

Flash Eurobarometer 241
September 2008

Information society as seen by EU citizens

Basic bilingual questionnaire

The GALLUP Organization

Flash 241 – Information Society

Q1. I'm going to read out a list of leisure activities. How often would you say that you do the following?

(READ OUT– ONE ANSWER PER LINE)

- Everyday or almost every day 5
 - At least once a week 4
 - At least once a month..... 3
 - Several times a year..... 2
 - Less than twice a year or never..... 1
 - [DK/NA] 9
-
- A. sport, fitness and exercise..... 1 2 3 4 5 9
 - B. go to the cinema, a concert, theatre or other life performance, or watch live sport events 1 2 3 4 5 9
 - C watch TV 1 2 3 4 5 9
 - D. have a meal in a restaurant, café or pub, or go for a drink at a bar or club 1 2 3 4 5 9
 - E. pursue a hobby 1 2 3 4 5 9
 - F. keep yourself informed (e.g. via newspapers, Internet, etc.) 1 2 3 4 5 9
 - G. meet friends 1 2 3 4 5 9

Q1. Je vais vous lire une liste d'activités de loisir. A quelle fréquence diriez-vous que vous pratiquez l'activité de loisir suivante ?

(LIRE– UNE REPONSE PAR LIGNE)

- Tous les jours ou presque tous les jours..... 5
 - Au moins une fois par semaine..... 4
 - Au moins une fois par mois..... 3
 - Plusieurs fois par an 2
 - Moins de deux fois par an ou jamais..... 1
 - [N.S.P. / Sans réponse] 9
-
- A. sport, fitness et gymnastique 1 2 3 4 5 9
 - B. aller au cinéma, à un concert, au théâtre ou autre spectacle en direct, ou encore assister sur place à des événements sportifs 1 2 3 4 5 9
 - C regarder la télévision 1 2 3 4 5 9
 - D. déjeuner ou dîner au restaurant, au café ou dans un pub, ou encore aller boire un verre dans un bar ou un club 1 2 3 4 5 9
 - E. pratiquer un hobby 1 2 3 4 5 9
 - F. vous tenir informé (par ex. par les journaux, internet, etc ...) 1 2 3 4 5 9
 - G. rencontrer des amis 1 2 3 4 5 9

Q2. How often you do you actively participate in the activities of organizations, like sports clubs, religious or voluntary aid organizations, trade unions, campaign organisations etc. ?

(READ OUT – ONE ANSWER ONLY)

- At least once a week 3
- Less than once a week..... 2
- Never..... 1
- [DK/NA] 9

Q3. Generally speaking, would you say that you can't be too careful in dealing with people, or that most people can be trusted?

Please tell me on a score of 0 to 10, where 0 means you can't be too careful and 10 means that most people can be trusted. Of course, you can use any number in between to express your opinion.

[][] number from 0 to 10

[99] [DK/NA]

Q2. A quelle fréquence participez-vous de façon active à des activités pour des associations, comme par exemple pour des clubs sportifs, des organisations religieuses ou de bénévolat, des syndicats, des organisations militantes etc... ?

(LIRE – UNE SEULE REPOSE POSSIBLE)

- Au moins une fois par semaine..... 3
- Moins d'une fois par semaine 2
- Jamais 1
- [N.S.P. / Sans réponse] 9

Q3. En général, diriez-vous qu'on n'est jamais trop prudent quand on traite avec les gens, ou qu'on peut faire confiance à la plupart des gens ?

Veillez me donner une note de 0 à 10 où 0 signifie qu'on n'est jamais trop prudent et 10 signifie qu'on peut faire confiance à la plupart des gens. Vous pouvez bien sûr nuancer votre opinion en choisissant une note intermédiaire.

[][] note de 0 à 10

[99] [N.S.P. / Sans réponse]

Q4. In the last 3 months, how often have you used the Internet – whether at home, at work, or somewhere else – for your personal use?

(READ OUT– ONE ANSWER ONLY)

- Several times a day 6
- About once a day 5
- At least once a week 4
- At least once a month..... 3
- Less than once a month 2
- Almost Never / never..... 1 (go to Q7)
- [No access to the Internet– DO NOT READ OUT]..... 7 (go to Q7)
- [DK/NA] 9 (go to Q7)

Q4. Au cours des 3 derniers mois, à quelle fréquence avez-vous utilisé internet - que ce soit chez vous, au travail ou ailleurs - pour votre utilisation personnelle ?

