

# User language preferences online

## Analytical report

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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.

Flash EB Series #313

# User language preferences online

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



Coordinated by Directorate-General  
Communication

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**THE GALLUP ORGANIZATION**

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## Introduction

The Flash Eurobarometer *User language preferences online* (Flash N° 313) was conducted to examine Internet users' attitudes and opinions towards the use of different languages on the Internet. In detail, the survey examined:

- Languages, other than respondents' own, that are used on the Internet: (a) when reading or watching content on the Internet, and (b) when writing on the Internet
- Use of a language, other than respondents' own, for different Internet activities
- Opinions about the availability of websites in several languages

The survey obtained interviews – fixed-line, mobile phone and face-to-face – with nationally representative samples of Internet users (aged 15 and older) living in the 27 Member States. The target sample size in all countries was 500 interviews; in total, 13,752 interviews were conducted by Gallup's network of fieldwork organisations from January 28 to February 1, 2011.

Readers of this report should bear in mind that Flash Eurobarometer (N° 313) only included Internet users and that the proportion of Internet users varied greatly between EU Member States:

- In countries, such as the Netherlands and Sweden, more than 90% of all individuals contacted during the survey's fieldwork reported having used the Internet in the four weeks prior to the survey. In other words, a survey among Internet users – such as this Flash Eurobarometer – covers almost the whole adult population of these countries.
- Other countries, such as Greece, Romania and Bulgaria, had lower Internet penetration rates and less than half of all individuals contacted reported having used the Internet in the past four weeks. In these countries, the *population of Internet users* represents a selective group of the *total adult population* – a group of adults that was more likely to be male, younger, highly educated and living in urban/metropolitan areas; in other words, a group of adults that was more likely to have literacy and language skills in a language, other than their own.

## Main findings

This survey interviewed **Internet users in the EU** about their language preferences when using the Internet. A large majority of respondents had used the Internet on a daily basis in the past four weeks: 54% said they had gone online *several times a day* in that timeframe and 30% said it had been *about once a day*.

In almost all EU Member States, with the exception of Italy, at least 80% of Internet users said they had used the Internet on a daily basis in the four weeks prior to the survey (from 80% in Belgium to 91% in Slovenia). In Italy, 73% of respondents said they had used the Internet this frequently.

### *Languages, other than respondents' own, that are used on the Internet*

A slim majority (55%) of Internet users in the EU said that they used at least one language other than their own to **read or watch content on the Web** and slightly more than a third (35%) used another language when **writing emails, sending messages or posting comments** on the Web.

In 23 of the 27 EU Member States, at least half of Internet users used a language other than their own to **read and watch content on the Internet**; this proportion ranged from 50% in Hungary to 90%-93% in Greece, Slovenia, Luxembourg, Malta and Cyprus. In Italy, the Czech Republic, Ireland and the UK, a majority of Internet users said that they only used their own language to read and watch content on the Internet (between 52% and 85%).

A similar picture emerged when looking at the proportions that used a language other than their own when **writing on the Internet**. Nonetheless, in all countries, Internet users were more likely to say that they used a different language than their mother tongue for reading or watching content than for writing on the Internet.

**English was by far the most frequently used language**, other than respondents' own, when going online: 48% of Internet users in the EU mentioned using English for reading or watching content on the Internet and 29% said the same for writing on the Internet. When looking at the frequency of using English on the Internet, it was noted that those who used this language *occasionally* outnumbered those who used it *frequently* or *all the time*.

### *Use of a language, other than respondents' own, for different Internet activities*

The survey also found that Internet users – who used a language other than their own when going online – carried out several Internet activities in this language. For example, 81% of these respondents said they *at least occasionally* used another language when **browsing to get information, or when reading or watching the news**, 62% said they **communicated online with friends and acquaintances** in a language other than their own and 57% said the same for **searching and buying products and services** on the Internet.

In all EU Member States, browsing the Internet to get information, reading or watching the news and communicating with friends and acquaintances were mentioned by some of the largest proportions of respondents as online activities that they *at least occasionally* carried out in a language other than their own. Performing online banking operations, on the other hand, was the least popular online activity for respondents to carry out in a language other than their own.

### *Respondents' opinions about the availability of websites in several languages*

Although 9 in 10 Internet users in the EU said that, when given a choice of languages, they always visited a website in their own language, a slim majority (53%) would **accept using an English version of a website if it was not available in their own language**.

Internet users in Cyprus and Malta were the most willing to use an English language website if this website was not available in their language (90% and 97%, respectively). Other countries with a high proportion of respondents willing to use an English language website were Slovenia (81%), Greece and Sweden (both 85%).

Almost 9 in 10 (88%) Internet users in the EU agreed that **all websites produced in their country should be available in their country's official languages**. At the same time, about 8 in 10 (81%) interviewees thought that all websites produced in their country should also have **versions available in other languages**. The total level of agreement for the former statement ranged from 73% in Sweden to 98% in Bulgaria and the proportion of respondents who agreed with the latter statement ranged from 50% in Finland to 96% in Greece.

Finally, more than 4 in 10 (44%) Internet users in the EU thought **they missed interesting information because websites were not available in a language they understood**. In Romania, Bulgaria, Portugal, Cyprus, Spain and Greece, a majority of respondents agreed with this statement (between 51%-60%).

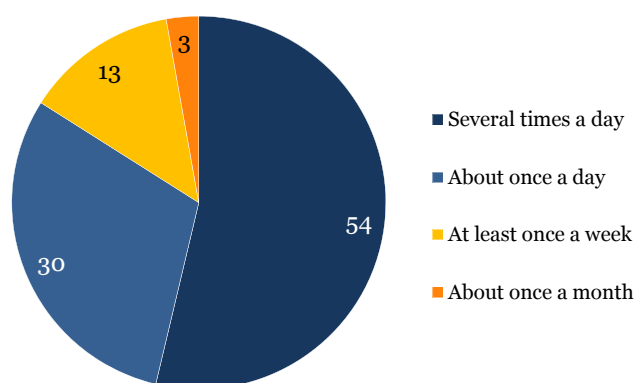
## 1. Frequency of the Internet use

A great majority of Internet users in the EU had used the Internet on a daily basis in the past four weeks: 54% said they had gone online *several times a day* in that timeframe and 30% said it had been *about once a day*.

Just over a tenth (13%) of interviewees said they had used the Internet *at least once a week* in the past four weeks, while a minority (3%) had used it *about once a month*.

Note: for simplicity, in the remainder of this report, those who had used the internet several times a day in the past four weeks will be referred to as “heavy users”.

### Frequency of Internet use



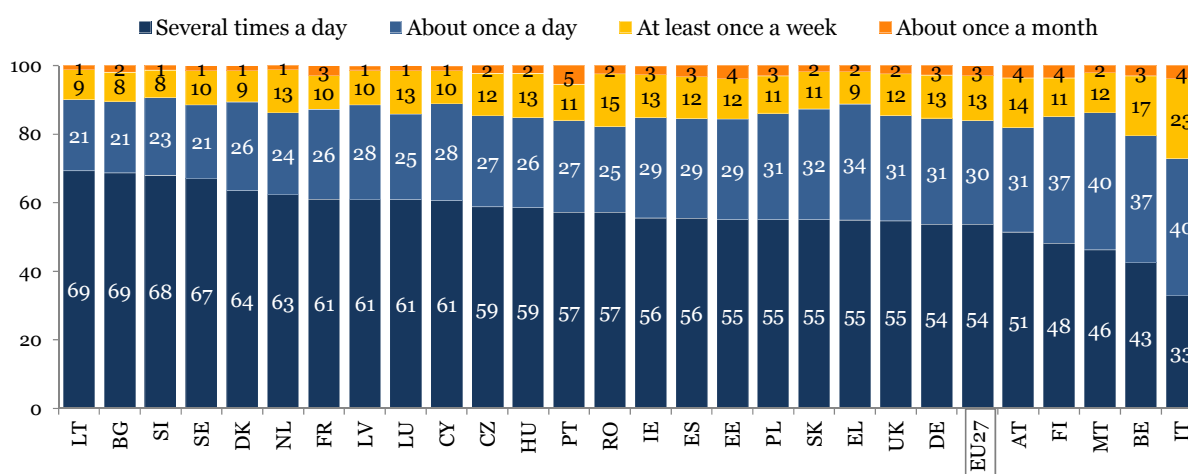
S1. In the last four weeks, how often have you used the Internet – whether at home, at work, or somewhere else?  
Base: all respondents, % EU27

### Country variations

In almost all EU Member States, with the exception of Italy, at least 80% of Internet users answered that they had used the Internet on a daily basis in the four weeks prior to the survey (from 80% in Belgium to 91% in Slovenia). In Italy, on the other hand, less than three-quarters (73%) of respondents said they had used the Internet this frequently.

Furthermore, while two-thirds – or more – respondents in Sweden (67%), Slovenia (68%), Bulgaria and Lithuania (both 69%) said they had gone online *several times a day* in the past four weeks, only half as many Italians gave a similar response (33%). The proportion of “heavy” Internet users was also less than 50% in Belgium (43%), Malta (46%) and Finland (48%).

### Frequency of Internet use



S1. In the last four weeks, how often have you used the Internet – whether at home, at work, or somewhere else?  
Base: all respondents, % by country

***Socio-demographic considerations***

The proportion of Internet users who had used the Internet on a daily basis in the past four weeks was 80% or higher across almost all socio-demographic groups; respondents with the lowest level of education were the exception with just 68% of such “daily” users.

Larger differences between the various socio-demographic groups were seen in the proportions of “heavy” users. Men were more likely than women to have gone online *several times a day* in the past four weeks (58% vs. 50%). The proportion of “heavy” Internet users was also higher among metropolitan residents (63% vs. 49% of rural residents), employees and the self-employed (59%-62% vs. 40% of manual workers and 48% of non-working respondents).

The younger the respondents were, the more likely they were to have used the Internet *several times a day* in the past four weeks; the proportion of “heavy” Internet users increased from 48% of the over 54 year-olds to 65% of the 15-24 year-olds. Similarly, while 36% of respondents with the lowest level of education used the Internet this frequently, this proportion increased to 62% for those with the highest level of education and 65% for full-time students.

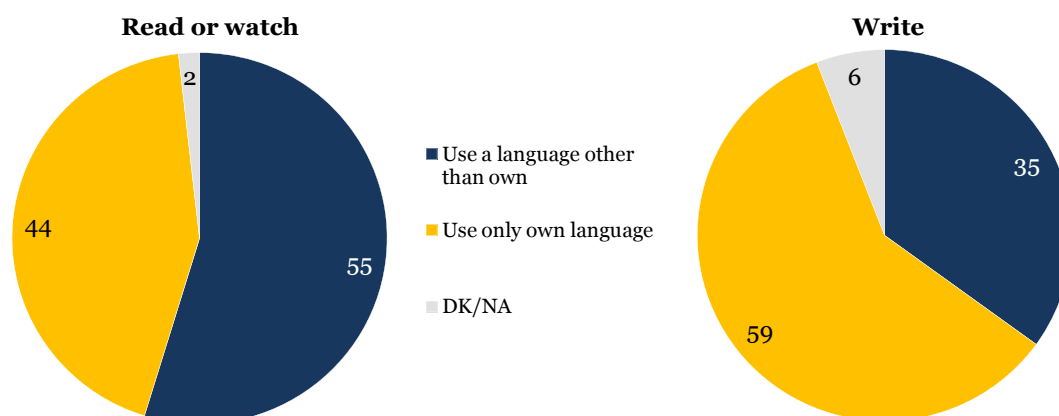
For more details, see annex table 1b.



## 2. Languages, other than respondents' own, that are used on the Internet

A slim majority (55%) of Internet users in the EU said that they used at least one language other than their own to **read or watch** content on the Internet, while 44% said that they only used their own language. Respondents were considerably less likely to say that they used another language when **writing** emails, sending messages or posting comments on the Web: 35% said they did and 59% said they did not.

### Languages, other than respondents' own, that are used on the Internet



Q4A. Which languages, other than your own, do you use to read or watch content on the Internet – and how often?  
 Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) on the Internet – and how often?

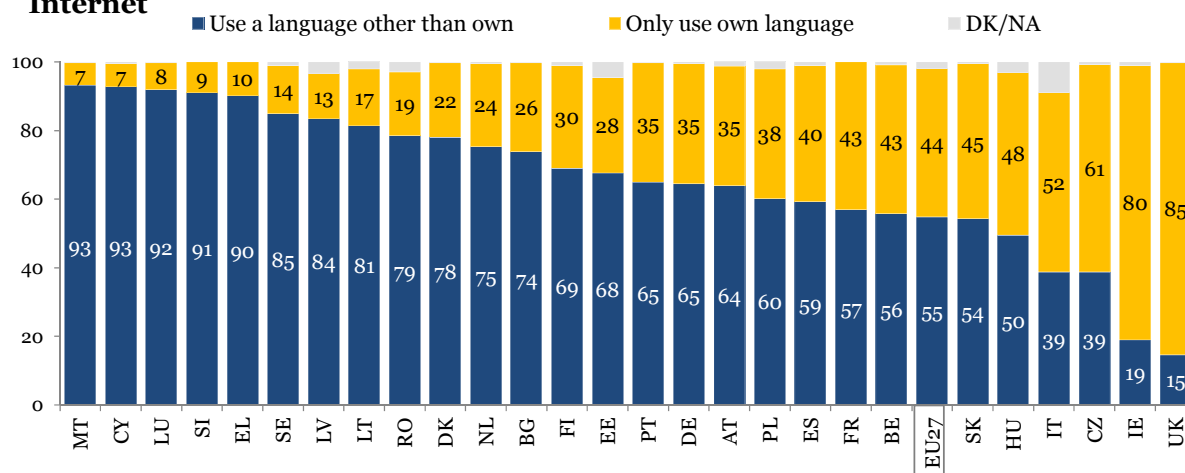
Base: all respondents, % EU27

### Country variations

In 23 of the 27 EU Member States, at least half of Internet users used a language other than their mother tongue to **read and watch content on the Web**; this proportion ranged from 50% in Hungary to 90%-93% in Greece, Slovenia, Luxembourg, Malta and Cyprus.

