

# Illegal and harmful content on the Internet

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This survey was requested by the Information Society Directorate-General and coordinated by 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.

This public opinion survey was carried out at the request of Information Society Directorate-General and was managed and organised by the Directorate-General Press and Communication ("Public Opinion Analysis" Sector).

It was conducted in all the Member States of the European Union between 2 November and 12 December 2003, under the general coordination of the European Opinion Research Group E.E.I.G. in Brussels.

The technical specifications, the names of the institutes involved in the research and the questionnaire are annexed.

The European Commission accepts no liability of any kind arising from this report.

This report<sup>1</sup> was written by Rosario Spadaro, the EUROPEAN OPINION RESEARCH GROUP. The original language of this report is English.

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## Introduction

This report presents the attitude of European Union citizens towards illegal and harmful content on the Internet and their knowledge of how to protect their children against it.

The data making up this report were gathered between 2<sup>nd</sup> November 2003 and 12<sup>th</sup> December 2003 and are part of wave 60.2 of the Standard Eurobarometer. This survey comprised seven questions covering the following topics:

- Internet use among children and the place where they surf on the net
- The rules set by parents for their children about the use of Internet
- Parents' need for information on how to protect their children from illegal and harmful content / contact on the Internet.
- The way parents would like to receive information about using Internet in a safer way
- Awareness of how to report illegal and harmful content / contact on the Internet

In each member state, these questions were asked to a representative sample of the national population aged fifteen and over. 16 014 people in total were interviewed, an average of around 1 000 people per member state, except in Germany (2 000 : 1 000 in the new Länder and 1 000 in the old Länder), the United Kingdom (1 300 : 1 000 in Great Britain and 300 in Northern Ireland) and Luxembourg (600). We should point out that the figures presented in this report relating to the European Union as a whole are a weighted average of the national figures. The weighting used for each member state is the share represented by the population aged 15 and over of that country within the population aged 15 and over of the European Community as a whole<sup>2</sup>.

The technical specifications, which can be found in the appendices, give details about all issues relating to the methodology such as fieldwork dates, sample selection, population covered, weighting, confidence limits, etc. We should define certain terms used in these technical specifications: the marginal weighting factor is the one based on just a single variable, such as age or sex, while the crossed weighting factor is based on two variables crossed with one another, such as age with sex for example.

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<sup>2</sup> Cf. the technical specifications can be found in the appendices.

The NUTS regions are « a classification of the regions in the European Union according to a hierarchical structure with three levels ». The Eurobarometer is weighted on the basis of the NUTS 2 regions.

It should also be noted that the total of the percentages presented in the graphs illustrating the report and in the tables forming the appendices, might be over 100% if the respondent had the possibility of giving several answers to the same question.

It is also possible that the total doesn't add up to exactly 100%, but a number very close to it (99% or 101% for example). This is due to rounding.

The following abbreviations are used to refer to the member states :

B	Belgium
DK	Denmark
D	Germany
GR	Greece
E	Spain
F	France
IRL	Ireland
I	Italy
L	Luxembourg
NL	Netherlands
A	Austria
P	Portugal
FIN	Finland
S	Sweden
UK	United Kingdom

The abbreviation used to refer to the European Union as a whole is « EU 15 ». As to the abbreviation « DK », it signifies « Don't Know ».

## Note for the reader

European Union citizens are first asked to say whether they have in their household any child under their responsibility in each of the following band, or not:

- Under 6 years old
- 6-7 years old
- 8-9 years old
- 10-11 years old
- 12-13 years old
- 14-15 years old
- 16-17 years old
- I do not have any child under 18 years old

Most of the questions that followed were only asked to people who have a child under 18 years old. Furthermore they were invited to think of the child whose birthday was closest to the date of this interview (first birthday to come) when answering those questions.

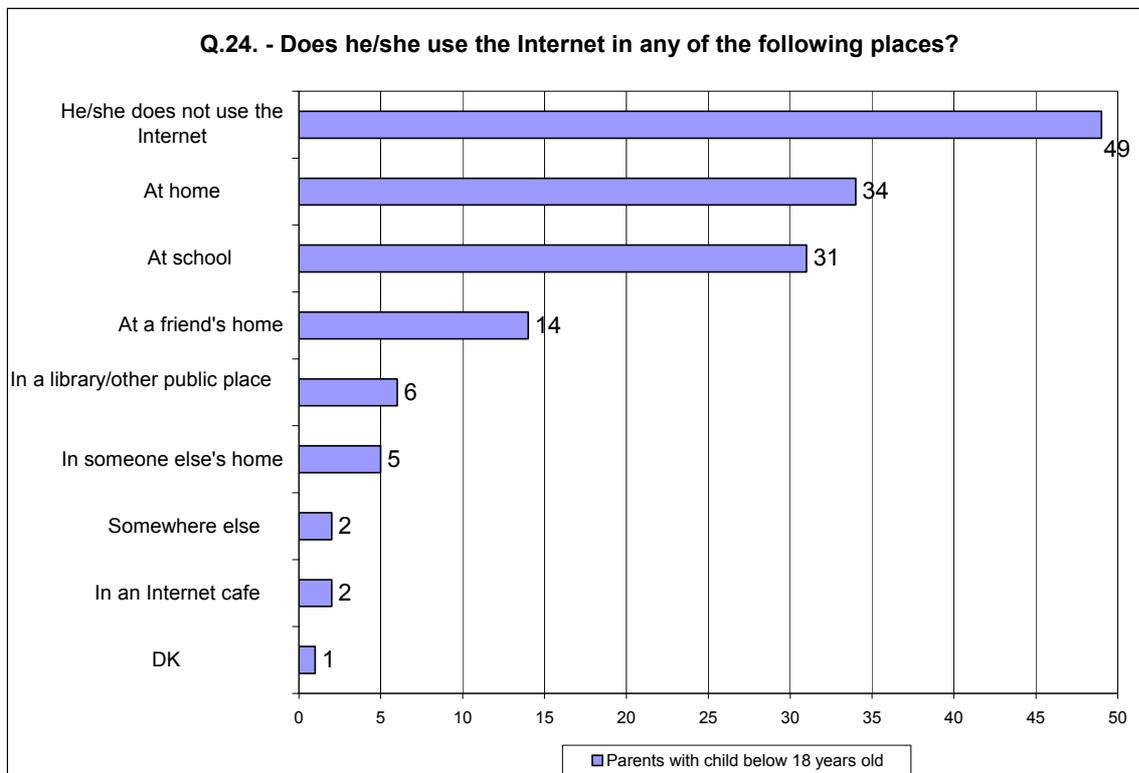
In the analysis presented in this report, results were grouped into the following age categories:

- 0-11 years old
- 12 to 15 years old
- 16 to 17 years old

## 1. Where do children use the Internet?

Parents were presented a list of places where one can use the Internet. Thinking of their child whose birthday was closest to the date of the Interview, they were asked to say if he or she uses the Internet in one of these places.

First, it is interesting to note that, **according to the half of parents (50%), their child under 18 years old uses the Internet.**



**The first place** that parents mentioned where children use the Internet is their **home (34%)**. The second place is school (31%). More rarely, children surf on the Internet at a friend’s home, according to 14% of European Union parents.

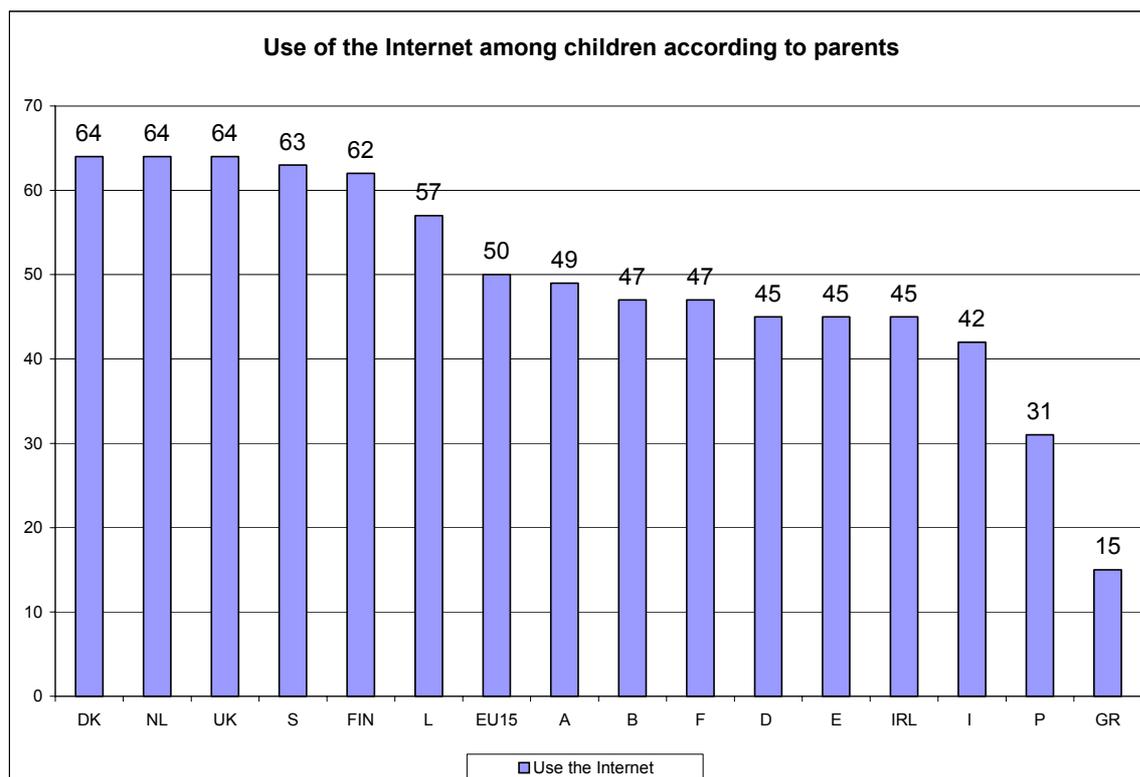
The country-to-country analysis shows a difference in usage pattern of the Internet.

**Parents from the Northern countries of the European Union are more likely than the others to report that their children use the Internet.** This represents 64% in Denmark, the Netherlands and the UK, 63% in Sweden and 62% in Finland. The lowest figure for the Internet use among children is observed in Greece and Portugal where only 15% and 31% of parents, respectively, reported so.

The home is the first place mentioned by respectively 56% and 55% of Swedish and Danish parents. Greece and Portugal show a quite different picture as far as the Internet use at home is concerned: only 7% and 10% of parents, respectively, said their children do so.

Looking at the answers given by parents, children do not seem to benefit from the Internet at school in the same way across the European Union. While they are more than 40% in Sweden (54%), in Denmark (53%) in the UK (51%), in the Netherlands (49%), in Finland (45%) and in Luxembourg (41%) to use Internet at school, they are only 8% in Greece and 11% in Italy.

A friend's home is also a common place to surf the net for the Swedes (37%), the Danes (30%), the Dutch people and the Finns (29% each).



