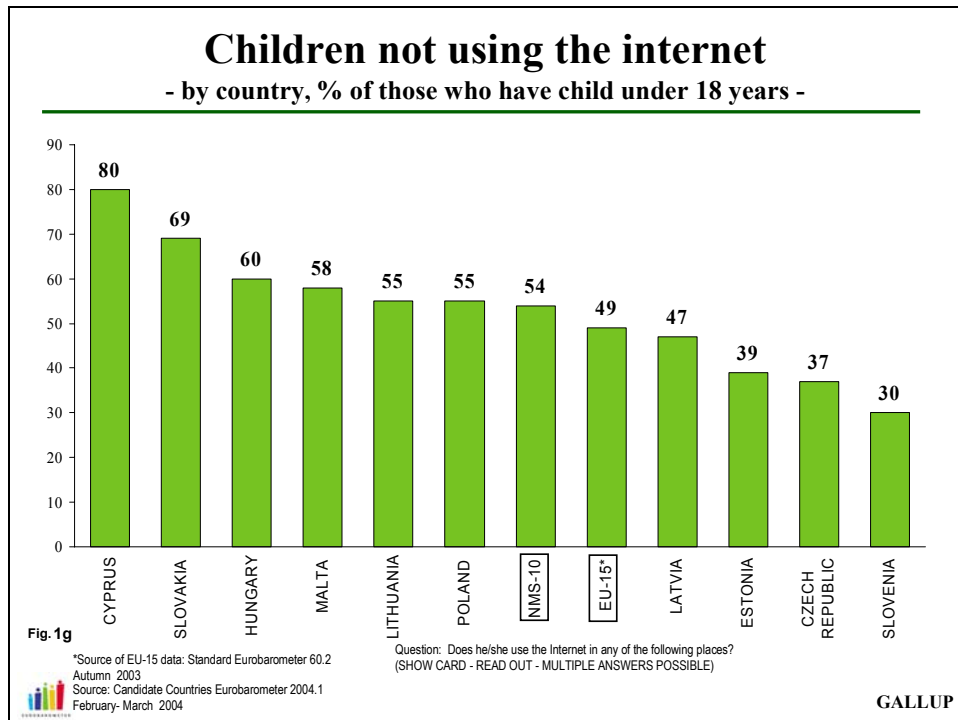


Using the internet at a friend's home is characteristic of the Czech youth in the highest proportion: every fourth of them use the internet this way. Also relatively many use the internet the same way in Estonia 19% and Slovenia 18%. In the least proportions Cypriot (4%), Hungarian (5%) and Maltese (6%) youth go to their friend's home to access the internet.

Using the internet in a library or other public places is the most widespread among the youth in Estonia (17%) and Slovenia (13%). On the other hand, nobody in Cyprus, and only 2% in Slovakia reported that their children use the internet in a library.

Internet cafes are used in the highest proportions by Lithuanian and Polish youth: 11% and 12% of them, respectively, use this service. On the other hand, in Estonia and Hungary only 1% and 2%, respectively, have access to the internet from an internet cafe.

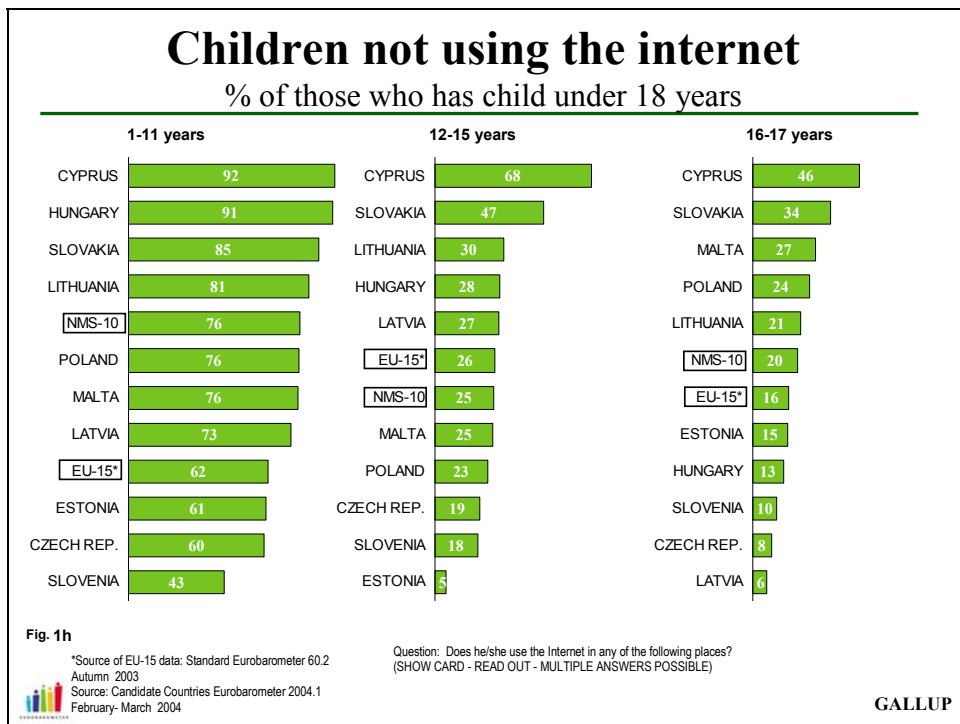
In the highest proportion Cypriots said that their children **do not use the internet**: four fifth (80%) of them said so. They are followed by Slovaks (69%) with a more than ten percentage points difference, and third come Hungarians (60%). We found four accession countries where less than half of the children do not have access to internet: in Slovakia 30%, the Czech Republic 37%, and in Estonia 39% of respondents raising children reported so. In Latvia this proportion is higher; almost half (47%) of children do not have access to the internet.



Naturally, internet usage is the least frequent among the youngest kids in all countries. Cypriots said in the highest proportions that their children do not use the internet in all three age groups: 92% of the 1-11 age group, 68% of the 12-15 years old, and 46% of those aged 16-17 years do not use the internet. In the youngest age group Hungarians do not have access to the internet in a proportion similar to that of the Cypriots (91%), and Slovakian children come third (85% of them do not use the internet). It is characteristic of the internet usage of the age group that even in Slovenia which has the best proportion 43% of the children do not have access to the internet.

The proportion of children without internet access is significantly lower among the 12-15 years age group. The 68% of Cypriots without internet access is followed by the 12-15 years old of Slovakia with a 20 percentage points lag: 47% of them do not use the internet. Third comes Lithuania, but in this country only 30% is the proportion of those in the age group who do not use the web. The fewest without internet access are in Estonia: 5% of the Estonian 12-15 years old. In Slovenia 18%, and in the Czech Republic 19% do not use the internet.

In the 16-17 years age group Cypriots (46%) are followed by Slovaks (34% of them do not use the internet), and the Maltese (27%). In this age group we find two countries where the proportion of those not using the World Wide Web is below 10%: 6% of the Latvian, and 8% of the Czech 16-17 years old.



While the overall pattern of children's Internet use in the new member states is quite similar to that in the EU-15 zone, there are interesting variations if we focus more on the details. Girls and boys have similar chance to use the internet in the new member states as well, but girls are somewhat more likely to have access than boys (in the EU-15 zone the proportions are virtually the same). The pattern that single parents' children have a higher chance to access the web prevails across Europe, as well as the higher probability of fathers reporting the usage of internet by their children.

There is a striking difference in the level of access according to the parent's education level. While in the fifteen previous member states it seems that internet access helps to level out the inherited cultural differences among kids, the contrary can be observed in the new member states. Those kids with the highest cultural deficit have the lowest chance to access the cultural and educational as well as leisure benefits of the world wide web.

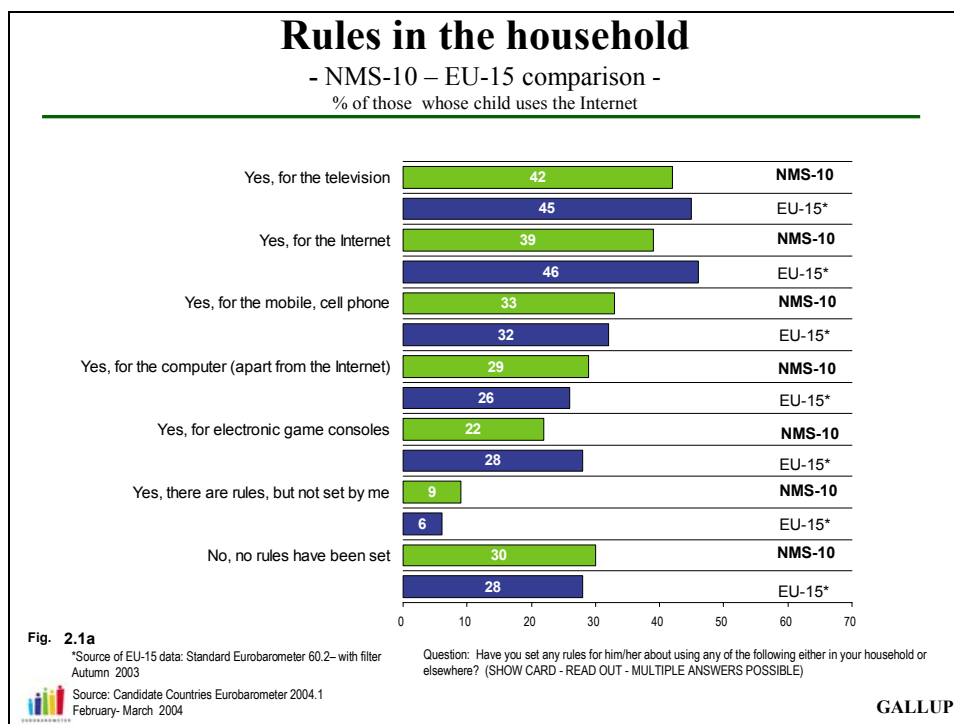
Table 1. Internet usage in different segments		
	NMS-10	EU-15
Child aged 0-11 years old	23	37
Child aged 12-15 years old	72	73
Child aged 16-17 years old	79	83
Girl	47	50
Boy	44	51
Mother	44	48
Father	47	54
Married parents	44	48
Single parents	53	57
Left full time education before 16 years old	27	48
Left full time education between 16 and 19 years old	42	48
Left full time education after 19 years old	57	52

2. Rules in the household

2.1 Rules for devices

We also asked our respondents whether there are rules their children have to observe related to television, internet, mobile phone, or electronic games consoles.¹

Respondents have rules for their children in relation with television in the highest proportion: in the new EU member countries 42% of the parents said that there are such rules, while in the previous member countries 45% of parents reported such rules in place.



Internet comes second on the list: 39% of the parents in the NMS-10 countries and 46% of the EU-15 countries reported to have set rules related to internet use. Rules related to mobile phones are set by one third (33%) of accession countries parents, and nearly one third (32%) of the EU-15 zone parents. There are rules set up for computer use (apart from internet usage, e.g. time restrictions for gaming, etc.) by 29% of parents in the new member states; in the EU-15 countries this proportion is somewhat lower: 26%. Parental behaviours related to electronic games consoles display significant differences: 22% of the accession and 28% of the older EU member countries parents set up rules for their children for the use of these – which might reflect differences in the penetration of such devices. In the new member countries the proportion of those is also higher who say there are rules set by others (e.g. school, parent², other parent, etc.): 9% agree, while in the EU-15 countries 6% agree.

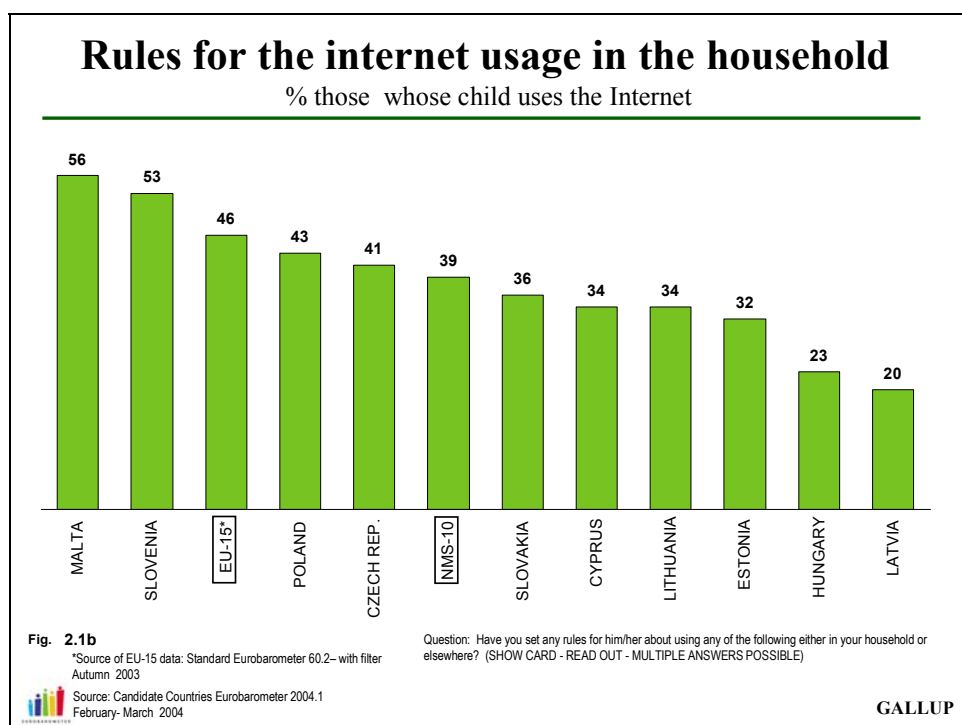
In the previous member countries the proportion of those not setting any rules regarding any of the listed communication and electronic devices is a little lower (28%) than in the new member countries (30%). (ANNEX TABLE 2.1a)

We find two among the new member countries where over half of the parents of children with internet access set up rules for the **use of internet**: in Malta 56%, and in Slovenia 53% mentioned such instances. Poland follows these two countries with a 10 percentage point lag (43%). At the end of the

¹ The questions in this chapter were asked from those with children using the internet, for the sake of comparison the figures from the EU-15 zone were filtered accordingly

² the person interviewed could be anyone in responsibility of a child, for that matter it could be an older sister or brother or a grandparent too. For the sake of simplicity we label them “parents” throughout the report.

list we also find two countries that somewhat break away from the rest: in Latvia only one fifth (20%), and in Hungary 23% regulate their child's internet use, while the next is Estonia where already one third (32%) is the proportion of "strict parents".