In the remaining four countries, a majority of Internet users said that they only used their own language to read and watch content on the Internet: 52% in Italy, 61% in the Czech Republic, 80% in Ireland and 85% in the UK.

### Use of a language, other than respondents' own, to read or watch content on the Internet

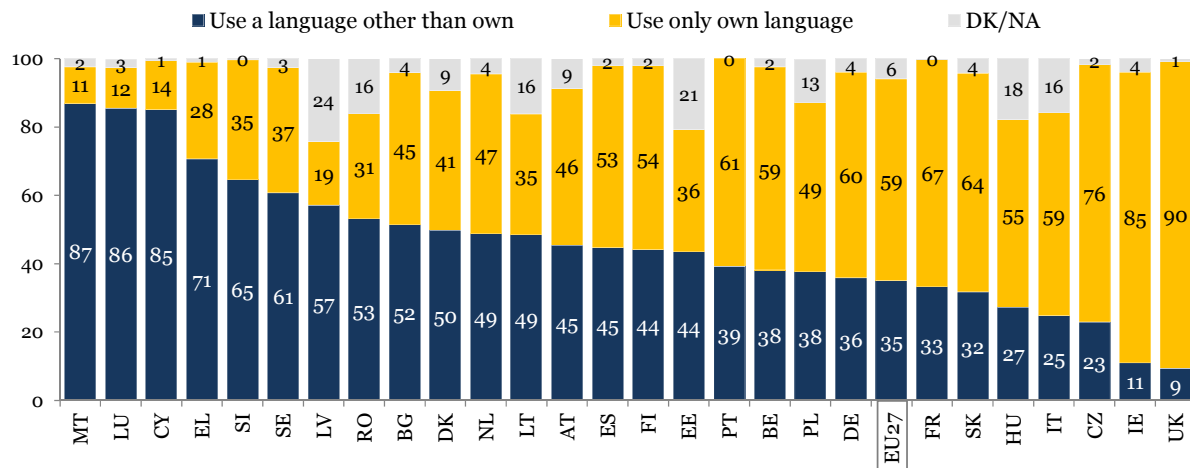


Q4A. Which languages, other than your own, do you use to read or watch content on the Internet – and how often?  
 Base: all respondents, % by country

A similar picture emerged when looking at the proportions of those who used a language other than their own when **writing on the Internet**. In the UK and Ireland, more than 8 in 10 respondents only used their mother tongue when writing emails, sending messages or posting comments on the Web (90% and 85%, respectively). At the opposite end of the spectrum, more than 8 in 10 respondents in Cyprus, Luxembourg and Malta used at least one additional language when writing on the Internet (85%-87%).

In a few countries, more than a tenth of respondents did not answer this question (for example, because they did not regularly write on the Internet); the highest rates of such “don’t know” responses were measured in Estonia (21%) and Latvia (24%).

### Use of a language, other than respondents’ own, when writing on the Internet



Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) on the Internet – and how often?  
Base: all respondents, % by country

In all EU Member States, Internet users were more likely to say that they used a different language than their mother tongue for reading or watching content on the Internet than they were to say the same for writing on the Internet. This difference was most pronounced in Denmark (78% for “reading and watching” vs. 50% for “writing on the Web”), Germany (65% vs. 36%, respectively) and Lithuania (81% vs. 49%, respectively).

### Socio-demographic considerations

“Heavy” Internet users, as opposed to less frequent users, were more likely to use a different language when using the Internet. Roughly two-thirds (65%) of “heavy” Internet users used at least one additional language to read or watch content on the Internet; this proportion decreased to 27% for the least frequent Internet users (i.e. those who had used the Internet about once in the past four weeks). The corresponding proportions for writing on the Internet were 45% for “heavy” users compared to 11% for the least frequent users.

Men, 15-39 year-olds, full-time students, respondents with the highest level of education, those living in metropolitan areas, employees and the self-employed were also more likely than their counterparts to say that they used at least one language other than their mother tongue to read or watch content on the Internet. A similar pattern of differences across socio-demographic groups was seen when looking at the proportions of Internet users who used a different language than their own when writing on the Internet.

For example, 67% of respondents with the highest level of education and 79% of full-time students said they used another language than their own to read or watch content on the Internet, compared to 25% of respondents with the lowest level of education. Similarly, 60% of the 15-24 year-olds and 43%

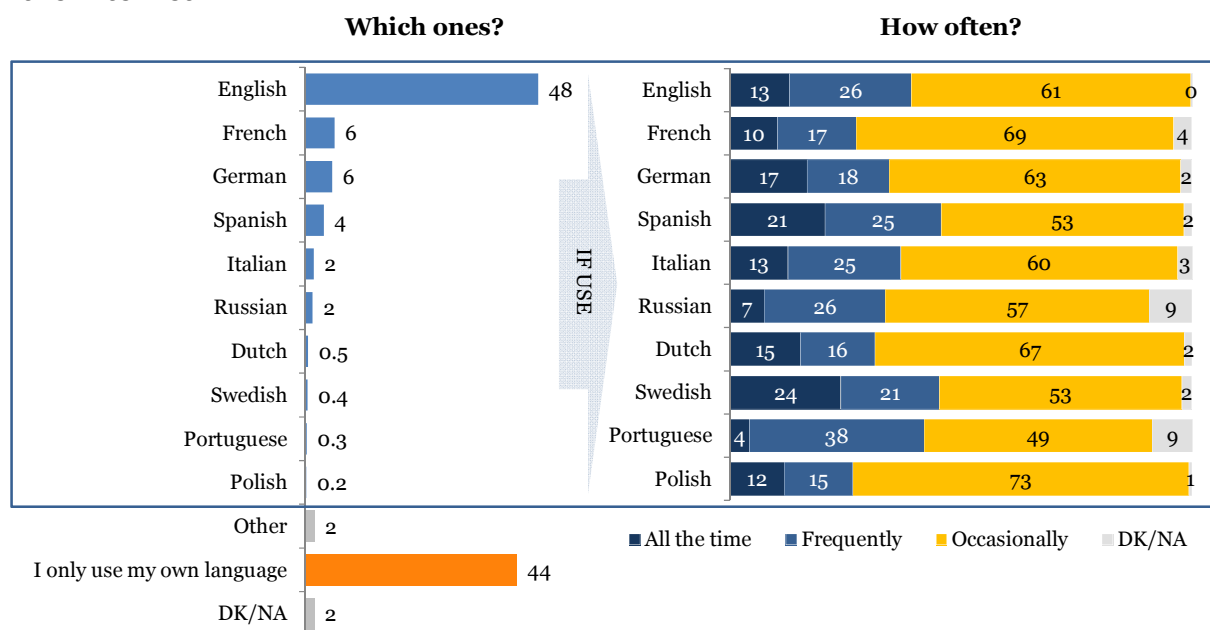
of 25-39 year-olds said they used a different language than their own when writing online, compared to 31% of the 40-54 year-olds and 24% of over 54 year-olds.

For more details, see annex table 5b and 6b.

## 2.1 Use of a language, other than respondents' own, to read or watch content on the Internet

English was by far the most frequently used language, other than the respondents' own, for reading or watching content on the Internet. Almost half (48%) of Internet users in the EU mentioned using English for these online activities. Spanish, German and French were other languages that were mentioned by a relatively high number of respondents (4%-6%)<sup>1</sup>.

### Languages, other than respondents' own, that are used to read or watch content on the Internet



Q4A. Which languages, other than your own, do you use to read or watch content on the Internet – and how often?  
Base: all respondents, % EU27

Among those who used English for reading or watching content on the Internet, 13% said that they used this language *all the time* and 26% said that they used it *frequently*, while a majority (61%) answered that they *occasionally* used English for reading and watching content.

For all other languages, a majority of respondents using the language for reading or watching content online said they *occasionally* read or watched online content in this language (for example, 63% for German and 69% for French). Respondents who mentioned using Spanish, Swedish and Portuguese appeared to be the most likely to use these languages either *frequently* or *all the time* for reading or watching content on the Web (between 42% and 46%). However, given that a small number of respondents mentioned languages other than English, caution should be exercised when interpreting these results.

<sup>1</sup> Note: in each country, a small number of respondents said that their mother tongue was not the official language(s) of their country of residence. These respondents said that they used this country's official language for reading or watching content on the Internet.

***Country variations – languages that are used to read or watch content on the Internet***

The table on the following page shows – for each country – the three most frequently mentioned languages, other than respondents' own, that were used when reading or watching content on the Internet.

In almost all countries, English was the most frequently mentioned language for reading or watching content on the Internet: the proportion of Internet users who said that they *at least occasionally* read or watched online content in English ranged from 35% in the Czech Republic and Italy to 90%-91% in Cyprus and Malta.

Furthermore, in almost all countries, the second and third most frequently mentioned languages were used by considerably smaller proportions of respondents. For example, in Belgium, 47% of Internet users said they used English to read or watch content on the Internet (in 1<sup>st</sup> position); compared to 15% who used French (2<sup>nd</sup> position) and 7% who used Dutch (3<sup>rd</sup> position). Similarly, in the Baltic states and Bulgaria, the largest proportion of respondents said they used English (between 54% and 67%); Russian followed in second position, but this language was only selected by roughly half as many respondents (between 16% and 36%).

Luxembourg was the most notable exception: in this country, French and German were selected by similar proportions of respondents (67% vs. 63%, respectively), while English followed in third position (selected by 55% of respondents).

In the UK and Ireland, where not many Internet users mentioned using a second language, French was the most commonly used foreign language for reading or watching content on the Internet (9% and 7%, respectively).

**Languages, other than respondents' own, that are used to read or watch content on the Internet**  
(three most mentioned languages)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
English	47	English	67	English	35
French	15	Russian	18	German	9
Dutch	7	German	10	Russian	2
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
English	76	English	62	English	56
German	19	French	6	Russian	16
Swedish	4	German	3	German	11
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
English	86	English	46	English	51
French	8	Spanish	12	Spanish	5
German	6	French	8	German	4
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>CY</b>	<b>%</b>
French	7	English	35	English	90
English	4	French	5	French	5
German	4	Spanish	4	Italian	2
<b>LV</b>	<b>%</b>	<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>
English	54	English	62	French	67
Russian	34	Russian	36	German	63
German	7	German	5	English	55
<b>HU</b>	<b>%</b>	<b>MT</b>	<b>%</b>	<b>NL</b>	<b>%</b>
English	43	English	91	English	72
German	17	Italian	20	German	29
French	2	French	3	French	7
<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>	<b>PT</b>	<b>%</b>
English	61	English	51	English	59
French	5	German	10	French	16
German	4	Russian	4	Spanish	14
<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>	<b>SK</b>	<b>%</b>
English	73	English	85	English	44
French	12	German	36	German	11
Italian	5	Italian	8	French	1
<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>	<b>UK</b>	<b>%</b>
English	67	English	81	French	9
Swedish	15	German	10	German	3
German	10	Swedish	4	Spanish	3

**Q4A. Which languages, other than your own, do you use to read or watch content in the Internet - and how often?**

Note: in each country, a small number of respondents said that their mother tongue was not the official language(s) of their country of residence. These respondents said that they used this country's official language for reading or watching content on the Internet.

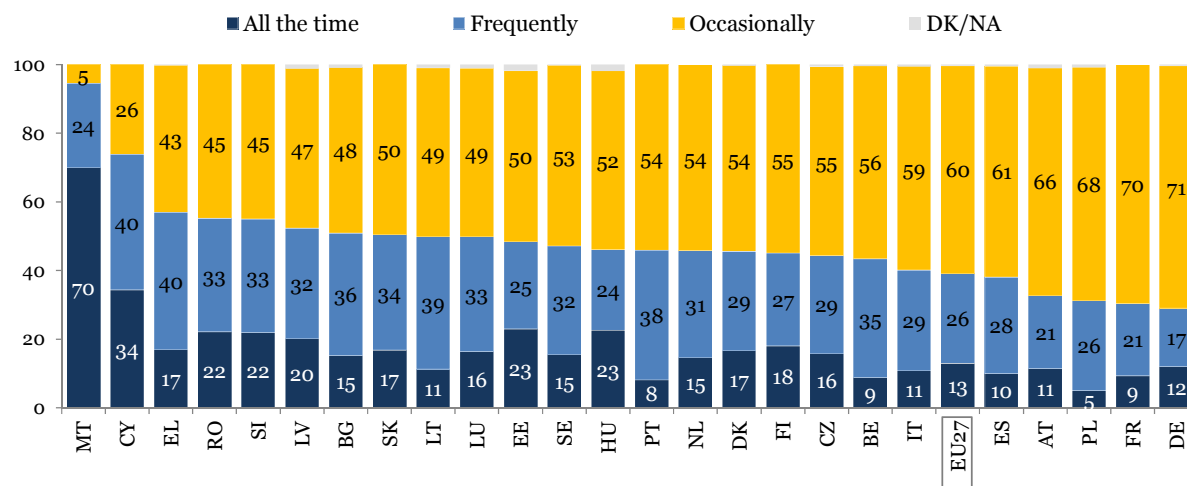
Base: all respondents, % by country

### Country variations – frequency of using English

The individual country results for those who used English to read or watch content on the Web showed that respondents in Germany, France, Poland and Austria were the least likely to use English *frequently* or *all the time* for these online activities (between 29% and 32%).