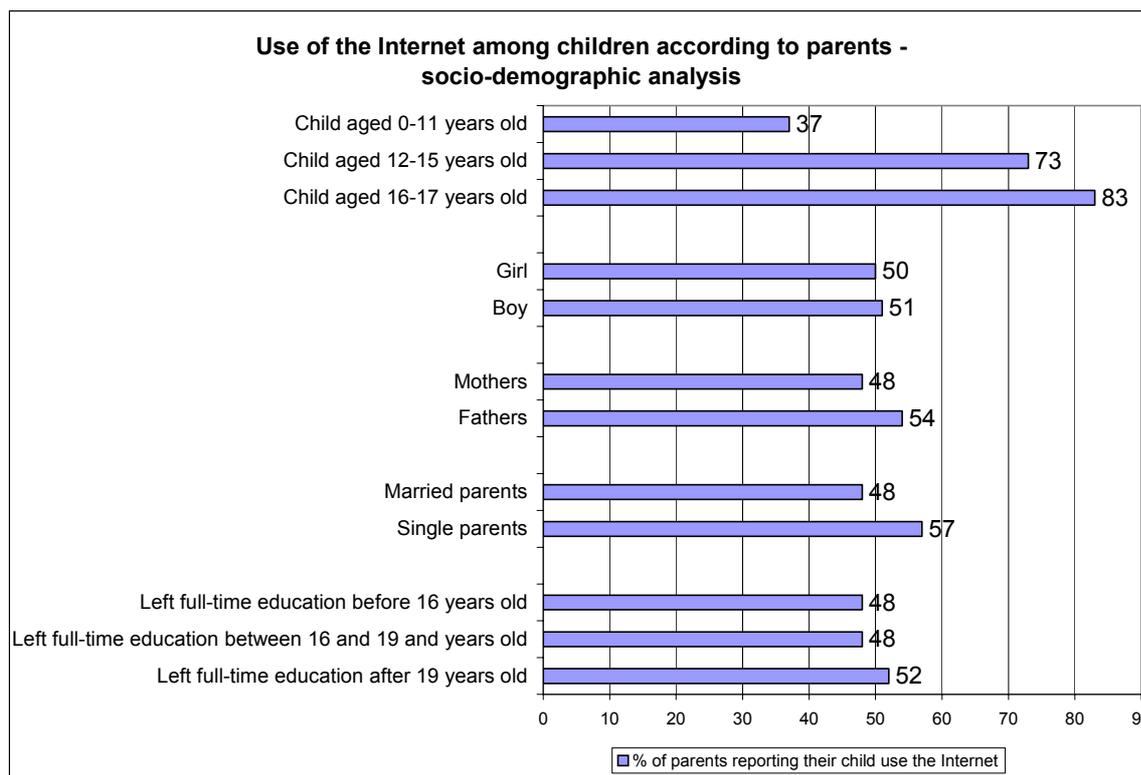
### **Socio-demographic analysis**

The extent to which parents report that their children use the Internet varies according to different factors: the age of the child, the gender, the marital status and the level of education of the respondent.

**According to 37% of parents, their children aged 11 years old or younger use the Internet.** This figure goes up to 73% when speaking of children aged between 12 and 15 years old and 83% when they are aged 16 to 17 years old.

There is a significant difference between mothers and fathers in reporting the fact that their children use the Internet or not. Fathers seem more likely to mention that their children use the Internet than mothers (54% for the first against 48% for the latter). The same trend is observed among single parents vs. married parents (57% for the first, against 48% for the latter).

Highly educated parents are more likely to believe that their children surf the net than less educated parents (52% of parents who have ended full-time education at the age of 20 years old or beyond against 48% for the others).



**When focusing on the parents who reported that their children use the Internet,** it appears that the place where it is used depends again on the age of the child but also its gender and that of the parents, the marital status of the respondent and its level of education.

As said previously, the home seems to be the first place where children use the Internet. This is the case in the 3 age categories. However, those aged 12 to 15 years old are the most likely to use it also at school (69% against 60% for the youngest and 66% for the oldest). Internet use at a friend's home increases with the age of the child: 36% of parents with children aged 16 to 17 years old against 32% of those with children who are 12 to 15 years old and 22% with children below 12 years old reported so.

The analysis by gender of the children shows that girls seem to be a little bit more inclined to use the Internet at home than boys, according to their parents (70% against 68%). The latter seem to be more likely to go to a friend's home than girls (30% against 25%).

Furthermore, 74% of fathers against 65% of mothers mentioned that their children surf the net at home whereas 63% of mothers against 61% of fathers reported that this is done at school. Another striking difference is the figure recorded by "in someone else's home". It is almost twice as higher among mothers than among fathers (12% against 7%)

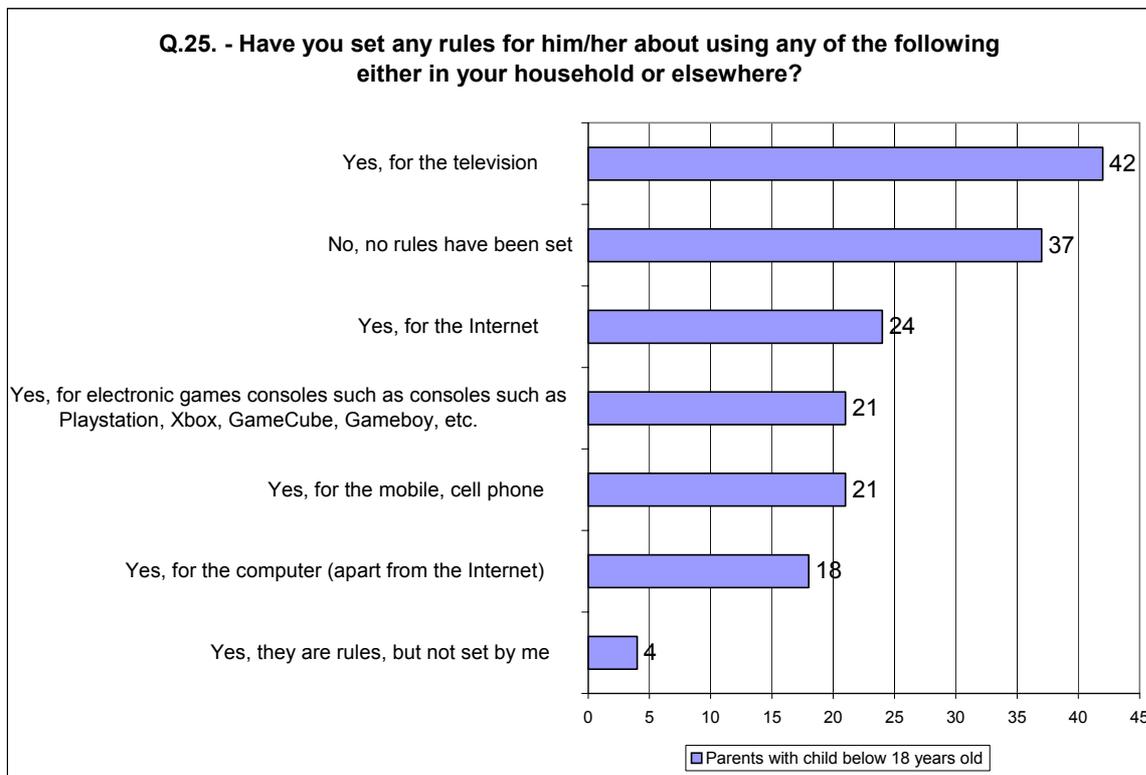
Married parents are more likely to report that their children surf the Internet at home compared to single parents (72% against 57%). The opposite trend is observed when speaking of the Internet use at school, at a friend's home or at someone else's home.

Finally, the higher the level of education of the parents, the more likely they will report that their children use the Internet at home (25% of those who left full-time education before the age of 16 years, 32% of those who left it between 16 and 19 years old and 43% of those who left it after 19 years old).

## 2. Rules set by parents for children about the use of Internet

### 2.1. Rules are first set for television

To the question “Have you set any rules for him/her about any of the following either in your household or elsewhere?”, 42% answered “yes, for television”. The Internet comes second with 24% of parents having said so (46% of parents who reported that their children use the Internet). One fifth of them set rules for cellular phone and for electronic games such as Playstation, Xbox, etc. However, a fair share has set no rules (37%).



More than 60% of Greeks have set rules for television. They are followed by 52% of French people. In Sweden, on the other hand, this is only the case for 27% of those polled.

The Finns and the Swedes (41%) are the most likely to impose rules to their children for the Internet use. The British and the Dutch people follow with respectively 38% and 35% of them having declared to do so.

At the opposite side, the Portuguese and the Greeks are the least likely to set rules for their children about Internet use in their household or elsewhere. The former, together with the Spaniards are those who set no rules at all whether to be for television, mobile phone, electronic games or computer (55% and 53%, respectively).

### **Socio-demographic analysis**

First, looking at the results broken down by age category, it is interesting to note that **rules for television is more likely to be imposed by parents on children below 12 years old** (47% against 44% in the case of children aged 12 to 15 years old and 28% for oldest children).

**Rules for the use of mobile phones and electronic games seem to be more set for children aged 12 to 15 years old** than for the others (33% and 26% respectively). It is also the case for the **use of the Internet**, according to 37% of parents (against 20% of parents with children below 12 years old and 30% of parents with older children).

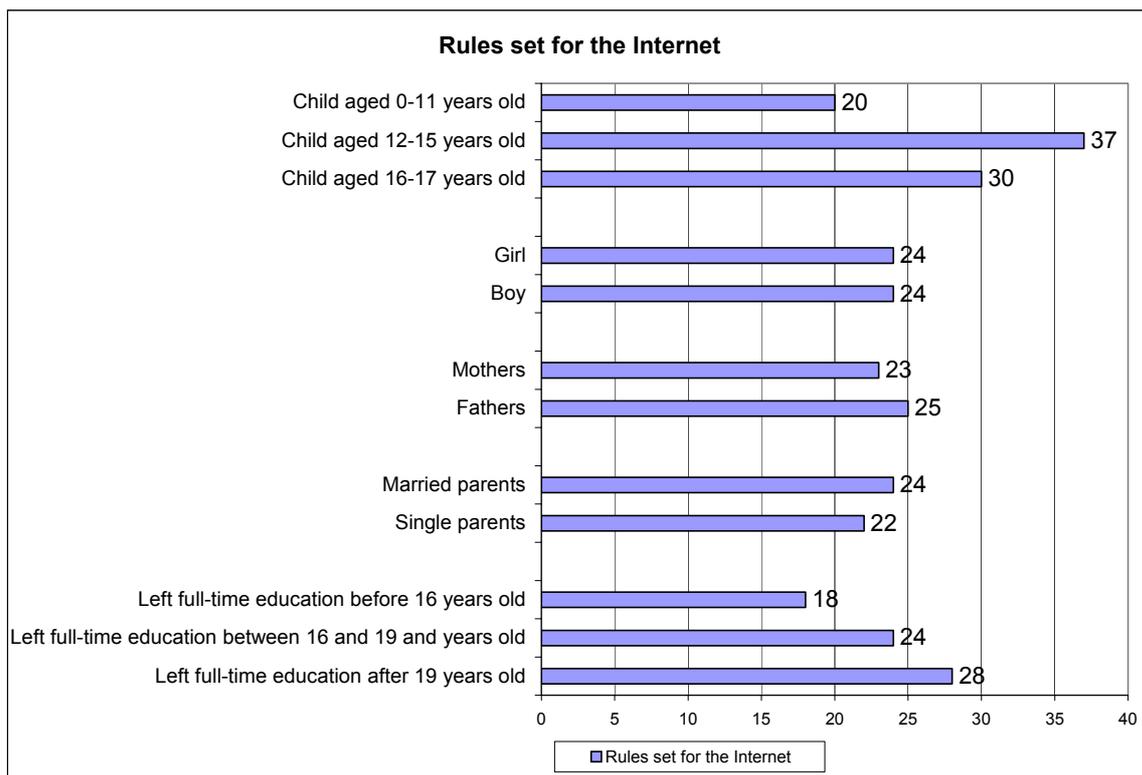
Overall, the early adolescence seems also to be the period when children are imposed rules most, i.e. 67% of those aged 12 to 15 years old (against 59% among those aged 0 to 11 years old and 58% among those aged 16 to 17 years old).