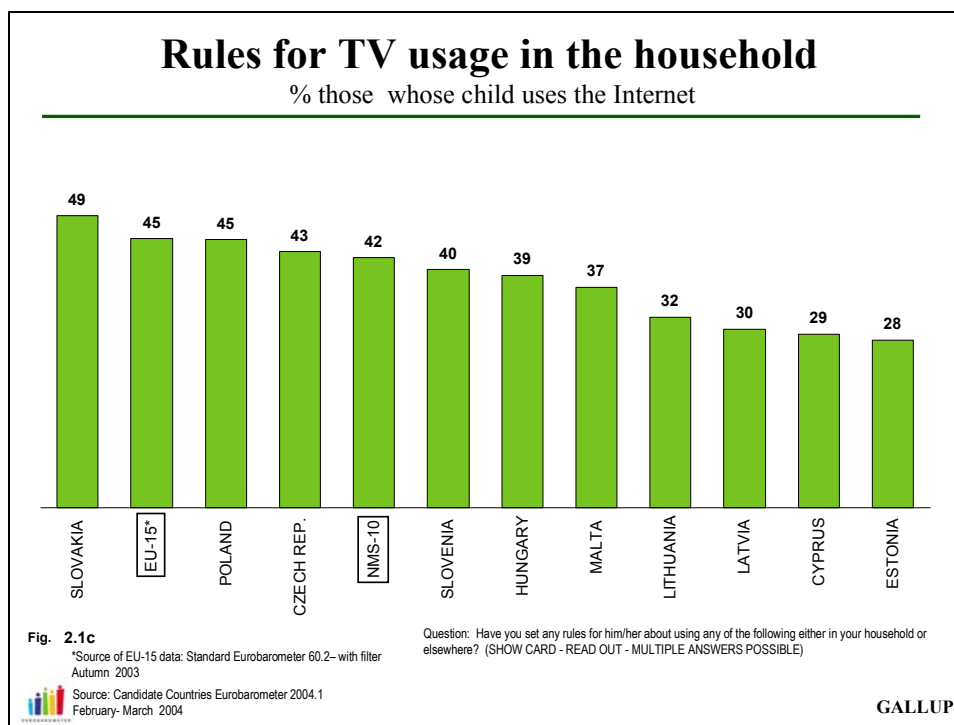


Women regulate internet usage in a somewhat higher proportion than men do: 37% of men and 41% of women set up such rules. Respondents living in large towns are more strict in relation to internet usage: while only one third (32%) of rural area parents, then somewhat more than half (52%) of large town parents set up rules. In a proportion similar to that of those living in large towns do the most educated regulate internet usage (52%), while we measured the highest proportion of lenience among those with secondary education and not among those with the least education: more than half (52%) of those continuing their studies above the age of 20, one third (32%) of those studying to the age of a 16-19 years, and 39% of those stopping education at the age of 15 the latest set up rules on internet usage for their children. (ANNEX TABLE 2.1b)

The more detailed look on whether or not responsible adults apply rules for using the internet shows identical patterns in the new and previous member states, however, with slight differences. Boys in the NMS-10 zone are more left free compared to girls, and fathers are less "strict" compared to mothers.

Table 2.2 Rules for using the internet		
	NMS-10	EU-15
Child aged 0-11 years old	42	49
Child aged 12-15 years old	42	50
Child aged 16-17 years old	32	38
Girl	36	46
Boy	42	45
Mother	41	45
Father	37	46
Married parents	40	48
Single parents	30	37
Left full time education before 16 years old	39	37
Left full time education between 16 and 19 years old	32	46
Left full time education after 19 years old	52	53

Besides the rules for internet usage (which – as mentioned above – is regulated by parents in identical proportions in the two country groups), Slovakian children have to observe parental rules in relation with **television usage** in the highest proportion: every second Slovakian parent (49%) set up rules in this area. Among the Polish this proportion is 45%, and among the Czechs it is 43%. This issue is the least regulated by parents in the Baltic countries and Cyprus: 28% of Estonians, 29% of Cypriots, 30% of Latvians and 32% of Lithuanians set up rules for their children as regards television usage.



Among the surveyed demographic groups the most educated and the other white collars set up such rules in the highest proportions (both 52%). Among the different aged parents and foster parents mainly those aged 25-39 prove to be the strict (49%).

The **mobile phone** use of children is the most regulated among the Slovaks: 48% of the parents set up some sort of regulation in this matter. Second come the Slovenes (46%), and third the Czechs (43%). In the least proportion the Latvian parents regulate this issue: every fifth parent mentioned mobile phone restrictions (19%) in this country, while 26% in Lithuania, and 28% in Cyprus.

Mainly large town residents regulate the mobile phone usage of their children: while every second parent (48%) in large towns, then only slightly more than one fourth (27-28%) of small town and rural area parents do so. The more educated do also set up such rules in higher proportion: 42% of those studying after the age of 20, and 28-29% of the less educated. Among the employment groups managers and other white collars regulate the mobile phone usage of their children in the largest proportion (45-45%).

In relation with **computer use apart from the internet** we find the highest proportion of parents setting up rules of usage among the Maltese and the Czech: 36% said in both countries that their children have to observe some rules in this area. Slovakian (33%) and Slovenian (32%) parents regulate the issue in one third proportions, while we find the least proportions among the Latvians (15%), Estonians (22%) and Hungarians (24%).

Among the more educated parents the proportion of those restricting computer usage is higher: 37% of the most educated, while 13% of the least educated impose such restrictions for their children. Among the employment groups the proportion of those setting up rules is the highest among the self-employed (41%).

The use of **electronic games consoles** is controlled in the highest proportion in Malta (28%) and Poland (26%). On the other hand, in Estonia, the proportion of parents prescribing rules for such

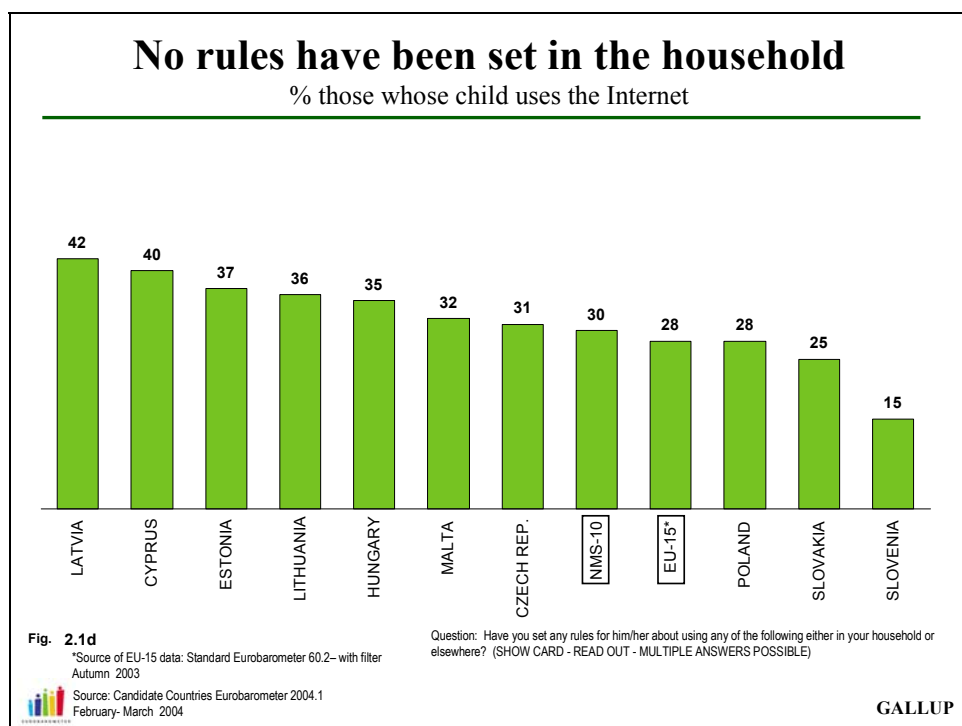
devices does not even reach one tenth (8%) of the respondents. In Hungary 12% and in Latvia 14% of the parents set up some sort of rules for electronic games consoles.

Among the surveyed groups the most educated and housepersons regulate the use of electronic games consoles in the highest proportions (both 29%). It is also true that among the less educated parents we find smaller proportions of those who set up some sort of regulation for electronic games consoles (only 11% of the least educated).

The statement that **there are rules but not set by the respondent** was agreed by nearly one fifth (19%) of Cypriot parents. In Lithuania 14%, and in Latvia 12% mentioned similar rules, while only 4% of Slovakian and 5% of Czech parents agreed.

In the largest proportion the least educated (27%) and housepersons (22%) answered this, while in the least proportion other white collars and the unemployed (both 4%) did. Women said in higher proportions in relation with all surveyed devices usage that there rules their children have to abide. At the same time, the two sexes mention in balanced proportions that the child has to observe rules not set up by the respondents themselves (8% of women and 9% of men). On the other hand, men mention that **no rules have been set** in a higher proportion (32% of them, while 28% of women do).

42% of the parents in Latvia, 40% in Cyprus, 37% in Estonia, and 36% in Lithuania said that there are no rules their children should observe in the usage of the given devices. In the least proportion parents agreed with this statement in Slovenia: 15% of them said there are no rules, lagging significantly behind the penultimate Slovakia where one fourth (25%) of the parents agreed.



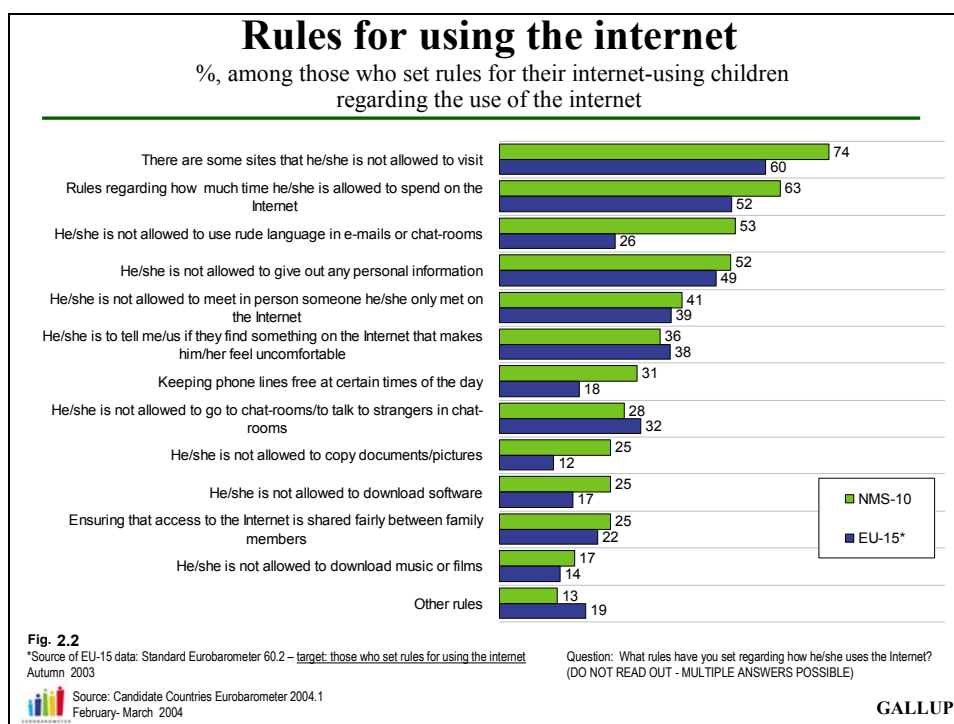
We find it mostly among the elderly that they do not use rules for the minors raised by them: 46% of those above 55 said so. In the highest proportion the retired agreed among the surveyed groups (53% of them do not restrict children in the surveyed items), while in the least proportion the respondents with the highest qualifications (21%) agreed.

2.2 Rules for using the internet

We also wanted to know what rules parents set up in relation with internet usage³. Respondents stated in the largest proportion that there are web sites their children are not allowed to visit: in the accession countries three fourth (74%), in the previous member countries 60% of the involved parents said so. In the second largest proportion, in both groups of countries, parents regulate the time the child can spend with browsing the internet: in the accession countries two third (63%) and in the EU-15 countries somewhat more than half (52%) of the concerned parents mentioned this rule. In the accession countries the rule that the child must not use rude words in emails and during chats comes third on the list (53% mentioned), while this is only the seventh most frequently mentioned internet rule in the older EU member countries (26% of the involved parents mentioned this in the EU-15 countries). In the NMS-10 countries in a proportion similar to that of the ban of rude speech was the rule mentioned that the child must not provide personal information (52%). This was mentioned in the EU-15 in a similar proportion (49%). (ANNEX TABLES 2.2a-2.2b)

Less than half of the involved group mentioned further rules in the NMS-10 countries, as well. Thus, for example, 41% of the NMS-10 countries concerned parents mentioned that their children may not meet a person only known from the internet, and nearly the same proportion (39%) mentioned this rule in the EU-15 countries.

There are only two rules which are prescribed by parents in the EU-15 countries in larger proportions than their counterparts in the NMS-10 countries, while the differences are not significant in these cases either. In the EU-15 countries 38% and in the NMS-10 countries 36% said that the child has to report uncomfortable things he meets on the internet, and in the EU-15 countries 32%, in the NMS-10 countries 28% mentioned that the child may not enter chat rooms and can not converse with strangers over the internet.



³ As this question was only asked from parents whose child(ren) use the internet and expected to follow some rules when surfing, the “remaining” sample sizes were so low that made reliable country by country comparisons impossible.

The download of documents or images, and software is not allowed by one fourth (25% for both) of the involved parents in the new member countries, while 17% forbids the download of music or films in this group of countries. In the previous member countries the ban on downloads covers software in the largest proportion (17%), followed by music or films (14%), and as third by the ban on documents, images (12%).

