

SAFER INTERNET FOR CHILDREN AND ADOLESCENTS

IN THE NEW MEMBER STATES

FULL REPORT

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. 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**

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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...).

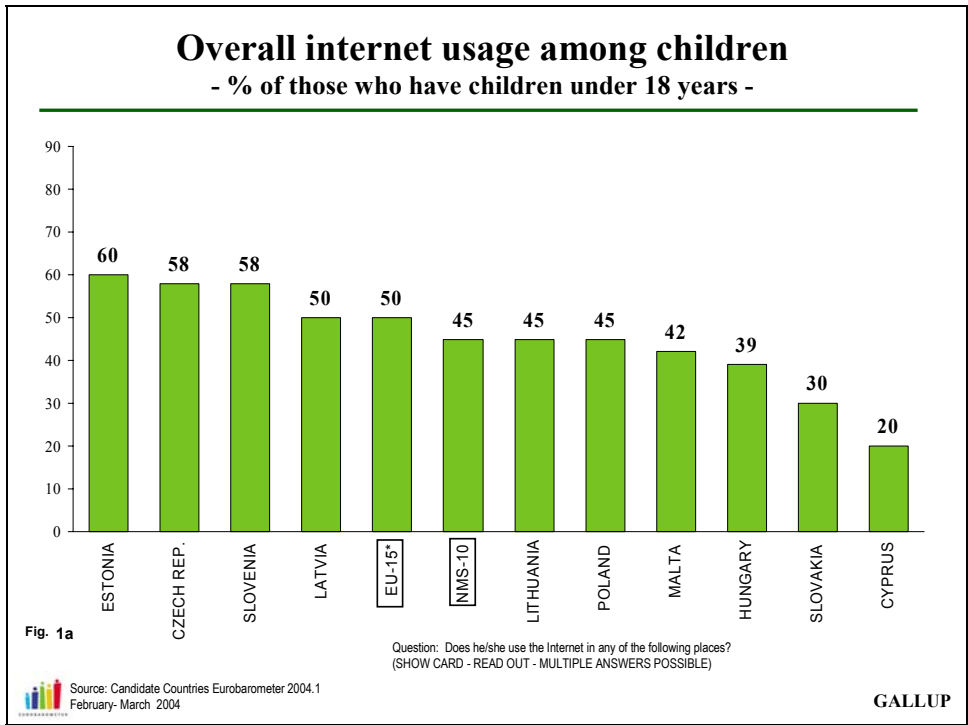
In the accession countries 69% of the respondents say they do not have children aged 0-17 years. In the EU-15 zone 71% said so. (*ANNEX TABLES 1.1-1.8*)

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:

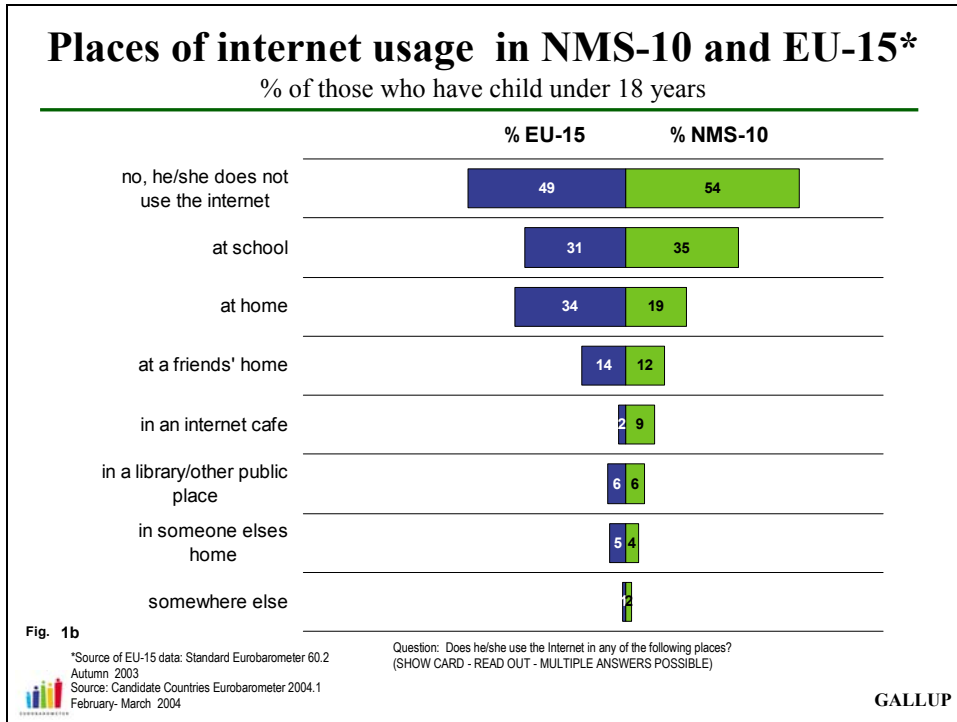
- *At home*
- *At school*
- *At a friend’s home*
- *In someone else’s home*
- *In an Internet cafe*
- *In a library/other public place*
- *Somewhere else*
- *No, He/she does not use the Internet*

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*)

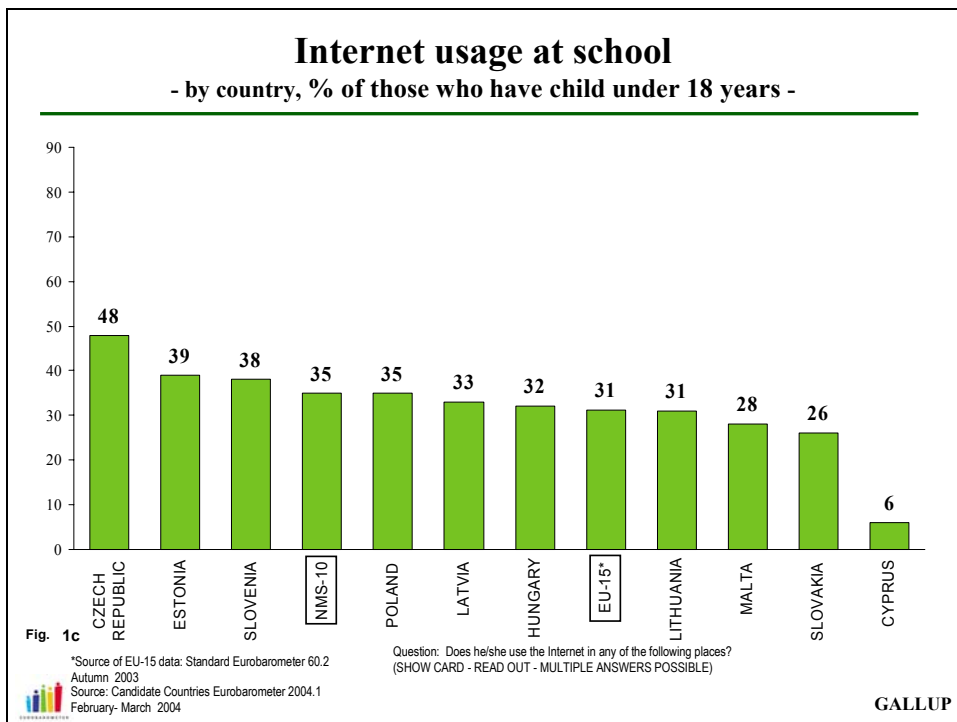


In the new EU countries the most children have access to internet in schools: 35% said that their children use internet there. The second place is taken by home usage: however respondents mentioned in a significantly lower proportion that their children use internet at home (19%). On the other hand, 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.