(LIRE– UNE SEULE REPONSE POSSIBLE)

- Plusieurs fois par jour 6
- Environ une fois par jour 5
- Au moins une fois par semaine..... 4
- Au moins une fois par mois..... 3
- Moins d'une fois par mois 2
- Presque jamais / jamais..... 1 (aller à Q7)
- [Pas d'accès à internet– NE PAS LIRE]..... 7 (aller à Q7)
- [N.S.P. / Sans réponse] 9 (aller à Q7)

ASK IF ANY ANSWER IS Q4= 6, 5, 4, 3 AND 2

Q5. Which of the following Internet-related activities have you already carried out?

(READ OUT– ONE ANSWER PER LINE)

- Yes 1
- No 2
- [DK/NA] 9

- A. Sending / receiving e-mail or instant messages 1 2 9
- B. Buying products and /or services through the internet..... 1 2 9
- C. Internet Banking..... 1 2 9
- D. Playing or downloading games, images, films, music or software..... 1 2 9
- E. Filling and sending forms electronically to the public administrations 1 2 9
- F. Doing an online course or using the internet with the purpose of learning..... 1 2 9
- G. Creating a profile or sending a message in a social networking website 1 2 9
- H. Using a search engine to look for information 1 2 9
- I. Reading, listening or watching the news on the internet 1 2 9
- J. Upload photos, videos or other files to a website where others can see 1 2 9
- K. Using the internet for my daily work 1 2 9
- L. Transferring content from the internet to other devices (mp3, game console...) 1 2 9

DEMANDER SI UNE RÉPONSE A Q4 EST 6, 5, 4, 3 ET 2

Q5. Parmi les activités suivantes liées à internet , lesquelles avez-vous déjà réalisées ?

(LIRE– UNE REPONSE PAR LIGNE)

- Oui 1
- Non 2
- [N.S.P. / Sans réponse] 9

- A. Envoyer / recevoir des emails ou des messages instantanés 1 2 9
- B. Acheter des produits et / ou des services sur internet 1 2 9
- C. Utiliser des services de banque sur internet 1 2 9
- D. Jouer ou télécharger des jeux, des images, des films, de la musique ou des logiciels 1 2 9
- E. Compléter et renvoyer des documents électroniques à des administrations publiques..... 1 2 9
- F. Suivre un cours en ligne ou utiliser internet en ayant l'objectif d'apprendre..... 1 2 9
- G. Créer un profil ou envoyer un message sur un site web de réseau social 1 2 9
- H. Utiliser un moteur de recherche pour rechercher des informations 1 2 9
- I. Lire, écouter ou regarder les informations sur internet..... 1 2 9
- J. Télécharger des photos, des vidéos ou d'autres fichiers sur un site web que d'autres peuvent consulter 1 2 9
- K. Utiliser internet pour votre travail quotidien..... 1 2 9
- L. Transférer des contenus depuis internet vers d'autres appareils (mp3, console de jeux ...) 1 2 9

ASK IF ANY ANSWER IS Q4 = 6, 5, 4, 3 AND 2

Q6. Based on your personal experience, to what extent do you agree with the following statements about the Internet: do you strongly agree, rather agree, rather disagree or strongly disagree that the Internet has improved:

(READ OUT – ROTATE - ONE ANSWER PER LINE)

- Strongly agree 4
- Rather agree 3
- Rather disagree 2
- Strongly disagree 1
- [DK/NA] 9

- A. Your opportunity to meet new people 1 2 3 4 9
- B. The way you manage your finances 1 2 3 4 9
- C. The way you deal with public authorities 1 2 3 4 9
- D. The way you get health-related information 1 2 3 4 9
- E. The way you perform your job 1 2 3 4 9
- F. The way you shop 1 2 3 4 9
- G. Your opportunity to learn 1 2 3 4 9
- H. The way you pursue your hobbies 1 2 3 4 9
- I. Your capability to be informed about current issues 1 2 3 4 9
- J. Your relationships with family members and friends 1 2 3 4 9
- K. Your opportunity to share views/access culture 1 2 3 4 9