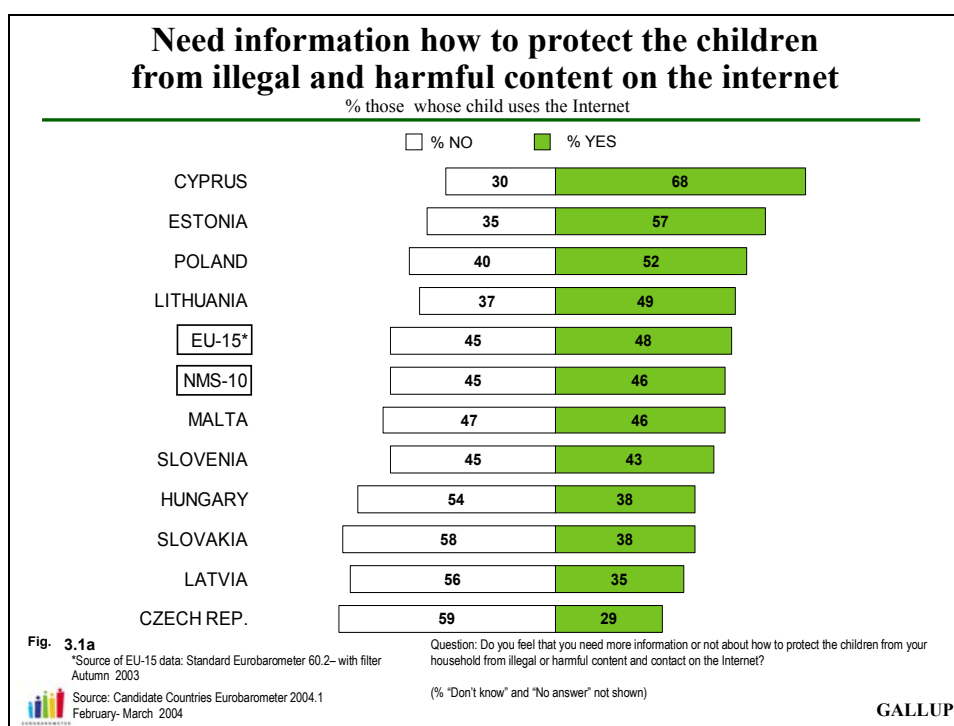
It is a rule of thumb that the child leaves the phone line free in determined periods of the day (31% in the accession countries and 18% in the previous member countries mention this) and that he lets other members of the family to have access to the internet (one fourth in the new member countries and 22% in the EU-15 countries mentioned this).

3. Safety of the Internet

3.1 Information on safer internet

The proportion of those is rather balanced who **would like to receive more information on how to protect the children in the household from the illegal or harmful internet content and contact** and those who do not regard this to be necessary. In the accession countries 46% of those whose children use the internet would request and 45% would not request more information in this issue. On the other hand, in the EU-15 member countries somewhat more say they do not need such information (45%) than those who would like to receive such information (48%). (ANNEX TABLE 3.1a)

Cypriots would like to receive such information in the largest proportion – somewhat more than two third (68%) –, while 30% of them would not (maybe the ‘fear factor’ has something to do with the fact that the lowest proportion of internet usage among children was found in this country). They are followed by the Estonians of whom 57% said they need more information about protection against harmful internet content, while in the opinion of 35% this is not necessary. Over half of the involved Polish parents would like to receive more information (52%), while 40% of them do not regard this necessary. We find similar proportions in Lithuania, although because of the somewhat higher proportion of the undecided respondents the proportions of both those who need more information (49%) and those regarding it unnecessary (37%) are smaller. In Malta, nearly the same proportions believe that they need and that they do not need more information in the issue (46% and 47%, respectively), while in the rest of the surveyed countries those form the majority who do not regard more information necessary in the issue.

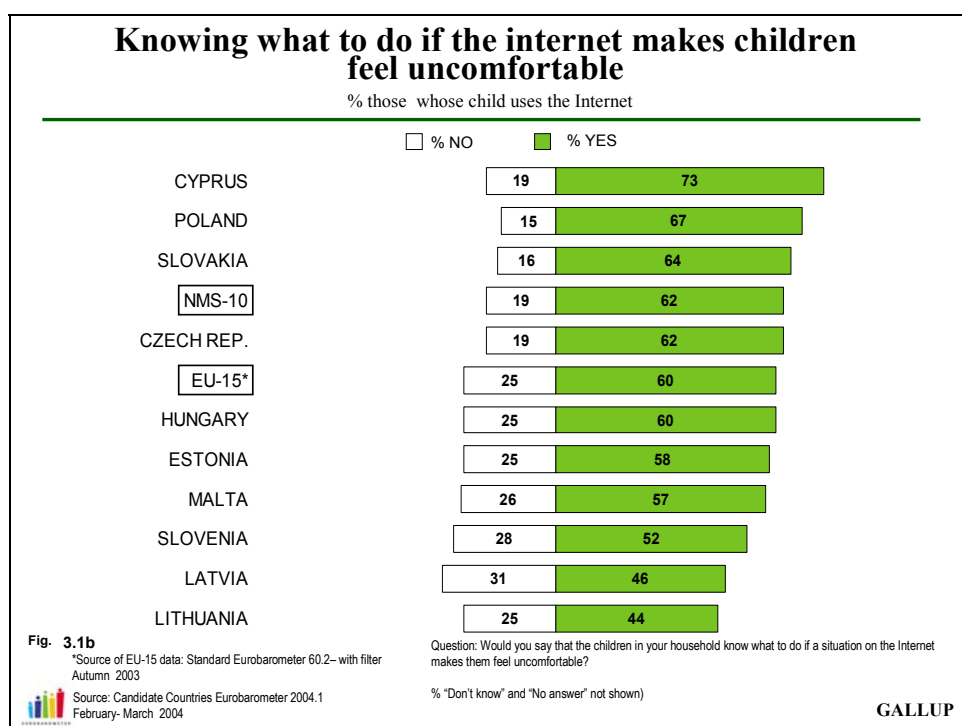


Among the surveyed groups housepersons (59%) would like to receive more information in the highest proportion, while in the least proportion those who are still studying (33%). Women would like to get more information in higher proportion: 48% of them said that they would need more information, while 44% disagreed. Among men, the proportions are reversed: 43% would prefer to have more information, and 48% not. More educated respondents would like to obtain more information in higher proportion: while only one third (34%) of the least educated, half (50%) of the most educated

expressed the need to have more information. On the other hand, 57% of the least educated said that they do not require more information, while 42% of the most educated agree. (ANNEX TABLE 3.1b)

In line with the relatively modest needs for further information, in the new member states most parents believe that their children know what to do when they enter a situation on the internet that is uncomfortable for them. In this zone this opinion is shared by 62%, while 19% of them believe that their children would not know what to do. In the EU-15 zone parents are nearly equally reassured in this issue: 60% of them said that their children would know and 25% of them said that their children would not know what to do.

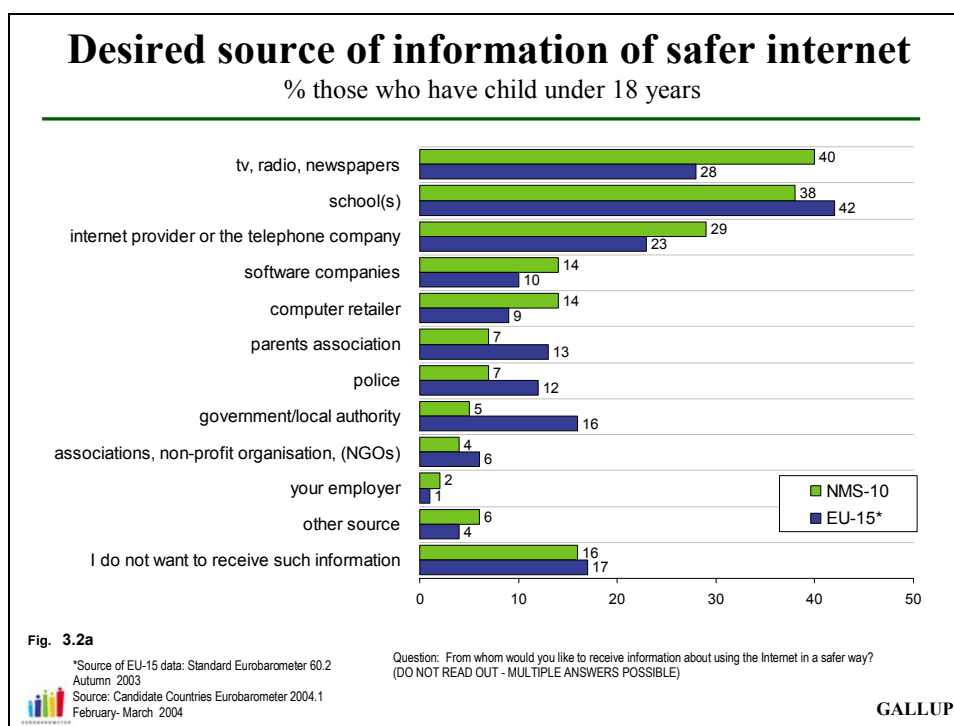
Among the surveyed countries Cypriots are the most resolute in the issue (the question was answered in the highest proportion in this country – many in the other countries were not sure what to say in this question) and they trust their children in the highest proportion, too: nearly three fourth (73%) of the concerned parents said that the child would know what to do in such a case, while one fifth (19%) of them reported the opposite. They are followed by the Polish: two third (67%) of them believe that their children would know what to do in an uncomfortable situation, and 15% said they would not know. In the smallest proportion Lithuanians believe that their children would know what to do in such cases: 44% of them share this view, but only one fourth (25%) of the respondents said firmly that in their opinion their children would not know what to do. This opinion was shared by the Latvians in the largest proportion: 31% of them thought their child would not know what to do in a situation like that, but even in this country the proportion of those is 15 percentage points higher who believe their child would know what to do (46%). (ANNEX TABLE 3.2a)



In the highest proportions managers and the most educated believe that their children know what to do when they feel uncomfortable because of the internet (71% of both groups said so). The opposite is believed in the highest proportions by the unemployed (25%) and the least educated (28%). Among the age groups the youth say in the highest proportion that their children would not know what to do in such an uncomfortable situation (38% of them share this view), and among them is the proportion of those the lowest according to whom their children would know what to do (49%). (ANNEX TABLE 3.2b)

3.2 Source of information about safer use of the internet

Eurobarometer survey also investigated the parents knowledge about how can use the internet in a safer way, and to whom can it be reported if illegal or harmful content find on the internet. Parents – who have children in their household under aged 18 – were also asked what they think, from whom they can receive any help and information to make the internet safer for their children as well.



The most people in the new member countries (40%) think that the traditional mass media – **television, radio and newspapers** – should give more information about how internet can be use in a safer way. Almost the same proportions of NMS-10 respondents (38%) think that it is a task for the **schools**. Compared these opinions to the previous members' citizens, attributing a secondary role, only 28% of them mentioned the media as desired sources of information, while most of them expect the schools have to give advice and information about the safer use of internet. (ANNEX TABLE 3.3a)

The **internet providers and telephone companies** come on the third place in both regions – in the previous member states 23% in the new member countries 29% – from whom parents would get help and instructions to the safer surfing on the net.

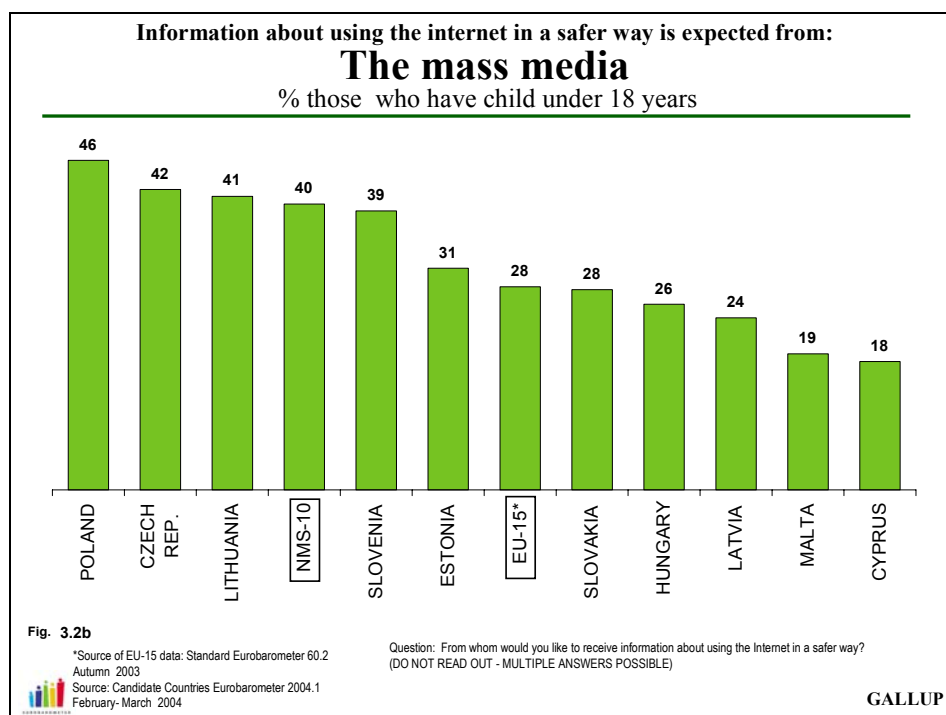
It is interesting that 16% of the parents in the accession countries and 17% on EU-15 level **do not want to receive such information** from anybody. It could mean that either they believe that using the internet is already safe or they think that they do not need help, because they know enough about the possibilities how to use the internet safer.

The role of parents' associations seems to be much weaker in the accession zone than in the previous member states, and the same is true for informative role of the police. Whereas on NMS-10 level only for 7% of parents is these institutions (both) desired channels of information about the safer internet, thus far in the previous member states these are more important sources for 13% (in the case of parents associations) and 12% (police) of parents.

The second most notable difference – but in the opposite direction – between previous and new member countries' citizens' opinion regards the role of governmental or local authorities by informing people about risks and hazards accompanying internet use. Only 5% of new member countries'

parents mentioned this institution while in the previous member states the similar figure is much higher, 16%.

Taking a closer look on the most frequently mentioned information channel (TV, radio, newspaper) among the new member states on country level, we find that that the Polish (46%), Czechs (42%) and Lithuanians (41%) are the most likely to expect the media to give more information about the safer usage of the internet. Maltese (19%) and Cypriots (18%), on the other hand, are the least interested in receiving information from the television, radio and from the newspapers about using the internet in a safer way. EU-15 citizens have a much lower preference towards the media than their peers in the new member states. (ANNEX TABLE 3.3a)



Socio-demographic analyses reveal that although women mentioned the media in higher proportion as men (41% vs. 38%), they are somewhat more divided as well (46% did not mention the mass media as the most desired information source). (see ANNEX TABLE 3.3b).