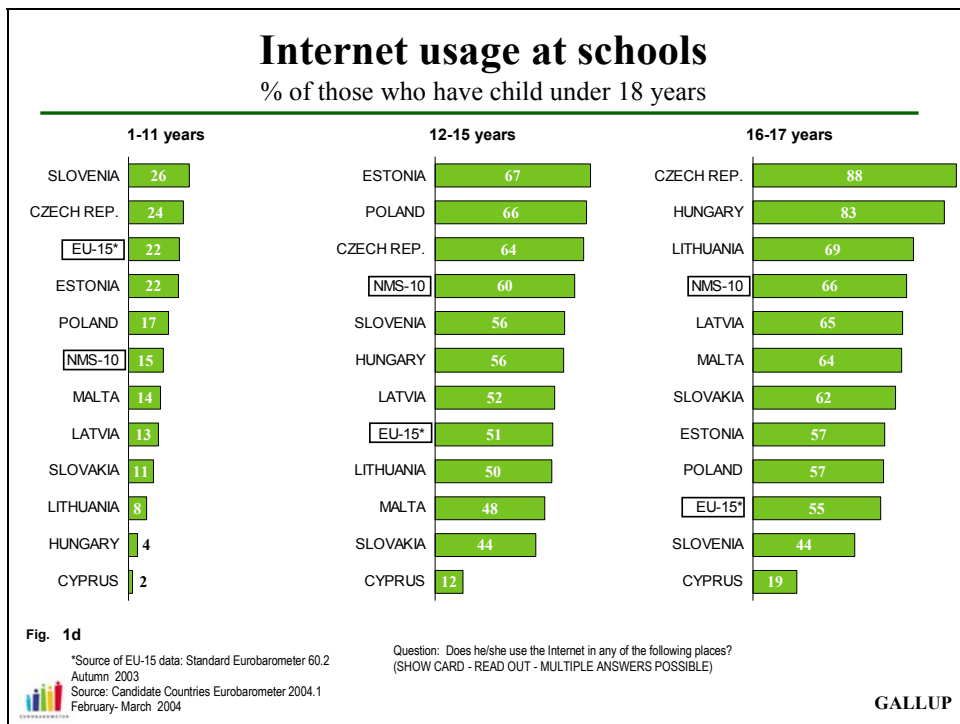
Looking at children's use of internet in educational institutions in three age groups, we find larger proportion of internet use among the youngest (1-11 years) in the EU-15 countries than in the ten

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.

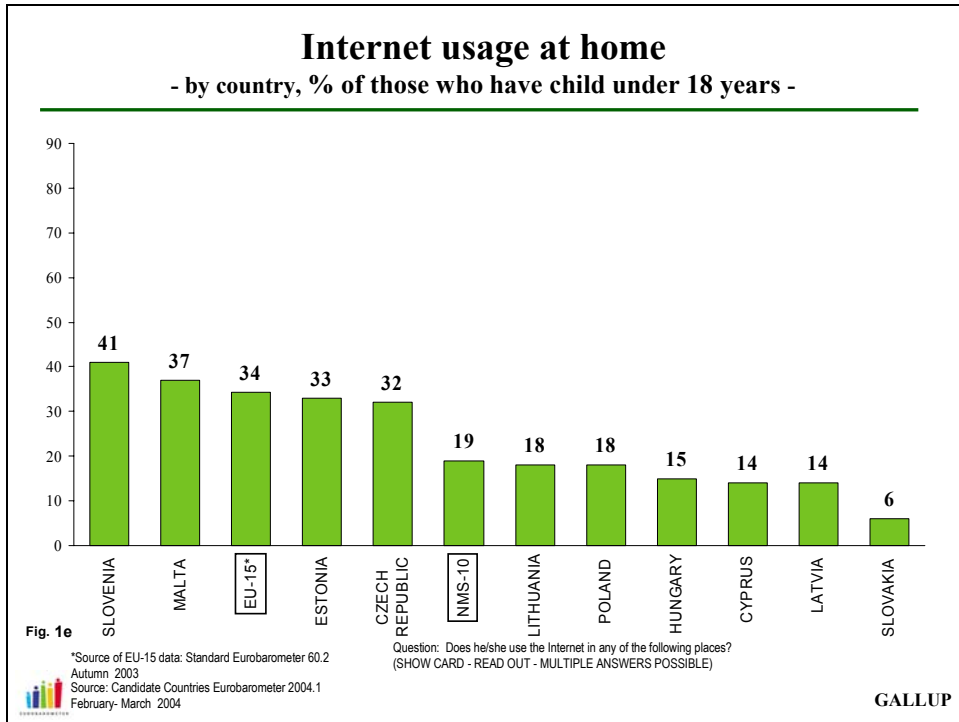
In the accession countries 15% and in the older EU member countries 22% of the 1-11 years old use the World Wide Web in educational institutions, in the NMS-10 countries 60% of the 12-15 years old and in the EU-15 countries half of the age group (51%) do so. In both country groups those aged 16-17 years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



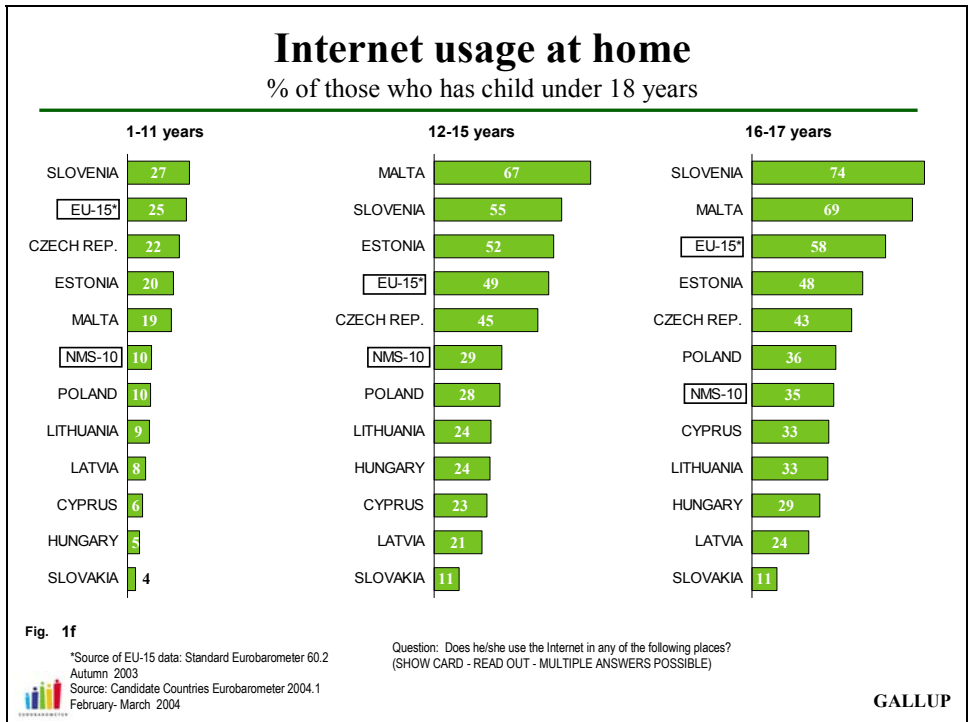
As regards **internet usage at home** Slovenians take the lead: in this country 41% of those below 18 years use the internet at home, followed by Malta with 37%, and Estonia the third where one third (33%) of them use internet from home. At the end of this list we find Slovakia: only 6% of the Slovakian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