**Parents impose rules differently according to the gender of their children.** Girls are more likely to be imposed rules than boys as far as television (43% against 41% for the boys) and the use of their mobile phone (23% against 19%) are concerned. For the latter, on the other hand, rules concern electronic games (26% against 16% for the girls) and the computer (20% against 16%).

43% of mothers against 40% of fathers set rules for the television. The latter are the most likely to impose rules for the use of the Internet (25% against 23% of mothers).

Furthermore, the marital status of the parents plays a role in the rules that are set for their children. Married parents will tend to impose rules for the television (44% against 36% of single parents), the Internet (24% against 22% of single parents) and the computer (18% against 15%). **Overall, they are keener to impose rules as opposed to single parents (60% against 56%).**

Finally, the fact of imposing rules on children **depends also on the level of education of the parents.** 64% of those who left full-time education after 19 years old do so against 59% of those who left it between 16 and 19 years old and 52% of those who left it before 16 years old. Concerning the rules set for the Internet, this figure goes from 18% for the least educated to 28% for the most educated.

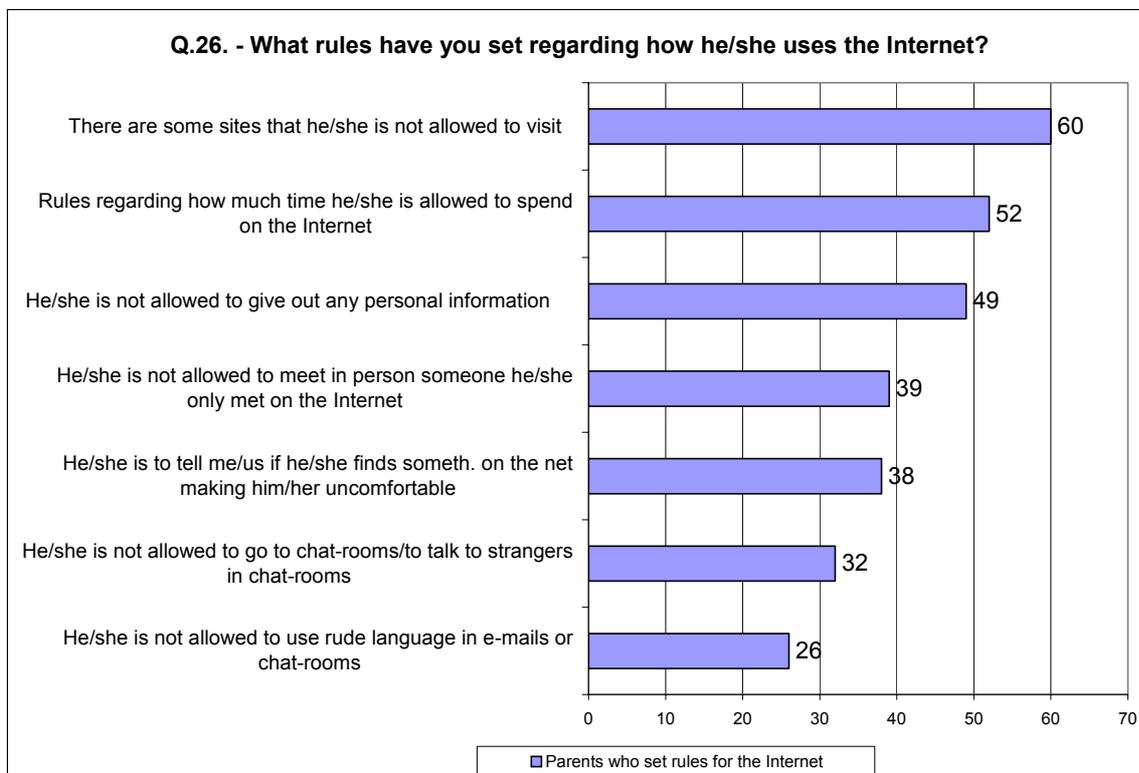


## 2.2. What rules are set for the use of the Internet?

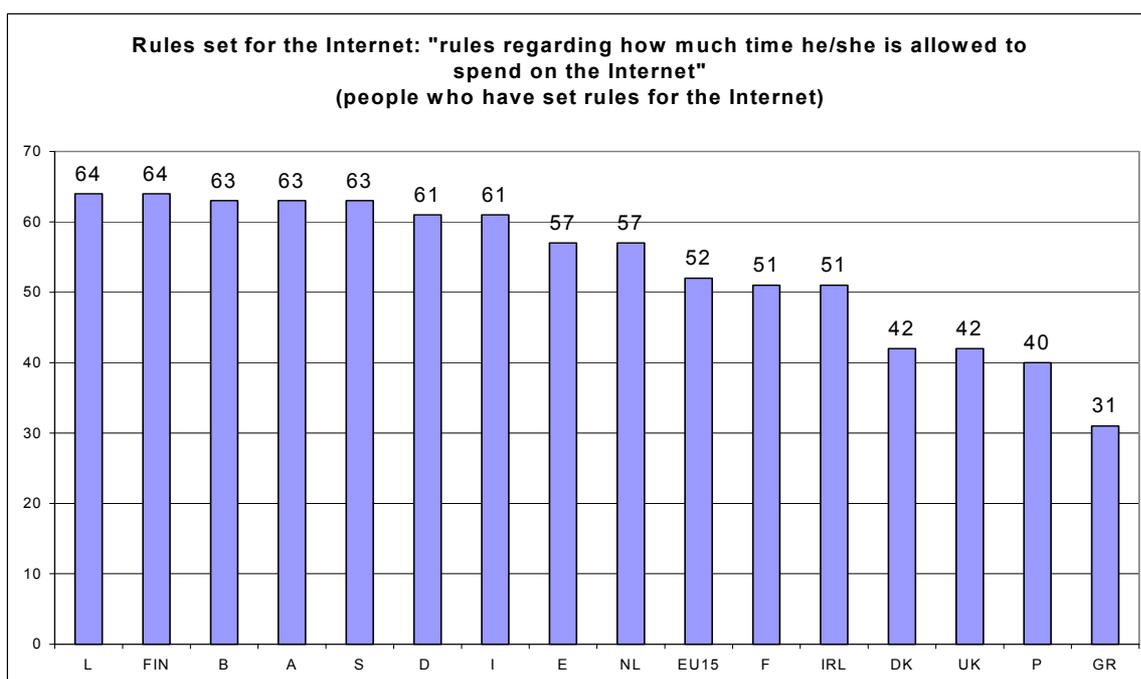
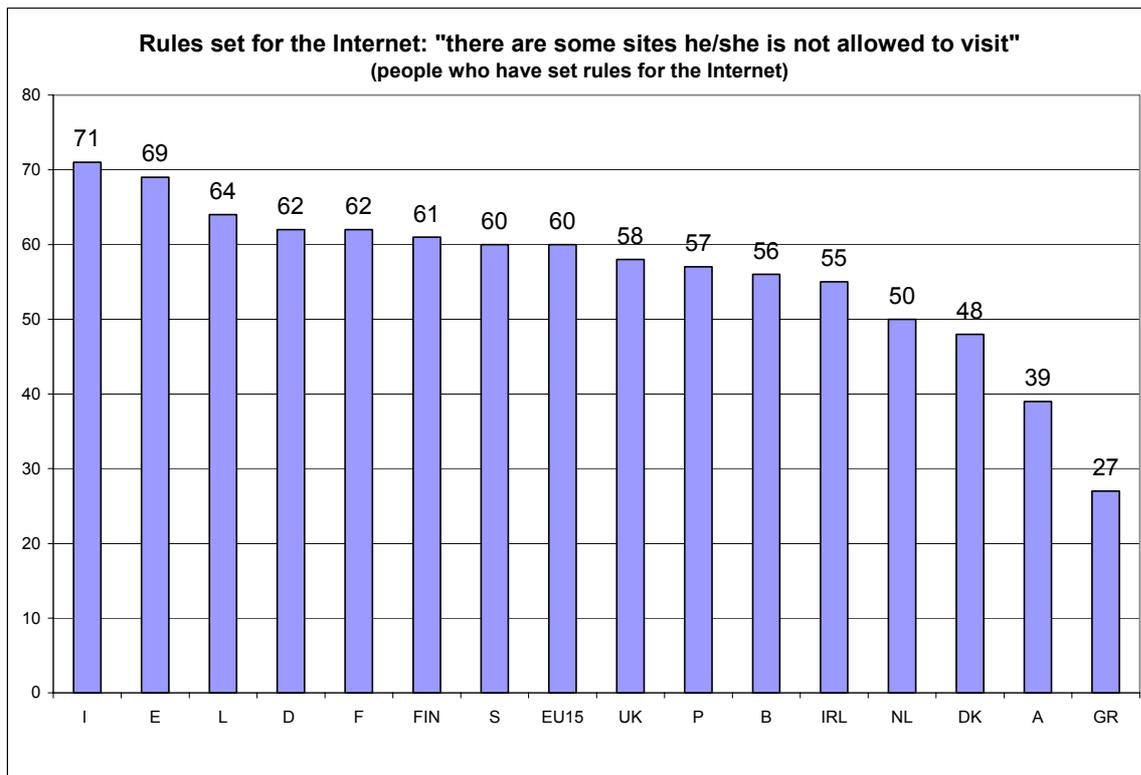
Six respondents out of ten, who impose rules to their children for the use of the Internet, **do not allow visiting some sites**. The second rule that came out more often concerns the **time spent on the Internet** (52%). The third consists in not **giving out any personal information** (49%). A fair share of parents (38%) has told their children to report to them anything that made them uncomfortable on the net.