In Malta, 70% of respondents who used English to read or watch content on the Internet used this language *all the time*, while 24% said they used it *frequently*. The corresponding proportions for Cyprus were 34% and 40%, respectively.

### Use of English, rather than respondents' own language, to read or watch content on the Internet



#### Q4A. Which languages, other than your own, do you use to read or watch content on the Internet – and how often?

Note: UK and IE not shown (in these countries, less than 50 respondents said their mother tongue was not English)

Base: those who use this language (which is not their own) to read or watch content on the Internet, % by country

### Socio-demographic considerations

Across all socio-demographic groups, English was the most frequently mentioned foreign language for reading or watching content on the Internet. Among those who used English for these online activities, certain socio-demographic groups were more likely than others to be frequent users – using English *frequently* or *all the time*, rather than *occasionally*, to read or watch content on the Web.

These frequent users of English were more likely to be men (46% vs. 32% of women), those with the highest level of education and full-time students (43% and 50%, respectively, vs. 28%-30% across all other educational groups), younger respondents (49% of 15-24 year-olds and 45% of 25-39 year-olds vs. 33%-34% across other age groups), metropolitan residents (47% vs. 30% of rural residents) and the self-employed (47% vs. 29% of manual workers and 39% of employees and non-working respondents).

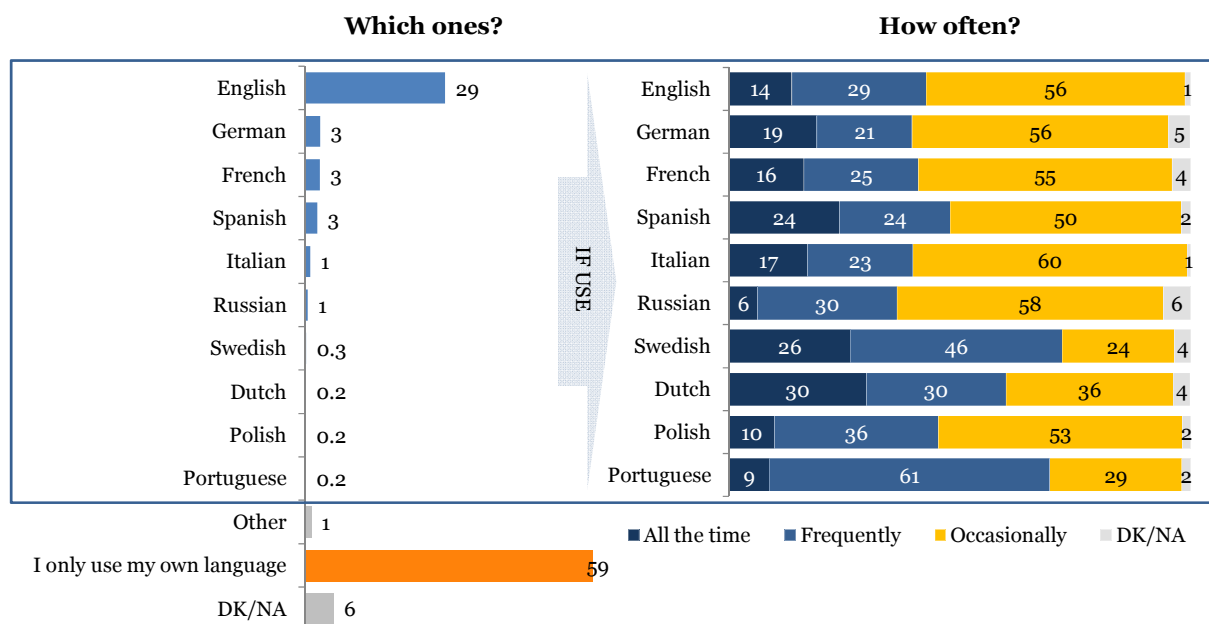
The more frequently respondents used the Internet, the more likely they were to say that they used English *frequently* or *all the time* online: 46% for “heavy” users vs. 16% for the least frequent Internet users (“about once a month”).

For more details, see annex table 9b.

## 2.2 Use of a language, other than respondents' own, to write on the Internet

In the EU, English was the most commonly reported foreign language for writing emails, sending messages or posting comments on the Web (29%). German, French and Spanish were each mentioned by 3% of Internet users.

### Languages, other than respondents' own, that are used to write on the Internet



**Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) on the Internet – and how often?**  
Base: all respondents, % EU27

When looking at the frequency of *writing* on the Internet, for most languages, those who used a foreign language *occasionally* outnumbered those who used that language *frequently* or *all the time*. For example, 56% of respondents who used English to write on the Internet used this language *occasionally*, while 43% said they used it *frequently* or *all the time*.

Conversely, roughly 7 in 10 users of Portuguese (70%) and Swedish (72%), as well as 6 in 10 users of Dutch, said that they used this language *frequently* or *all the time* when writing on the Web. Again, one should be cautious when interpreting these results.

### Country variations – languages used to write in the Internet

The table on the following page shows – for each country – the three most frequently mentioned languages, other than the respondents' own, used by respondents when writing on the Internet. In almost all countries, the results were the same as those for the three most frequently mentioned languages for *reading or watching content* on the Internet (see previous section).

In other words, in almost all EU Member States, **English** was the most frequently used language for writing on the Web. Furthermore, **Russian** was the second most frequently used language in Latvia, Lithuania, Estonia and Bulgaria and **Swedish** appeared in second position in Finland and Sweden; in all other countries, **Spanish**, **German**, **French** and **Italian** were mentioned by the second largest proportion of Internet users.

**Languages, other than respondents' own, that are used to write on the Internet**

(three most mentioned languages)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
English	29	English	47	English	19
French	11	Russian	5	German	6
Dutch	5	German	4	French	1
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
English	46	English	32	English	34
German	8	German	3	Russian	6
French	2	French	3	German	5
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
English	66	English	33	English	27
French	4	Spanish	10	Spanish	4
Italian	3	French	4	French	3
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>CY</b>	<b>%</b>
English	4	English	22	English	83
French	3	French	3	French	3
German	2	Italian	2	Italian	1
<b>LV</b>	<b>%</b>	<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>
English	38	English	37	French	58
Russian	14	Russian	14	German	52
German	3	German	2	English	36
<b>HU</b>	<b>%</b>	<b>MT</b>	<b>%</b>	<b>NL</b>	<b>%</b>
English	22	English	85	English	43
German	9	Italian	8	German	14
French	0	French	2	French	4
<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>	<b>PT</b>	<b>%</b>
English	42	English	32	English	34
German	4	German	5	French	8
Italian	3	Russian	2	Spanish	6
<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>	<b>SK</b>	<b>%</b>
English	46	English	58	English	25
French	6	German	16	German	5
Italian	3	Italian	4	French	1
<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>	<b>UK</b>	<b>%</b>
English	40	English	55	French	4
Swedish	6	Swedish	4	German	2
German	5	German	4	English	2

**Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet – and how often?**

\* Note: in each country, a small number of respondents said that their mother tongue was not the official language(s) of their country of residence. These respondents said that they used this country's official language for writing on the Internet.

Base: all respondents, % by country

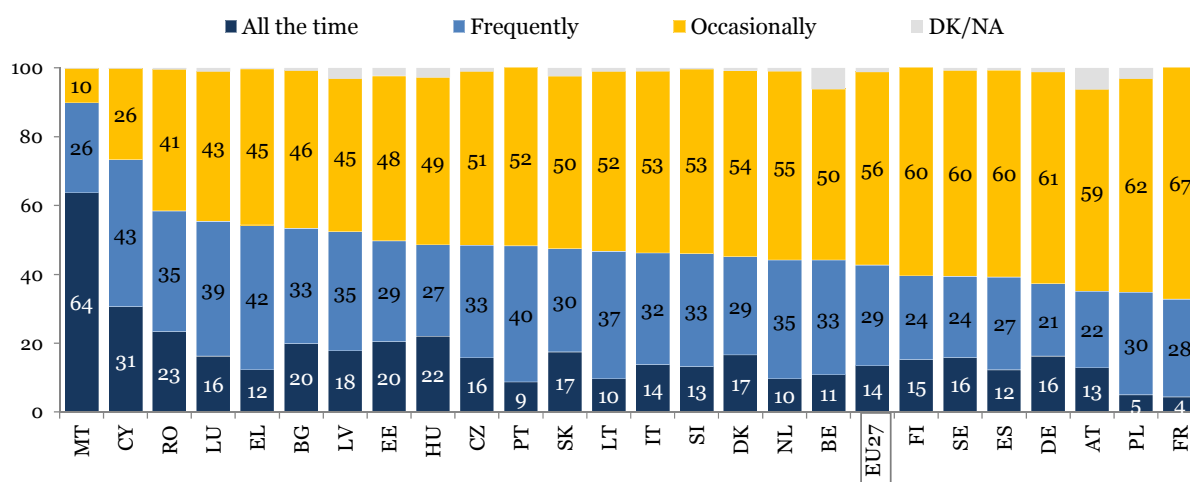


### Country variations – frequency of using English

The individual country results for the use of English when writing on the Web were similar to those observed for reading or watching content in English. Large majorities of interviewees in Malta and Cyprus said that they used English *frequently* or *all the time* to write on the Internet, while respondents in France, Poland, Austria and Germany were once again among the least likely to use English regularly for writing on the Internet (between 32% and 37%).

Maltese respondents were again the most likely to say that they used English *all the time* when writing on the Internet (64%), compared to only half as many respondents in Cyprus (31%). In France and Poland, just about 1 in 20 respondents selected this response (4%-5%).

### Use of English, rather than respondents' own language, when writing on the Internet



**Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) on the Internet – and how often?**

Note: UK and IE not shown (in these countries, less than 50 respondents said their mother tongue was not English)  
Base: those who use this language (which is not their own) to read or watch content on the Internet, % by country

### Socio-demographic considerations

In accordance with the results for reading or watching content on the Internet, across all socio-demographic segments, English was the most frequently mentioned language (other than respondents' own languages) for writing on the Web. Furthermore, among those who used English when writing on the web, differences across socio-demographic groups in how frequently they used it exactly mirrored the differences observed for reading and watching content on the Internet.

For example, 47% of men and the same proportion of 15-24 year-olds said they used English *frequently* or *all the time* when writing on the Web; the corresponding proportion for women and the over 54 year-olds was 38%. Similarly, 47% of "heavy" Internet users said they used English when *frequently* or *all the time* writing on the Internet, compared to 27% of those who had used the Internet about once a month in the past four weeks.

For more details, see annex table 10b.

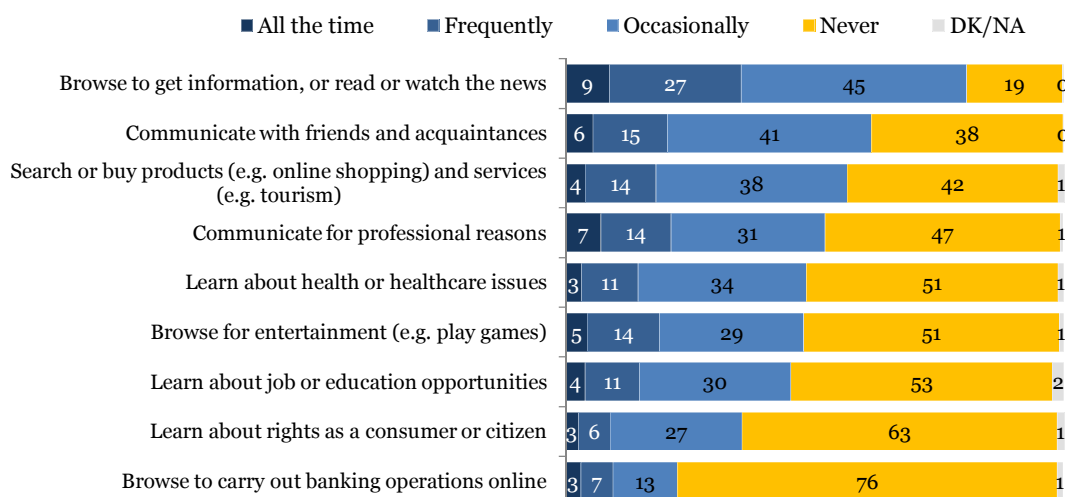
### 3. Use of a language, other than respondents' own, for different Internet activities

Chapter 3 focuses solely on respondents who said that they used a language other than their own to read, watch or write content on the Internet.

When these respondents were asked for which Internet activities they used a language other than their own, the largest proportion (81%) said that they *at least occasionally* used another language when **browsing to get information, or when reading or watching the news**. Roughly 6 in 10 (62%) interviewees said they **communicated with friends and acquaintances** in a language other than their own and slightly more than half (52%) said the same about **communicating for professional reasons**. The corresponding proportion for “**searching or buying products (e.g. online shopping) and services (e.g. tourism)**” was 56%.

All other activities were mentioned by less than half of interviewees; respondents were the least likely to say that they *at least occasionally* used a language other than their own for **carrying out banking operations online** (23%) or for **learning about their rights as consumers or citizens** (36%). This may be explained in part by the smaller proportion of respondents who carry out these activities on the Internet regardless of the language used.