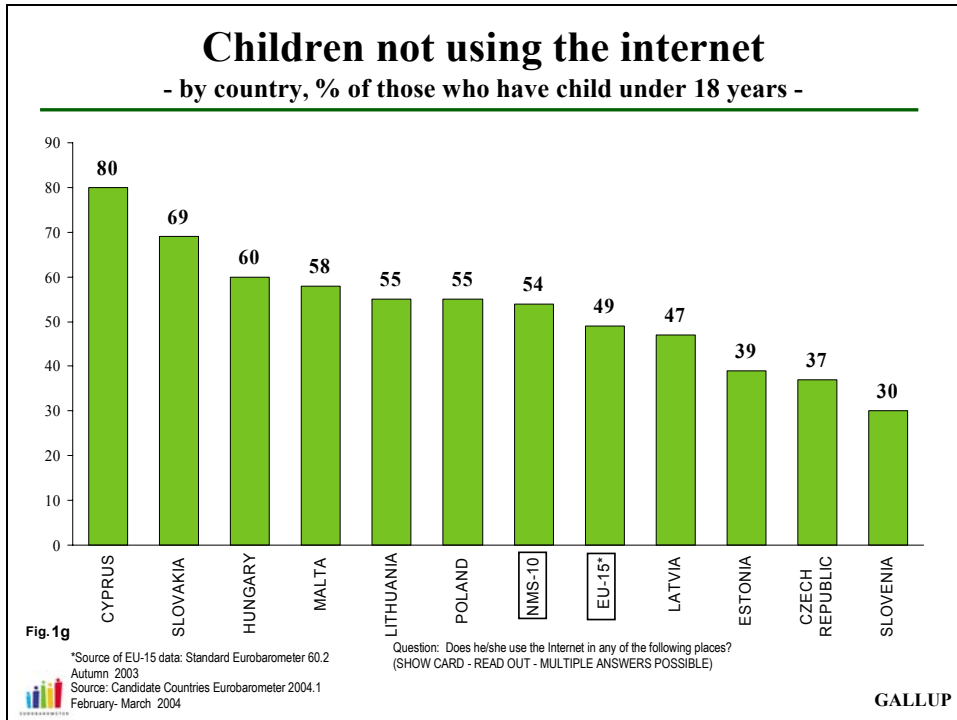


Using the internet at a friend's home is characteristic of the Czech youth in the highest proportion: every fourth of them use the internet this way. Also relatively many use the internet the same way in Estonia 19% and Slovenia 18%. In the least proportions Cypriot (4%), Hungarian (5%) and Maltese (6%)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

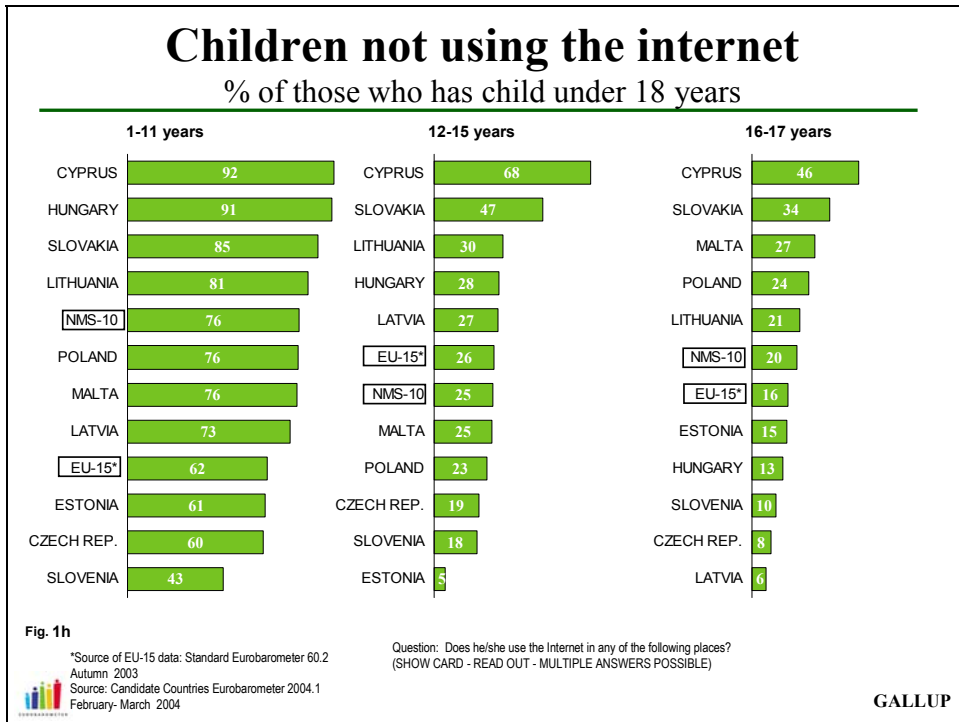
In the highest proportion Cypriots said that their children **do not use the internet**: four fifth (80%) of them said so. They are followed by Slovaks (69%) with a more than ten percentage points difference, and third come Hungarians (60%). We found four accession countries where less than half of the 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.

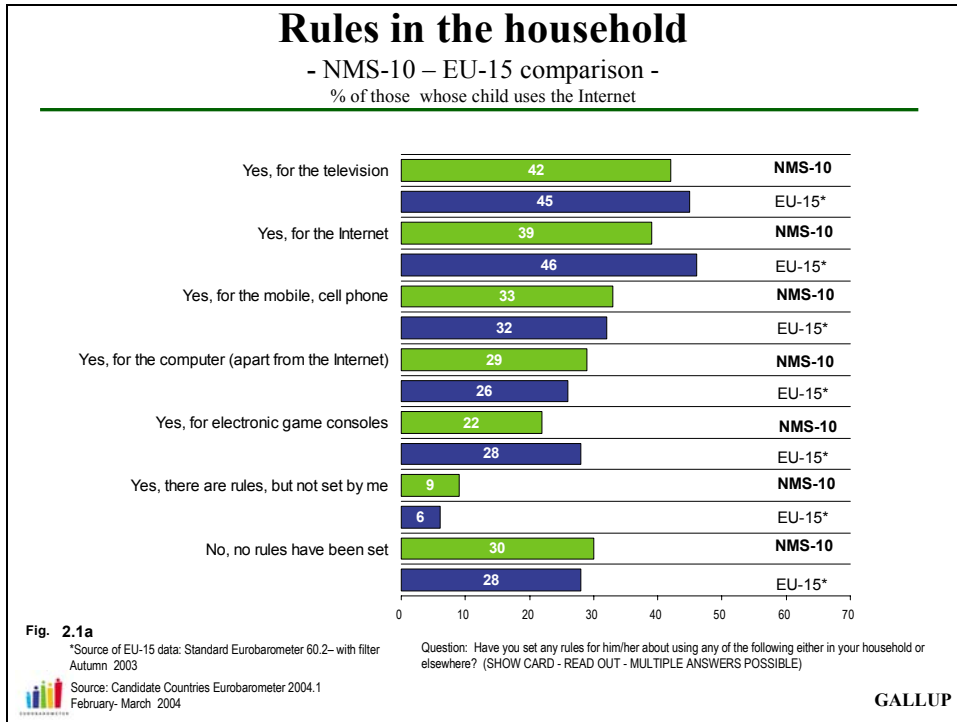
	NMS-10	EU-15
Child aged 0-11 years old	23	37
Child aged 12-15 years old	72	73
Child aged 16-17 years old	79	83
Girl	47	50
Boy	44	51
Mother	44	48
Father	47	54
Married parents	44	48
Single parents	53	57
Left full time education before 16 years old	27	48
Left full time education between 16 and 19 years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

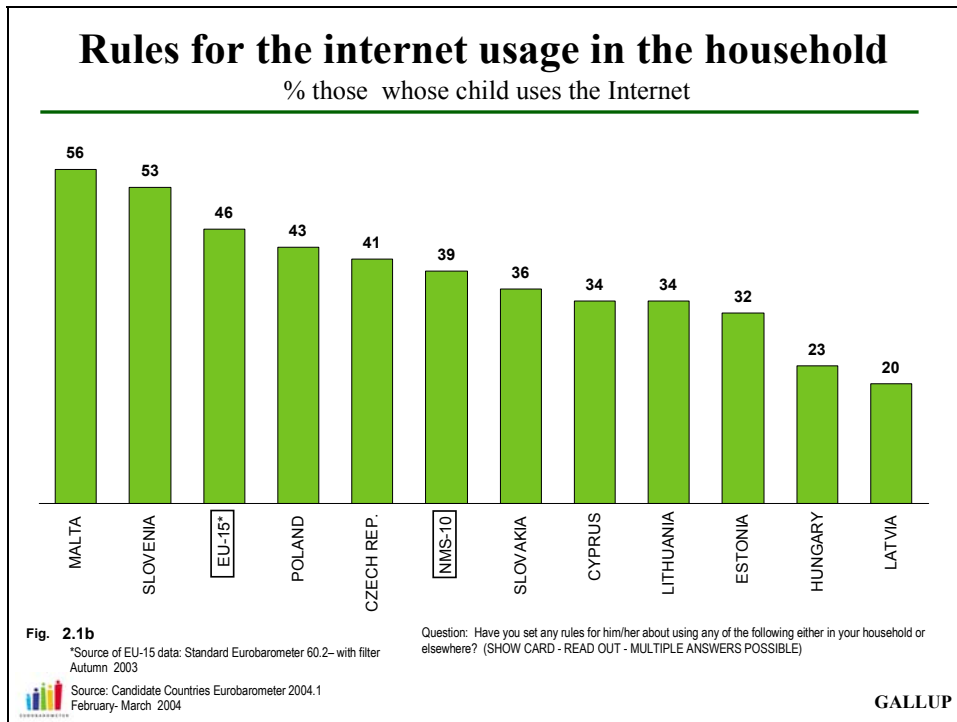
In the previous member countries the proportion of those not setting any rules regarding any of the listed communication and electronic devices is a little lower (28%) than in the new member countries (30%). (ANNEX TABLE 2.1a)

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".