The opinion, that these institutions should inform people about safer internet, is more widespread among 40-54 years old respondents (45%) than among 15-24 years olds' (34%), or among those aged 55 and above (27%). The highest expectations regarding the media's role we found among the self-employed respondents (51%) and managers (47%), while only 25% of retired respondents wish the media to give information in this regard. With the education level grows the expectation towards the TV, radio and the newspapers as well: 30% mentions the media in the lowest educated group, 40% of those who left schools between aged 16 to 19 years, and 46% among those who studied until 20 years of age or above.

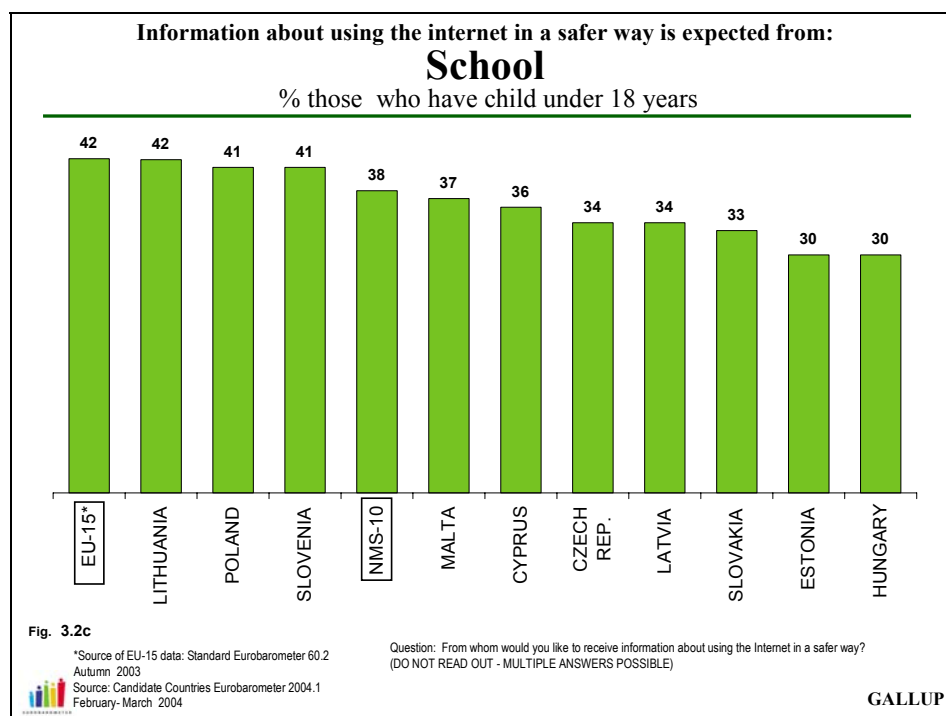
Schools come second in the NMS-10 zone – and first in the previous member states – to provide information about the safer use of the internet. (NMS-10: 38%, EU-15: 42%).

This proportion is higher than the NMS-10 average and very close to the EU-15 figure in Lithuania (42%), Poland and in Slovenia (both 41%). Estonians and Hungarian parents want to receive help and information from the schools in the smallest proportions.

Overall, this expectation towards schools is more characteristic to women (40%) than men (34%) and more likely among the elder generations (42% among those aged 40 and above would like the school to give information about using the internet in a safer way, while 37% of the 25-39 years olds, and

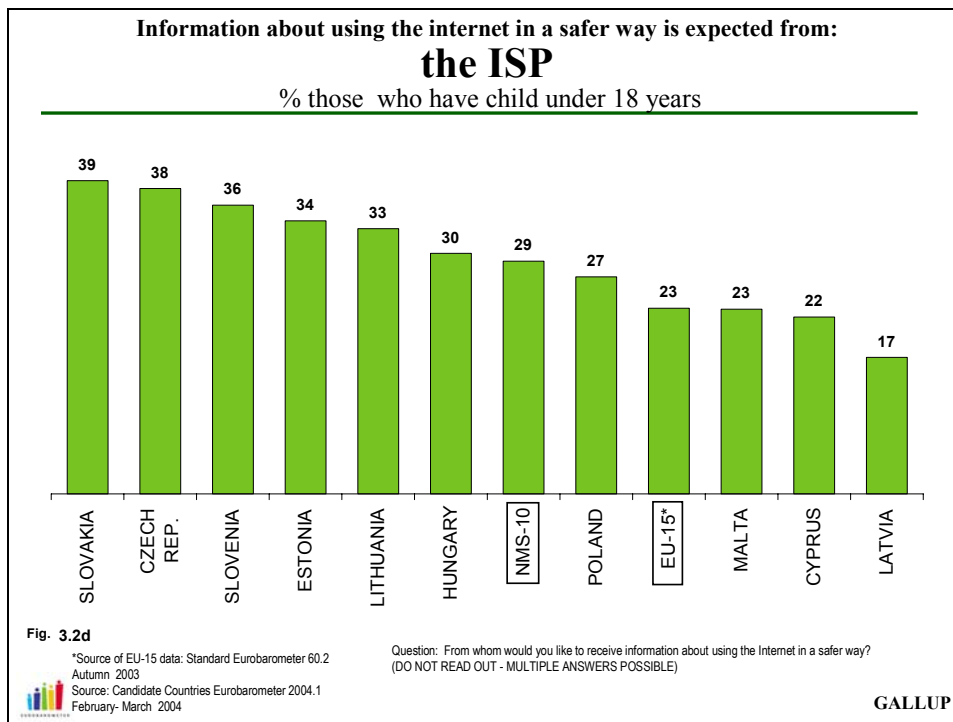
26% among those aged 15-24 share the same wish – the latter group is much less likely to have a child in schooling age anyway). (see ANNEX TABLE 3.3b)

This opinion is also more likely shared by managers (45%) and self-employed (44%) than house persons (39%), manual workers (38%), other white collar workers (34%) or unemployed or retired respondents (both 33%). The most educated group think in the highest proportion (40%) that schools should be very important sources of information, while those with medium or elementary education are less expectant towards the schools (36-37%).



The internet service provider is the third most frequently mentioned source in the new member states (29%) from whom parents would like to have support and information on how to use the internet more safely. People expect that the internet providers inform them in larger proportions in Slovakia (39%), in the Czech Republic (38%) and in Slovenia (36%). About one-third of Estonians (34%) and Lithuanians (33%) would like to receive such information from the service providers, and the respective proportion is higher than the NMS-10 average among Hungarians, too (30%).

At the bottom of the list we find Latvia (17%), Cyprus (22%) and Malta (23%) being the least interested in getting information about the safety of internet usage from the ISPs.



A socio-economic analysis shows that men (35%) are more likely look for such information from the internet provider than women (25%). The expectation towards ISPs is also higher among younger parents than among older ones. Thirty-five percent prefers receiving information from ISPs among the 15-24 years olds, and 32% of the 25-39 years olds, versus only 26% among those aged 40 to 54, and 12% of those aged 55 and above. Managers (41%) require information from the service providers in much higher proportion compared to manual workers (30%), unemployed (19%), retired people (18%) or house persons (16%) with a child under their responsibility. (see *ANNEX TABLE 3.3b*).

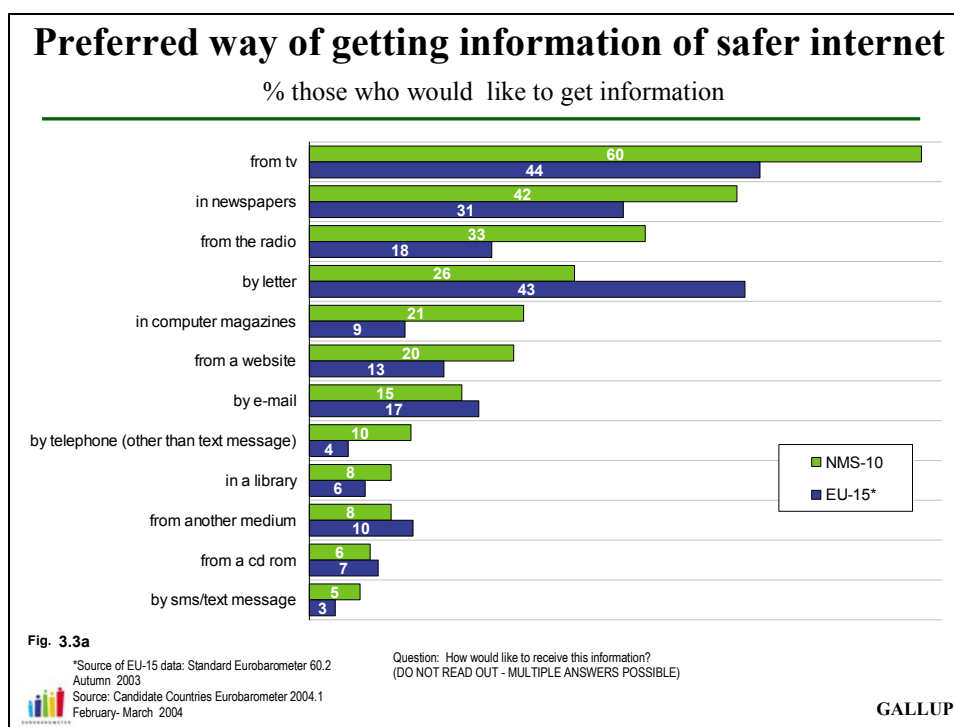
Such expectation is also clearly more characteristic to those who belong to the most educated group (40%), and it is decreasing parallel with education level. Those who finished their full-time education below 15 mentioned are much less likely (13%), and those, who finished their studies between 16 and 19 are less likely as well to share this expectation (27%).

3.3 The preferred way of getting information about safer internet

Besides the preferred source of information, Eurobarometer also investigated in which form people would like to receive the required information about using the internet more safely. Of course the two issues are highly interdependent, as nobody can expect to receive information from schools though the television. Consequently, the results are very similar to the previous one. Overall we can establish that new member states' citizens rather prefer the traditional mass media (TV, radio, newspaper) to receive such information, while people in the old member states would equally like to get informed via mails explaining the risks associated with Internet use.

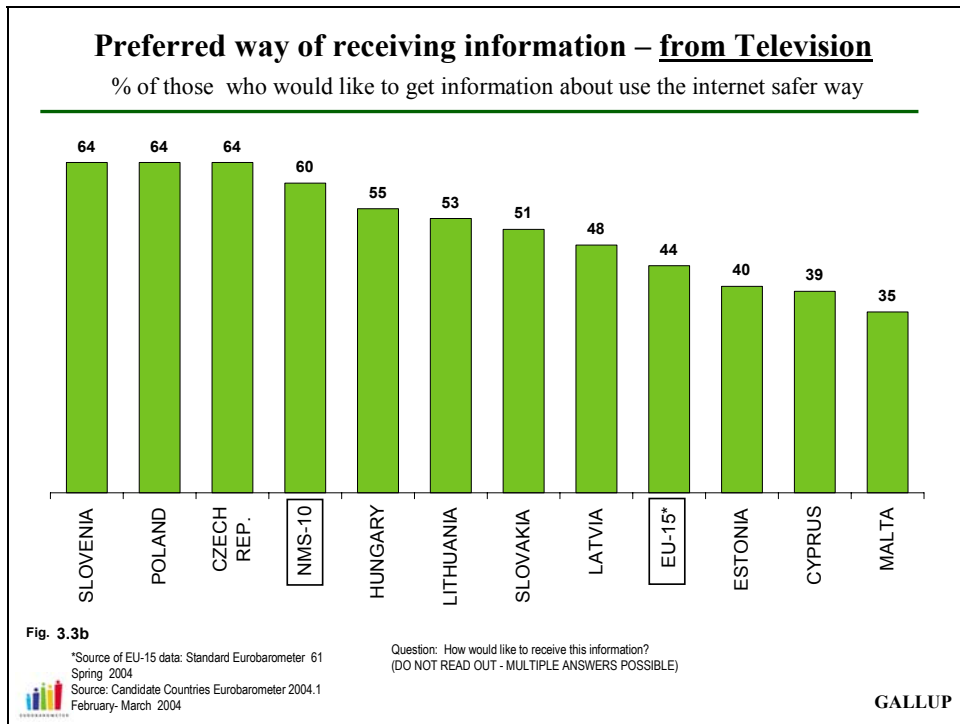
In the new member countries on the first three places – as the easiest and most comfortable ways to get information about anything, including the safer internet – we find the television (60%), the newspapers (42%) and the radio (with 33% of respondents mentioning it). (ANNEX TABLE 3.4a)

Most people think on the television as the easiest way to get information on safe use of internet in the new member countries (60%) and in the previous EU member states (44%) as well. Letters are much more popular in the EU-15 zone, while the NMS-10 citizens are more likely to prefer computer magazines and websites to receive written information regarding the hazards of internet use.

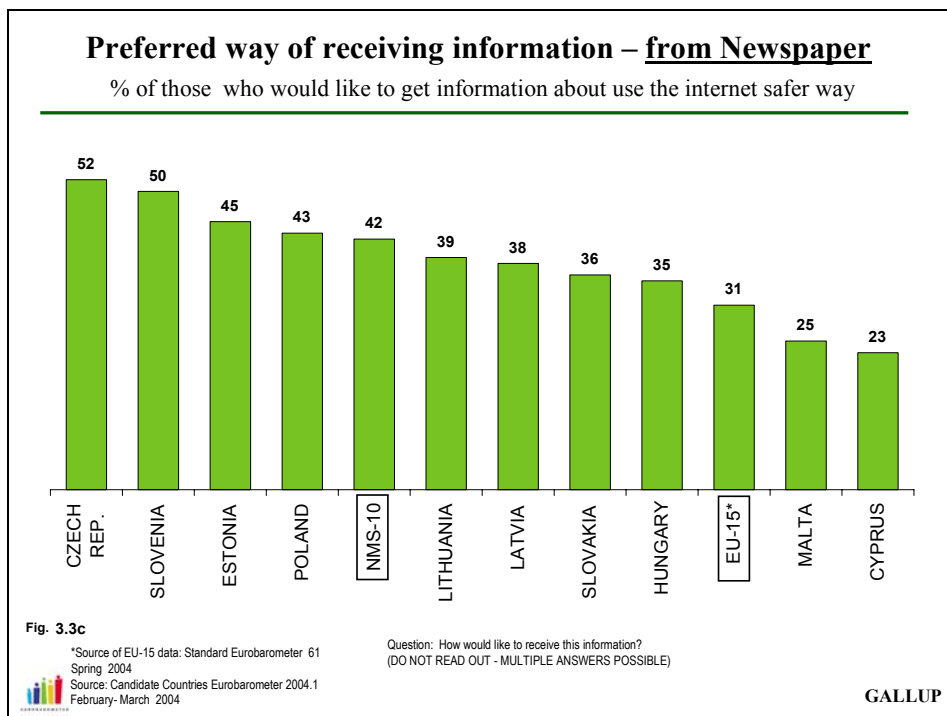


About two-thirds of the respondents would like to get information from the TV screens in Slovenia, Poland and in the Czech Republic (each 64%) regarding the safer internet. The new member countries' most preferred information channel was chosen in the least proportions by the Maltese (35%), Cypriot (39%) and Estonian (40%) respondents.