In the context of the development of chat rooms as a means of communication among young people, let's also point out two interesting rules that were mentioned by respectively 39% and 32% of parents:

- Children are not allowed to meet in person someone they met on the Internet.
- Others are not allowed to go to chat-rooms at all or at least they are not allowed to talk to strangers in chat-rooms

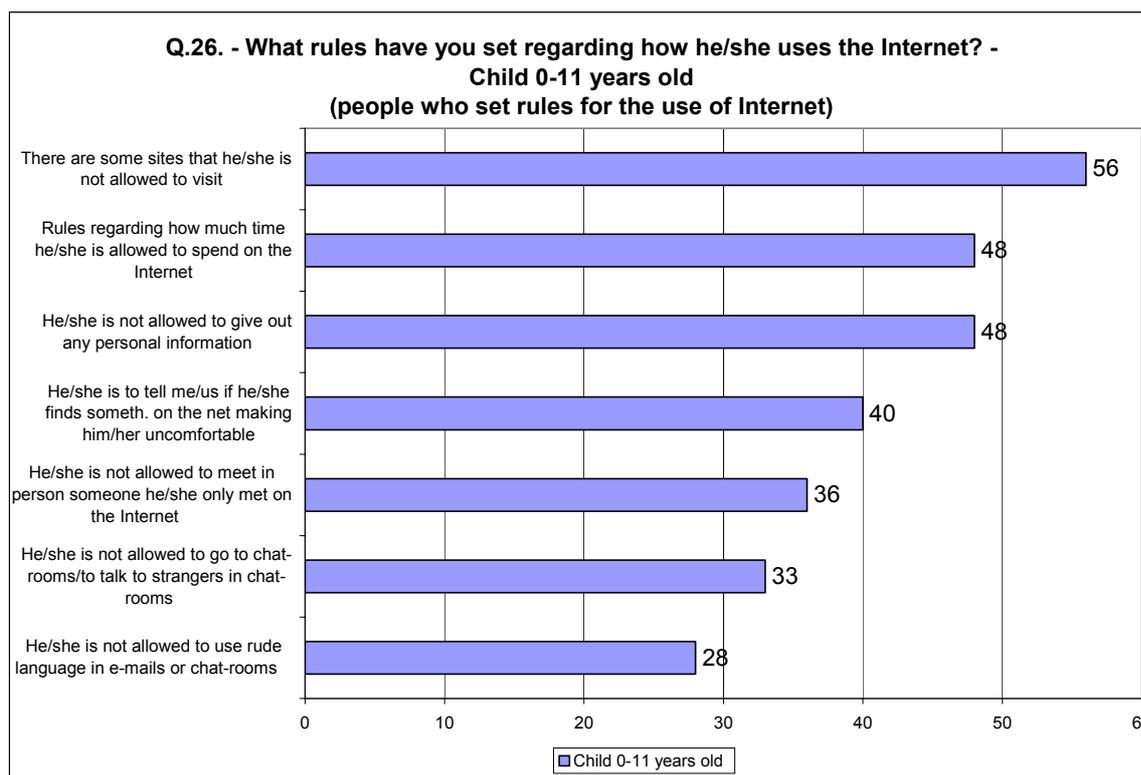


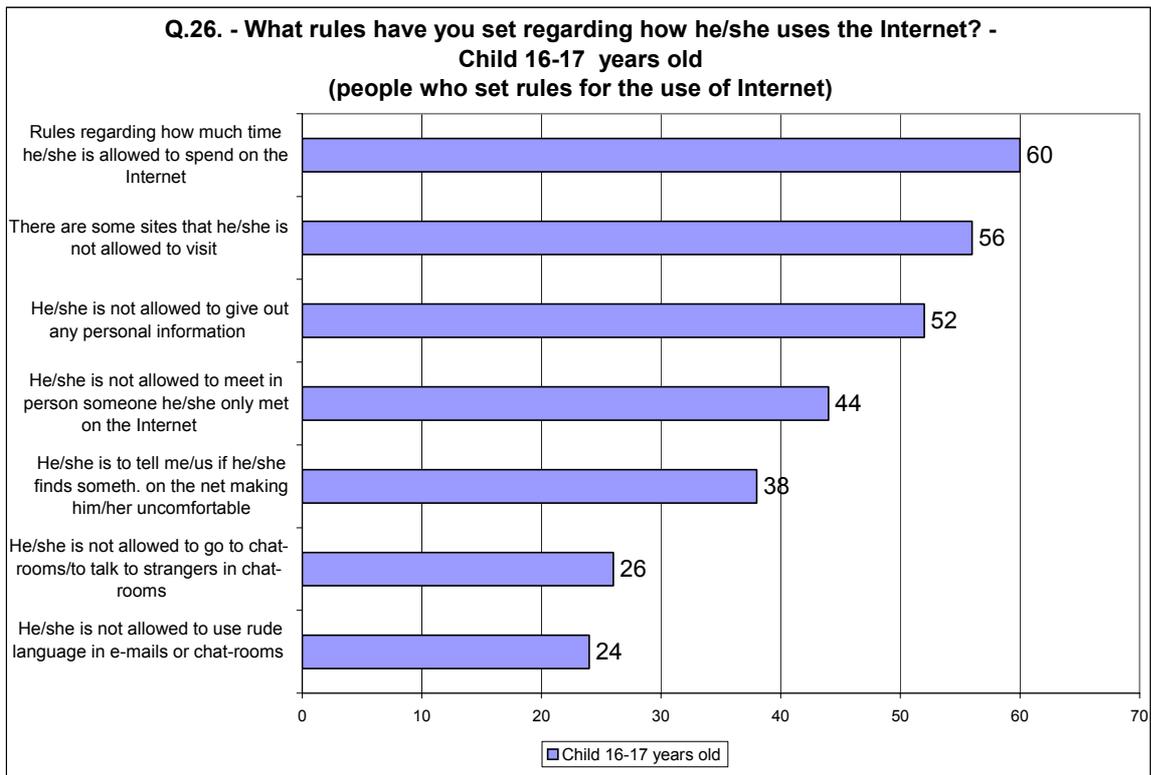
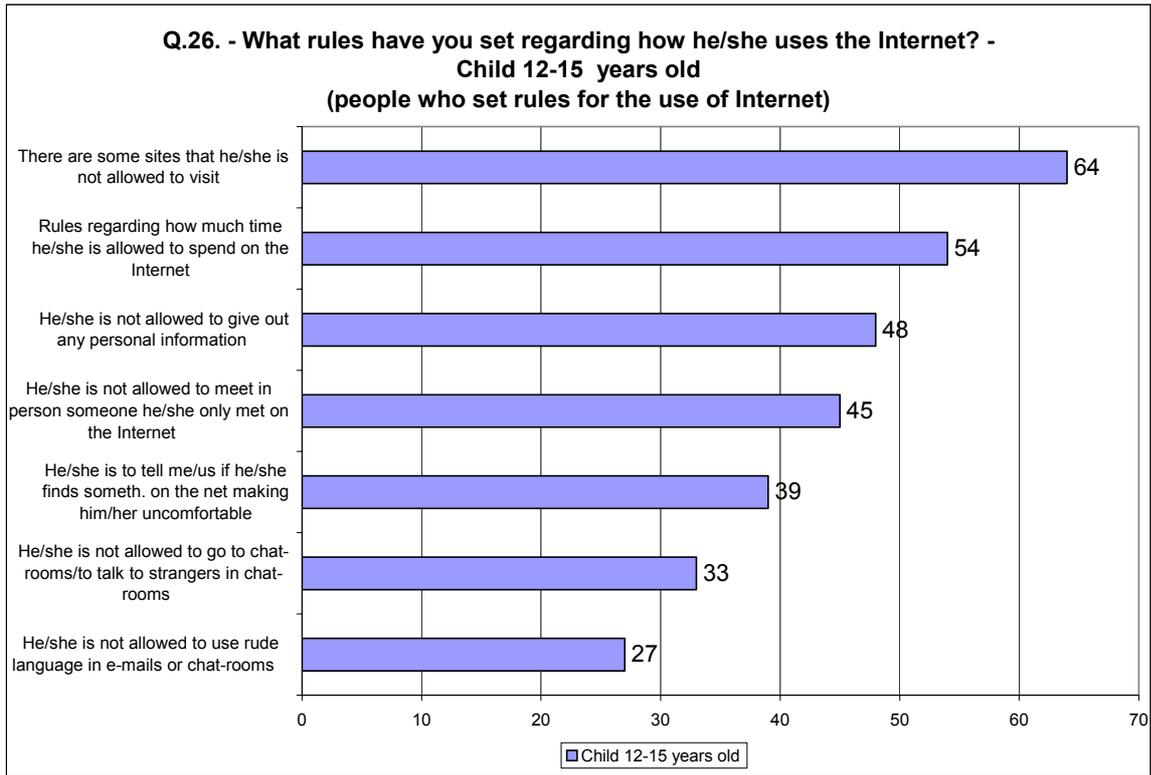
When looking at the results by country for the rules that are set most, it is interesting to note that **in Italy and in Spain, parents do not allow their children to visit some sites** (71% and 69%, respectively). In Finland, in Luxembourg (64% each), in Austria (63%), in Sweden and in Belgium (63% each), they tend to limit the time allowed to spend on the Internet.



**Socio-demographic analysis**

The first rule that is set for parents for **children aged 0 to 15 years old concerns the sites they are not allowed to visit** (56% for children aged 0-11 years old vs. 64% for children aged 12-15 years old). For children aged 16 to 17 years old, it concerns the time they are allowed to spend on the Internet (60%).





**Girls are more likely to be imposed restrictions on the sites they are allowed to visit than boys**, according to parents (61% vs. 59% of boys). They are also told not to give out any personal information (50% vs. 47% of boys). On the other hand, **boys tend to be more limited by their parents as far as the time spent on the Internet is concerned** (53% vs. 51% of girls).

53% of mothers against 51% of fathers set rules regarding how much time their children are allowed to spend on the Internet. The latter are more likely to forbid children to give out any personal information (50% vs. 48% of mothers).

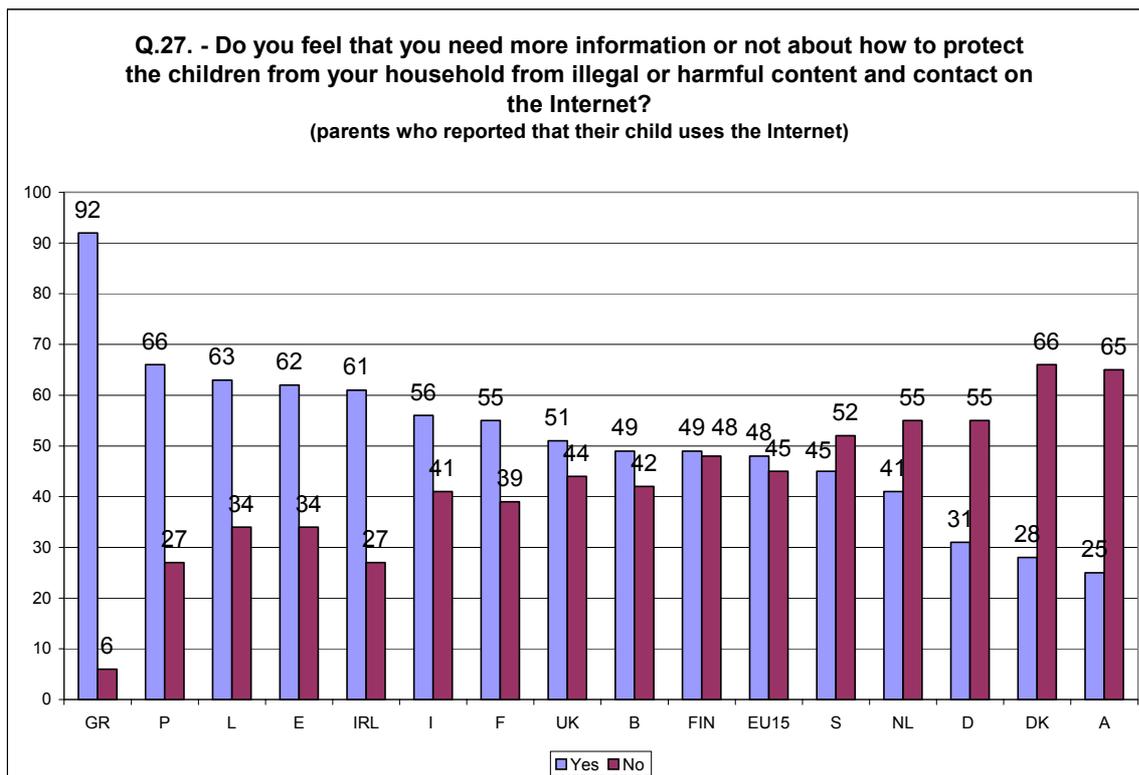
The marital status of the parents also plays a role in the types of rules imposed on children. Indeed, according to 63% of single parents against 59% of married parents, there are some sites their children are not allowed to visit. On the other hand, the latter tend to be stricter regarding the fact of meeting in person someone they only met on the Internet (39% vs. 35% of single parents) or the fact of going to chat-rooms / talking to strangers in chat-rooms (33% vs. 29%)

### 3. Information on how to protect children from illegal or harmful content / contact on the Internet

#### 3.1. Need for more information?

A relative majority of parents within the European Union feel they are informed enough about how to protect their children from illegal or harmful content and contact on the Internet. They are indeed 47% to say they do not want more information about this topic. On the other hand, 43% gave the opposite answer.