DEMANDER SI UNE RÉPONSE À Q4 EST 6, 5, 4, 3 ET 2

Q6. En vous basant sur votre expérience personnelle, dans quelle mesure êtes-vous d'accord avec les phrases suivantes concernant internet : êtes-vous fortement d'accord, plutôt d'accord, plutôt pas d'accord ou fortement en désaccord avec le fait qu'internet a amélioré :

(LIRE – FAIRE UNE ROTATION - UNE REPONSE PAR LIGNE)

- Fortement d'accord 4
- Plutôt d'accord 3
- Plutôt pas d'accord 2
- Fortement en désaccord 1
- [N.S.P. / Sans réponse] 9

- A. L'opportunité pour vous de rencontrer de nouvelles personnes 1 2 3 4 9
- B. La façon dont vous gérez vos finances 1 2 3 4 9
- C. La façon dont vous traitez avec les pouvoirs publics 1 2 3 4 9
- D. La façon dont vous obtenez des informations liées à la santé 1 2 3 4 9
- E. La façon de faire votre travail 1 2 3 4 9
- F. Votre façon d'acheter 1 2 3 4 9
- G. L'opportunité de vous former 1 2 3 4 9
- H. Votre façon de pratiquer vos hobbies 1 2 3 4 9
- I. La possibilité de vous informer sur les questions actuelles 1 2 3 4 9
- J. Vos relations avec les membres de votre famille et vos amis 1 2 3 4 9
- K. La possibilité pour vous de faire partager votre opinion / d'accéder à la culture 1 2 3 4 9

Q7. To what extent do you agree or disagree that people that don't use the Internet:

(READ OUT – ROTATE - ONE ANSWER PER LINE)

- Strongly agree 4
 - Rather agree 3
 - Rather disagree 2
 - Strongly disagree 1
 - [DK/NA] 9
-
- A. Miss the opportunity of greater contact with friends and family 1 2 3 4 9
 - B. Are at a disadvantage in their career prospects 1 2 3 4 9
 - C. Risk becoming old-fashioned 1 2 3 4 9
 - D. Miss the opportunity of finding good bargains online (including airline tickets and trips) 1 2 3 4 9
 - E. Are less open to the outside world 1 2 3 4 9
 - F. Know less and are not as well informed as other people 1 2 3 4 9
 - G. Have more time for themselves, family and friends 1 2 3 4 9
 - H. Take less risk because they don't get exposed to the risk of online fraud 1 2 3 4 9
 - I. Take less risk because they don't run the risk of other people finding out information about them 1 2 3 4 9
 - J. Are less reachable for professional purposes 1 2 3 4 9
 - K. Avoid the frustration of dealing with complicated technologies 1 2 3 4 9

Q7. Dans quelle mesure êtes-vous d'accord ou pas avec le fait que les gens qui n'utilisent pas internet :

(LIRE – FAIRE UNE ROTATION - UNE REPONSE PAR LIGNE)

- Fortement d'accord 4
 - Plutôt d'accord 3
 - Plutôt pas d'accord 2
 - Fortement en désaccord 1
 - [N.S.P. / Sans réponse] 9
-
- A. Passent à côté de l'opportunité de contacts plus nombreux avec les amis et la famille 1 2 3 4 9
 - B. Sont désavantagés dans leurs perspectives de carrière 1 2 3 4 9
 - C. Risquent de devenir dépassés 1 2 3 4 9
 - D. Passent à côté de l'occasion de trouver de bonnes affaires en ligne (y compris des billets d'avion et des voyages) 1 2 3 4 9
 - E. Sont moins ouverts au monde extérieur 1 2 3 4 9
 - F. En savent moins et ne sont pas aussi bien informés que les autres personnes 1 2 3 4 9
 - G. Ont plus de temps pour eux mêmes, leur famille et leurs amis 1 2 3 4 9
 - H. Prennent moins de risque parce qu'ils ne s'exposent pas au risque de fraude en ligne 1 2 3 4 9
 - I. Prennent moins de risque parce qu'ils ne courent pas le risque que d'autres personnes trouvent des informations sur eux 1 2 3 4 9
 - J. Sont moins joignables professionnellement 1 2 3 4 9
 - K. Evitent la frustration de traiter avec des technologies compliquées 1 2 3 4 9

Gelöscht: I

ASK IF ANY ANSWER IS Q4 = 1 OR 7 OR 9

Q8. In the past year, have you asked someone else (a friend, a colleague, a neighbour, some in your family) to send an email for you, get information from the Internet or make an online purchase?