#### Frequency of using a language, other than respondents' own, for various Internet activities



Q5. For each of the following Internet activities, how often do you use a language different from your own language?

Base: those who use a language other than their own to read/watch/write on the Internet, % EU27

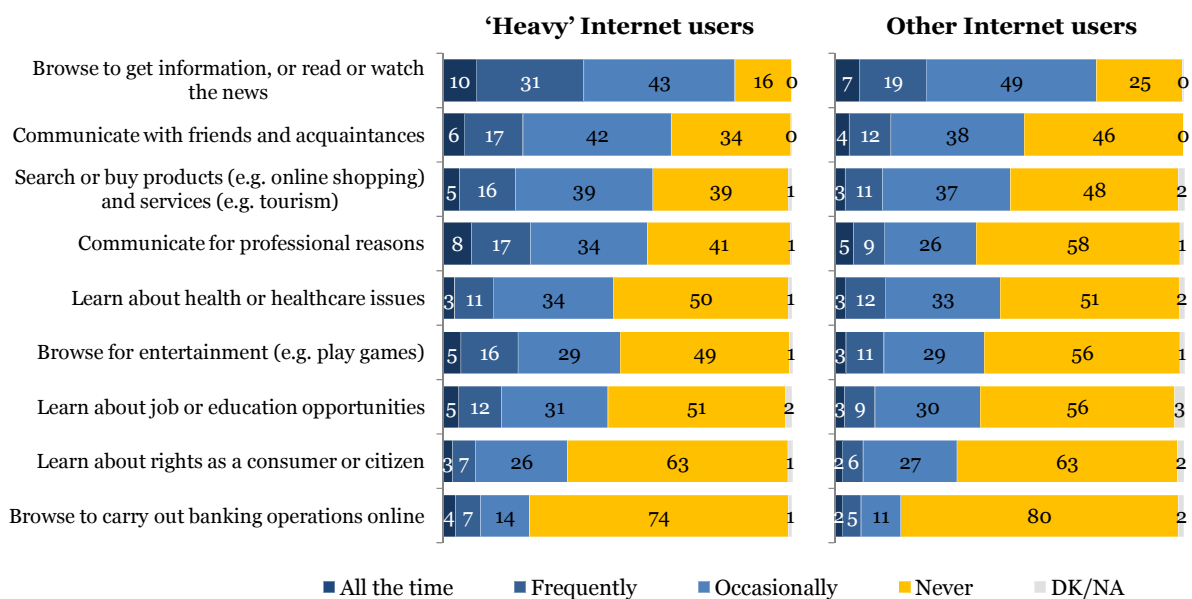
For each of the online activities listed in the survey, respondents who said they *occasionally* used a language other than their own outnumbered those who said they did so *frequently* or *all the time*. For example, 41% of respondents who used a language other than their own when online said they *occasionally* used another language to communicate online with friends or acquaintances, compared to 21% who said this happened “frequently” or “all the time”.

The survey also found that, for most of the Internet activities listed in the survey, “**heavy**” Internet users were more likely than other Internet users to perform it in a language other than their own. For example, 65% of “heavy” Internet users said they communicated with friends and acquaintances in a language other than their own, compared to 54% of the less frequent Internet users.

It is worth noting that the differences between the two groups of Internet users could partially be explained by a difference in the frequency of performing these activities, rather than a difference in language use. For example, since the survey found that “heavy” users were more likely to be self-

employed or employees, it can be assumed that “heavy” users were more likely to use the Internet for professional communication.

### Frequency of using a language, other than respondents’ own, for various Internet activities



Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % EU27

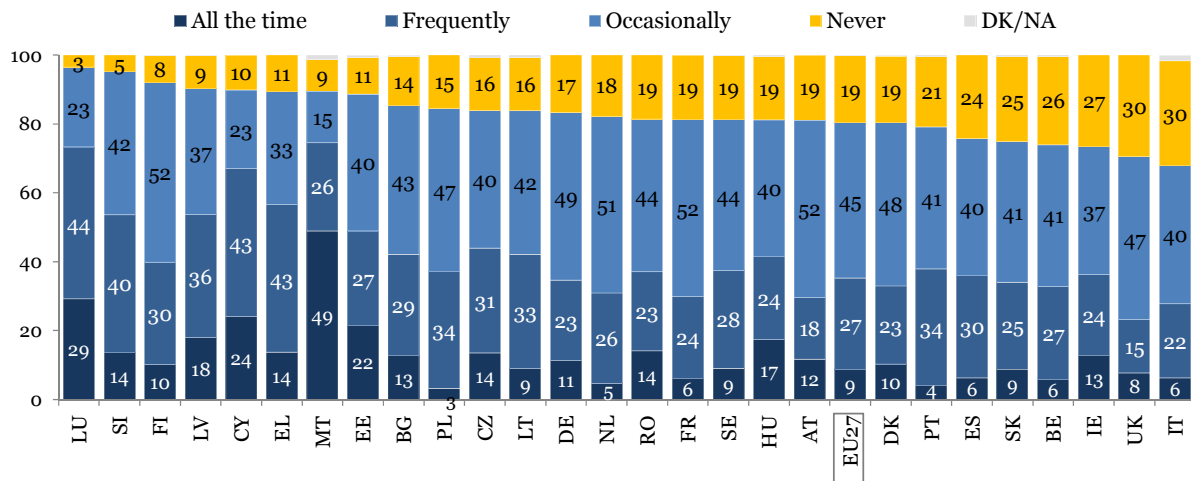
### Country variations

As noted before, this and following sections focus solely on respondents who said that they used a language other than their own to read, watch or write content on the Web.

Across almost all EU Member States, **browsing to get information, or reading or watching the news** was the most frequently mentioned online activity performed in a language other than the respondent’s own. Respondents in Luxembourg and Slovenia were the most likely to say that they *at least occasionally* used a language other than their own when browsing to get information or reading or watching the news on the Web (both 96%). Furthermore, 49% of respondents in Malta and 29% of those in Luxembourg said they used another language *at all times* for this activity.

Respondents in Italy and the UK, on the other hand, were the least likely to say that they *at least occasionally* used a language other than their own when browsing the Internet to get information or when reading or watching the news on the Web (68%-70%).

**Browse to get information, or read or watch the news**

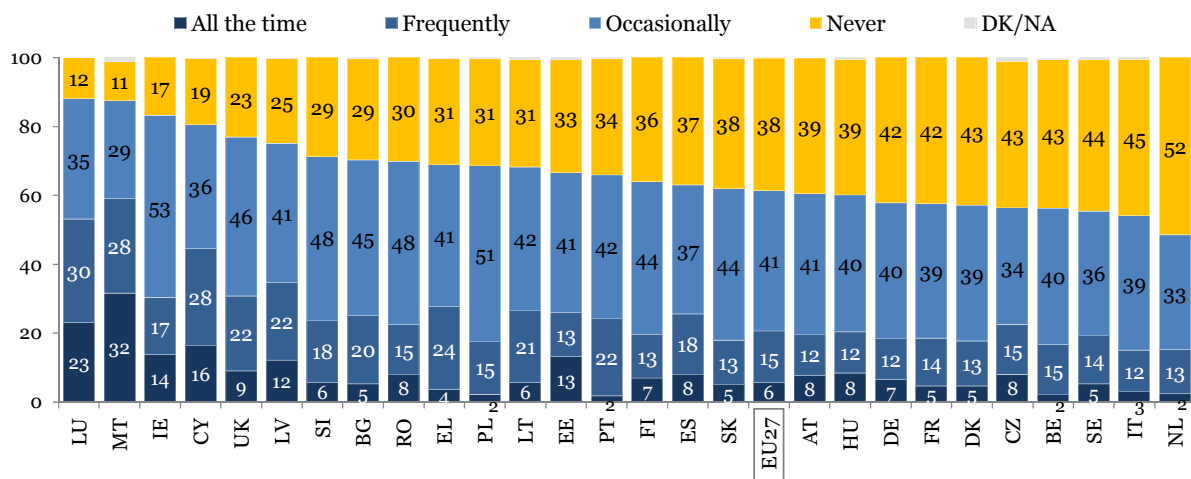


**Q5. For each of the following Internet activities, how often do you use a language different from your own language?**  
 Base: those who use a language other than their own to read/watch/write on the Internet, % by country

Although respondents in Ireland and the UK were among the least likely to use another language when looking for information online (see previous chart), they were among the most likely to say that they *at least occasionally* used a language different from their own when **communicating with friends and acquaintances** on the Internet (84% and 77%, respectively). The proportion of respondents who communicated with friends and acquaintances in another language was also higher than three-quarters in Cyprus (80%), Luxembourg (88%) and Malta (89%).

Furthermore, respondents in Cyprus (44%), Luxembourg (53%) and Malta (60%) were the most likely to say that they used another language *frequently* or *all the time* to communicate with friends and acquaintances; this figure decreased 15% in the Netherlands and Italy. Note: the Netherlands was the only country where a majority of respondents said that they *never* communicated with friends or acquaintances in a language other than their own (52%).

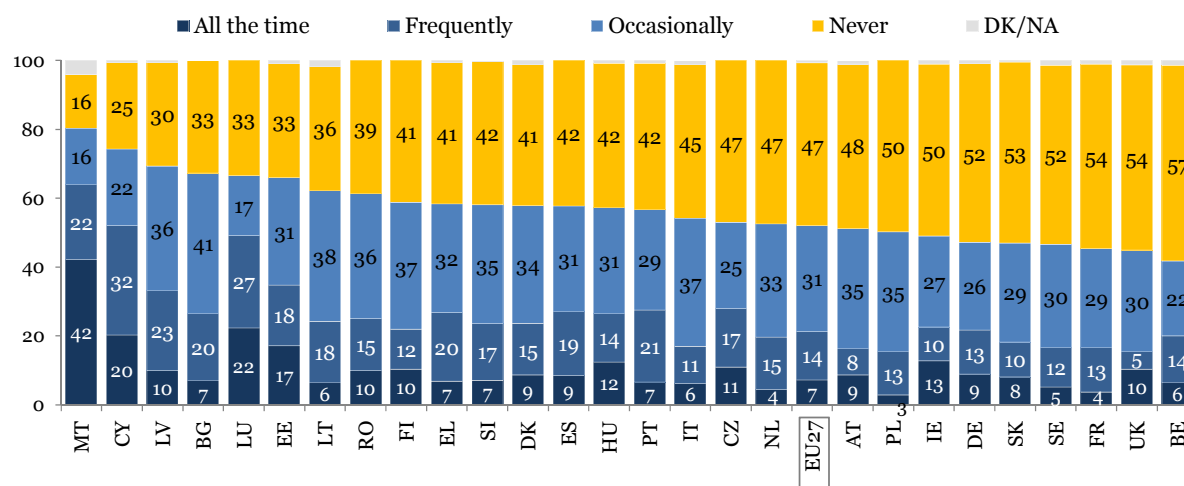
**Communicate with friends and acquaintances**



**Q5. For each of the following Internet activities, how often do you use a language different from your own language?**  
 Base: those who use a language other than their own to read/watch/write on the Internet, % by country

The proportion of interviewees who said that they *at least occasionally* used a language other than their own when **communicating for professional reasons** ranged from 42% in Belgium to 80% in Malta. It should, however, be noted that this question was not relevant for a large majority of non-working respondents – because they simply did not communicate for professional reasons. In the next paragraph, the results of this question are discussed focusing solely on respondents who were employed at the time of the survey.

### Communicate for professional reasons

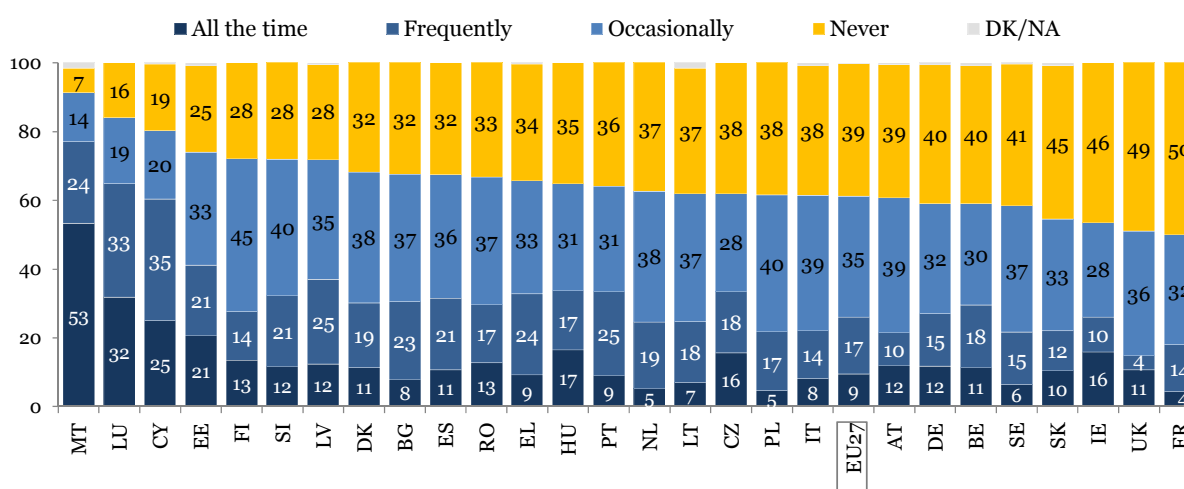


Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country

Focusing solely on respondents who were employed at the time of the survey, respondents in France, the UK, Ireland and Slovakia were the least likely to say that they used a foreign language *at least occasionally* when **communicating for professional reasons** (50%-55%), while those in Cyprus, Luxembourg and Malta were – once again – the most likely to say so (80%-91%).