A closer look on the socio-demographic breakdowns shows that there are no significant differences between men (59%) and women (61%) in this respect, but respondents belonging to the oldest (52%) and to the youngest (54%) age groups are less likely to prefer the TV compared to the 25-39 years olds (60%) or the respondents aged 40-54 (63%). (ANNEX TABLE 3.4b)

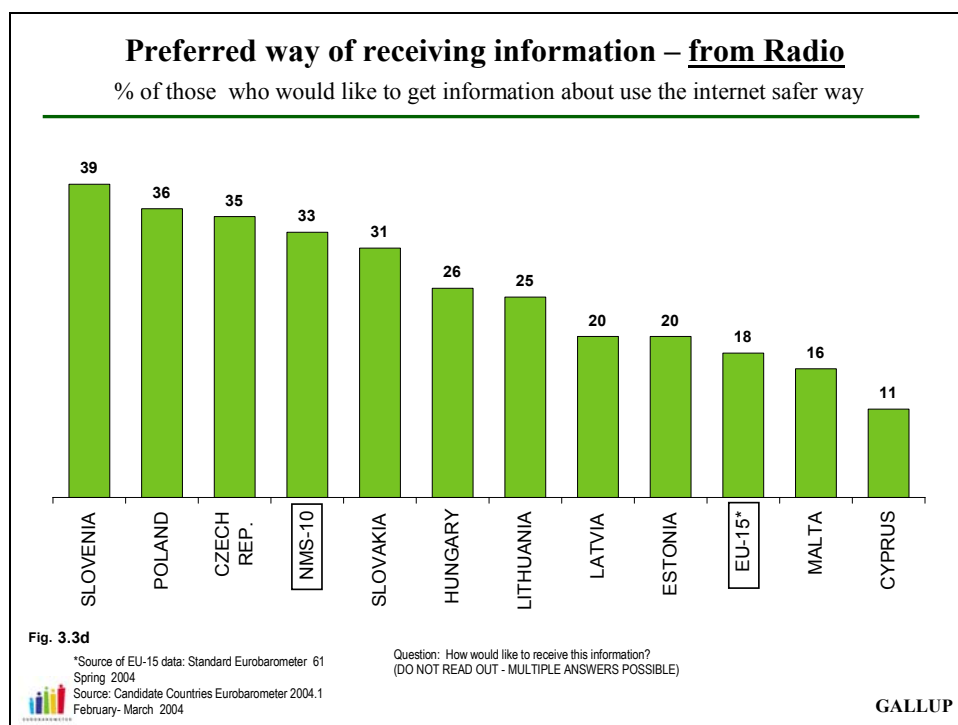


The second most frequently mentioned way to get more information about using the internet safer was the newspaper with 42% of citizens with a child under their responsibility mentioned it in the new member countries. This channel is more characteristic on parents in the Czech Republic (52%) and in Slovenia (50%). Newspapers are for Cypriots (23%) and Maltese (25%) definitely not the most preferred way to get to know how internet can be used more safely.



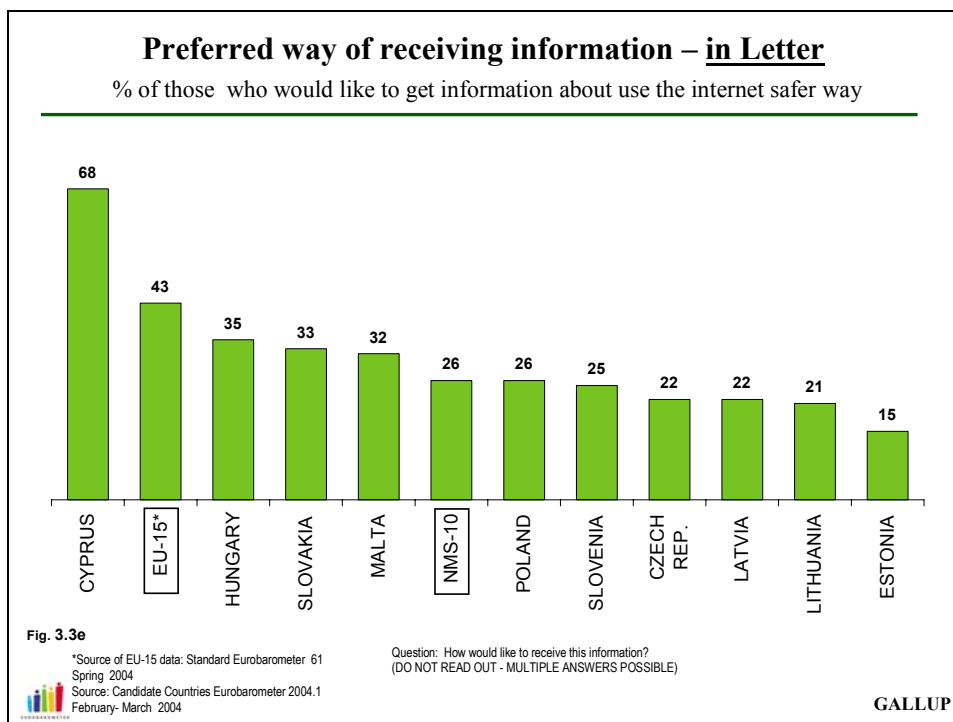
On the third place of the information channel ranking in the NMS-10 zone we find the radio, which was mentioned overall by one-third of the accession countries' respondents – among those who need information about the safe internet usage at all. As *FIGURE 3.3d* illustrates in Slovenia almost every four out of ten respondents would like to have information from the radio, then among Cypriots this ratio is only one people out of ten. Generally, the population in the two Mediterranean islands is much less likely than the average NMS-10 citizens to receive the information about using the internet safely from the mass media, and the opposite is true for Slovenia, Poland and the Czech Republic, where the adults with a child under their responsibility are very likely to expect to get advice from the mass media.

The radio is a more preferred source of women (35%) than men (30%), and rather of the middle aged parents between 40-54 years old (38%) than the 25-39 years olds (29%) or the oldest (aged 55 and above) generation (27%). By occupational groups, the radio – as the main channel of getting information and advice about safer internet usage – was chosen in the highest proportion by self-employed parents (43%), while the least it was mentioned by managers (22%) and people in the other white collar workers group (25%). (see *ANNEX TABLE 3.4b*)



The more personal way of receiving written information – to get informed by letters – is the fourth most frequently chosen option among the new member countries with 26% mentioning it. The ratio of respondent who mentioned this channel of information is extremely high among Cypriots, more than two-thirds of them (68%) prefer receiving information this way. About a third of the parents in Hungary (35%), in Slovakia (33%) and in Malta (32%) think that letters would be very useful to transmit information about the question of safer internet usage. The desired role of letters describing the hazards and the techniques to avoid them is limited throughout the whole NMS-10 region, but it is the lowest in Estonia, where only 15% of the respondents mentioned it as one of the preferred ways of getting information about safer internet.

Between the different socio-demographic groups there are no significant differences, however, comparing different occupational groups reveals that self-employed parents (21%) would like to get letters about this topic in much lower proportion than other white collar workers (35%) or house persons (31%).



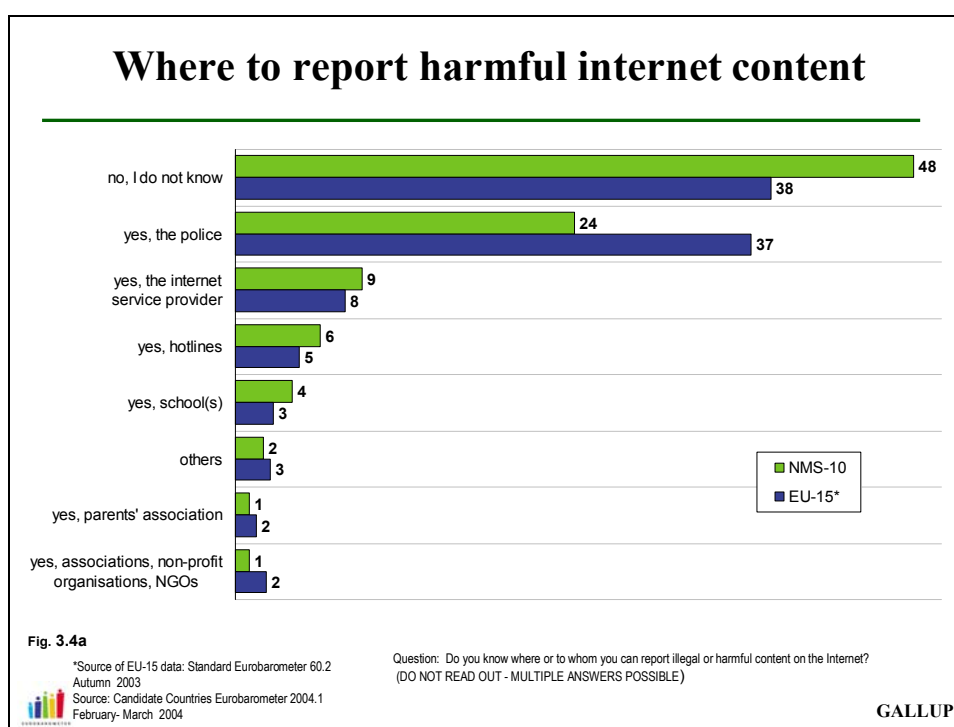
3.4 Where to report harmful or illegal content on the internet

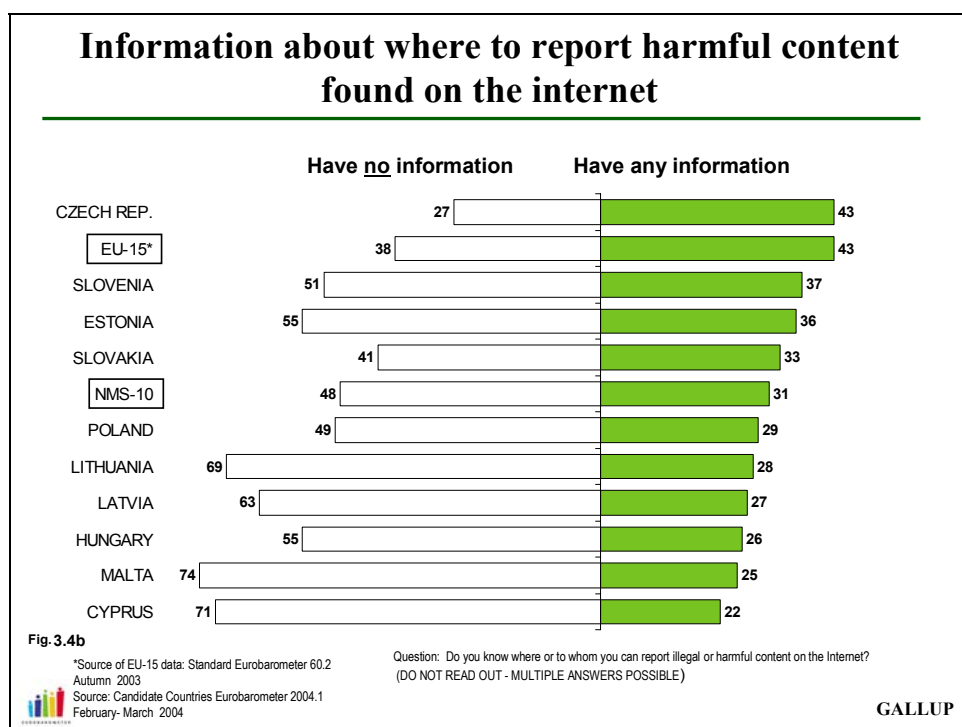
Eurobarometer investigated the people's knowledge about how they can use the internet in a safer way, and in connection with this, whom they think illegal or harmful content found on the internet should be reported. In this question we asked everyone in the sample.

The majority of respondents do not know whom they should report harmful or illegal content found on the internet. Such response is significantly more frequent in the new EU countries (48%) than in the 15 previous member states (38%), which indicates an even higher lack of information in this respect in the accession zone.

Over one third of the citizens of the 15 previous member countries believe that such cases should be reported to the police (37%). Citizens of the accession countries mentioned police as an option in a significantly smaller proportion (24%), which may be the result of the generally lower trust levels towards the police in the NMS-10 zone as reported by earlier Eurobarometer analyses.