- Yes 1
- No 2
- [DK/NA] 9

ASK ALL

Q9. Do you use a mobile phone?

(READ OUT– ONE ANSWER ONLY)

- Several times a day 4
- At least once every day 3
- Not every day, but at least once per week 2
- Only occasionally (less than once per week) 1
- I don't have one 7 (go to Q11)
- [DK/NA] 9 (go to Q11)

DEMANDER SI UNE RÉPONSE A Q4 = 1 OU 7 OU 9

Q8. Au cours de l'année passée, avez-vous demandé à quelqu'un d'autre (un ami, un collègue, un voisin, quelqu'un de votre famille) d'envoyer un email pour vous, de chercher des informations sur internet, ou de faire un achat en ligne?

- Oui 1
- Non 2
- [N.S.P. / Sans réponse] 9

DEMANDER A TOUS

Q9. Utilisez-vous un téléphone portable?

(LIRE– UNE SEULE REPONSE POSSIBLE)

- Plusieurs fois par jour 4
- Au moins une fois chaque jour 3
- Pas tous les jours, mais au moins une fois par semaine 2
- Seulement occasionnellement (moins d'une fois par semaine) 1
- Je n'en ai pas 7 (aller à Q11)
- [N.S.P. / Sans réponse] 9 (aller à Q11)

ASK IF Q9 = 1, 2, 3, 4

Q10. Based on your personal experience to what extent do you agree or disagree with the following statements about the use of mobile phones? Do you strongly agree, rather agree, rather disagree or strongly disagree that using mobile phone has helped you?

(READ OUT- ONE ANSWER PER LINE)

- Strongly agree 4
 - Rather agree 3
 - Rather disagree 2
 - Strongly disagree 1
 - [DK/NA] 9
-
- A. to keep in contact with family and friends 1 2 3 4 9
 - B. to be more informed 1 2 3 4 9
 - C. to better manage your free time/leisure time 1 2 3 4 9
 - D. to share ideas and material like photos etc.
with other people 1 2 3 4 9
 - E. to feel more secure 1 2 3 4 9
 - F. in your work 1 2 3 4 9

DEMANDER SI Q9 = 1, 2, 3, 4

Q10. En vous basant sur votre expérience personnelle, dans quelle mesure êtes-vous d'accord ou pas avec les phrases suivantes concernant l'utilisation de téléphones portables ? Etes-vous fortement d'accord, plutôt d'accord, plutôt pas d'accord ou fortement en désaccord avec le fait qu'utiliser un téléphone portable vous a aidé ?

(LIRE- UNE REPONSE PAR LIGNE)

- Fortement d'accord 4
 - Plutôt d'accord 3
 - Plutôt pas d'accord 2
 - Fortement en désaccord 1
 - [N.S.P. / Sans réponse] 9
-
- A. à garder le contact avec la famille et les amis 1 2 3 4 9
 - B. à être plus informé 1 2 3 4 9
 - C. à mieux gérer votre temps libre / vos loisirs 1 2 3 4 9
 - D. à partager avec d'autres personnes des idées et des
données telles que, par exemple, des photos etc... 1 2 3 4 9
 - E. à vous sentir plus en sécurité 1 2 3 4 9
 - F. dans votre travail 1 2 3 4 9

Q11. To what extent do you agree, or disagree, that people who do not use a mobile phone

(READ OUT– ONE ANSWER PER LINE)

- Strongly agree 4
- Rather agree 3
- Rather disagree 2
- Strongly disagree 1
- [DK/NA] 9

- A. miss the opportunity of having more contact with family and friends 1 2 3 4 9
- B. are less reachable by the outside world 1 2 3 4 9
- C. are saving money in purchasing such devices and on their telephone bills..... 1 2 3 4 9
- D. have less stress in their lives..... 1 2 3 4 9

Q11. Dans quelle mesure êtes-vous d'accord ou pas avec le fait que les gens qui n'utilisent pas de téléphone portable

(LIRE– UNE REPONSE PAR LIGNE)

- Fortement d'accord..... 4
- Plutôt d'accord..... 3
- Plutôt pas d'accord 2
- Fortement en désaccord 1
- [N.S.P. / Sans réponse] 9