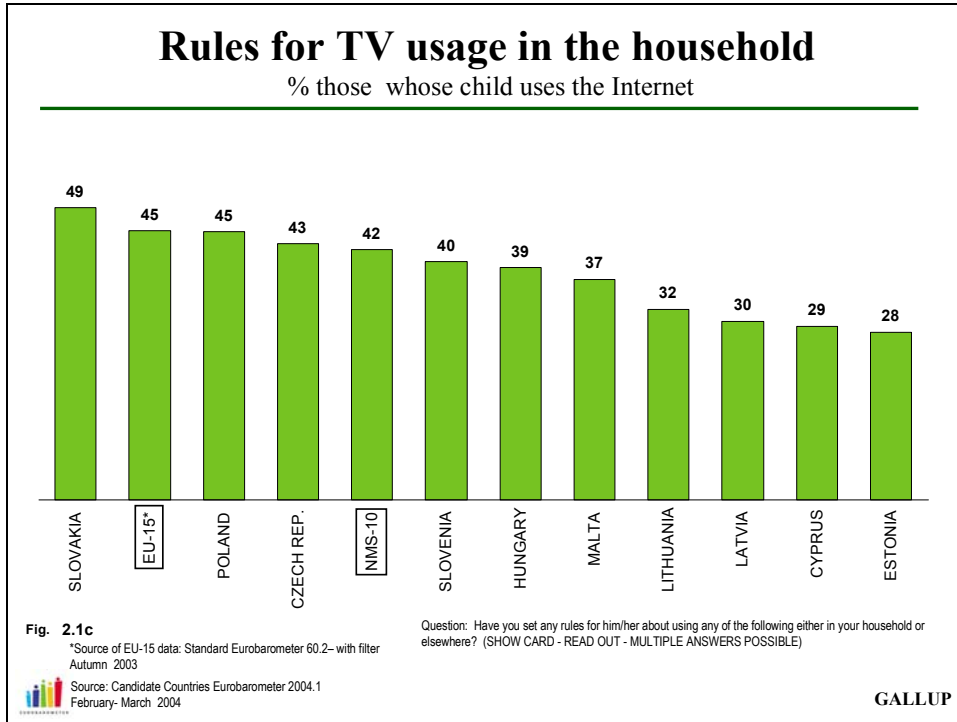
Women regulate internet usage in a somewhat higher proportion than men do: 37% of men and 41% of women set up such rules. Respondents living in large towns are more strict in relation to internet usage: while only one third (32%) of rural area parents, then somewhat more than half (52%) of large town 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

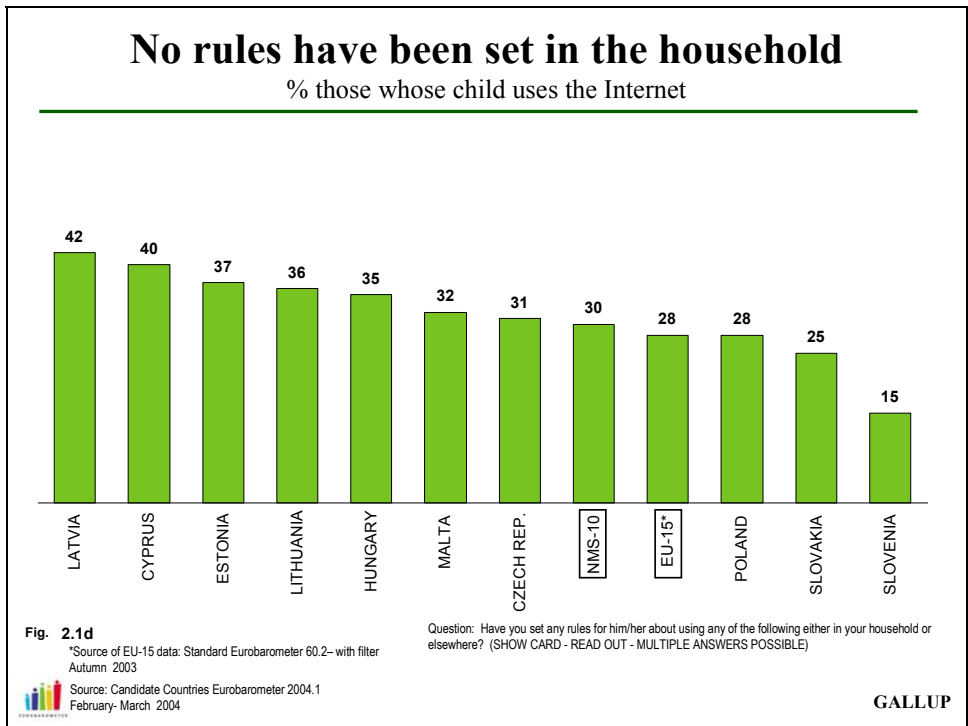
devices does not even reach one tenth (8%) of the respondents. In Hungary 12% and in Latvia 14% of the parents set up some sort of rules for electronic games consoles.

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.



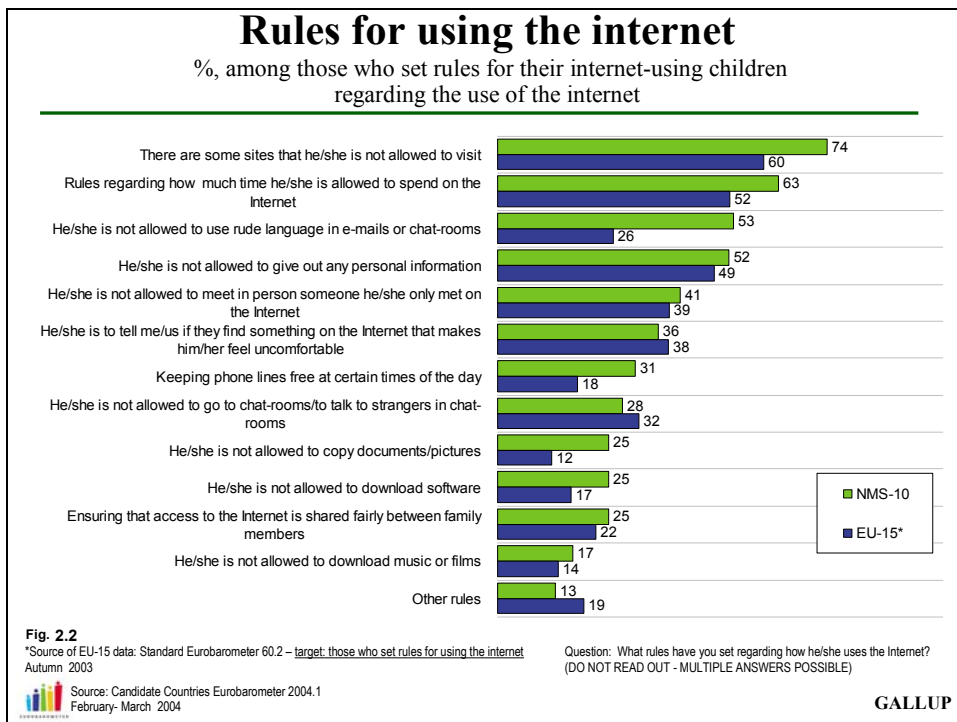
We find it mostly among the elderly that they do not use rules for the minors raised by them: 46% of those above 55 said so. In the highest proportion the retired agreed among the surveyed groups (53% of them do not restrict children in the surveyed items), while in the least proportion the respondents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