Other potential addressees of reporting abusive or hazardous material found on internet were mentioned in significantly lower proportions; by less than 10% both in the new member states and the 15 previous member countries. Nine percent of the new member countries believe that illegal or harmful internet content should be reported to the internet service providers, and nearly the same (8%) proportion agreed with this in the EU-15 zone. Six and five percent in the fresh and previous member countries, respectively, mentioned a telephone hotline as a possible alternative to report such incidences. School and parental organisations were mentioned in very low proportions, along with non-governmental or non-profit organisations. A mere 1% of the new member countries population mentioned parental organisations and NGOs as agencies they could turn to in complaints regarding internet safety. (FIGURE 3.4a and ANNEX TABLE 3.5a)





Looking at country-by-country breakdown, the Czech citizens are the best informed about where to report illegal or harmful internet content (43%), followed by Slovenians and Estonian respondents (37% and 36%, respectively). The Maltese and Cypriots are the least informed in this respect (25% and 22%, respectively). (FIGURE 3.4b and TABLE 3.4)

Table 3.4 Information about where to report harmful content on the Internet in %, by country

	yes, hotlines	yes, the police	yes, the internet service provider	yes, school(s)	yes, parents' association	yes, associations, non-profit organizations NGOs	others	no, I do not know
EU-15	5	37	8	3	2	2	3	38
NMS-10	6	24	9	4	1	1	2	48
CYPRUS	6	14	11	4	2	1	2	71
CZECH REP.	10	36	16	8	1	1	3	27
ESTONIA	8	22	15	2	1	1	2	55
HUNGARY	2	18	10	3	0	1	2	55
LATVIA	4	18	7	5	1	2	3	63
LITHUANIA	6	18	11	6	2	2	1	69
MALTA	1	14	11	1	1	1	2	74
POLAND	6	23	6	3	1	1	2	49
SLOVAKIA	8	24	14	7	2	1	2	41
SLOVENIA	2	27	12	5	3	5	5	51

In demographic breakdown, male respondents mentioned police (27%) in higher proportion than women did (21%) as an option to report illegal or harmful internet content. Among the age groups the oldest group has the least information (55+: 54% do not know), nevertheless, the younger generation

is not in possession of information in the necessary extent either, as the proportion of the 'don't know' answers in these groups is rather high, nearing 50%.

Managers and other white collar workers respondents have the most, and house persons have the least information. Among the educational groups, people with lower education have less information than those who are more highly qualified. 56% do not have information among those who finished their education at the age of 15 or earlier. Respondents living in large towns have somewhat more information about where to report illegal or harmful internet content (no, I don't know: 46%) than those living in rural areas (no, I don't know: 55%). (*ANNEX TABLE 3.5b*)

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ANNEXES

Table of Contents

A.	LISTS OF ILLUSTRATION	A-3
A.1	List of Graphs.....	A-3
A.2	List of Tables.....	A-4
B.	ANNEX TABLES.....	B-5
C.	TECHNICAL SPECIFICATIONS.....	C-31
C.1	Co-operating Agencies and Research Executives.....	C-31
C.2	Administrative Regional Units in the Candidate Countries	C-32
C.3	Sample Specifications	C-33
C.4	Definition and weighted distribution of the socio-demographic and other variables used in cross-tabulations.....	C-34

A. LISTS OF ILLUSTRATION

A.1 List of Graphs

Nr.	Titles	Page
1a	Overall Internet usage among children	5
1b	Places of Internet usage in NMS-10 and EU-15*	6
1c	Internet usage at school	6
1c	Internet usage at schools (age groups)	7
1e	Internet usage at home	8
1f	Internet usage at home (age groups)	9
1g	Children not using the internet	10
1h	Children not using the internet (age groups)	11
2.1a	Rules in the household	12
2.1b	Rules for the internet usage in the household	13
2.1c	Rules for TV usage in the household	14
2.1d	No rules have been set in the household	15
2.2	Rules for using the internet	16
3.1a	Need information how to protect the children from illegal and harmful content on the internet	18
3.1b	Knowing what to do if the internet makes children feel uncomfortable	19
3.2a	Desired source of information of safer internet	20
3.2b	Information about using the internet in a safer way is expected from: The mass media	21
3.2c	Information about using the internet in a safer way is expected from: School	22
3.2d	Information about using the internet in a safer way is expected from: the ISP	23
3.3a	Preferred way of getting information of safer internet	24
3.3b	Preferred way of receiving information - from Television	25
3.3c	Preferred way of receiving information – from Newspaper	25
3.3d	Preferred way of receiving information - from Radio	26
3.3e	Preferred way of receiving information – in Letter	27
3.4a	Where to report harmful content on the Internet	28
3.4b	Information about where to report harmful content found on the internet	29

A.2 List of Tables

Nr.	Titles	Page
1	Internet usage in different segment	11
2.2	Rules for using the internet	13
3.4	Information about where to report harmful content on the internet	29

B. ANNEX TABLES

Table 1.1 Children under 6 years (% by country).....	B-6
Table 1.2 Children between 6-7 years (% by country).....	B-6
Table 1.3 Children between 8-9 years (% by country).....	B-7
Table 1.4 Children between 10-11 years (% by country).....	B-7
Table 1.5 Children between 12-13 years (% by country).....	B-8
Table 1.6 Children between 14-15 years (% by country).....	B-8
Table 1.7 Children between 16-17 years (% by country).....	B-9
Table 1.8 Have no children (% by country).....	B-9
Table 1.9a Internet usage of the children (% by country)	B-10
Table 1.9b Internet usage of the children (% by demographics).....	B-11
Table 2.1a Rules for using electronic devices (% by country)	B-12
Table 2.1b Rules for using electronic devices (% by demographics).....	B-13
Table 2.2a Rules for internet usage (% by country).....	B-14
Table 2.2b Rules for internet usage (% by demographics)	B-16
Table 3.1a Need help to protect children from harmful content (% by country)	B-18
Table 3.1b Need help to protect children from harmful content (% by demo).....	B-19
Table 3.2a Children know what to do ... (% by country)	B-20
Table 3.2b Children know what to do ... (% by demographics)	B-21
Table 3.3a Desired information source about safer internet (% by country)	B-22
Table 3.3b Desired information source about safer internet (% by demo).....	B-24
Table 3.4a Desired ways of receiving information (% by country)	B-26
Table 3.4b Desired ways of receiving information (% by demographics)	B-27
Table 3.5a Whom to report harmful Internet content (% by country)	B-29
Table 3.5b Whom to report harmful Internet content (% by demographics)	B-30

TABLE 1.1 CHILDREN UNDER 6 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children under 6 years	12	13	8	9	10	12
girl*	32	42	50	45	24	39
boy*	39	37	34	34	42	40
not with the closest birthday*	29	20	16	20	33	21
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children under 6 years	14	12	14	10	8	
girl*	37	34	30	28	49	
boy*	33	38	39	47	30	
not with the closest birthday*	30	28	31	25	22	

* Proportions within the given category

TABLE 1.2 CHILDREN BETWEEN 6-7 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 6-7 years	5	5	3	4	4	4
girl*	34	49	24	29	22	19
boy*	29	24	37	38	40	34
not with the closest birthday*	37	27	39	33	39	47
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 6-7 years	8	6	6	4	4	
girl*	23	48	40	35	31	
boy*	21	33	27	29	23	
not with the closest birthday*	56	19	34	36	46	

* Proportions within the given category

TABLE 1.3 CHILDREN BETWEEN 8-9 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 8-9 years	5	8	5	3	4	4
girl*	27	13	53	30	39	34
boy*	35	20	29	33	37	34
not with the closest birthday*	38	67	18	37	24	32
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 8-9 years	9	6	5	5	5	
girl*	30	20	18	31	26	
boy*	37	19	36	31	39	
not with the closest birthday*	32	61	46	37	35	

* Proportions within the given category

TABLE 1.4 CHILDREN BETWEEN 10-11 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 10-11 yrs	5	8	4	5	4	6
girl*	30	15	25	36	17	32
boy*	33	35	40	42	47	32
not with the closest birthday*	36	50	35	22	36	37
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 10-11 yrs	8	10	5	4	5	
girl*	40	26	31	45	33	
boy*	26	36	31	25	35	
not with the closest birthday*	34	38	38	30	32	

* Proportions within the given category

TABLE 1.5 CHILDREN BETWEEN 12-13 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 12-13 yrs	7	7	6	4	6	7
girl*	31	41	40	47	42	39
boy*	30	35	35	34	36	37
not with the closest birthday*	38	24	25	19	23	25
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 12-13 yrs	9	9	8	5	6	
girl*	37	35	26	29	37	
boy*	34	18	28	23	34	
not with the closest birthday*	28	47	45	48	29	

* Proportions within the given category

TABLE 1.6 CHILDREN BETWEEN 14-15 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 14-15 yrs	7	4	4	4	5	6
girl*	30	30	34	43	39	33
boy*	33	34	49	46	35	46
not with the closest birthday*	38	36	18	11	27	21
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 14-15 yrs	9	6	8	5	5	
girl*	45	23	24	36	49	
boy*	30	36	29	37	31	
not with the closest birthday*	25	40	47	27	20	

* Proportions within the given category

TABLE 1.7 CHILDREN BETWEEN 16-17 YEARS (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Question And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl? (INT.: CODE IN THE APPROPRIATE ROW AND COLUMN OF Q71.b. - IF TWINS, CHOOSE THE ELDEST)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Has children between 16-17 yrs	6	6	7	4	4	7
girl*	36	37	42	36	45	44
boy*	46	27	45	45	44	46
not with the closest birthday*	18	36	14	19	11	10
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Has children between 16-17 yrs	10	6	6	5	4	
girl*	28	27	34	23	42	
boy*	51	39	46	50	38	
not with the closest birthday*	21	34	20	27	20	

* Proportions within the given category

TABLE 1.8 HAVE NO CHILDREN (% BY COUNTRY)

Question Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
Yes	69	68	73	75	73	66
No	31	32	26	25	27	34
NA	0	..	1	..	0	0
TOTAL	100	100	100	100	100	100
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
Yes	54	66	67	74	74	
No	46	34	33	26	26	
NA	0	..	1	
TOTAL	100	100	100	100	101	

TABLE 1.9A INTERNET USAGE OF THE CHILDREN (% BY COUNTRY)

Question Does he/she use the Internet in any of the following places? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	2836	152	330	282	278	374
At home	19	14	32	33	15	14
At school	35	6	48	39	32	33
At a friend's home	12	4	25	19	5	12
In someone else's home	4	2	9	5	3	4
In an Internet cafe	9	4	6	1	2	10
In a library/other public place	6	..	12	17	6	9
Somewhere else	2	1	2	4	1	9
No, does not use the Internet	54	80	37	39	60	47
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	381	141	367	297	234	
At home	18	37	18	6	41	
At school	31	28	35	26	38	
At a friend's home	14	6	11	7	18	
In someone else's home	5	3	4	1	11	
In an Internet cafe	12	3	11	5	6	
In a library/other public place	9	3	4	2	13	
Somewhere else	3	1	1	2	4	
No, does not use the Internet	55	58	55	69	30	

TABLE 1.9B INTERNET USAGE OF THE CHILDREN (% BY DEMOGRAPHICS)

Question Does he/she use the Internet in any of the following places? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	2836	1197	1639	237	1491	958	150
At home	19	21	18	14	13	31	12
At school	35	37	34	25	24	56	26
At a friend's home	12	14	11	8	8	19	11
In someone else's home	4	5	3	2	3	7	8
In an Internet cafe	9	9	9	8	6	14	4
In a library/other public place	6	6	6	5	4	8	4
Somewhere else	2	3	1	1	2	3	0
No, does not use the Internet	54	51	55	68	66	30	58
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	296	431	363	790	295	354	158
At home	30	26	33	17	10	9	13
At school	37	41	39	42	27	24	24
At a friend's home	14	16	18	12	9	7	7
In someone else's home	10	6	5	5	0	1	2
In an Internet cafe	12	8	11	9	3	9	7
In a library/other public place	8	7	6	6	3	4	2
Somewhere else	3	4	2	2	1	1	1
No, does not use the Internet	51	43	43	50	66	68	62
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	230	1645	810	141	1050	1046	735
At home	6	15	33	29	14	19	31
At school	20	34	42	53	35	33	40
At a friend's home	4	9	21	18	9	14	15
In someone else's home	2	4	7	4	4	4	4
In an Internet cafe	4	7	14	12	5	13	8
In a library/other public place	3	4	9	10	5	5	8
Somewhere else	0	2	3	2	2	2	2
No, does not use the Internet	71	57	42	39	58	52	47

TABLE 2.1A RULES FOR USING ELECTRONIC AND COMMUNICATION DEVICES
(% BY COUNTRY)

Question Have you set any rules for him/her about using any of the following either in your household or elsewhere?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

1. Yes, for the television **(for television)**
2. Yes, for the mobile, cell phone (INT.: USE APPROPRIATE NAMES IN EACH COUNTRY) **(for mobile phone)**
3. Yes, for electronic games consoles such as Playstation, Xbox, GameCube, Gameboy, etc **(for game consoles)**
4. Yes, for the Internet **(for the Internet)**
5. Yes, for the computer (apart from the Internet) **(for the PC)**
6. Yes, they are rules, but not set by me **(other rules)**
7. No, no rules have been set **(no rules)**

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	1370	32	196	175	113	194
for television	42	29	43	28	39	30
for mobile phone	33	28	43	34	32	19
for game consoles	22	17	17	8	12	14
for the Internet	39	34	41	32	23	20
for the PC	29	25	36	22	24	15
other rules	9	19	5	8	10	12
no rules	30	40	31	37	35	42
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	182	69	165	98	146	
for television	32	37	45	49	40	
for mobile phone	26	29	30	48	46	
for game consoles	18	28	26	23	21	
for the Internet	34	56	43	36	53	
for the PC	28	36	29	33	32	
other rules	14	8	9	4	11	
no rules	36	32	28	25	15	

TABLE 2.1B RULES FOR USING ELECTRONIC AND COMMUNICATION DEVICES
(% BY DEMOGRAPHICS)

Question Have you set any rules for him/her about using any of the following either in your household or elsewhere?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	1370	598	772	106	548	654	62
for television	42	40	44	23	49	41	30
for mobile phone	33	28	37	32	36	31	21
for game consoles	22	19	24	11	23	22	19
for the Internet	39	37	41	33	45	36	31
for the PC	29	24	33	13	36	27	16
other rules	9	9	8	14	5	10	11
no rules	30	32	28	25	28	32	46
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	169	256	201	360	99	117	69
for television	45	49	52	40	39	47	24
for mobile phone	42	45	45	25	27	21	14
for game consoles	25	27	19	17	29	25	21
for the Internet	49	44	50	38	33	26	17
for the PC	41	34	39	28	30	15	12
other rules	3	7	4	10	22	4	10
no rules	24	24	25	30	36	38	53
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	76	759	441	93	478	487	404
for television	20	41	52	22	38	45	44
for mobile phone	29	28	42	36	28	27	48
for game consoles	11	20	29	13	19	23	23
for the Internet	39	32	52	31	32	37	52
for the PC	13	28	37	14	26	32	30
other rules	27	6	9	17	10	6	12
no rules	28	36	21	29	38	30	19

TABLE 2.2A RULES FOR INTERNET USAGE (% BY COUNTRY)

Question What rules have you set regarding how he/she uses the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

1. He/she is not allowed to give out any personal information (**protecting personal data**)
2. There are some sites that he/she is not allowed to visit (**restricted sites**)
3. He/she is to tell me/us if they find something on the Internet that makes him/her feel uncomfortable (**reporting to parents**)
4. He/she is not allowed to use rude language in e-mails or chat-rooms (**avoiding rude language**)
5. He/she is not allowed to meet in person someone he/she only met on the Internet (**restricting to meet IRL**)
6. He/she is not allowed to copy documents/pictures (**restricting copying files**)
7. He/she is not allowed to go to chat-rooms/to talk to strangers in chat-rooms (**restricting to chat with strangers**)
8. He/she is not allowed to download music or films (**restrict downloading media**)
9. He/she is not allowed to download software (**restrict downloading software**)
10. Rules regarding how much time he/she is allowed to spend on the Internet (**control time spent on Internet**)
11. Keeping phone lines free at certain times of the day (**keeping phone lines free**)
12. Ensuring that access to the Internet is shared fairly between family members (**shared internet access**)
13. Other rules

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	503	10	90	54	24	39
protecting personal data	52	70	50	28	42	31
restricted sites	74	89	70	62	84	45
reporting to parents	36	39	35	20	27	37
avoiding rude language	53	39	32	33	19	36
restricting to meet IRL	41	36	34	16	16	29
restricting copying files	25	22	8	16	14	12
restricting to chat with strangers	28	30	33	13	4	29
restrict downloading media	17	10	17	12	12	13
restrict downloading software	25	10	16	23	5	13
control time spent on Internet	63	19	71	57	58	79
keeping phone lines free	31	38	39	2	26	12
shared internet access	25	..	27	28	13	26
other rules	13	4	17	10	9	16

(CONTD.)