Interestingly, this need for more information is more likely to be expressed by parents who reported that their children surf on the Internet. This is true for a majority of them (48% against 45% of negative answers).



From the country-to-country analysis it appears that in 9 countries a majority of people who reported that their children surf on the net, feel they need more information about how to protect their children from illegal or harmful content and contact on the Internet. The highest scores are found in Greece (92%), in Portugal (66%), in Luxembourg (63%), in Spain (62%), in Ireland (61%). **In Northern countries like Denmark, Austria, Germany, the Netherlands and Sweden, a majority of people do not want such information.** Finland does not show a clear-cut view on the question (49% of “yes” vs. 48% of “no”).

### **Socio-demographic analysis**

**This section will focus on the answers recorded among people whose children use the Internet.**

Parents with children below 16 years old appear to need more information than those with older children (49% of those with children aged 0 to 11 years old and 50% among those with children aged 12 to 15 years old against 44% in the case of children aged 16 to 17 years old). This is also true for parents whose child is a boy vs. a girl (50% vs. 47%) and for mothers vs. fathers (50% vs. 46%).

### ***3.2. Sources of information about using the Internet in a safer way***

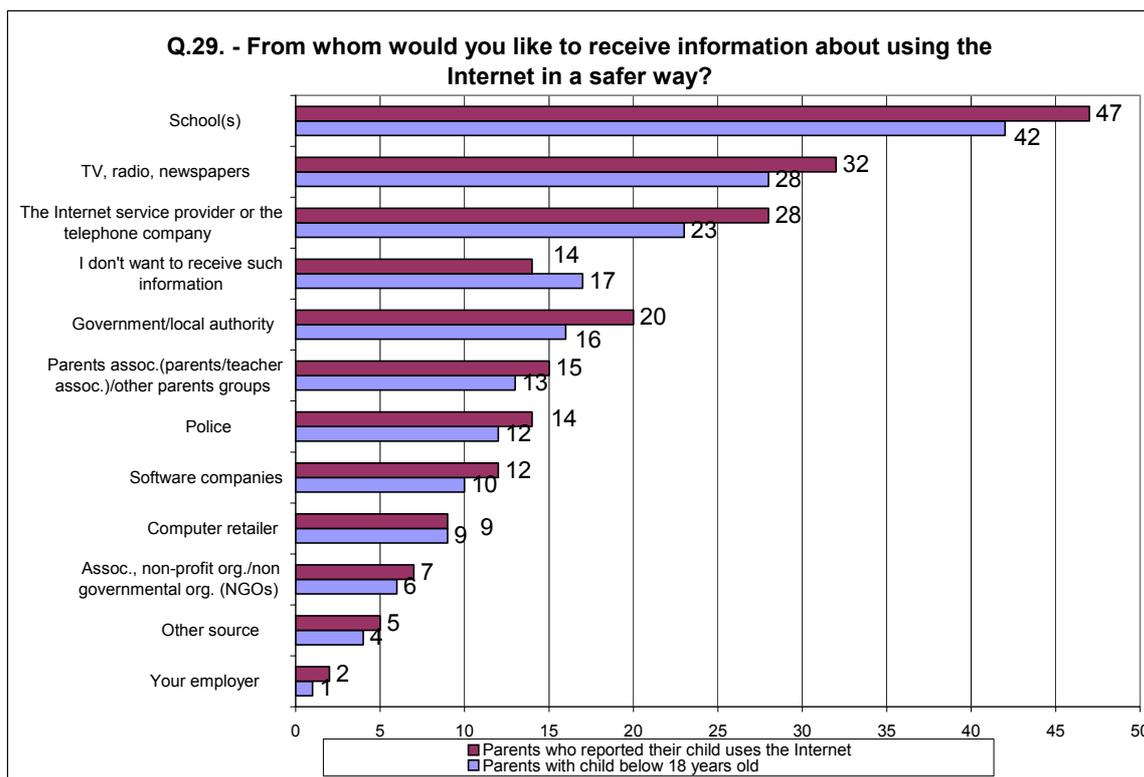
**School is the first source chosen by 42% of parents** within the European Union to provide them with information about using the Internet in a safer way. More than a quarter of them (28%) would like to receive this information through the media, whether to be television, radio or newspapers. 23% mentioned also the Internet service provider or the telephone company. Furthermore, 17% do not want to receive such information.

**In Spain, in Italy, in the UK and in Greece**, schools should provide people information about using the Internet in a safer way. This view is shared by, respectively, 55%, 49% (in Italy and the UK) and 44% of the population. In Greece, in Italy and in Spain, people would also prefer the media as source of information about this topic (43%, 36%, and 32% respectively). Sweden and Germany also share this opinion (32% and 31% of the population, respectively).

**The Internet service provider or the telephone company** are the most likely to be chosen by the Dutch and the French people (32% and 29% respectively).

A fair share of **Austrian and Danes**, said they do not want to receive such information (30% and 26% respectively).

Finally, when looking at the results among parents who reported that their children use the Internet, it appears that 47% of them mentioned school as main source of information. The same applies to TV, radio and newspapers (32%) and the Internet service provider or the telephone company (28%). Note that only 14% said they did not want to receive such information.



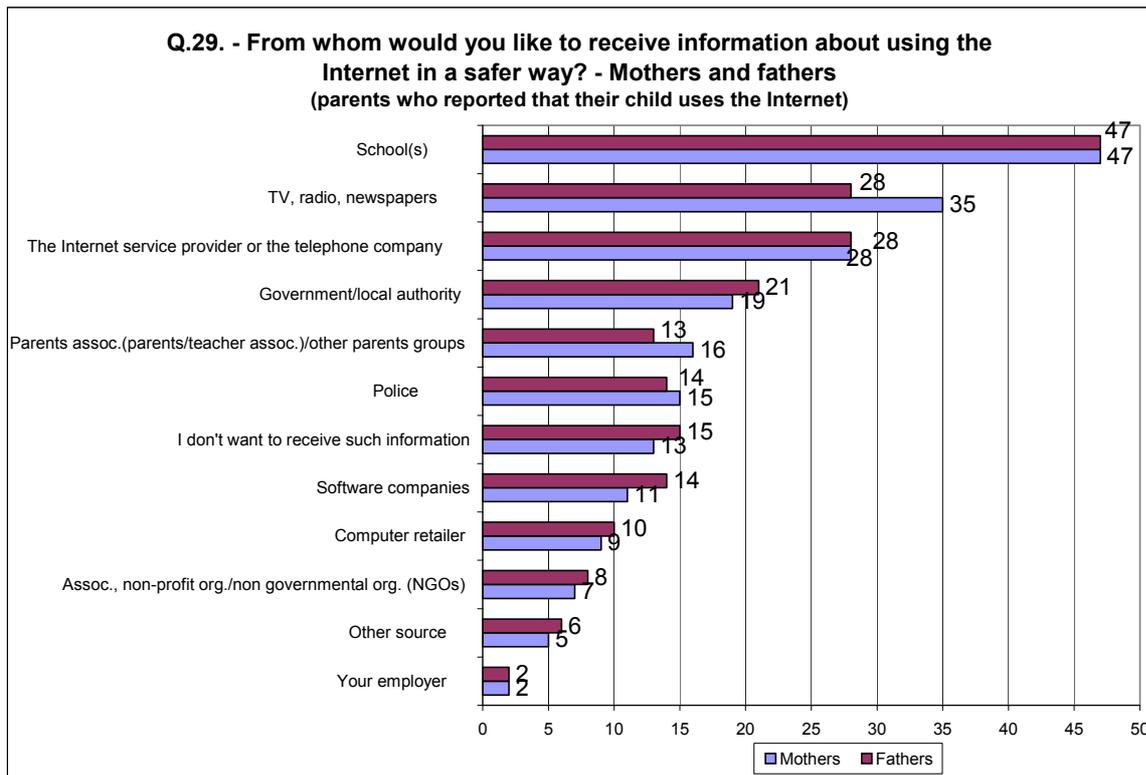
**Socio-demographic analysis**

When it comes to say from whom they would like to receive information about using Internet in a safer way, mothers are more likely to mention the school than fathers (44% against 40% of fathers). They were also more to mention the media (30% against 26% of fathers). Fathers, on the other hand, would rather rely on the Internet service provider or the telephone company (25% against 22% of mothers), the government or local authority (17% against 14% of mothers) and software companies than mothers (12% against 9%).

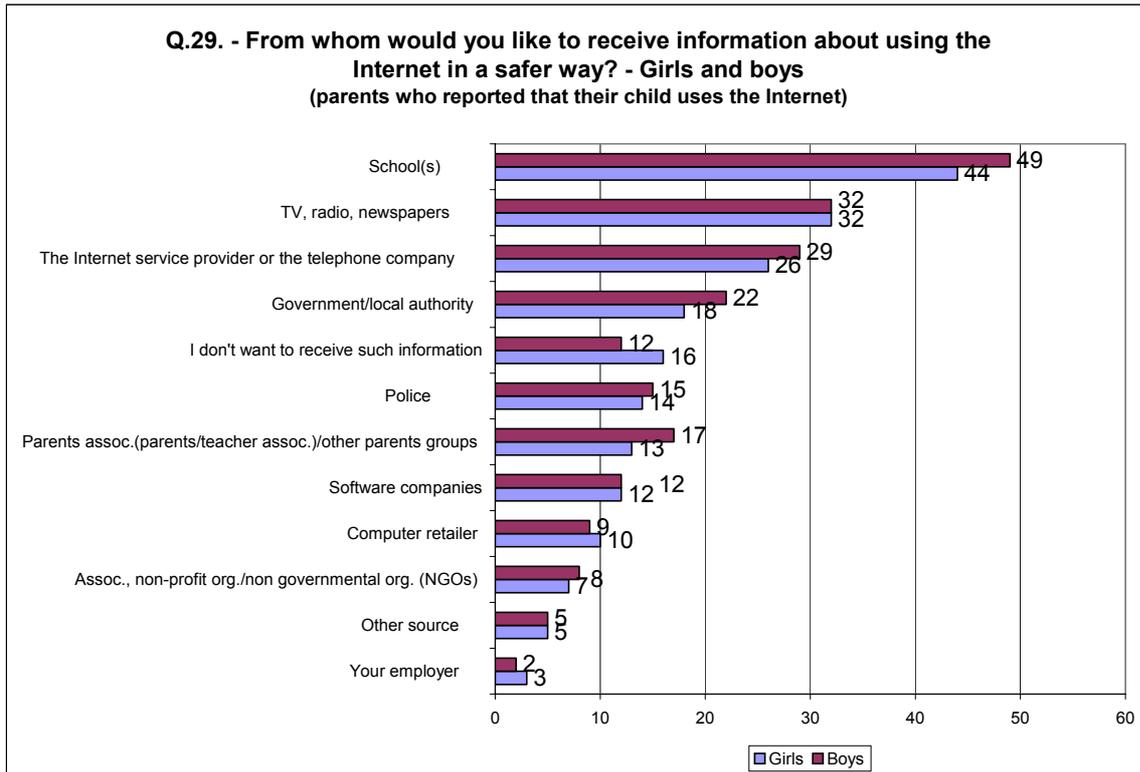
However, **this difference in answers between mothers and fathers tend to reduce among those who reported that their children use the Internet.** For instance, there is no significant difference between mothers and fathers with respect to the answer “school” and “the Internet service provider or the telephone company”. The only exceptions are observed for:

- “Parents association (parents / teacher association) / other parents groups”: mothers are more inclined to mention it than fathers (16% against 13% of fathers)

- “Software companies”: fathers are more likely to choose this answer than mothers (14% against 11% of mothers)
- “TV, radio, newspapers”: this source of information is still reported by mothers most (35% against 28% of fathers)



Moreover, parents who said their child use the Internet **tend to choose different sources of information according to the gender of their child**. First, if it is a girl, parents will be more likely to say they do not want to receive such information (16% against 12% in the case of a boy). Furthermore, if it is a boy, they will be keener to receive it from school (49% against 44% in the case of a girl), the Internet provider or the telephone company (29% against 26%), the government or local authority (22% against 18%) and parents associations or other parents groups (17% against 13%).