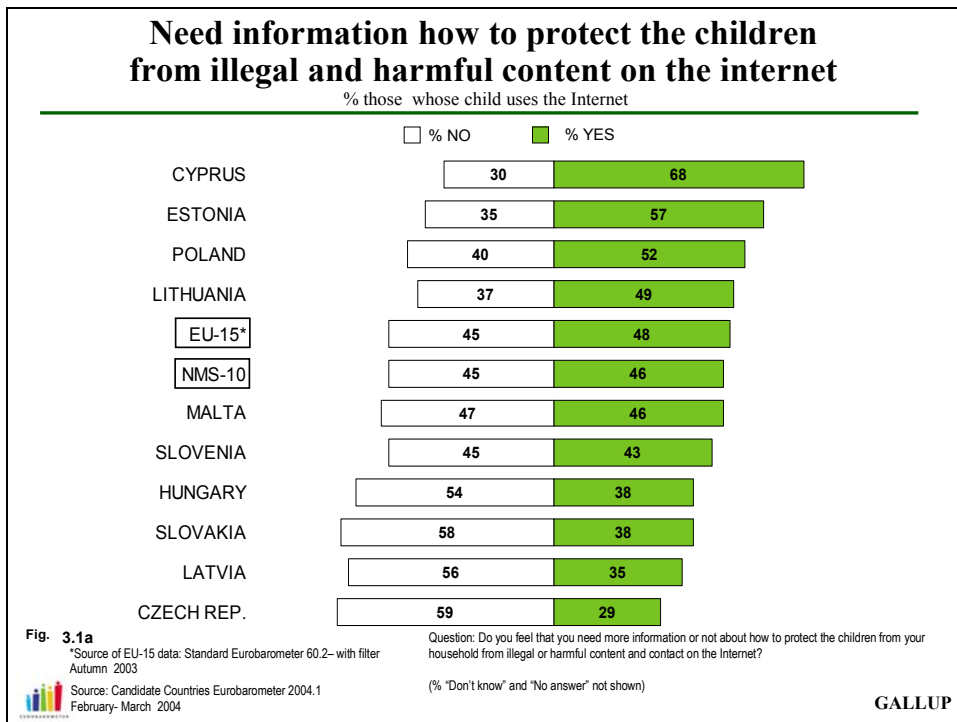
It is a rule of thumb that the child leaves the phone line free in determined periods of the day (31% in the accession countries and 18% in the previous member countries mention this) and that he lets other members of the family to have access to the internet (one fourth in the new member countries and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

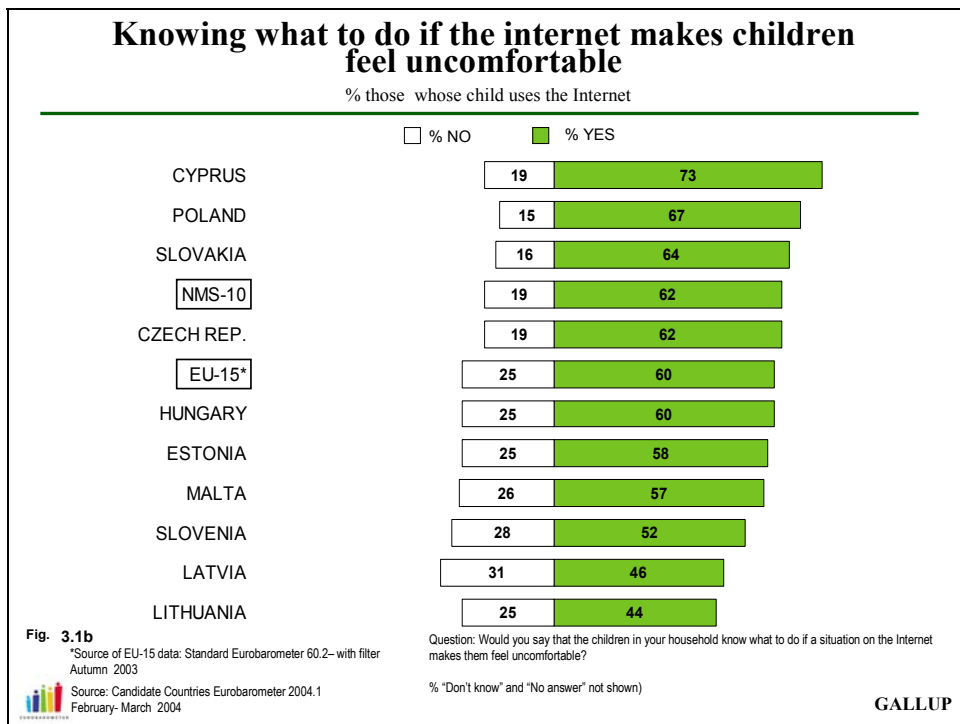


Among the surveyed groups housepersons (59%) would like to receive more information in the highest proportion, while in the least proportion those who are still studying (33%). Women would like to get more information in higher proportion: 48% of them said that they would need more information, while 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.

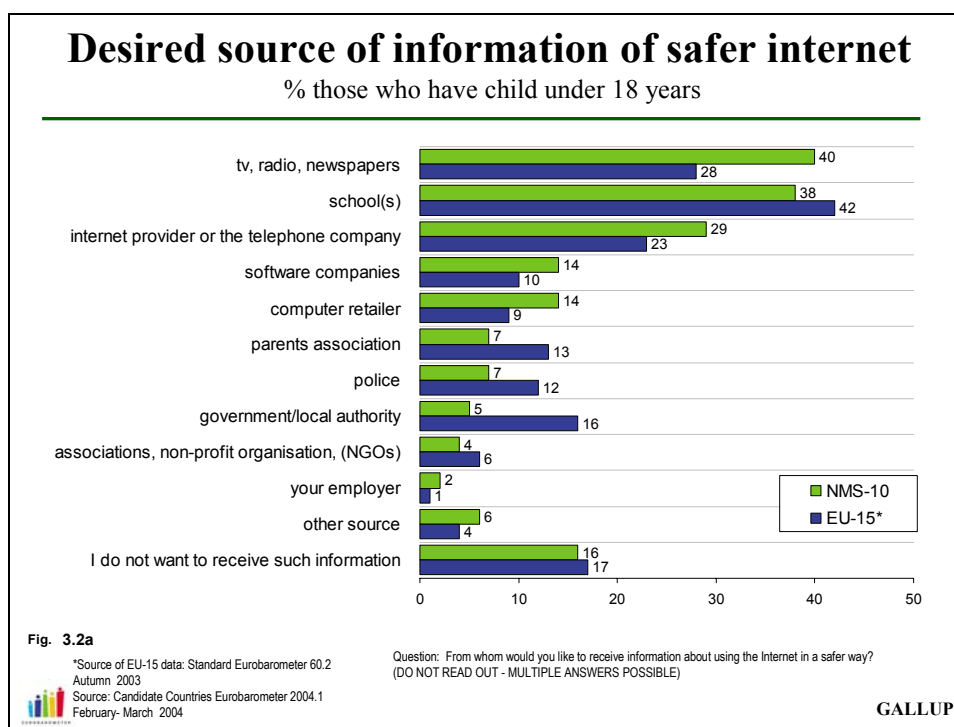
Among the surveyed countries Cypriots are the most resolute in the issue (the question was answered in the highest proportion in this country – many in the other countries were not sure what to say in this question) and they trust their children in the highest proportion, too: nearly three fourth (73%) 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.