TABLE 2.2A RULES FOR INTERNET USAGE (% BY COUNTRY)

Question What rules have you set regarding how he/she uses the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	Lithuania	Malta	Poland	Slovakia	Slovenia
N=	61	42	72	35	76
protecting personal data	35	48	58	45	42
restricted sites	61	64	79	63	43
reporting to parents	31	42	36	57	42
avoiding rude language	56	43	66	54	23
restricting to meet IRL	30	36	48	56	35
restricting copying files	30	23	31	27	33
restricting to chat with strangers	36	45	28	34	18
restrict downloading media	18	24	18	17	16
restrict downloading software	28	28	30	17	19
control time spent on Internet	72	64	59	74	66
keeping phone lines free	36	44	32	24	17
shared internet access	52	62	23	37	12
other rules	14	12	12	13	8

TABLE 2.2B RULES FOR INTERNET USAGE (% BY DEMOGRAPHICS)

Question What rules have you set regarding how he/she uses the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	503	219	284	24	235	227	17
protecting personal data	52	53	51	13	51	57	61
restricted sites	74	76	72	59	74	76	64
reporting to parents	36	34	38	7	43	33	36
avoiding rude language	53	52	54	28	49	60	61
restricting to meet IRL	41	46	38	12	36	48	78
restricting copying files	25	26	24	5	20	31	49
restricting to chat with strangers	28	23	31	5	17	39	51
restrict downloading media	17	17	17	8	12	21	48
restrict downloading software	25	24	25	8	21	29	50
control time spent on Internet	63	60	65	48	63	65	61
keeping phone lines free	31	28	34	39	33	28	52
shared internet access	25	28	23	11	22	29	43
other rules	13	13	13	8	14	11	31
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	74	110	89	118	43	28	16
protecting personal data	53	53	45	54	64	70	69
restricted sites	76	77	85	71	82	52	69
reporting to parents	39	32	38	43	40	27	35
avoiding rude language	58	47	69	56	62	27	60
restricting to meet IRL	47	32	49	44	54	31	66
restricting copying files	30	22	24	26	43	9	64
restricting to chat with strangers	55	33	23	15	36	14	56
restrict downloading media	14	21	18	9	42	15	52
restrict downloading software	40	17	27	17	49	12	54
control time spent on Internet	76	62	70	53	85	44	82
keeping phone lines free	38	37	38	21	40	9	47
shared internet access	43	26	25	18	37	10	31
other rules	9	19	9	9	12	25	32

(CONTD.)

TABLE 2.2B RULES FOR INTERNET USAGE (% BY DEMOGRAPHICS)

Question What rules have you set regarding how he/she uses the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	23	268	190	22	164	162	177
protecting personal data	23	49	63	15	45	56	54
restricted sites	37	74	78	75	67	75	78
reporting to parents	29	38	37	8	30	40	37
avoiding rude language	29	51	60	35	39	56	62
restricting to meet IRL	33	37	50	13	26	45	51
restricting copying files	29	24	28	8	20	33	21
restricting to chat with strangers	24	27	31	7	26	27	30
restrict downloading media	20	19	15	11	6	26	16
restrict downloading software	24	23	28	11	13	31	27
control time spent on Internet	53	63	67	34	64	66	58
keeping phone lines free	20	24	39	50	28	28	38
shared internet access	22	19	33	14	26	23	27
other rules	28	12	12	10	9	15	13

TABLE 3.1A NEED HELP TO PROTECT CHILDREN FROM HARMFUL INTERNET CONTENT (% BY COUNTRY)

Question Do you feel that you need more information or not about how to protect the children from your household from illegal or harmful content and contact on the Internet?

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	1370	32	196	175	113	194
Yes	46	68	29	57	38	35
No	45	30	59	35	54	56
DK/NA	9	1	11	8	8	9
TOTAL	100	99	99	100	100	100
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	182	69	165	98	146	
Yes	49	46	52	38	43	
No	37	47	40	58	45	
DK/NA	15	6	8	5	13	
TOTAL	101	99	100	101	101	

TABLE 3.1B NEED HELP TO PROTECT CHILDREN FROM HARMFUL INTERNET CONTENT (% BY DEMOGRAPHICS)

Question Do you feel that you need more information or not about how to protect the children from your household from illegal or harmful content and contact on the Internet?

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	1370	598	772	106	548	654	62
Yes	46	43	48	32	50	45	45
No	45	48	44	52	44	45	46
DK/NA	9	9	9	16	7	10	8
TOTAL	100	100	101	100	101	100	99
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	169	256	201	360	99	117	69
Yes	52	46	45	43	59	40	54
No	45	48	52	44	25	52	34
DK/NA	3	6	2	12	16	8	13
TOTAL	100	100	99	99	100	100	101
TERMINAL EDUCATION AGE				LOCALITY			
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	76	759	441	93	478	487	404
Yes	34	45	50	33	44	44	49
No	57	46	42	48	47	44	45
DK/NA	10	8	8	19	9	11	6
TOTAL	101	99	100	100	100	99	100

TABLE 3.2A CHILDREN KNOW WHAT TO DO WHEN THEY FEEL UNCOMFORTABLE
(% BY COUNTRY)

Question Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	1370	32	196	175	113	194
Yes	62	73	62	58	60	46
No	19	19	19	25	25	31
DK/NA	19	8	20	17	15	23
TOTAL	100	100	101	100	100	100
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	182	69	165	98	146	
Yes	44	57	67	64	52	
No	25	26	15	16	28	
DK/NA	31	16	18	20	20	
TOTAL	100	99	100	100	100	

TABLE 3.2B CHILDREN KNOW WHAT TO DO WHEN THEY FEEL UNCOMFORTABLE
(% BY DEMOGRAPHICS)

Question Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	1370	598	772	106	548	654	62
Yes	62	65	60	49	56	69	55
No	19	20	18	38	21	15	19
DK/NA	19	15	22	13	23	17	26
TOTAL	100	100	100	100	100	101	100
	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	169	256	201	360	99	117	69
Yes	70	71	66	63	38	56	72
No	23	16	22	15	7	25	7
DK/NA	7	13	12	22	55	18	21
TOTAL	100	100	100	100	100	99	100
	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	76	759	441	93	478	487	404
Yes	31	61	71	54	58	62	68
No	28	19	15	32	21	17	19
DK/NA	40	20	14	14	20	21	13
TOTAL	99	100	100	100	99	100	100

TABLE 3.3A DESIRED INFORMATION SOURCE ABOUT SAFER INTERNET
(% BY COUNTRY)

Question From whom would you like to receive information about using the Internet in a safer way? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

1. School(s)
2. Parents association (IRL: parents/teacher association)/other parents groups
(parents association)
3. Government/local authority
4. The Internet service provider or the telephone company **(service providers)**
5. Software companies
6. Computer retailer
7. Your employer **(parents' employer)**
8. Associations, non-profit organisations / non governmental organisations (NGOs)
(NGOs)
9. TV, radio, newspapers **(press)**
10. Police
11. Other source
12. I don't want to receive such information **(do not want to get information)**

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	2836	152	330	282	278	374
school	38	36	34	30	30	34
parents association	7	8	6	8	5	7
government/local authority	5	11	9	2	3	3
service providers	29	22	38	34	30	17
software companies	14	5	13	22	8	6
computer retailer	14	16	17	14	3	3
parents' employer	2	2	2	1	..	2
NGOs	4	1	2	3	3	2
press	40	18	42	31	26	24
police	7	7	9	2	4	1
other source	6	5	5	8	4	8
do not want to get information	16	36	8	16	22	22

(CONTD.)

TABLE 3.3A DESIRED INFORMATION SOURCE ABOUT SAFER INTERNET
(% BY COUNTRY)

Question From whom would you like to receive information about using the Internet in a safer way? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	Lithuania	Malta	Poland	Slovakia	Slovenia
N=	381	141	367	297	234
school	42	37	41	33	41
parents association	8	9	8	10	12
government/local authority	4	13	6	3	10
service providers	33	23	27	39	36
software companies	13	7	16	14	16
computer retailer	20	13	15	23	18
parents' employer	1	2	2	2	8
NGOs	4	1	4	3	9
press	41	19	46	28	39
police	4	4	7	4	11
other source	6	4	7	5	5
do not want to get information	19	25	15	17	5

TABLE 3.3B DESIRED INFORMATION SOURCE ABOUT SAFER INTERNET
(% BY DEMOGRAPHICS)

Question From whom would you like to receive information about using the Internet in a safer way? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	2836	1197	1639	237	1491	958	150
school	38	34	40	26	37	42	42
parents association	7	7	8	6	6	9	11
government/local authority	5	5	6	7	5	6	8
service providers	29	35	25	35	32	26	12
software companies	14	16	12	13	14	14	8
computer retailer	14	15	14	16	16	12	6
parents' employer	2	3	1	4	2	1	1
NGOs	4	4	3	5	4	3	2
press	40	38	41	34	39	45	27
police	7	7	6	5	6	8	3
other source	6	6	7	12	6	5	4
do not want to get information	16	14	17	21	16	14	20
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	296	431	363	790	295	354	158
school	44	45	34	38	39	33	33
parents association	5	9	8	9	6	6	9
government/local authority	6	7	7	5	4	5	4
service providers	38	41	38	30	16	19	18
software companies	19	26	23	11	6	9	5
computer retailer	11	23	22	15	10	10	4
parents' employer	2	1	4	2	0	2	..
NGOs	3	5	11	3	0	2	1
press	51	47	38	40	40	37	25
police	8	5	12	7	8	3	4
other source	9	7	7	5	6	7	2
do not want to get information	17	8	16	12	18	21	27

(CONTD.)

TABLE 3.3B DESIRED INFORMATION SOURCE ABOUT SAFER INTERNET
(% BY DEMOGRAPHICS)

Question From whom would you like to receive information about using the Internet in a safer way? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	230	1645	810	141	1050	1046	735
school	36	37	40	31	36	39	39
parents association	7	8	7	7	6	8	8
government/local authority	9	4	8	1	6	5	5
service providers	13	27	40	37	24	32	34
software companies	3	12	22	13	14	14	15
computer retailer	7	14	16	20	12	14	17
parents' employer	0	2	2	0	2	1	2
NGOs	0	2	7	5	2	4	5
press	30	40	46	33	40	37	46
police	4	6	10	2	6	6	8
other source	4	5	9	8	5	7	8
do not want to get information	21	17	12	10	18	13	16

TABLE 3.4A DESIRED WAYS OF RECEIVING INFORMATION
(% BY COUNTRY)

Question How would like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	1967	94	235	226	163	230
by letter	26	68	22	15	35	22
by e-mail	15	8	23	24	17	11
from a website	20	14	39	20	28	14
by SMS/text message	5	5	10	3	6	7
by telephone	10	24	11	5	10	7
in newspapers	42	23	52	45	35	38
in computer magazines	21	8	30	23	12	16
from TV	60	39	64	40	55	48
from the Radio	33	11	35	20	26	20
in a library	8	4	10	11	5	12
from a CD ROM	6	4	10	2	6	5
from another medium	8	8	4	6	10	16
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	278	106	264	197	174	
by letter	21	32	26	33	25	
by e-mail	14	25	12	19	34	
from a website	18	7	16	11	27	
by SMS/text message	9	3	2	12	10	
by telephone	8	5	10	9	8	
in newspapers	39	25	43	36	50	
in computer magazines	27	12	18	41	19	
from TV	53	35	64	51	64	
from the Radio	25	16	36	31	39	
in a library	10	1	7	7	17	
from a CD ROM	5	1	5	6	7	
from another medium	18	12	6	6	10	

TABLE 3.4B DESIRED WAYS OF RECEIVING INFORMATION
(% BY DEMOGRAPHICS)

Question How would like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
CCEB 2004.1							
N=	1967	828	1139	152	1047	679	89
by letter	26	25	27	24	26	28	26
by e-mail	15	19	12	24	18	10	2
from a website	20	25	16	23	21	18	12
by SMS/text message	5	5	5	10	5	4	2
by telephone	10	10	10	14	10	9	12
in newspapers	42	43	42	37	43	44	30
in computer magazines	21	24	18	22	21	21	11
from TV	60	59	61	54	60	63	52
from the Radio	33	30	35	34	29	38	27
in a library	8	8	8	6	6	10	10
from a CD ROM	6	9	4	5	8	4	1
from another medium	8	11	6	5	8	8	6
MAIN ECONOMIC ACTIVITY							
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
CCEB 2004.1							
N=	215	338	269	538	185	224	95
by letter	21	24	35	26	31	26	27
by e-mail	15	28	30	12	5	5	2
from a website	18	33	31	20	5	12	9
by SMS/text message	2	4	11	5	2	6	1
by telephone	4	10	15	9	11	9	12
in newspapers	53	46	38	44	33	46	35
in computer magazines	32	29	27	19	12	14	7
from TV	65	58	52	66	61	61	50
from the Radio	43	22	25	33	40	37	30
in a library	7	7	10	8	4	11	4
from a CD ROM	9	7	16	4	0	3	1
from another medium	14	8	8	6	7	7	5

(CONTD.)