Finally, the importance of schools in providing information about using the Internet in a safer way is even more marked among parents who think their children use the Internet at school. Indeed, more than 50% of them said they would like to receive it this way.

### 3.3. How to receive this information?

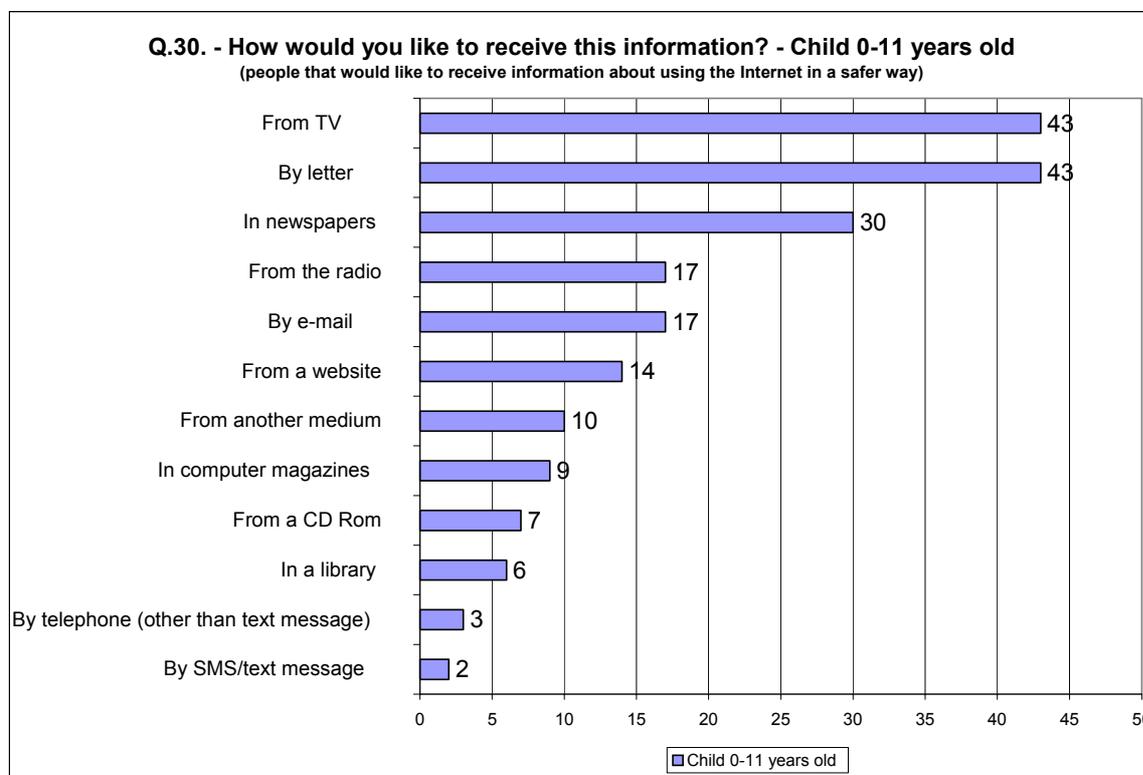
Respondents that said from whom they would like to receive information about using the Internet in a safer way were asked to specify how they would like to receive it.

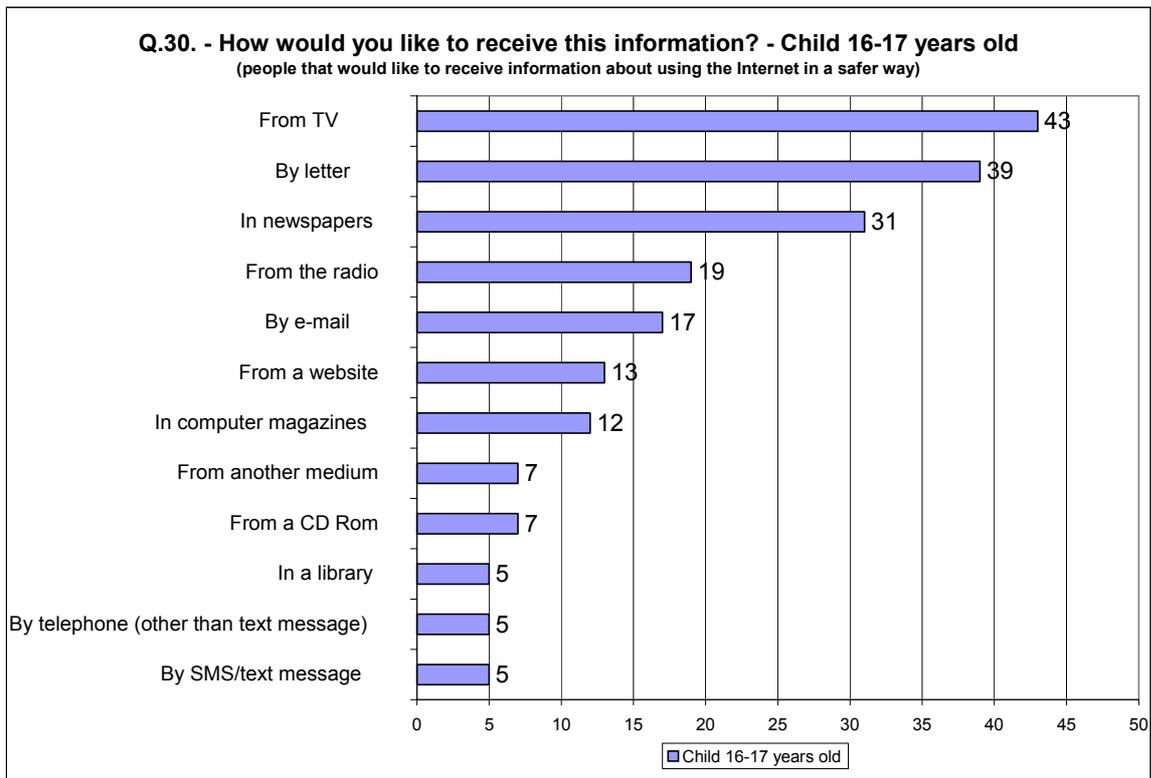
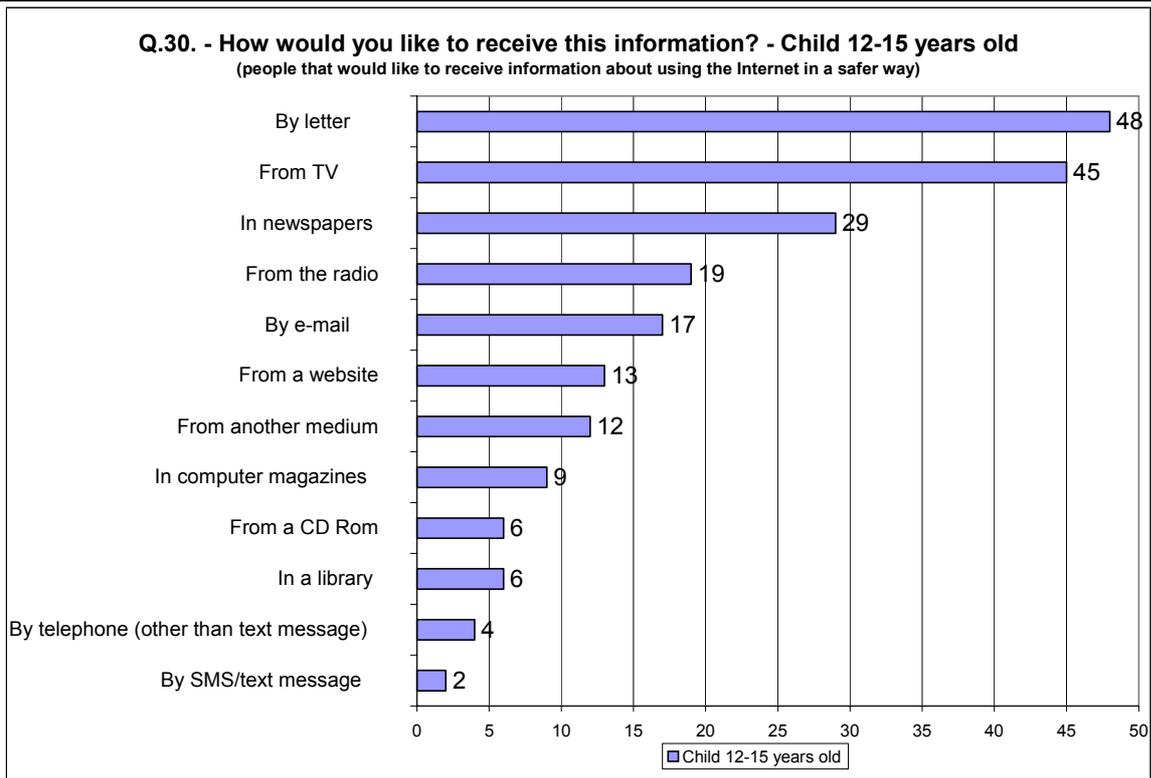
**Television appears to be the most preferred way** to receive this kind of information for 44% of those polled. About the same share of people (43%) would like to receive a **letter** explaining how to use Internet in a safer way. Far behind, **newspapers** were mentioned by 31% of the respondents.

The Greeks, the Portuguese and the Italians are the most likely to prefer television as a means to receive this kind of information (67%, 57% and 54% respectively). The British, the Luxemburgers and the Dutch people, on the other hand, would prefer to receive a letter (60%, 57% and 53% respectively). Furthermore, newspapers obtained the highest score in Finland (45%).

**Socio-demographic analysis**

Speaking of their children aged 0 to 11 years old, 43% of parents said they would like to receive this information from the television. The same proportion would like to receive it by letter. Newspapers come second (30%). Television is also mentioned by 43% of parents with children aged 16 to 17 years old. A smaller proportion (39%) mentioned a letter. Moreover, this is the way parents (48%) with children aged 12 to 15 years old would like to receive it first. The same pattern of answers is observed among parents who said that their child uses the Internet.