- A. passent à côté de l'opportunité de contacts plus nombreux avec la famille et les amis 1 2 3 4 9
- B. sont moins joignables 1 2 3 4 9
- C. économisent de l'argent sur l'achat de tels appareils et sur leur facture de téléphone 1 2 3 4 9
- D. ont moins de stress dans leur vie 1 2 3 4 9

D1. Gender

[DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?
[Write in THE AGE WHEN EDUCATION WAS TERMINATED]

- [][] years old
- [00] [STILL IN FULL TIME EDUCATION]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [99] [REFUSAL/NO ANSWER]

D1. Sexe

[NE PAS DEMANDER - NOTER COMME APPROPRIE]

- [1] Homme
- [2] Femme

D2. Quel âge avez-vous?

- [][] ans
- [00] [REFUS/PAS DE REPONSE]

D3. Quel âge aviez-vous quand vous avez terminé vos études à temps plein?
[Noter l'âge de fin d'études]

- [][] ans
- [00] [Toujours en train de poursuivre des études à temps plein]
- [01] [Jamais suivi des études à temps plein]
- [99] [REFUS/PAS DE REPONSE]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- Self-employed

- i.e. - farmer, forester, fisherman 11
- owner of a shop, craftsman 12
- professional (lawyer, medical practitioner, accountant, architect,...) 13
- manager of a company 14
- other 15

- Employee

- i.e. - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant 24
- office clerk 25
- other employee (salesman, nurse, etc...) 26
- other 27

- Manual worker

- i.e. - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker 33
- other 34

- Without a professional activity

- i.e. - looking after the home 41
- student (full time) 42
- retired 43
- seeking a job 44
- other 45
- [Refusal] 99

D4. Concernant votre emploi actuel, êtes vous indépendant, employé, ouvrier ou sans activité professionnelle? Cela veut-il dire que vous êtes un (une)...

[SI UNE REPONSE EST DONNEE A LA CATEGORIE PRINCIPALE, LIRE LES SOUS CATEGORIES RESPECTIVES - UNE SEULE REPONSE POSSIBLE]

- Profession libérale/ indépendant

- i.e. - agriculteur, sylviculteur, pêcheur 11
- commerçant, artisan 12
- profession libérale (avocat, médecin, comptable, architecte...) 13
- Dirigeant d'entreprise 14
- Autre 15

- Employé (e)

- i.e. - Cadre employé (médecin sous convention, avocat, comptable, architecte) 21
- Direction générale, directeur ou direction supérieure 22
- Cadre moyen 23
- Fonctionnaire 24
- employé(e) de bureau 25
- Autre salarié (commercial, infirmière etc...) 26
- Autre 27

- Ouvrier

- i.e. - superviseur/agent de maîtrise (chef d'équipe, etc...) 31
- Ouvrier 32
- Ouvrier non qualifié 33
- Autre 34

- Sans activité professionnelle

- i.e. - Femme/ Homme au foyer 41
- Etudiant (temps plein) 42
- Retraité 43
- Demandeur d'emploi 44
- Autre 45
- [Refus] 99

D5. "European Administrative Regional Unit" (N.U.T.S. 2)

[][] (2 DIGITS)

D6. Would you say you live in a ...?

- large city..... 1
- other town/urban centre 2
- rural zone..... 3
- [Refusal] 9

D7. Which of the following best describes your household composition?

(READ OUT - ONE ANSWER ONLY)

- Single person household 1
- Married or cohabiting couple, having no children 2
- Married or cohabiting couple, with one or more children living at home ... 3
- Married or cohabiting couple, no children living at home 4
- Single parent, one or more children living at home 5
- Other 6
- [DK/NA] 9

D5. " Unité Administrative Européenne Régionale" (N.U.T.S. 2)

[][] (2 CHIFFRES)

D6. Diriez-vous que vous vivez...?

- grande ville 1
- autre ville/centre urbain 2
- zone rurale..... 3
- [Refus] 9

D7. Parmi les propositions suivantes, laquelle décrit le mieux la composition de votre foyer ?