TABLE 3.4B DESIRED WAYS OF RECEIVING INFORMATION
(% BY DEMOGRAPHICS)

Question How would like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
CCEB 2004.1							
N=	116	1121	626	100	680	734	552
by letter	29	27	26	27	26	27	27
by e-mail	8	10	24	19	11	15	20
from a website	11	14	33	21	15	19	29
by SMS/text message	3	4	6	10	5	5	5
by telephone	9	10	9	14	11	10	8
in newspapers	37	44	43	23	44	38	48
in computer magazines	4	20	25	15	18	23	22
from TV	61	63	56	54	62	56	63
from the Radio	33	33	33	31	34	30	36
in a library	14	7	9	5	9	8	7
from a CD ROM	6	5	9	1	6	6	5
from another medium	3	9	7	5	10	7	6

TABLE 3.5A WHOM TO REPORT HARMFUL INTERNET CONTENT (% BY COUNTRY)

Question Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

1. Yes, hotlines **(to hotlines)**
2. Yes, the police **(to the police)**
3. Yes, the Internet service provider **(to the provider)**
4. Yes, school(s) **(to schools)**
5. Yes, parents association **(to parents association)**
6. Yes, associations, non-profit organisations, non governmental organisations (NGOs) **(to NGOs)**
7. Others **(to others)**
8. No, I do not know where I can report illegal or harmful content on the Internet **(does not know)**

CCEB 2004.1	NMS-10	Cyprus	Czech Republic	Estonia	Hungary	Latvia
N=	9105	500	1000	1004	1012	1006
to hotlines	6	6	10	8	2	4
to the police	24	14	36	22	18	18
to the provider	9	11	16	15	10	7
to schools	4	4	8	2	3	5
to parents association	1	2	1	1	0	1
to NGOs	1	1	1	1	1	2
to others	2	2	3	2	2	3
does not know	48	71	27	55	55	63
	Lithuania	Malta	Poland	Slovakia	Slovenia	
N=	1016	500	1000	1053	1014	
to hotlines	6	1	6	8	2	
to the police	18	14	23	24	27	
to the provider	11	11	6	14	12	
to schools	6	1	3	7	5	
to parents association	2	1	1	2	3	
to NGOs	2	1	1	1	5	
to others	1	2	2	2	5	
does not know	69	74	49	41	51	

TABLE 3.5B WHOM TO REPORT HARMFUL INTERNET CONTENT
(% BY DEMOGRAPHICS)

Question Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

CCEB 2004.1	TOTAL	SEX		AGE			
	NMS-10	male	female	15-24	25-39	40-54	55+
N=	9105	4152	4953	1456	2237	2365	3045
to hotlines	6	6	6	10	8	4	3
to the police	24	27	21	30	33	21	15
to the provider	9	10	8	16	13	7	3
to schools	4	5	4	7	5	4	1
to parents association	1	1	1	1	1	1	0
to NGOs	1	1	1	1	3	1	1
to others	2	2	2	4	2	2	1
does not know	48	46	50	42	43	52	54
CCEB 2004.1	MAIN ECONOMIC ACTIVITY						
	Self employed	Managers	Other white collars	Manual workers	House persons	Un-employed	Retired
N=	552	947	877	1718	545	804	2605
to hotlines	5	8	8	5	8	7	2
to the police	25	42	34	22	16	28	15
to the provider	13	18	11	8	4	9	2
to schools	4	5	5	5	1	6	1
to parents association	0	1	1	2	1	2	0
to NGOs	1	3	2	1	1	3	0
to others	2	3	2	1	3	1	1
does not know	51	35	42	52	51	51	53
CCEB 2004.1	TERMINAL EDUCATION AGE				LOCALITY		
	below 15	16-19	20 and above	still studying	rural area or village	small or middle sized town	large town
N=	1442	4469	2097	1035	3223	3310	2543
to hotlines	1	6	8	10	5	5	9
to the police	10	25	32	27	19	25	31
to the provider	2	9	11	18	6	10	11
to schools	2	4	4	9	5	4	4
to parents association	1	1	1	1	1	1	1
to NGOs	0	1	3	2	1	1	2
to others	0	2	2	6	1	2	3
does not know	56	48	46	42	55	43	46

C. TECHNICAL SPECIFICATIONS

C.1 Co-operating Agencies and Research Executives

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Countries	Institutes	Contact	Telephone	Fax
Republic of Cyprus	CYMAR MARKET RESEARCH Digeni Akrita, 40 Strovolos 2045 1686 Nicosia	Ms. Eleni MARANGO	357-22-468-000	357-22- 468-008
Czech Republic	THE GALLUP ORGANIZATION, CZECH REPUBLIC Husova 7/241, 11 000 Praha 1	Ms. Agnes ILLYES	420-222-221-021	420-222-222-234
Estonia	SAAR POLL Veetorni 4 10119Tallin	Mr. Andrus SAAR	372-6-311-302	372-6-312-486
Hungary	THE GALLUP ORGANIZATION, HUNGARY Fő tér 1., Zichy Kastély H-1033 Budapest	Mr. Gergely HIDEG	361-250-0999	361-250-0650
Latvia	LATVIAN FACTS Brivibas str. 106-2 LV1001 Riga	Mr. Aigars FREIMANIS	371-731-4002	371-727-4936
Lithuania	BALTIC SURVEYS Didlauiko 47 LT2057 Vilnius	Ms. Rasa ALISAUSKIENE	370-5-212-0104	370-5-212-7145
Malta	MISCO 3rd Floor Regency House, Republic street VLT04 Valletta	Mr. Anthony CARABOTT	356-2122-0303	356-2124-7512
Poland	THE GALLUP ORGANIZATION, POLAND ul. Krzywickiego 34 02-078 Warsaw	Ms. Hanna IGNACZEWSKA	48-22-622-4132	48-22-622-6716
Slovakia	FOCUS Grossinglova 37 81000 Bratislava	Mr. Ivan DIANISKA	421-2-529-31366	421-2-529-31378
Slovenia	CATI d.o.o. Trzaska cesta 2 1000 Ljubljana	Mr. Zenel BATAGELJ	386-1-241-0072	386-1-421-1970

C2. Administrative Regional Units in the Candidate Countries

CYPRUS

CZECH REPUBLIC

Praha
Stredni Cechy
Jihozapad
Severozapad
Severovychod
Jihovychod
Stredni Morava
Ostravsko

ESTONIA

Pohja-Eesti
Kesk-Eesti
Kirde-Eesti
Laane-Eesti
Louna-Eesti

HUNGARY

Kozep-Magyarország
Kozep-Dunántul
Nyugat-Dunántul
Del-Dunántul
Eszak-Magyarország
Eszak-Alföld
Del-Alföld

LATVIA

Riga
Vidzeme
Kurzeme
Zemgale
Latgale

LITHUANIA

Alytaus
Kauno
Klaipėdos
Marijampolės
Panevezio
Siauliu
Tauragės
Telsiu
Utenos
Vilniaus

MALTA

POLAND

Podlaskie
Lubelskie
Podkarpackie
Warmińsko-Mazurskie
Lubuskie
Opolskie
Małopolskie
Kujawsko-Pomorskie
Todzkie
Zachodnio-Pomorskie
Pomorskie
Wielkopolskie
Dolnośląskie
Śląskie
Mazowieckie
Świętokrzyskie

SLOVAKIA

Bratislavský
Západné Slovensko
Stredné Slovensko
Východné Slovensko

SLOVENIA

Pomurska
Podravska
Koroška
Savinjska
Zasavska
Spodnjeposavska
Dolenjska
Osrednjeslovenska
Gorenjska
Notranjsko-Krška
Goriška
Obalno-Krška

C.3 Sample Specifications

Between the 20th of February and the 17th of March 2004, The Gallup Organization Hungary carried out wave 2004.1 of the Candidate Countries Eurobarometer, at the request of the European Commission, Directorate-Generals Press and Communication.

The Candidate Countries Eurobarometer 2004.1 covers citizens of each of the countries that are applying for European Union membership aged 15 and over, with the exception of Estonia, Latvia and Cyprus. In Estonia and Latvia, the survey covered permanent residents aged 15 and over. In Cyprus, the sample covered the territory of the Republic of Cyprus only. The basic sample design applied in all Candidate Countries is a multi-stage, random (probability) one. In each country, a number of sampling points were drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Candidate Countries Region according to the EUROSTAT NUTS 2 (or equivalent; if there are no such regions, we used NUTS 3 or equivalent regions for sampling) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language. In countries with significant minorities the respondents had a chance to respond in their mother tongue (in Estonia, Latvia and Lithuania in Russian, and in Romania in Hungarian).

Countries	Institutes	Number of Interviews	Field Work Dates	Population (x 000)
(Republic of) Cyprus	CYMAR MARKET RESEARCH	500	24-February – 9 March	689
Czech Republic	THE GALLUP ORGANIZATION, CZECH REPUBLIC / CVVM	1000	21-February - 11 March	10,226
Estonia	SAAR POLL	1004	21-February -3 March	1,360
Hungary	THE GALLUP ORGANIZATION, HUNGARY	1012	24-February -14 March	10,195
Latvia	LATVIAN FACTS LTD.	1006	27-February -11 March	2,345
Lithuania	BALTIC SURVEYS	1016	20-February - 4 March	3,475
Malta	MISCO	500	23-February -12 March	386
Poland	THE GALLUP ORGANIZATION, POLAND	1000	21-February -7 March	38,632
Slovakia	FOCUS CENTER FOR SOCIAL AND MARKET ANALYSIS	1053	25-February - 10 March	5,331
Slovenia	CATI D.O.O.	1014	24-February - 17 March	1,980
Total number of interviews		9105		74,619

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from population data from national statistics. For all Candidate Countries a weighting procedure, using marginal and intercellular weighting, was carried out, based on this Universe description. As such in all countries, gender, age, region NUTS 2, settlement size, household size, and education level were introduced in the iteration procedure. For international weighting (i.e. NMS-10 averages), Gallup applies the official population figures as provided by national statistics. The total population figures for input in this post-weighting procedure are listed above.

The results of the Candidate Countries Eurobarometer studies are reported in the form of tables, datafiles and analyses. Per question a table of results is given with the full question text in English. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the Directorate-General Press and Communication, Opinion Polls of the European Commission, Office: Brey 7/41, B-1049 Brussels. The results are published on the Internet server of the European Commission: http://europa.eu.int/comm/public_opinion/. All Eurobarometer datafiles are stored at the "Zentral Archiv" (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits (in case of a sample of 1000 people – confidence intervals for N=500 sample are larger):

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence intervals	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.2%

C.4 Definition and weighted distribution of the socio-demographic and other variables used in cross-tabulations

C.4.1 Gender

The sample consists of the following breakdown by gender:

(1) Men	47 %
(2) Women	53 %

C.4.2 Age bands

On the basis of their age, respondents are grouped into the following four age bands:

(1) Aged 15 -24	19 %
(2) Aged 25 -39	26 %
(3) Aged 40 -54	27 %
(4) Aged 55+	28 %

C.4.3 Terminal education age

Terminal education age represents recoded categories of answers to the following question :

"How old were you when you stopped full-time education?"

Respondents are grouped into the following 4 categories :

(1) respondents who left school at age fifteen or younger	19 %
(2) respondents who left school at ages 16 to 19	48 %
(3) respondents who stayed in school until they were aged 20 or older	21 %
(4) respondents who are still studying	12 %

C.4.4 Main economic activity scale

The main economic activity scale represents recoded answers to the following question:

"What is your current occupation?"

The original question shows the following distribution:

Self – employed

(1) Farmer	3 %
(2) Fisherman	0 %
(3) Professional (lawyer, medical practitioner, accountant, etc.)	1 %
(4) Owner of a shop, craftsman, self -employed person	3 %
(5) Business proprietor, owner (full or partner) of a company	1 %

Employed

(6) Employed professional (employed doctor, lawyer, practitioner, accountant, architect)	2 %
(7) General management, director or top management (managing director, director general, other director)	1 %
(8) Middle management, other management (department head, junior manager, teacher, technician)	5 %
(9) Employed position, working mainly at a desk	6 %
(10) Employed position, not at a desk but travelling (salesman, driver, etc.)	3 %
(11) Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	4 %
(12) Supervisor	1 %
(13) Skilled manual worker	10 %
(14) Other (unskilled) manual worker, servant	2 %

Non-active

(15) Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	5 %
(16) Student	13 %
(17) Unemployed or temporarily not working	11 %
(18) Retired or unable to work through illness	29 %

The recoded categories and their distribution for the main economic activity scale are as follows:

- | | |
|--|------|
| (1) Self employed = Farmer + Fisherman + Professional (lawyer, medical practitioner, accountant, architect, etc.) + Owner of a shop, craftsman, other self employed person + Business proprietor, owner (full or partner) of a company | 8 % |
| (2) Managers = Employed professional (employed doctor, lawyer, accountant, architect, etc.) + General management, director or top management (managing director, director general, other director) + Middle management, other management (department head, junior manager, teacher, technician) | 8 % |
| (3) Other white collars = Employed position, working mainly at a desk + Employed position, not at a desk but travelling (salesmen, driver, etc.) | 9 % |
| (4) Manual Workers = Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc) + Supervisor + Skilled manual worker + Other (unskilled) manual worker, servant | 17 % |
| (5) House persons = Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 5 % |
| (6) Unemployed = Unemployed + temporarily not working | 11 % |
| (7) Retired = Retired + unable to work through illness | 29 % |
| (8) Still studying = Student | 13 % |

In the tables, the category "Still studying" is displayed as part of the Terminal Education Age variable

C.4.5 Size of locality

On the basis of their own evaluation, respondents are grouped into the following groups according to the size of their settlement:

- | | |
|--------------------------------|------|
| (1) rural area or village | 38 % |
| (2) small or middle sized town | 38 % |
| (3) large town | 24 % |