Finally, the medium chosen by parents to receive this information varies, to little extent, according to the gender of the child. If it is a boy, parents will be more likely to prefer a website as a means to receive this information than if it is a girl (15% against 12%). This is also true as far as computer magazines are concerned (11% against 8%). On the other hand, if it is a girl, 12% of parents will choose another way than those presented to them (12% against 9% if it is a boy).

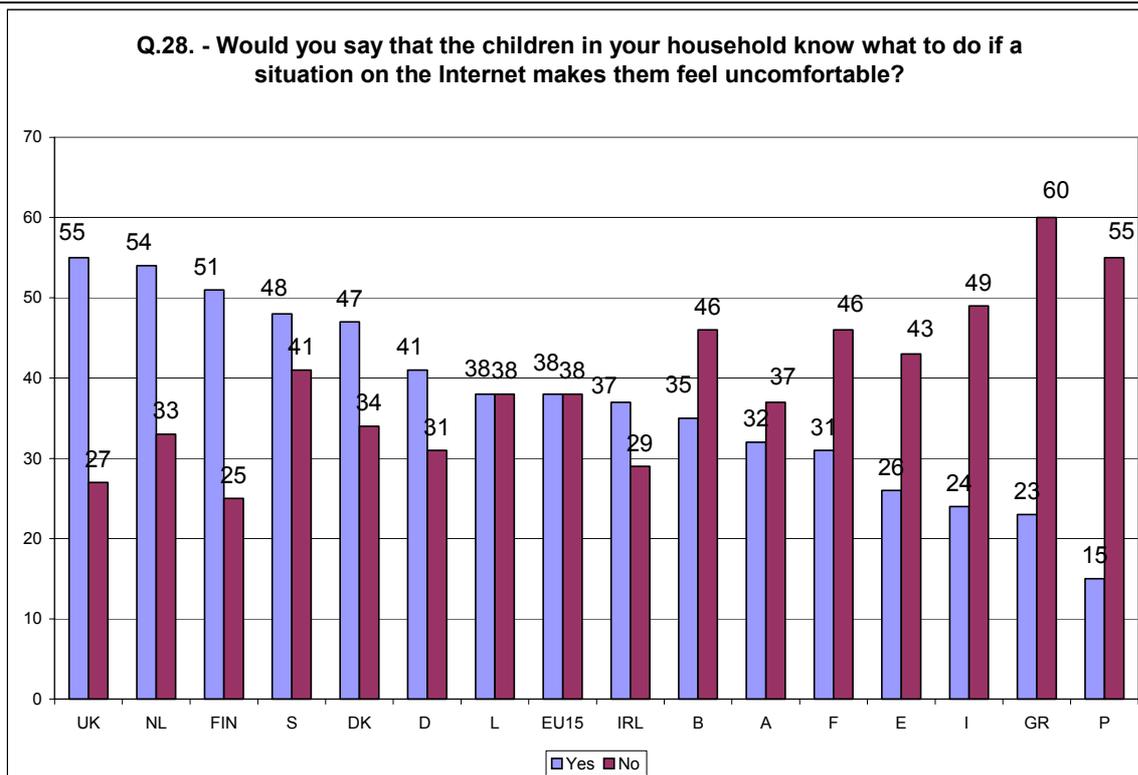
## **4. Awareness of how to report illegal and harmful content / contact on the Internet**

### ***4.1. Do children know what to do if a situation on the Internet makes them feel uncomfortable?***

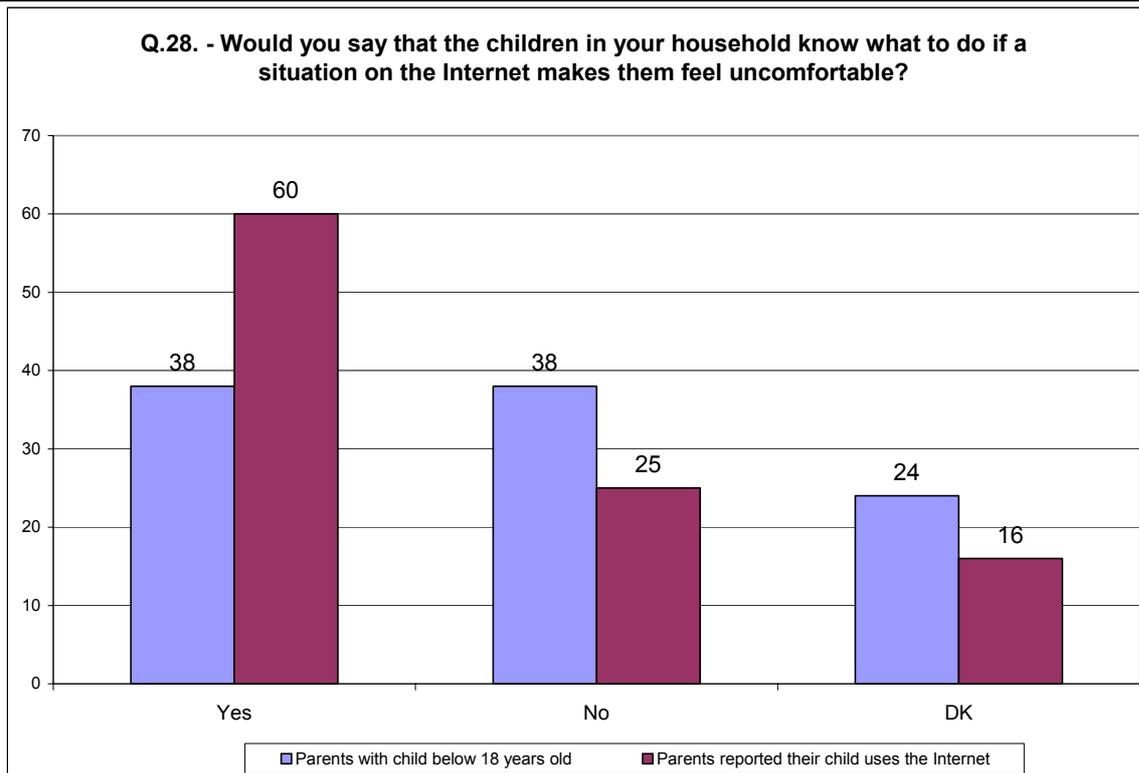
When asked if their children know what to do if a situation on the Internet makes them feel uncomfortable, parents within the European Union are fairly shared. 38% answered positively whereas the same proportion of people admitted that their children did not know what to do. Another quarter of them (24%) could not give an answer.

**In the Northern countries, parents seem to be more confident**, as a majority said their children know what to do if a situation on the Internet makes them feel uncomfortable: they are indeed 55% in the UK, 54% in the Netherlands, 51% in Finland, 48% in Sweden, 47% in Denmark and 41% in Germany to think so.

On the other hand, according to a majority of parents in Greece, in Portugal, in Italy, in France and in Belgium, their children do not know what to do when faced to such a situation. **Note that in Ireland, in Spain, in Austria and in Portugal a fair share of parents (more than 30% of the population) cannot answer the question.**



Interestingly, contrary to what has been mentioned above, **parents who reported that their children use the Internet tend to be more confident**, as 60% answered positively to the question. This figure goes up to 77% in the UK, 71% in Finland and 70% in the Netherlands.



**A fair share of parents seems not to be aware of the possible risks that their child may encounter on the Internet.**

As seen previously, a 45% of parents who reported that their child uses the Internet feel they do not need more information about how to protect them from illegal and harmful content and contact on the Internet (48%).

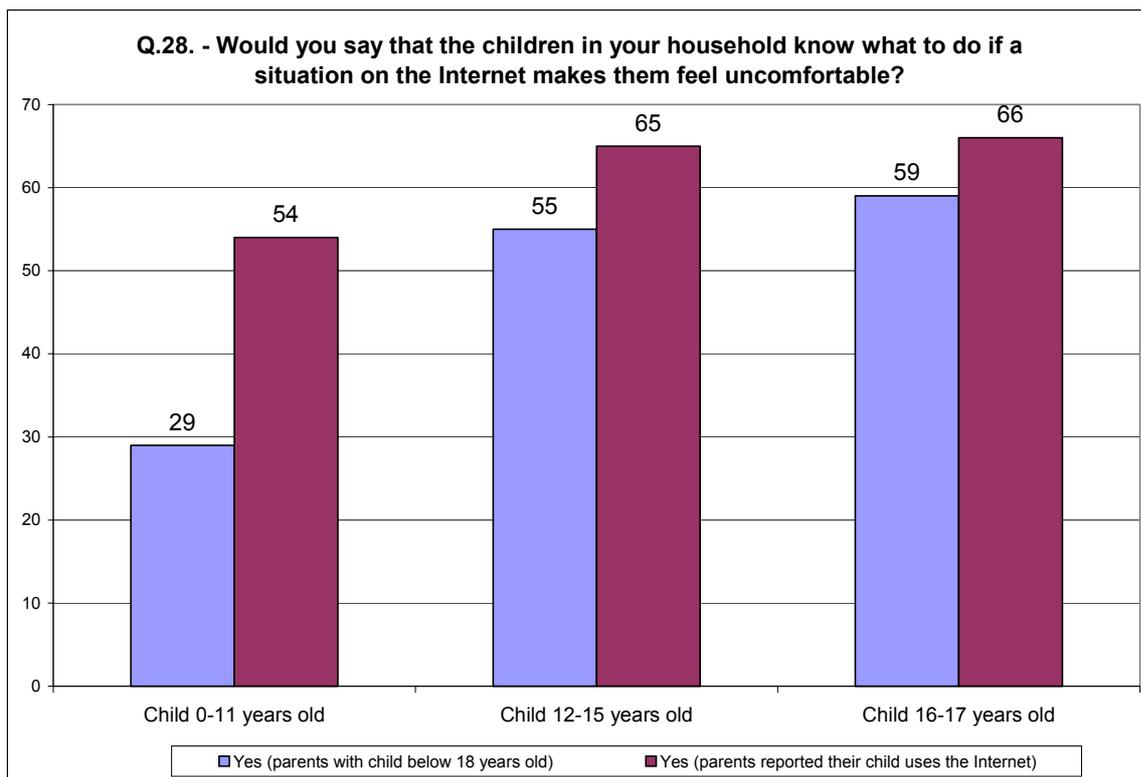
A question that one might ask is whether these people know if their child is able to react when faced to a situation that makes him/her feel uncomfortable on the Internet. Looking closely at the results, it appears that although a large majority (68%) do believe it, **20% do not and 12% cannot answer the question.**

Besides, those who believe their child does not know what to do when faced to an uncomfortable situation on the Internet, as well as those who could not answer this question, **are only 11% to impose rules for the Internet.**

**Socio-demographic analysis**

Parents with children aged 16 to 17 years old seem to be more confident than the others about the ability of their children to cope with a situation on the Internet that makes them feel uncomfortable. Indeed, 59% of them said that their children know what to do. This figure goes down to 55% among parents with children aged 12 to 15 years old and only 29% among those with children aged 0 to 11 years old.

When focusing on the results among parents who believe their children use the Internet, it is striking to see how this level of confidence rises: it goes up to 54%, when the child is 0 to 11 years old, 65% when he/she is 12 to 15 years old and 66% when he/she is 16 to 17 years old.