Latvia, Slovenia, Finland and Estonia were close to Cyprus with roughly three-quarters (72%-75%) of respondents who said that they *at least occasionally* used a language other than their own when communicating for professional reasons. Nonetheless, a larger gap was seen between these countries when looking at the proportions who used another language *frequently* or *all the time* when communicating for professional reasons (for example, 60% in Cyprus vs. 27% in Finland).

### Communicate for professional reasons (Base: respondents in employment)



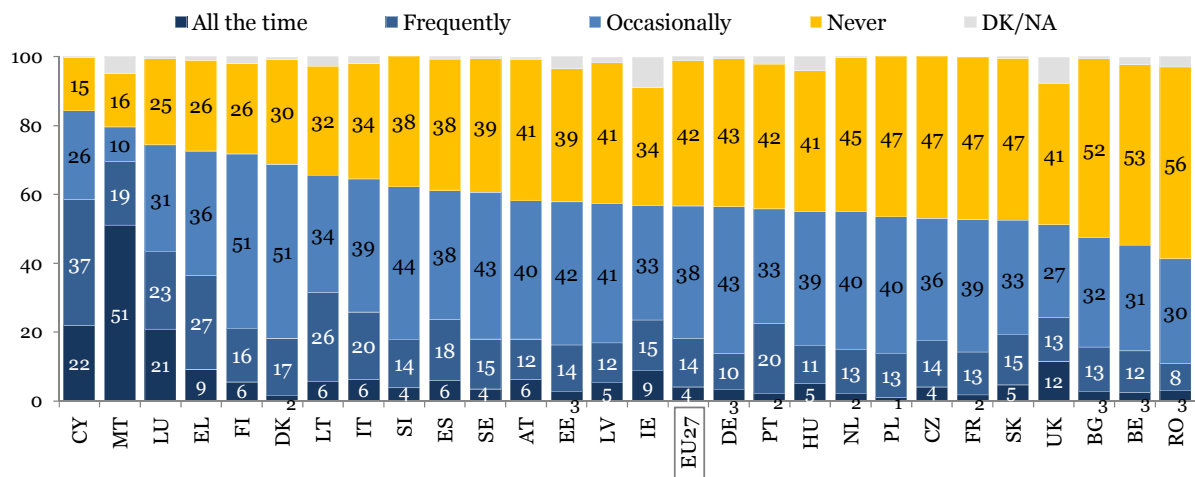
Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those respondents with a professional activity who use a language other than their own to read/watch/write on the Internet  
% by country

In almost all Member States, a majority of respondents said that they used a language other than their own when **searching for or buying products** (e.g. online shopping) **and services** (e.g. tourism) on the Internet. Romania, Belgium and Bulgaria were the only countries where less than half of the respondents said they conducted these online activities in a foreign language (41%-48%), while respondents in Malta and Cyprus were the most likely to say so (80% and 85%, respectively).

In accordance with the results for other online activities, interviewees in Malta, Luxembourg and Cyprus were more likely than their counterparts in other countries to say that they used a language other than their own to search for or buy products and services on the Internet either *frequently* or *all the time*. For example, the proportion of “all the time” responses was 51% in Luxembourg, but decreased to less than 5% in countries such as Denmark, Portugal, France and Bulgaria.

Note: it should be kept in mind that, in some countries, Internet users were less likely to buy products or services via the Internet (e.g. Bulgaria and Romania)<sup>2</sup>; this partially explains the higher proportions of “never” responses in these countries.

### Search or buy products (e.g. online shopping) and services (e.g. tourism)



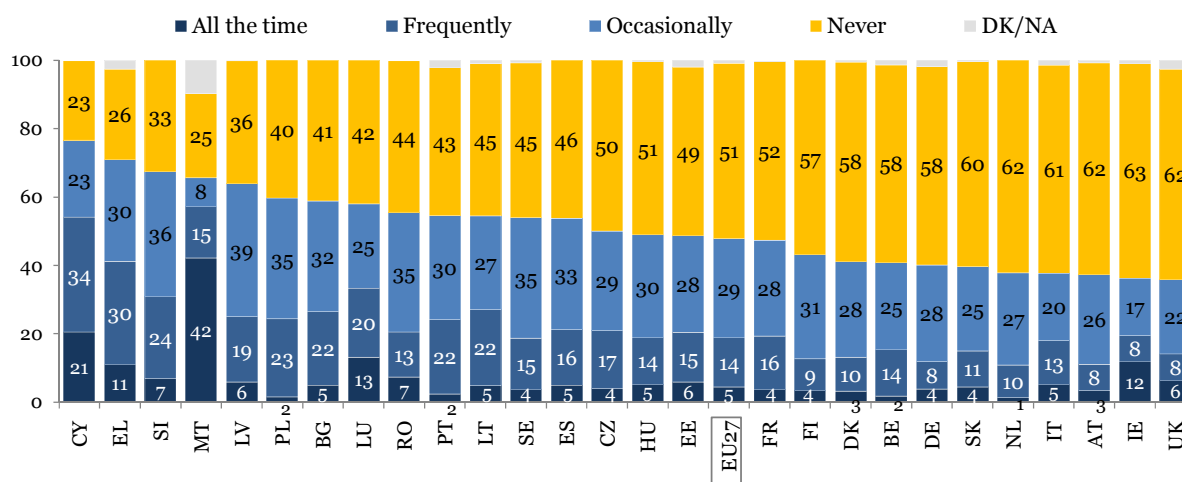
Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country

Compared with other activities discussed so far, respondents in most Member States were less likely to use a language other than their own when **browsing for entertainment (e.g. play games)**. While Slovenes (67%), Greeks (71%) and Cypriots (78%) were the most likely to use another language when browsing for entertainment on the Web, less than 4 in 10 respondents did so in the Netherlands, Italy, Austria, Ireland and the UK (36%-38%).

Furthermore, the proportion of respondents who said they used a foreign language *frequently* or *all the time* when browsing for entertainment remained below 33% in almost all countries (from 11% in the Netherlands to 31% in Slovenia). In Luxembourg, Greece, Cyprus and Malta, between 33% and 57% of respondents used another language for this online activity *frequently* or *all the time*.

<sup>2</sup> See, for example: [http://ec.europa.eu/public\\_opinion/flash/fl\\_241\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_241_en.pdf)

## Browse for entertainment (e.g. play games)



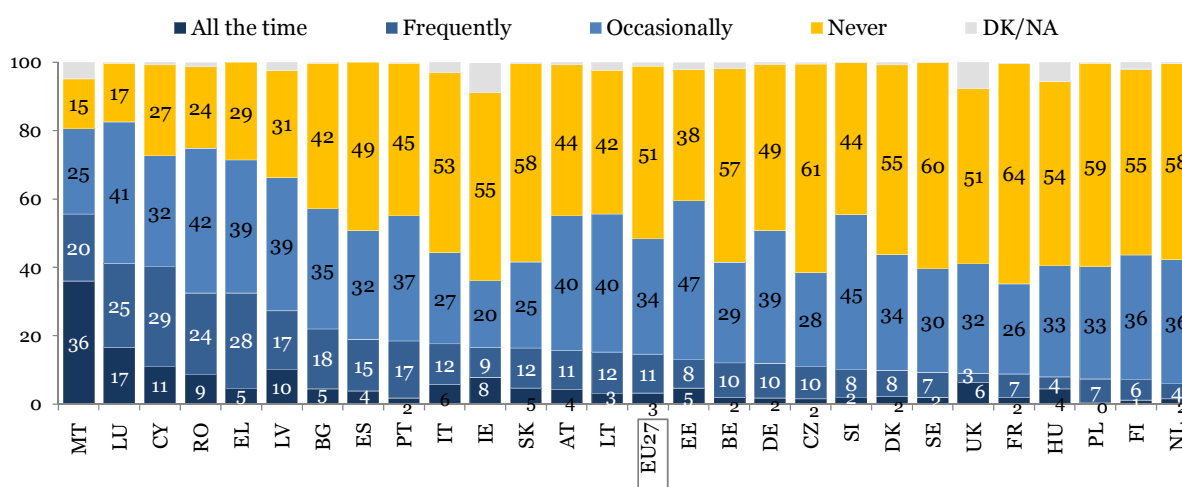
Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country

Similarities could be seen in the individual country results for the next three Internet activities – i.e. learning about topics such as (1) healthcare issues, (2) education and job opportunities, and (3) rights as consumers or citizens. In most countries, the proportion of respondents who browsed the Internet in a language other than their own to learn about the specified topic was lower than the corresponding proportions for online activities such as reading or watching the news and communicating with friends. Furthermore, for each of these activities, respondents in most countries were more likely to use a language other than their own *occasionally*, rather than *frequently* or *all the time*.

For example, although more than 70% of respondents in Greece, Cyprus, Romania, Malta and Luxembourg (72%-83%) said that they *at least occasionally* used a language other than their own to **learn about health or healthcare issues** on the Web, in about half of the EU Member States, less than 50% of respondents gave this response (from 35% in France to 45% in Italy).

Similarly, although 56% of respondents in Malta and 40%-42% of those in Cyprus and Luxembourg said they used a foreign language *frequently* or *all the time* when using the Internet to learn about health or healthcare issues, this proportion remained below a quarter in almost all other countries (from 6% in the Netherlands to 23% in Bulgaria).

## Learn about health or healthcare issues

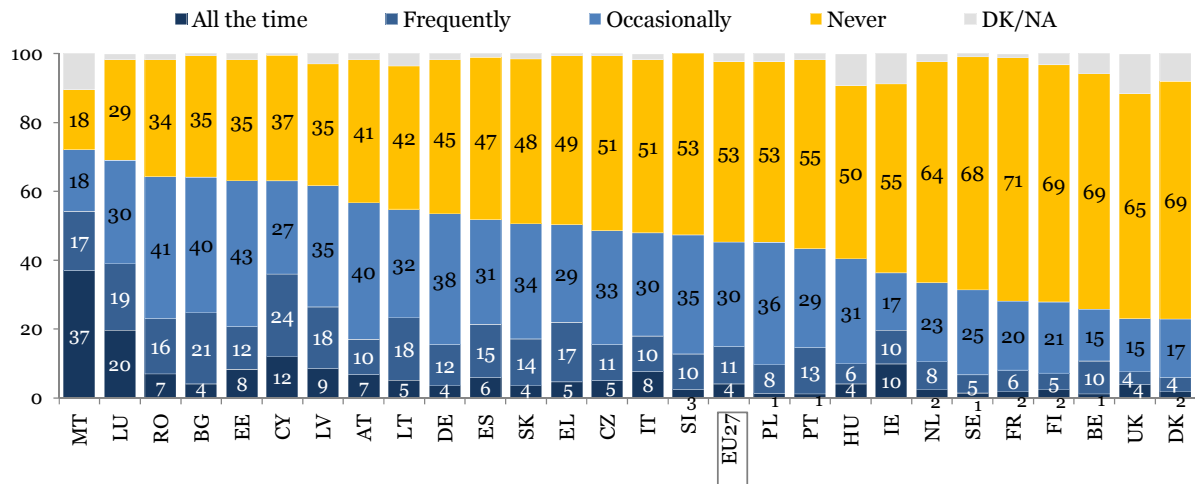


Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country

The proportion of respondents who said they *at least occasionally* used a language other than their own **to learn about job or education opportunities** on the Internet ranged from less than a third in Denmark, the UK, Belgium, Finland, France and Sweden (23%-31%) to more than twice as many in Latvia, Cyprus, Estonia, Bulgaria, Romania, Luxembourg and Malta (62%-72%).

In almost all countries, less than a quarter of respondents said they used a language other than their own *frequently* or *all the time* when searching the Internet to learn about job or education opportunities; this proportion remained below 10% in Denmark, Sweden, Finland, the UK, France (6%-8%).

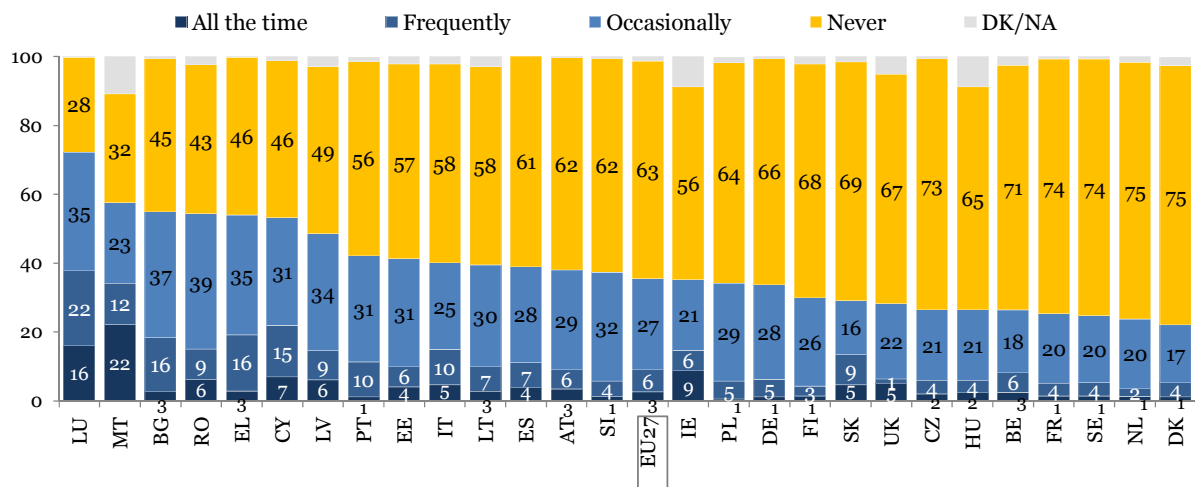
### Learn about job or education opportunities



Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country

In most of the EU Member States less than half of interviewees said that they *at least occasionally* used a language other than their own when learning about **their rights as a consumer or citizen** (from 22% in Denmark to 49% in Latvia). Luxembourg stood out with 73% of respondents who said that they used another language when searching for information about their rights as consumers or citizens (38% said they did *so frequently* or *all the time*).