(LIRE - UNE SEULE REPONSE POSSIBLE)

- Foyer d'une seule personne..... 1
- Marié ou couple cohabitant, sans enfant 2
- Marié ou couple cohabitant, avec un ou plusieurs enfant(s) vivant dans le foyer 3
- Marié ou couple cohabitant, sans enfant vivant dans le foyer 4
- Foyer monoparental, un ou plusieurs enfant(s) vivant dans le foyer 5
- Autre 6
- [N.S.P. / Sans réponse]..... 9

Flash EB Series #241

Information society as seen by EU citizens

Conducted by
The Gallup Organization, Hungary
upon the request of Directorate General
Information Society and Media



Survey co-ordinated by
Directorate General 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.

THE GALLUP ORGANIZATION

Survey details

This General population survey “*Information society seen by the citizens*” was conducted for the European Commission, Directorate General Information Society and Media, Unit C1 - "Lisbon Strategy and I2010".

Telephone interviews were conducted in each country with the exception of the Bulgaria, Czech Republic, Estonia, Latvia, Lithuania, Hungary Poland, Romania and Slovakia where both telephone and face-to-face interviews were conducted (70% webCATI and 30% F2F interviews). A part of interviews was conducted on mobile phone in a few countries (Austria: 20%, Italy: 29%, Portugal: 30%, Finland: 93%).

Telephone interviews were conducted in each country between the 26/09/2008 and the 30/9/2008 by these Institutes:

Belgium	BE	Gallup Europe	(Interviews : 26/09/2008 - 30/09/2008)
Czech Republic	CZ	Focus Agency	(Interviews : 26/09/2008 - 30/09/2008)
Denmark	DK	Hermelin	(Interviews : 26/09/2008 - 30/09/2008)
Germany	DE	IFAK	(Interviews : 26/09/2008 - 30/09/2008)
Estonia	EE	Saar Poll	(Interviews : 26/09/2008 - 30/09/2008)
Greece	EL	Metroanalysis	(Interviews : 26/09/2008 - 30/09/2008)
Spain	ES	Gallup Spain	(Interviews : 26/09/2008 - 30/09/2008)
France	FR	Efficience3	(Interviews : 26/09/2008 - 30/09/2008)
Ireland	IE	Gallup UK	(Interviews : 26/09/2008 - 30/09/2008)
Italy	IT	Demoskopoea	(Interviews : 26/09/2008 - 30/09/2008)
Cyprus	CY	CYMAR	(Interviews : 26/09/2008 - 30/09/2008)
Latvia	LV	Latvian Facts	(Interviews : 26/09/2008 - 30/09/2008)
Lithuania	LT	Baltic Survey	(Interviews : 26/09/2008 - 30/09/2008)
Luxembourg	LU	Gallup Europe	(Interviews : 26/09/2008 - 30/09/2008)
Hungary	HU	Gallup Hungary	(Interviews : 26/09/2008 - 30/09/2008)
Malta	MT	MISCO	(Interviews : 26/09/2008 - 30/09/2008)
Netherlands	NL	Telder	(Interviews : 26/09/2008 - 30/09/2008)
Austria	AT	Spectra	(Interviews : 26/09/2008 - 30/09/2008)
Poland	PL	Gallup Poland	(Interviews : 26/09/2008 - 30/09/2008)
Portugal	PT	Consulmark	(Interviews : 26/09/2008 - 30/09/2008)
Slovenia	SI	Cati d.o.o	(Interviews : 26/09/2008 - 30/09/2008)
Slovakia	SK	Focus Agency	(Interviews : 26/09/2008 - 30/09/2008)
Finland	FI	Norstat Finland Oy	(Interviews : 26/09/2008 - 30/09/2008)
Sweden	SE	Hermelin	(Interviews : 26/09/2008 - 30/09/2008)
United Kingdom	UK	Gallup UK	(Interviews : 26/09/2008 - 30/09/2008)
Bulgaria	BG	Vitoshia	(Interviews : 26/09/2008 - 30/09/2008)
Romania	RO	Gallup Romania	(Interviews : 26/09/2008 - 30/09/2008)

Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

To correct for sampling disparities, a post-stratification weighting of the results was implemented, based on important socio-demographic variables.