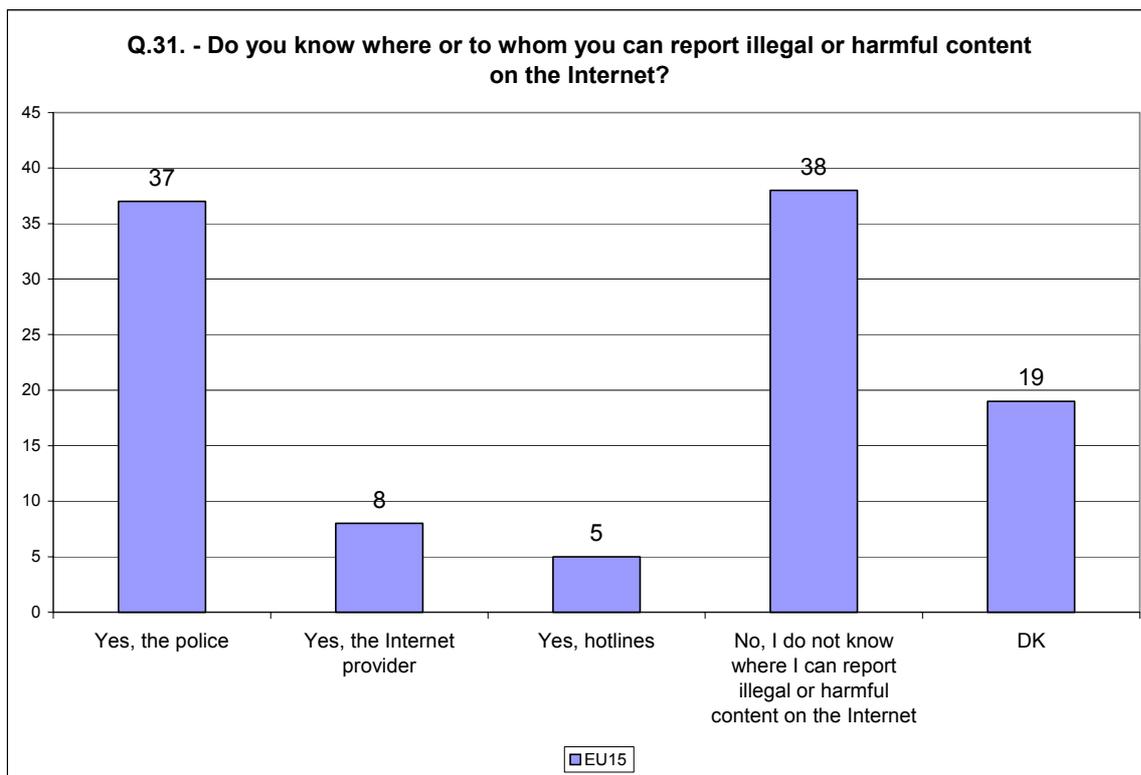


#### 4.2. Do parents know where or whom to report illegal or harmful content on the Internet?

The following question was asked to all the respondents within the European Union: “do you know where or to whom you can report illegal or harmful content on the Internet?”.

It is first interesting to highlight the **lack of information of the European Union citizens about where or whom to report illegal or harmful content on the Internet.** Indeed, a relative majority (38%) admitted they do not know whom to address and an additional fifth (19%) cannot give an answer

Those who answered positively are **37% to say they would go to the police.** Only 8% would address the Internet service provider and 5% would call hotlines.



From the analysis by country it appears that almost **half of the population in Ireland and in Germany** would report illegal and harmful content on the Internet **to the police** (49%). They are 46% in Denmark and 43% in Italy and Sweden to do so.

Dutch people are more likely to address the Internet service provider (15%) or call hotlines (11%) than the others.

A majority of Portuguese (67%), Greeks (56%) and Belgians (55%), on the other hand, do not know where to report this.

Finally, **a fair share of European Union citizens seem to overestimate their level of knowledge about how to protect their children from illegal and harmful content and contact on the Internet.** Indeed, when looking closely at people that said they did not need more information about it (47% of the parents within the European Union), 44% of them do not know where they can report illegal or harmful content on the Internet (33% clearly admit it, other 11% could not answer the question).

## ANNEX I: ENGLISH QUESTIONNAIRE

**Let's move on to another topic: illegal and harmful content on the Internet.**

- Q.23. a) Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
- b) 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 Q.23.b. - IF TWINS, CHOOSE THE ELDEST)

	READ OUT	Q.23.a.	Q.23.b.	
			GIRL	BOY
1	Under 6	1,	1	2
2	6 - 7 years old	2,	1	2
3	8 - 9 years old	3,	1	2
4	10 - 11 years old	4,	1	2
5	12 - 13 years old	5,	1	2
6	14 - 15 years old	6,	1	2
7	16 - 17 years old	7,	1	2
8	I do not have any children under 18 in my household	8,		

EB60.2 - NEW

**ASK Q.24. IN REFERENCE TO THE GIRL OR BOY SELECTED IN Q23.b., OTHERS (CODE 8 IN Q.23.a.) GO TO Q.31.**

- Q.24. And does he/she use the Internet in any of the following places?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, at home ..... 1,
- Yes, at school..... 2,
- Yes, at a friend's home ..... 3,
- Yes, in someone else's home ..... 4,
- Yes, in an Internet cafe ..... 5,
- Yes, in a library/other public place ..... 6,
- Yes, somewhere else ..... 7,
- No, he/she does not use the Internet ..... 8,
- DK ..... 9,

EB60.2 - NEW

ILLEGAL AND HARMFUL CONTENT ON THE INTERNET

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- Q.25. 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)
- Yes, for the television ..... 1,
  - Yes, for the mobile/cell phone (INT.: USE APPROPRIATE NAMES IN EACH COUNTRY)..... 2,
  - Yes, for electronic games consoles such as Playstation, Xbox, GameCube, Gameboy, etc..... 3,
  - Yes, for the Internet ..... 4,
  - Yes, for the computer (apart from the Internet)..... 5,
  - Yes, there are rules, but not set by me ..... 6,
  - No, no rules have been set..... 7,
  - DK..... 8,

EB60.2 - NEW

**IF CODE 4 IN Q.25., OTHERS GO TO Q.27.**

- Q.26. What rules have you set regarding how he/she uses the Internet?  
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)
- He/she is not allowed to give out any personal information ..... 1,
  - There are some websites that he/she is not allowed to visit ..... 2,
  - He/she is to tell me/us if he/she finds something on the Internet that makes him/her feel uncomfortable ..... 3,
  - He/she is not allowed to use rude language in e-mails or chat-rooms..... 4,
  - He/she is not allowed to meet in person someone he/she only met on the Internet ..... 5,
  - He/she is not allowed to copy documents/pictures ..... 6,
  - He/she is not allowed to go to chat-rooms/to talk to strangers in chat-rooms ..... 7,
  - He/she is not allowed to download music or films..... 8,
  - He/she is not allowed to download software ..... 9,
  - Rules regarding how much time he/she is allowed to spend on the Internet ..... 10,
  - Keeping phone lines free at certain times of the day ..... 11,
  - Ensuring that access to the Internet is shared fairly between family members..... 12,
  - Other rules ..... 13,
  - DK..... 14,

EB60.2 - NEW

**IF CODE 1 TO 7 IN Q.23.a**

Q.27. 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?

- Yes ..... 1
- No ..... 2
- DK..... 3

EB60.2 - NEW

Q.28. Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?

- Yes ..... 1
- No ..... 2
- DK..... 3

EB60.2 - NEW

Q.29. From whom would you like to receive information about using the Internet in a safer way?  
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- School(s) ..... 1,
- Parents association (IRL: parents/teacher association)/other parents groups ..... 2,
- Government/local authority ..... 3,
- The Internet service provider or the telephone company ..... 4,
- Software companies ..... 5,
- Computer retailer ..... 6,
- Your employer ..... 7,
- Associations, non-profit organisations/non-governmental organisations (NGOs) ..... 8,
- TV, radio, newspapers ..... 9,
- Police ..... 10,
- Other source ..... 11,
- I don't want to receive such information ..... 12,
- DK..... 13,

EB60.2 - NEW

**IF CODE 1 TO 11 IN Q.29., OTHERS GO TO Q.31.**

Q.30. How would you like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- By letter ..... 1,
- By e-mail..... 2,
- From a website ..... 3,
- By SMS/text message ..... 4,
- By telephone (other than SMS/text message) ..... 5,
- In newspapers ..... 6,
- In a computer magazine ..... 7,
- From TV..... 8,
- From the radio ..... 9,
- In a library ..... 10,
- From a CD Rom..... 11,
- From another medium ..... 12,
- DK..... 13,

EB60.2 - NEW

**ASK ALL**

Q.31. Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, hotlines ..... 1,
- Yes, the police ..... 2,
- Yes, the Internet service provider ..... 3,
- Yes, school(s) ..... 4,
- Yes, parents association..... 5,
- Yes, associations, non-profit organisations, non-governmental organisations (NGOs) ..... 6,
- Others ..... 7,
- No, I do not know where I can report illegal or harmful content on the Internet ..... 8,
- DK..... 9,

EB60.2 - NEW

## ANNEX II: TECHNICAL SPECIFICATIONS

### STANDARD EUROBAROMETER 60.2

Between 2<sup>nd</sup> November 2003 and 12<sup>th</sup> December 2003, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA in Belgium – I.C.O. and GfK Worldwide, carried out wave 60.2 of the standard Eurobarometer, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The Standard EUROBAROMETER 60.2 covers the population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was 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 Member States according to the EUROSTAT NUTS 2 (or equivalent) and according to the distribution of the resident population of the respective EU-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 N<sup>th</sup> 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.

COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+ (x 000)
Belgium	INRA/IPSOS BELGIUM	1017	4/11 – 8/12	8,458
Denmark	GfK DENMARK	1000	8/11 – 8/12	4,355
Germany (East)	INRA/IPSOS DEUTSCHLAND	1021	4/11 – 20/11	13,164
Germany (West)	INRA/IPSOS DEUTSCHLAND	1024	4/11 – 20/11	56,319
Greece	MARKET ANALYSIS	1002	4/11 – 1/12	8,899
Spain	INRA/IPSOS ESPAÑA	1000	10/11 – 3/12	34,239
France	CSA-TMO	1004	6/11 – 20/11	47,936
Ireland	LANSDOWNE Market Research	1007	3/11 – 2/12	3,004
Italy	Demoskopea	997	7/11 – 30/11	49,531
Luxembourg	ILRes	600	6/11 – 4/12	357
The Netherlands	INTOMART	1016	4/11 – 8/12	13,010
Austria	SPECTRA	1032	3/11 – 2/12	6,770
Portugal	METRIS	1000	7/11 – 29/11	8,620
Finland	MDC MARKETING RESEARCH	1001	5/11 – 11/11	4,245
Sweden	GfK SVERIGE	1000	4/11 – 12/12	7,252
Great Britain	MARTIN HAMBLIN LTD	1038	2/11 – 28/11	46,370
Northern Ireland	ULSTER MARKETING SURVEYS	300	6/11 – 2/12	1,314
TOTAL NUMBER OF INTERVIEWS		16059		

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics. For all EU member-countries a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, minimum gender, age, region NUTS 2 were introduced in the iteration procedure. For international weighting (i.e. EU averages), INRA (EUROPE) applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

The results of the 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, French and German. 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, rue de la Loi 200, B-1049 Brussels. The results are published on the Internet server of the European Commission: [http://europa.eu.int/comm/public\\_opinion/](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:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

**STANDARD EUROBAROMETER 60.2  
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