### Learn about rights as a consumer or citizen



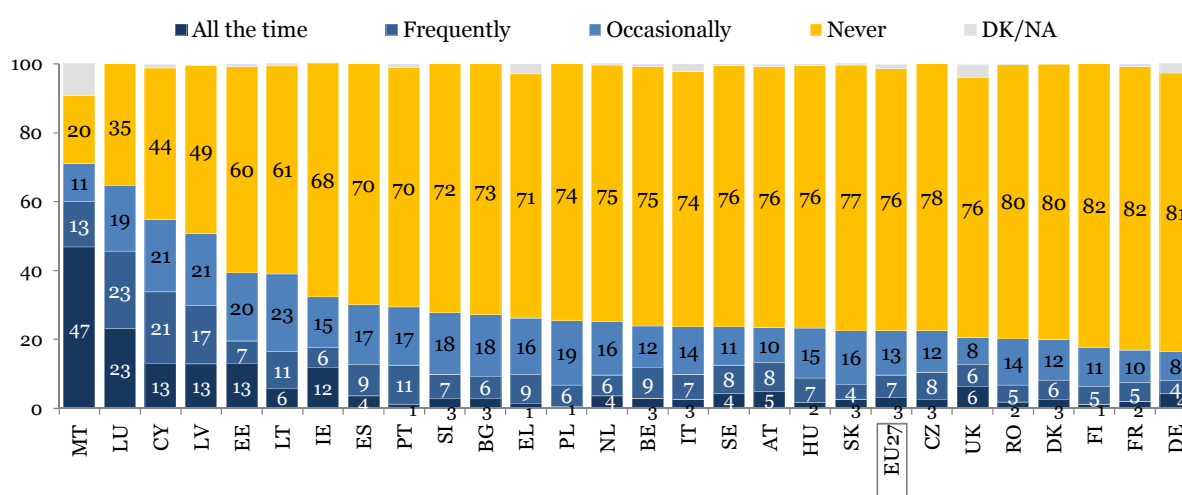
Q5. For each of the following Internet activities, how often do you use a language different from your own language?  
Base: those who use a language other than their own to read/watch/write on the Internet, % by country



Finally, in almost all countries interviewees were the least likely to use a foreign language for **carrying out online banking operations**; the proportion who said that they *at least occasionally* performed online banking operations in a different language remained below a third in a majority of the countries (from 16% in Germany to 30% in Spain). In Malta, Luxembourg, Cyprus and the Baltic countries, respondents appeared to be more likely to carry out online banking operations in a language other than their own (from 40% in Lithuania and Estonia to 71% in Malta).

It should, however, be pointed out that it is reasonable to assume that in many countries a considerable proportion of Internet users did not use online banking at all<sup>3</sup>; in other words, some respondents simply *never conduct online banking operations*, rather than *never conducting such operations in a language other than their own*.

### Browse to carry out banking operations online



Q5. For each of the following Internet activities, how often do you use a language different from your own language?

Base: those who use a language other than their own to read/watch/write on the Internet, % by country

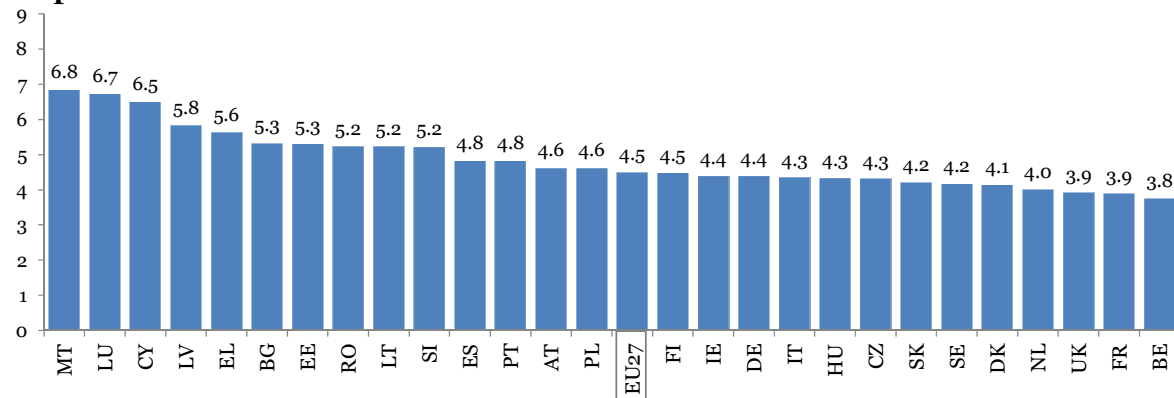
### Individual country differences – average number Internet activities

The following chart presents – for each country – the average number of Internet activities that respondents perform in a language other than their own (base: those who used a language other than their own to read, watch or write content on the Web).

As noted before, respondents in Cyprus, Malta and Luxembourg were the most likely to perform the listed activities in a language other than their own; the average number of online activities carried out in a different language was as high as 6.5 in Cyprus, 6.7 in Luxembourg and 6.8 in Malta. Latvia and Greece followed with average scores of 5.8 and 5.6, respectively. In comparison, in Belgium, France, the UK and the Netherlands, respondents performed – on average – four or fewer of the nine online activities in a language other than their own (between 3.8 and 4.0).

<sup>3</sup> See, for example: [http://ec.europa.eu/public\\_opinion/flash/fl\\_241\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_241_en.pdf)

### Average number of Internet activities performed in a language other than respondents' own



Q5. For each of the following Internet activities, how often do you use a language different from your own language?

Base: those who use a language other than their own to read/watch/write on the Internet  
Average number of the 9 tested Internet activities that were carried out "all the time" or "frequently" or "occasionally"

### Individual country differences – most frequently mentioned Internet activities

The table on the following page shows – for each country – the three most frequently mentioned activities that respondents performed in a language other than their own; the activities listed in the survey were sorted based on the proportion of interviewees who answered that they used a language other than their own *occasionally*, *frequently* or *all the time*.

A first glance at the table shows that, in all EU Member States (with the exception of the UK and Ireland), the highest proportion of respondents said they used a language other than their own when **browsing the Internet to get information, or when reading or watching the news**. In Ireland and the UK, on the other hand, the highest proportion of respondents said they used a language other than their own when **communicating with friends and acquaintances** (83% and 77%, respectively). This online activity also appeared in the top three of the most mentioned online activities (in second or third place) in 22 other Member States.

**Online searching or buying products or services** appeared in the top three of the most mentioned online activities in 16 Member States (without ever being selected by the largest proportion of respondents). For example, it was the second most mentioned activity carried out in a language other than the respondent's own in the Netherlands (55%), Sweden (61%), Italy (65%), Denmark (69%), Finland (72%), Greece (73%) and Cyprus (84%). Similarly, **online communication for professional reasons** in a language other than respondents' own appeared in the top three of most mentioned online activities in eight countries: the Czech Republic (53%), the Netherlands (53%), Latvia (69%), Hungary (57%), Portugal (57%), Denmark (58%), Estonia (66%) and Bulgaria (67%).

Finally, **learning about health or healthcare issues** appeared among the most frequently mentioned Internet activities carried out in a foreign language in only four countries. Similar results were obtained for **browsing on the Internet for entertainment**, which appeared in the top three in two countries.

**Frequency of using a language, other than respondents' own, for various Internet activities**  
(three most mentioned Internet activities)

<b>BE</b>	<b>%</b>	<b>BG</b>	<b>%</b>	<b>CZ</b>	<b>%</b>
Browse to get information	74	Browse to get information	85	Browse to get information	84
Communicate with friends	56	Communicate with friends	70	Communicate with friends	57
Buy products/services	45	Communicate for professional reasons	67	Communicate for professional reasons	53
<b>DK</b>	<b>%</b>	<b>DE</b>	<b>%</b>	<b>EE</b>	<b>%</b>
Browse to get information	81	Browse to get information	83	Browse to get information	89
Buy products/services	69	Communicate with friends	58	Communicate with friends	67
Communicate for professional reasons	58	Buy products/services	56	Communicate for professional reasons	66
<b>EL</b>	<b>%</b>	<b>ES</b>	<b>%</b>	<b>FR</b>	<b>%</b>
Browse to get information	90	Browse to get information	76	Browse to get information	81
Buy products/services	73	Communicate with friends	63	Communicate with friends	58
Learn about health or healthcare issues	72	Buy products/services	61	Buy products/services	53
<b>IE</b>	<b>%</b>	<b>IT</b>	<b>%</b>	<b>CY</b>	<b>%</b>
Communicate with friends	83	Browse to get information	68	Browse to get information	90
Browse to get information	74	Buy products/services	65	Buy products/services	84
Buy products/services	57	Communicate with friends	54	Communicate with friends	81
<b>LV</b>	<b>%</b>	<b>LT</b>	<b>%</b>	<b>LU</b>	<b>%</b>
Browse to get information	90	Browse to get information	84	Browse to get information	97
Communicate with friends	75	Communicate with friends	68	Communicate with friends	88
Communicate for professional reasons	69	Buy products/services	66	Learn about health or healthcare issues	83
<b>HU</b>	<b>%</b>	<b>MT</b>	<b>%</b>	<b>NL</b>	<b>%</b>
Browse to get information	81	Browse to get information	90	Browse to get information	82
Communicate with friends	60	Communicate with friends	88	Buy products/services	55
Communicate for professional reasons	57	Learn about health or healthcare issues	81	Communicate for professional reasons	53
<b>AT</b>	<b>%</b>	<b>PL</b>	<b>%</b>	<b>PT</b>	<b>%</b>
Browse to get information	81	Browse to get information	85	Browse to get information	79
Communicate with friends	61	Communicate with friends	69	Communicate with friends	66
Buy products/services	58	Browse for entertainment	60	Communicate for professional reasons	57
<b>RO</b>	<b>%</b>	<b>SI</b>	<b>%</b>	<b>SK</b>	<b>%</b>
Browse to get information	81	Browse to get information	95	Browse to get information	75
Learn about health or healthcare issues	75	Communicate with friends	71	Communicate with friends	62
Communicate with friends	70	Browse for entertainment	67	Buy products/services	53
<b>FI</b>	<b>%</b>	<b>SE</b>	<b>%</b>	<b>UK</b>	<b>%</b>
Browse to get information	92	Browse to get information	81	Communicate with friends	77
Buy products/services	72	Buy products/services	61	Browse to get information	71
Communicate with friends	64	Communicate with friends	55	Buy products/services	51

**Q5. For each of the following Internet activities, how often do you use a language different from your own language?**

% of sum of "all the time", "frequently" and "occasionally" answers, by country  
Base: those who use a language other than their own to read/watch/write on the Internet

### *Socio-demographic considerations*

As noted in chapter 2, certain socio-demographic groups were more likely to say that they used a language other than their own to read, watch or write content on the Internet. This section focuses solely on respondents who confirmed using a language other than their own and looks at the types of online activities that these respondents carried out in a different language by socio-demographic characteristics. One should, however, keep in mind that differences between socio-demographic segments could partially be due to a difference in the frequency of performing a specific online activities (e.g. some socio-demographic groups were probably less likely to use online banking), rather than a difference in language use for this activity.

Men were more likely than women to say that they *at least occasionally* used a language other than their own for online communication for professional reasons (56% vs. 48% of women), browsing to get information, or reading or watching the news (83% vs. 77%), searching or buying products and services online (61% vs. 51%), carrying out banking operations online (27% vs. 19%) and browsing the Internet for entertainment (51% vs. 45%). For the remaining online activities, men and women were almost as likely to say that they carried these out in a language other than their own.

The younger the respondents, the more likely they were to carry out the following Internet activities in a foreign language: browsing to get information, or reading or watching the news (89% of 15-24 year-olds vs. 76% of over 54 year-olds), communicating with friends and acquaintances (76% vs. 56%), browsing the Internet for entertainment (77% vs. 26%) and learning about job or educational opportunities (61% vs. 29%). On the other hand, 25-39 year-olds were more likely than their counterparts to use a language other than their own to communicate online for professional reasons (63% vs. 39% of over 54 year-olds), to search for or buy products and services online (62% vs. 48%) and to carry out banking operations online (28% vs. 20%).

For most of the online activities listed in the survey, respondents with the highest level of education and full-time students were more likely than those with lower levels of education to say that they *at least occasionally* performed the activity in a language other than their own. The largest differences across educational groups were seen when looking at the proportions of respondents who said they used a language other than their own when going online to communicate with friends: 77% of full-time students and 63% of the most educated, compared to 40% of the least educated.

Similarly, for many online activities, metropolitan and urban residents were more likely than rural residents to say that they used a foreign language. For example, 82%-85% of metropolitan and urban respondents said they *at least occasionally* used a language other than their own when browsing to get information, or reading or watching the news, compared to 77% of rural respondents.