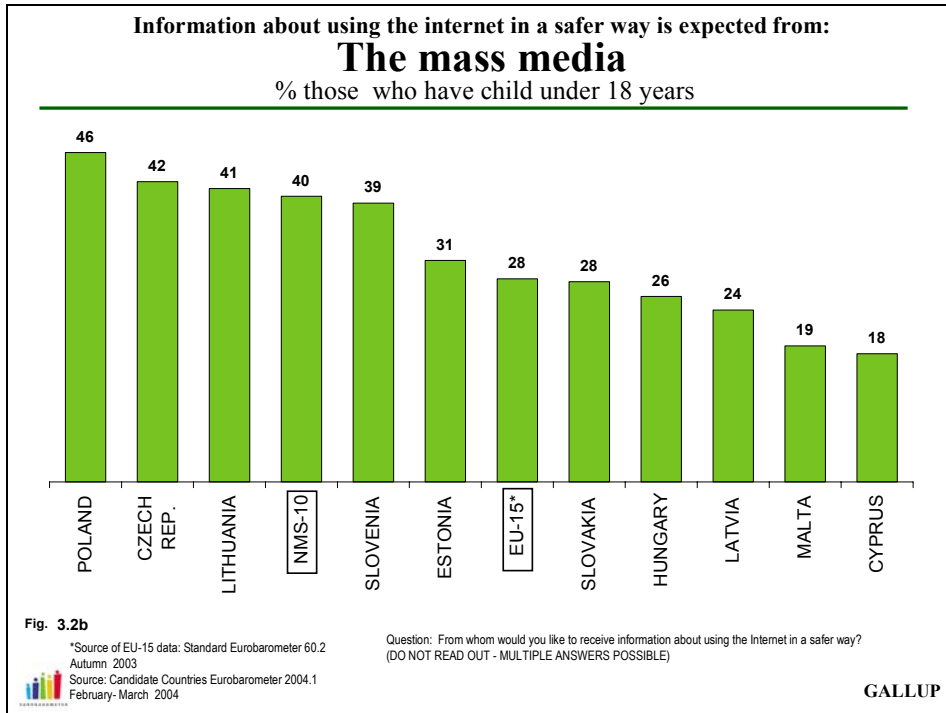
It is interesting that 16% of the parents in the accession countries and 17% on EU-15 level **do not want to receive such information** from anybody. It could mean that either they believe that using the internet is already safe or they think that they do not need help, because they know enough about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

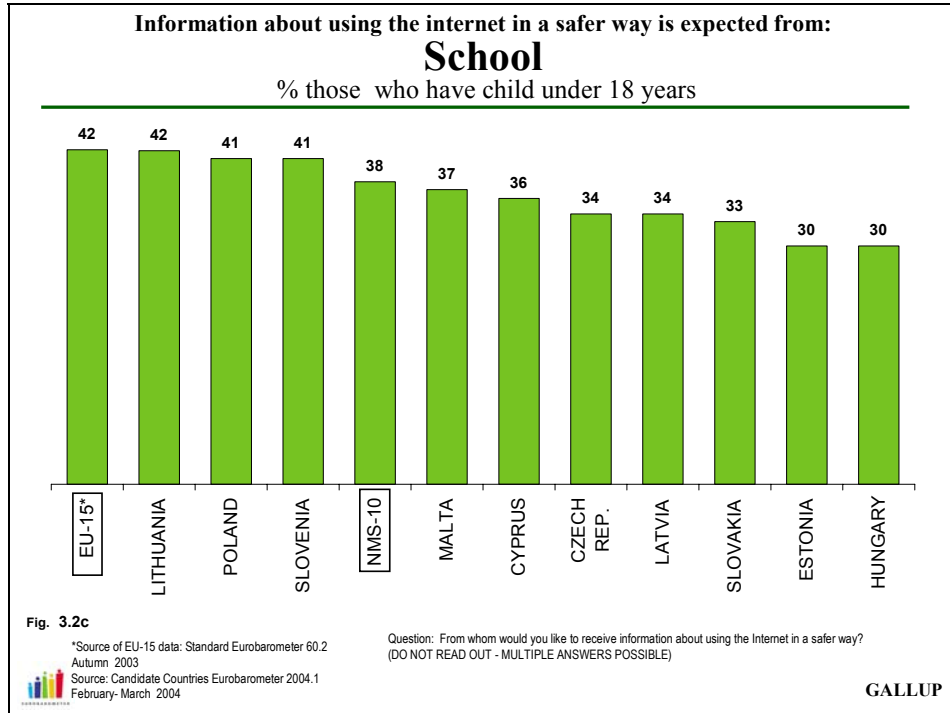
Schools come second in the NMS-10 zone – and first in the previous member states – to provide information about the safer use of the internet. (NMS-10: 38%, EU-15: 42%).

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

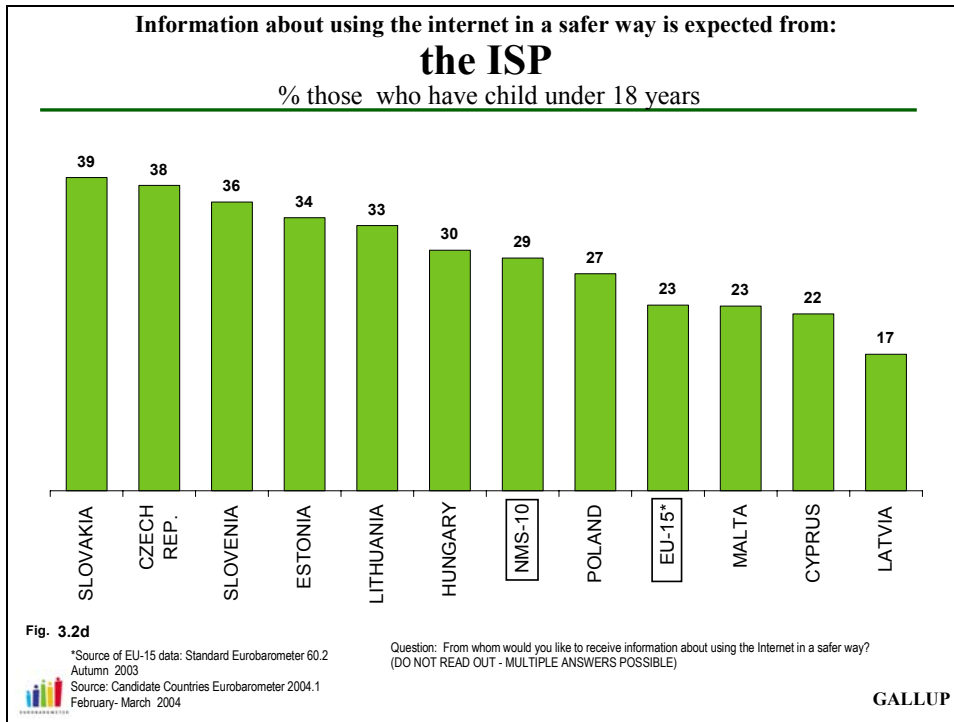
26% among those aged 15-24 share the same wish – the latter group is much less likely to have a child in schooling age anyway). (see ANNEX TABLE 3.3b)

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).