Sizes of the sample

In most EU countries the target sample size was 1000 respondents, the table below shows the achieved sample size by country.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out in each country
- (2) the population-weighted total number of interviews for each country

TOTAL INTERVIEWS

	Total Interviews			
	Conducted	% of Total	EU27 Weighted	% on Total (weighted)
Total	27130	100	27130	100
BE	1000	3.7	576	2.1
BG	1000	3.7	448	1.7
CZ	1000	3.7	582	2.1
DK	1004	3.7	292	1.1
DE	1011	3.7	4756	17.5
EE	1003	3.7	76	0.3
EL	1004	3.7	623	2.3
ES	1006	3.7	2338	8.6
FR	1000	3.7	3219	11.9
IE	1000	3.7	213	0.8
IT	1001	3.7	3328	12.3
CY	1003	3.7	41	0.1
LV	1001	3.7	131	0.5
LT	1000	3.7	190	0.7
LU	1014	3.7	24	0.1
HU	1010	3.7	560	2.1
MT	1000	3.7	22	0.1
NL	1002	3.7	889	3.3
AT	1005	3.7	447	1.6
PL	1002	3.7	2129	7.8
PT	1007	3.7	583	2.1
RO	1002	3.7	1196	4.4
SI	1000	3.7	115	0.4
SK	1013	3.7	299	1.1
FI	1000	3.7	289	1.1
SE	1042	3.8	497	1.8
UK	1000	3.7	3268	12.0

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the results.

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case, the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4%.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;
 Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3

Evaluation of the samples

The attached tables (after the Technical Report tables) provide a detailed insight to the within country weighting of the study. (For cross-country weights please refer to the table on previous page) The weighting of the dataset is a three-fold exercise.

In the *first step* we will apply the basic **selection probability weights**, primarily to avoid the overcoverage of households with multiple telephone lines. In the same step, we calculate the weights that corrects the estimations based on the merged **dual frame** samples, i.e., weights that deal with phone owners;

In the *second step*, on a country-by-country basis, a **nonresponse population weighting** was carried out. As nonresponse rates vary by social segments, the sample characteristics reflect such differences as well (i.e., there are usually less males and especially less young people in the samples than in the universe.) In this step, we compensated for the nonresponse bias that stems from the field execution process. The most advanced method for eliminating such deviations is the so-called *Raking Adjustment for Nonresponse* (raking). Gallup applied this method. This procedure performs iterative proportional fitting in contingency table analysis. This method is also used to deal with the problem of large variability of weights. When weighting classes are formed based on full cross-classification of the auxiliary variables, the result is a large number of weighting classes with unstable response rates.

However, one drawback is that raking assumes that the variables used for adjustment are independent. Raking works in the following way:

- 1) sets initial weight factor values in each cross-classification term to 1;
- 2) adjusts the weight factors of the first cross-classification term so the weighted sample is representative for the variables involved;
- 3) adjusts the weight factors for the next cross-classification term so the weighted sample becomes representative with respect to the variables involved (this might disrupt the representativeness with respect to the variables involved);
- 4) repeats this adjustment for all cross-classification terms;
- 5) repeats all steps until the factors do not change.

A common approach to weighting is to determine the sample weights adjusting for unequal probabilities of selection, revise these weights to compensate for different sub-class response rates, and finally modify the weights again to conform the weighted sample distribution for certain variables (e.g., age, gender, activity etc.) to the known population distributions of the same variables.

The following variables will be used in all national raking procedures (with categories levels used):

Age X Sex

male, 15-29
male, 30-49
male, 50+
female, 15-29
female, 30-49
female, 50+

Activity

Active worker
retired
Other non-active worker

Regions (NUTS2)

Please note that levels might be collapsed to achieve convergence or universe information is not available in the necessary detail.

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Archive Study ID: ZA4881
Flash Eurobarometer 241
September 2008
Information society as seen by EU citizens

ARCHIVE INFORMATION AND ERRATA

- UNIQID: Original case identification is not available. A unique serial id was appointed by the archive.
- REGION: Official NUTS classification in this variable has been specified by the archive in accordance with the corresponding official NUTS classification, former Flash EB waves, and the technical report. The 13 categories for GREECE could not be clearly specified in accordance with NUTS 2, except for Attica (6022). The four NUTS1 categories were reconstructed by the archive based on the corresponding frequency distribution documented in the technical evaluation report and in accordance with former waves. Variable NUTS1 also recodes NUTS1 levels for Belgium and the Netherlands.
- MODE: This variable identifies the interview mode for countries where both telephone and face-to-face interviews were conducted.
- Filter have been checked but corresponding SYSMIS data not been recoded.