Not surprisingly, the self-employed and employees more frequently mentioned using a foreign language for online communication for professional reasons (69% of the self-employed and 61% of employees vs. 38% of non-working respondents and 45% of manual workers); they were also somewhat more likely to carry out banking operations online (25% vs. 19%-21%) and to browse the Internet to learn about job or educational opportunities (47% vs. 43%-44%). Manual workers, on the other hand, were more likely to say that they browsed the Internet for entertainment in a language other than their own (54% of manual workers vs. 42% of the self-employed). For many online activities, non-working respondents were the least likely to use a different language; the most important exception was seen for the online activity of communicating with friends and acquaintances: 65% non-working respondents – and 64% of self-employed – said they at least occasionally communicated online in a language other than their own; the corresponding proportions for manual workers and employees were 54% and 59%, respectively.

For more details, see annex tables 27b through 35b.

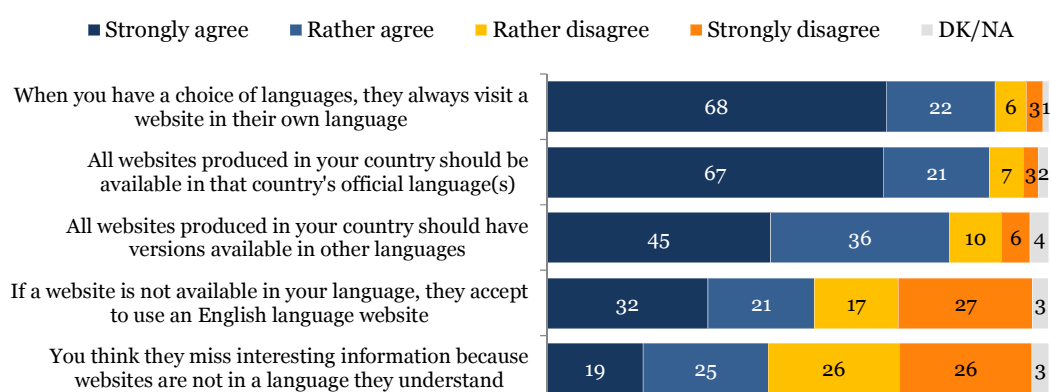
## 4. Opinions about the availability of websites in several languages

Although 9 in 10 Internet users in the EU said that, when they had a choice of languages, they always visited a website in their own language (68% *strongly* agreed and 22% *rather* agreed with this statement), a slim majority (53%) would accept using an English version of a website if it was not available in their own language (32% *strongly* agreed and 21% *rather* agreed).

Slightly less than 9 in 10 (88%) interviewees agreed that all websites produced in their country should be available in their country's official languages (67% *strongly* agreed and 21% *rather* agreed). At the same time, about 8 in 10 (81%) interviewees thought that all websites produced in their country should also have versions available in other languages (45% *strongly* agreed and 36% *rather* agreed).

Finally, more than 4 in 10 (44%) respondents in total agreed – about a fifth (19%) *strongly* agreed – that they missed interesting information because websites were not available in a language they understood.

### Opinions about the availability of websites in several languages



Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that ...

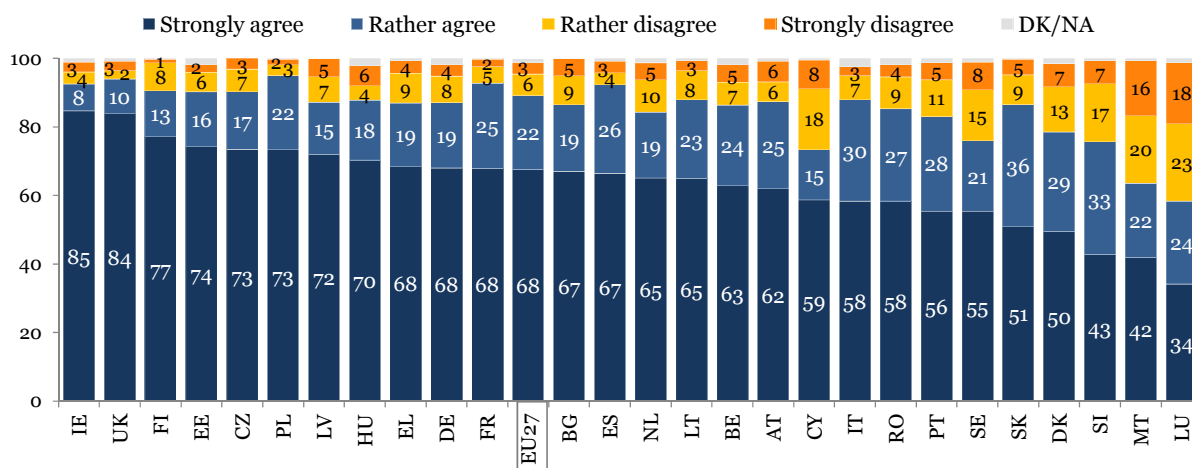
Base: all respondents, % EU27

### Country variations

With the exception of Malta and Luxembourg, more than 7 in 10 respondents across all Member States *rather* or *strongly* agreed that **they always visited a website in their own language when they had a choice**; the total level of agreement ranged from 74% in Cyprus to 95% in Poland. In Luxembourg, on the other hand, less than 6 in 10 (58%) interviewees agreed with this statement.

In the UK and Ireland, a great majority of respondents *strongly* agreed that they always visited a website in their own language when they had a choice of languages (84% and 85%, respectively); similarly, in Hungary, Latvia, Poland, the Czech Republic, Estonia and Finland, at least 7 in 10 expressed strong agreement (between 70% and 77%). The proportion of “strongly agree” responses decreased to 34% in Luxembourg.

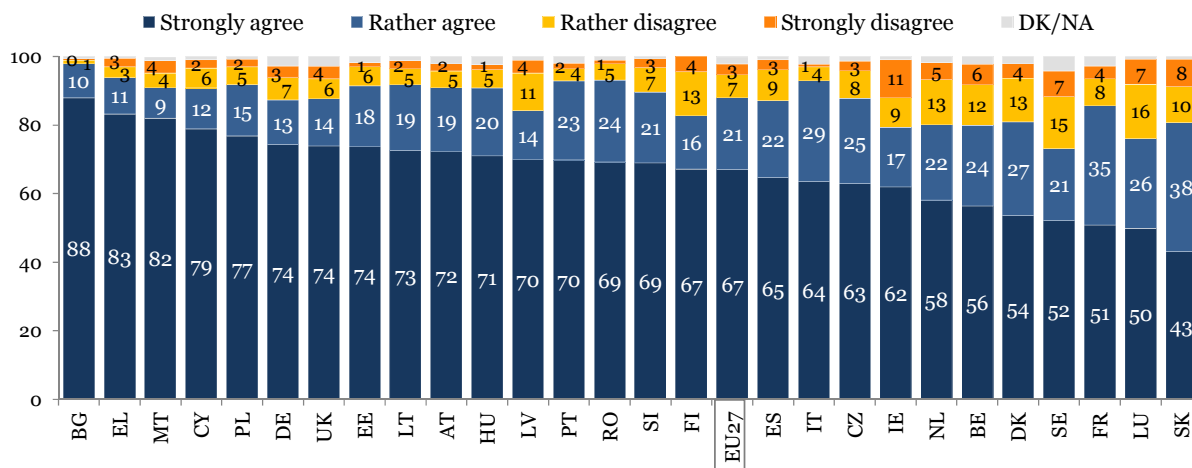
### When respondents have a choice of languages, they always visit a website in their own language



Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % by country

A strong majority of Internet users in all EU Member States also agreed that **all websites produced in their country should be available in their country’s official language(s)**; the total level of agreement ranged from 73% in Sweden to 98% in Bulgaria. Respondents in the latter country were also the most likely to *strongly* agree with this statement (88%), while respondents in Slovakia were the least likely to do so (43%). Not only in Bulgaria, but also in Poland, Cyprus, Malta and Greece, more than three-quarters of respondents thought that all websites produced in their country should be available in their country’s official language(s) (between 77% and 83%).

### All websites produced in respondents’ country should be available in that country’s official language(s)

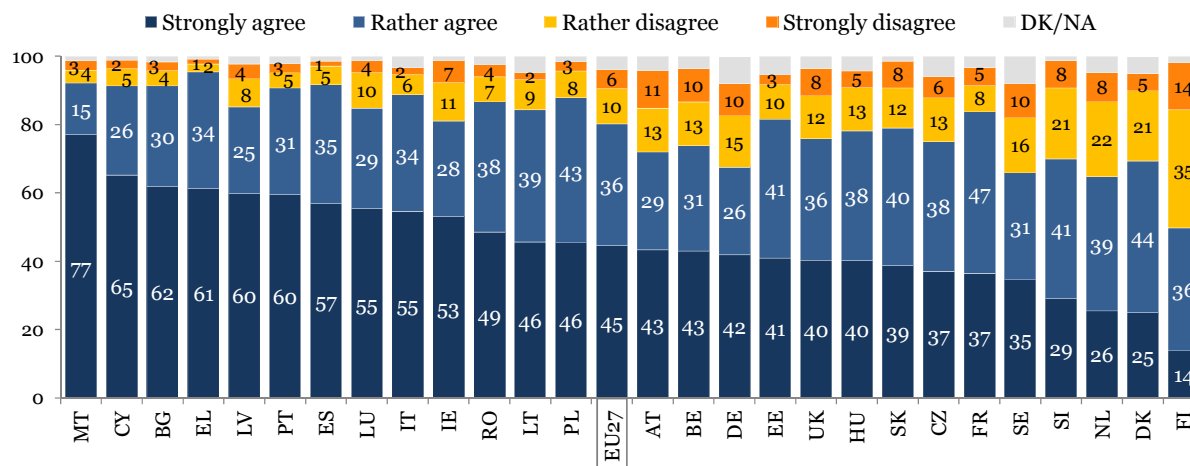


Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % by country

A large variation was seen in the total level of agreement for the statement that **all websites produced in respondents’ countries should have versions available in other languages**; ranging from 50% in Finland to 95% in Greece. Furthermore, just 14% of Internet users in Finland, compared to 77% of those in Malta, *strongly* agreed with this statement. Greece, Bulgaria and Cyprus were close to Malta with more than 6 in 10 respondents expressing strong agreement (between 61% and 65%).

On the other hand, about half (49%) of Internet users in Finland *strongly* or *rather disagreed* that all websites produced in their country should have versions available in other languages. In Sweden, Denmark, Slovenia and the Netherlands, more than a quarter of respondents disagreed with this proposition (between 26% and 30%).

### All websites produced in respondents' country should have versions available in other languages

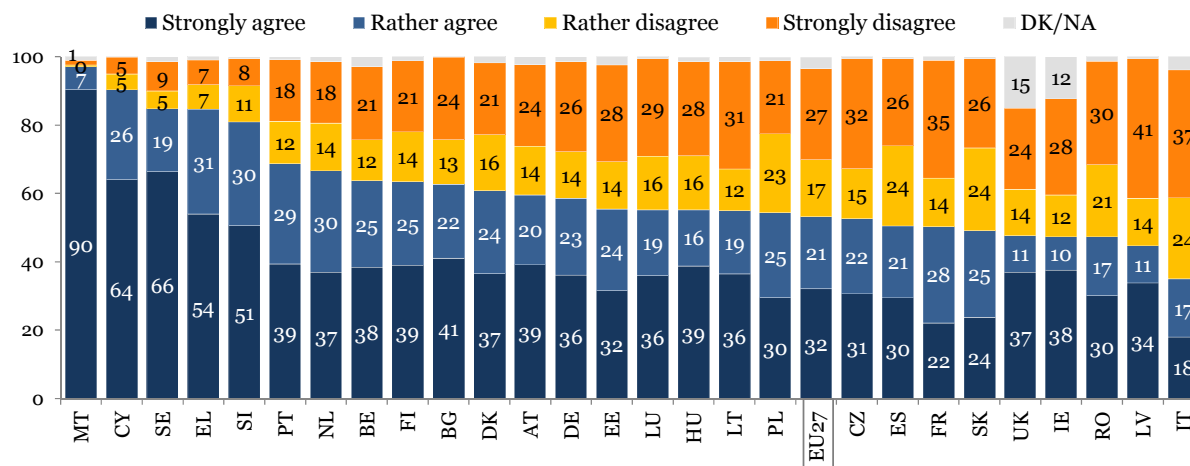


Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them.  
Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % by country

Compared to the above-mentioned statements, across most Member States, Internet users were more likely to *disagree* with the statement that, **if a website was not available in their mother tongue, they accepted using an English language website**. Over half of respondents in Italy (61%), Latvia (55%) and Romania (51%) *rather* or *strongly* disagreed when asked if they would accept an English version of a website. Furthermore, 41% of interviewees in Latvia said they *strongly* disagreed with this statement; Italy followed with 37% expressing strong disagreement.

Respondents in Cyprus and Malta were not only the most likely to think that websites produced in their country should have versions available in other languages, they were also the most willing to use an English language website if this website was not available in their language (90% and 97%, respectively). Other countries with a high proportion of respondents willing to use an English language website were Slovenia (81%), Greece and Sweden (both 85%).