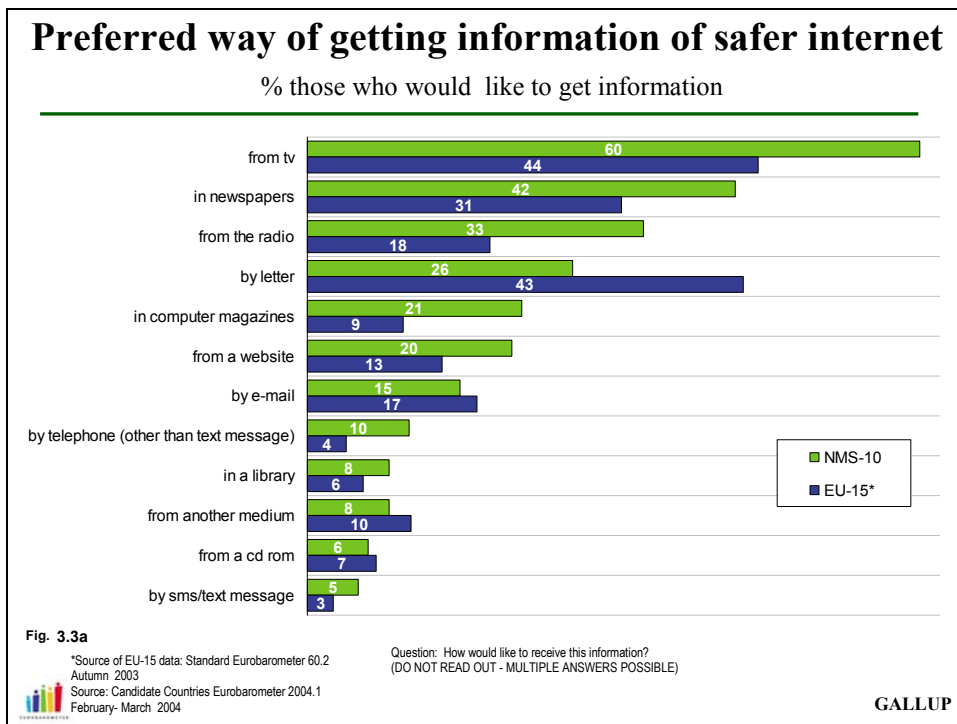
Such expectation is also clearly more characteristic to those who belong to the most educated group (40%), and it is decreasing parallel with education level. Those who finished their full-time education below 15 mentioned are much less likely (13%), and those, who finished their studies between 16 and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

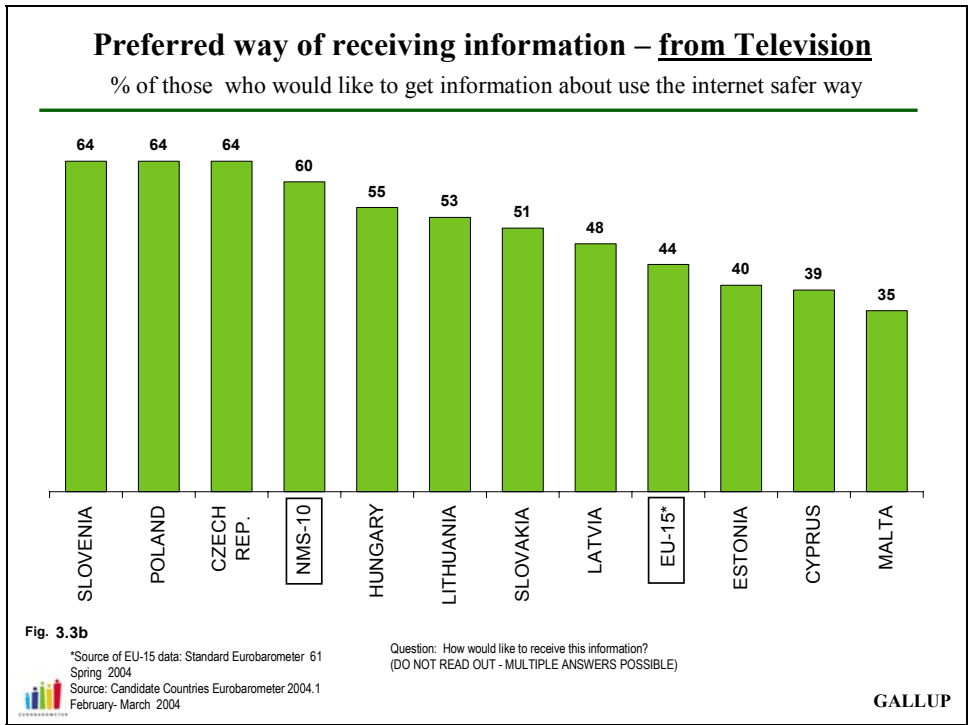
In the new member countries on the first three places – as the easiest and most comfortable ways to get information about anything, including the safer internet – we find the television (60%), the newspapers (42%) and the radio (with 33% of respondents mentioning it). (ANNEX TABLE 3.4a)

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.

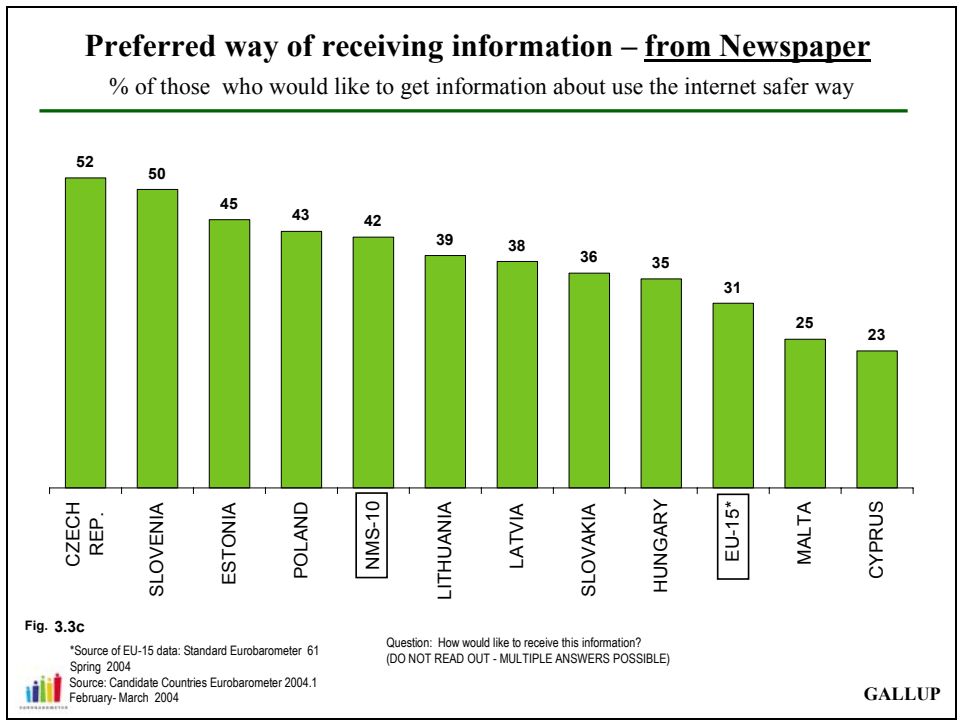


About two-thirds of the respondents would like to get information from the TV screens in Slovenia, Poland and in the Czech Republic (each 64%) regarding the safer internet. The new member countries' most preferred information channel was chosen in the least proportions by the Maltese (35%), Cypriot (39%)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

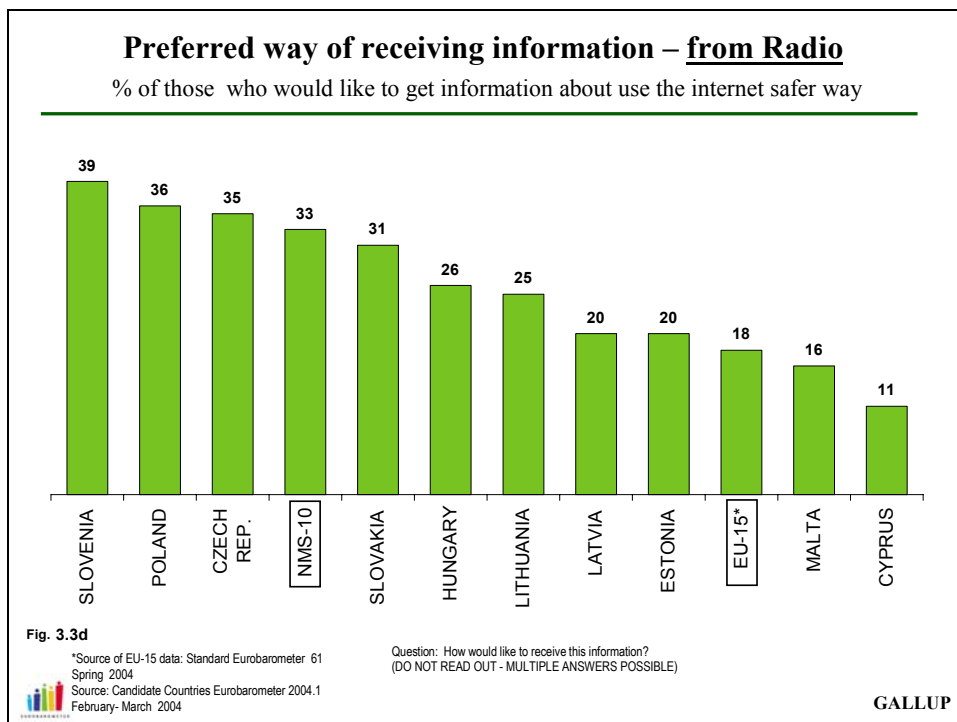


The second most frequently mentioned way to get more information about using the internet safer was the newspaper with 42% of citizens with a child under their responsibility mentioned it in the new member countries. This channel is more characteristic on parents in the Czech Republic (52%) and in Slovenia (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.



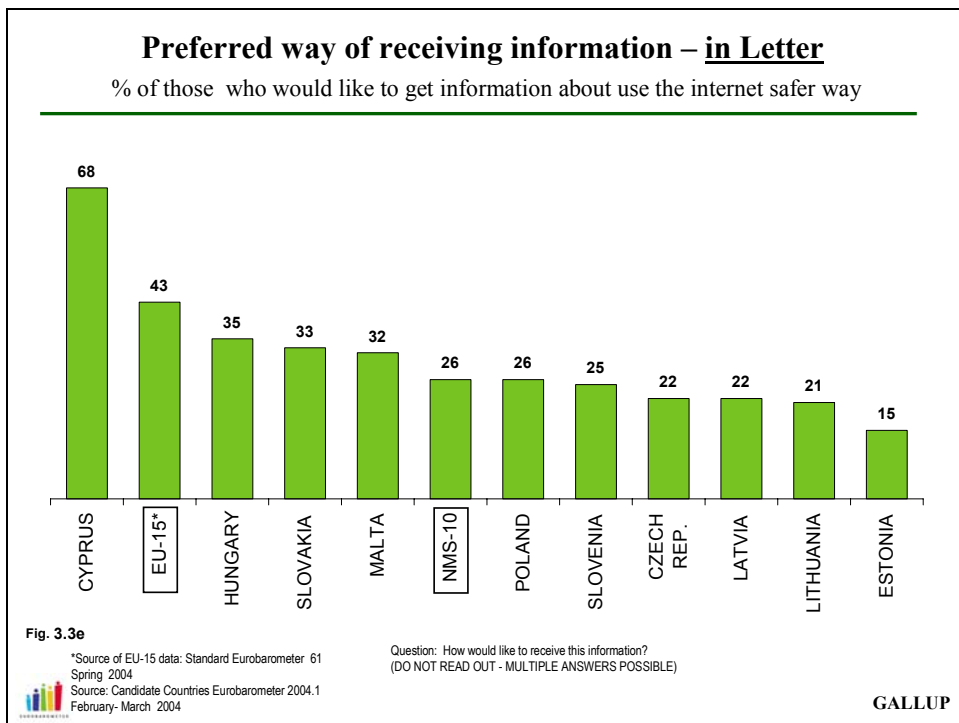
On the third place of the information channel ranking in the NMS-10 zone we find the radio, which was mentioned overall by one-third of the accession countries' respondents – among those who need information about the safe internet usage at all. As *FIGURE 3.3d* illustrates in Slovenia almost every four 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%).



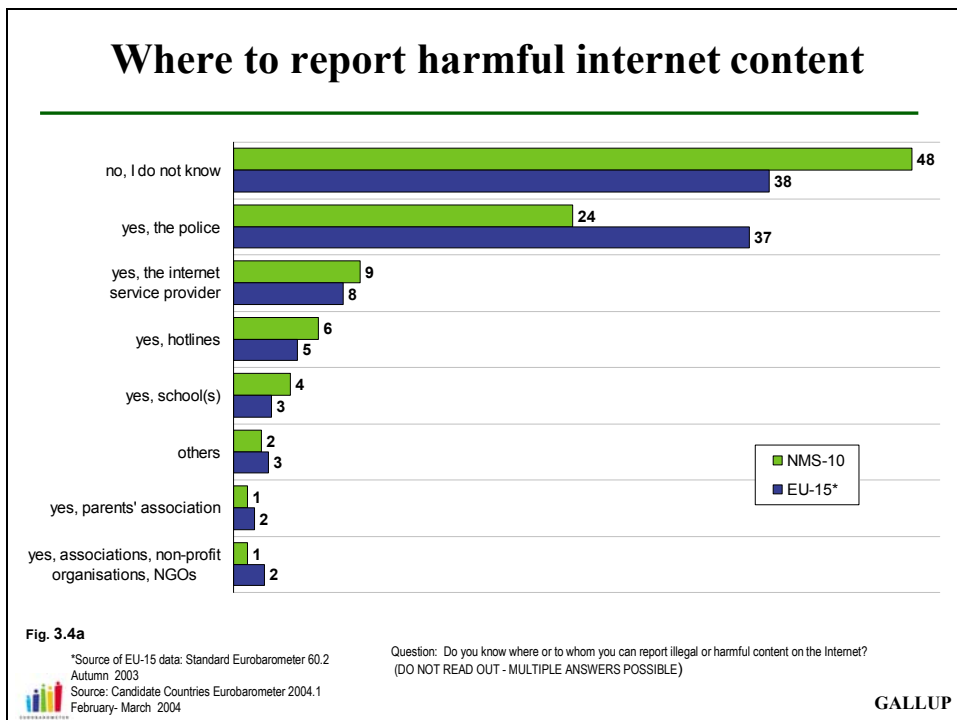
3.4 Where to report harmful content on the internet

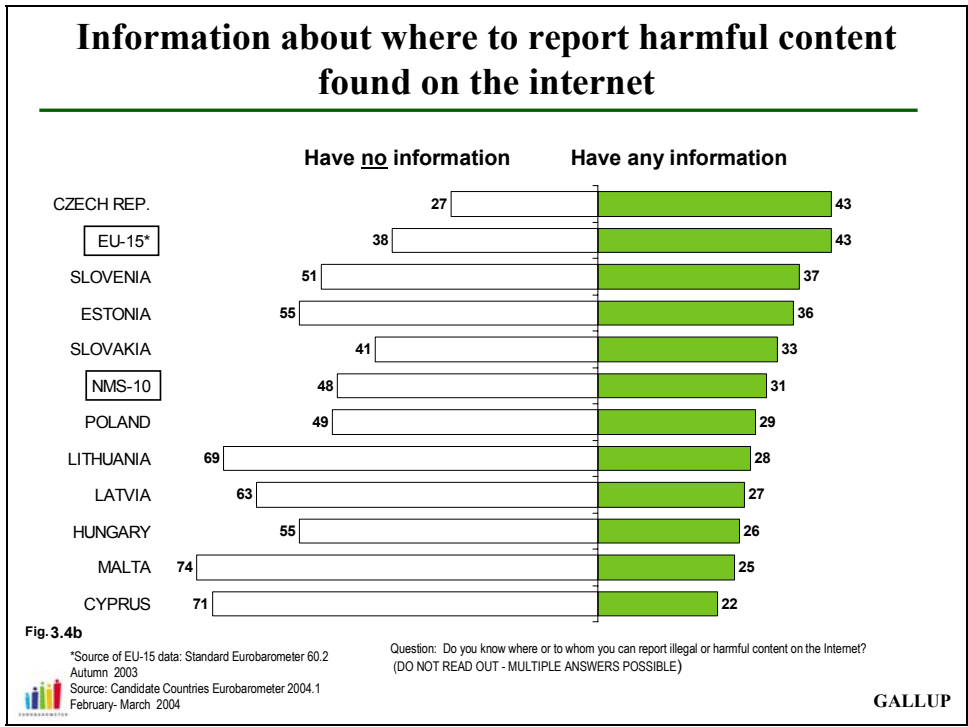
Eurobarometer investigated the people’s knowledge about how they can use the internet in a safer way, and in connection with this, whom they think illegal or harmful content found on the internet should be reported. In this question we asked everyone in the sample.

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*)