### If a website is not available in respondents' language, they accept to use an English language website

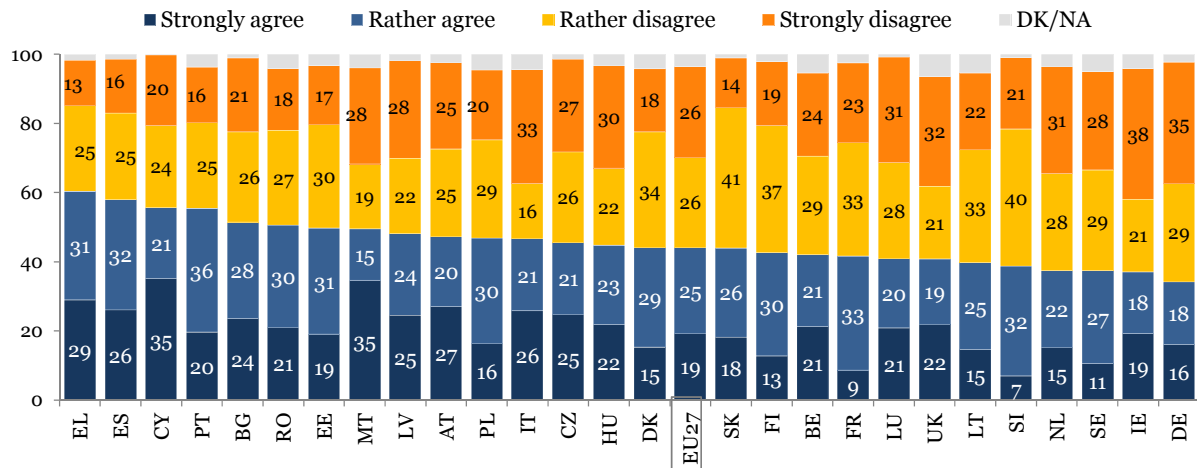


Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them.  
Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % by country

A majority in Romania, Bulgaria, Portugal, Cyprus, Spain and Greece (51%-60%) *rather* or *strongly* agreed that **they missed interesting information because websites were not in a language they understood**. In Malta and Cyprus, slightly more than a third of respondents *strongly* agreed with this statement (both 35%).

About 6 in 10 (59%-61%) respondents in Ireland, the Netherlands and Slovenia, as well as 64% of respondents in Germany, *rather* or *strongly* disagreed with the statement that they missed out on interesting information because websites were not in language they understood. Furthermore, in 13 other Member States, at least half of interviewees disagreed.

**Respondents think they miss interesting information because websites are not in a language they understand**



Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them.  
Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % by country

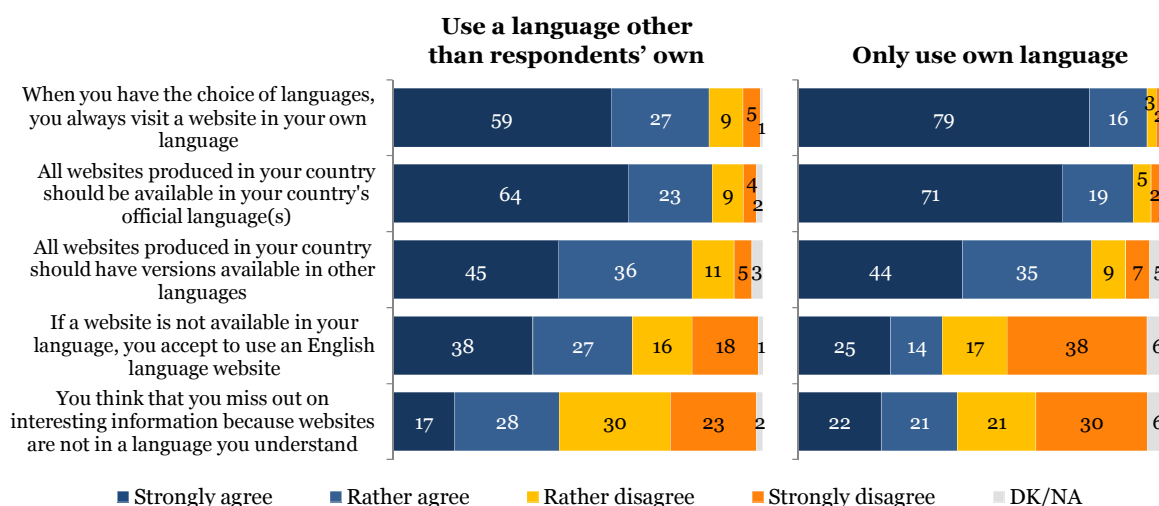
**Comparing the opinions of Internet users who used a foreign language and those who only use their own language**

Internet users who only used their own language when online and those who used at least one foreign language when reading, watching or writing content online had different opinions about the availability of websites in several languages. The former were more likely to *strongly* agree that when given the choice they always visited a website in their own language (79% vs. 59% of those who used another language) and to *strongly* agree that all websites produced in their country should be available in their country’s official languages (71% vs. 64% of those who used another language).

In addition, while 39% of respondents who only used their own language for Internet activities *rather* or *strongly* agreed that they would be willing to use an English version of a website if it was not available in their own language, this proportion was 65% among those who used at least one foreign language.



## Opinions about the availability of websites in several languages



Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that ...  
Base: all respondents, % EU27

### Socio-demographic considerations

Self-employed respondents were more likely than their counterparts to *rather* or *strongly* agree that if a website was not available in their own language, they would use an English version (61% vs. 39%-56% across all other occupational categories). Moreover, they were less likely to agree that all websites produced in their country should be available in their country's official language(s) (84% vs. 89%-91%) and that all websites produced in their country should have versions available in other languages (73% vs. 80%-84%).

Younger respondents – and those still in education – were also more likely to be willing to use an English version of a website if it was not available in their own language; while the oldest respondents and those with the lowest level of education were the least likely to agree with this statement. For example, while 65% of 15-24 year-olds *rather* or *strongly* agreed that they would accept using an English language version of a website, this proportion decreased to 49% for the over 54 year-olds. Rural residents and manual workers were also less likely than their counterparts to agree with this statement.

Furthermore, younger respondents, full-time students as well as those with the highest level of education were more prone to agree that all websites produced in their country should have versions available in other languages. For example, 88% of full-time students and 79% of the most-educated *rather* or *strongly* agreed with this statement, compared to 73% of those with the lowest level of education.

Respondents with low or average levels of education, on the other hand, were more likely to agree that, when given a choice of languages, they always visited websites in their own language (91%-93% vs. 86% of the most educated) and that all websites produced in their country should be available in their country's official language(s) (both 91% vs. 85% of the most educated). Women, rural residents, employees and manual workers were also more likely to agree with these statements. For example, 91% of women, as opposed to 87% of men, said they would always visited websites in their own language when they had the choice of languages.

Finally, half of the respondents with the lowest level of education *rather* or *strongly* agreed that they missed out on interesting information because websites were not in a language they understood; this opinion was shared by 43% of full-time students and respondents with the highest level of education. Similarly, while 50% of manual workers agreed with this statement, this proportion decreased to 42% for the self-employed.

Regarding respondents' frequency of Internet use, it was noted that "heavy" Internet users were more likely to accept using an English language version if a website was not available in their own language (58%, in total, agreed with this statement, vs. 40%-51% of less frequent users). Furthermore, they were somewhat less likely to agree that all websites produced in their country should be available in their country's official language(s) (86% vs. 91%-91%).

For more details, see annex tables 36b through 40b.

Flash EB Series #313

User language  
preferences online

Annex  
tables and  
survey  
details

THE GALLUP ORGANIZATION

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Table 1a. Frequency of Internet use – *by country*

QUESTION: S1. In the last four weeks, how often have you used the Internet - whether at home, at work, or somewhere else?





























	Total N	% Several times a day	% About once a day	% At least once a week	% About once a month
 <b>EU27</b>	13752	53.7	30.3	13.2	2.8
<b>COUNTRY</b>					
 Belgium	500	42.6	37.2	17.2	3
 Bulgaria	501	54.3	15.8	6	1.4
 Czech Rep.	507	58.8	26.6	12.4	2.2
 Denmark	511	63.6	25.8	9.2	1.4
 Germany	515	53.8	30.9	12.6	2.7
 Estonia	506	55.1	29.4	11.7	3.8
 Greece	576	54.9	33.9	9.4	1.9
 Spain	501	55.5	29.1	12.2	3.2
 France	502	61	26.3	9.8	3
 Ireland	518	55.6	29.3	12.5	2.5
 Italy	500	33	40	23.2	3.8
 Cyprus	535	60.7	28.2	9.7	1.3
 Latvia	503	61	27.6	10.1	1.2
 Lithuania	500	69.4	20.8	8.6	1.2
 Luxembourg	511	60.9	25	12.7	1.4
 Hungary	505	58.6	26.3	12.9	2.2
 Malta	523	46.3	40	11.7	2.1
 Netherlands	501	62.5	23.8	12.6	1.2
 Austria	500	51.4	30.6	14.4	3.6
 Poland	506	55.1	31	10.9	3
 Portugal	503	57.3	26.8	10.5	5.4
 Romania	504	57.3	25	15.3	2.4
 Slovenia	522	68	22.8	7.9	1.3
 Slovakia	501	55.1	32.3	10.8	1.8
 Finland	500	48.2	37	11.2	3.6
 Sweden	500	67.2	21.4	10	1.4
 United Kingdom	501	54.7	30.9	12	2.4



Table 1b. Frequency of Internet use – *by segments*

QUESTION: S1. In the last four weeks, how often have you used the Internet - whether at home, at work, or somewhere else?







	Total N	% Several times a day	% About once a day	% At least once a week	% About once a month
<b>EU27</b>	13752	53.7	30.3	13.2	2.8
 <b>SEX</b>					
Male	6595	57.5	29.4	11.1	2.1
Female	7157	50.3	31.1	15.1	3.5
 <b>AGE</b>					
15 - 24	1713	64.7	27.5	6.9	0.9
25 - 39	3201	57.2	30.1	10.7	2
40 - 54	4373	53.8	29.6	13.9	2.7
55 +	4195	47.7	32	16.4	4
 <b>EDUCATION (end of)</b>					
Until 15 years of age	976	35.8	32.5	24	7.7
16 - 20	5814	47	34.4	15.6	3
20 +	5403	61.9	26.3	10	1.9
Still in education	1318	65.1	27.4	6.8	0.8
 <b>URBANISATION</b>					
Metropolitan	2588	63.4	24.8	9.7	2.1
Urban	6148	53.6	31	13.1	2.4
Rural	4927	49.3	32.2	15	3.5
 <b>OCCUPATION</b>					
Self-employed	1539	61.8	25.8	10.3	2.1
Employee	5797	59.4	28.2	11	1.4
Manual worker	899	40	41.7	14.9	3.4
Not working	5429	47.7	32	16	4.4
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	7391	100	0	0	0
About once a day	4165	0	100	0	0
At least once a week	1811	0	0	100	0
About once a month	386	0	0	0	100

Table 2a. Respondents' mother tongue or "their own language" *part 1 – by country*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?





























	Total N	% Bulgarian	% Czech	% Danish	% Dutch	% English	% Estonian	% Finnish	% French	% German
 <b>EU27</b>	13752	1.6	2.1	1	4.3	12.8	0.2	1	12.8	18.2
<b>COUNTRY</b>										
 Belgium	500	0	0	0	57	0.2	0	0	39	1
 Bulgaria	501	75.6	0	0	0	0	0	0	0	0.2
 Czech Rep.	507	0	98.4	0	0	0	0	0	0	0.2
 Denmark	511	0	0	97.3	0	0.2	0	0	0	0.4
 Germany	515	0	0.2	0	0	0.8	0	0	0	96.5
 Estonia	506	0.2	0	0	0	0.4	77.1	0	0	0
 Greece	576	0	0	0	0.2	1.9	0	0	0	0.2
 Spain	501	0.2	0	0	0	0.2	0	0	0.2	0
 France	502	0	0	0	0	0.6	0	0	95.8	0.4
 Ireland	518	0	0	0	0	92.5	0	0	0.6	0.2
 Italy	500	0	0	0	0	0.4	0	0	0.2	0.2
 Cyprus	535	0.4	0	0	0	3.4	0	0.2	0.4	0.2
 Latvia	503	0	0	0	0	0.2	0	0	0	0
 Lithuania	500	0	0	0	0	0	0	0	0	0
 Luxembourg	511	0	0.2	0.4	2.9	2.2	0	0	18.8	10
 Hungary	505	0	0	0	0	0.6	0	0	0	0
 Malta	523	0	0.2	0	0.2	7.6	0	0	0.6	0.2
 Netherlands	501	0	0	0	95.6	0.2	0	0	0.4	0.2
 Austria	500	0	0	0	0.2	0.2	0	0	0.4	94.8
 Poland	506	0	0	0	0	0	0	0	0	0
 Portugal	503	0	0	0	0	1	0	0	0.2	0
 Romania	504	0	0	0	0	0	0	0	0	1
 Slovenia	522	0	0	0	0	0.2	0	0	0	0
 Slovakia	501	0	0.6	0	0	0	0	0	0	0
 Finland	500	0	0	0	0	0	0.2	95.4	0	0
 Sweden	500	0	0	0.4	0	0.8	0	0.4	0	0.2
 United Kingdom	501	0	0	0	0	97	0	0	0	0.2

Table 2b. Respondents' mother tongue or "their own language" *part 1 – by segments*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?







	Total N	% Bulgarian	% Czech	% Danish	% Dutch	% English	% Estonian	% Finnish	% French	% German
<b>EU27</b>	13752	1.6	2.1	1	4.3	12.8	0.2	1	12.8	18.2
 <b>SEX</b>										
Male	6595	1.8	2.1	1	4.4	12.4	0.2	1.1	11.5	18.9
Female	7157	1.4	2.1	1	4.2	13.2	0.3	0.9	13.9	17.5
 <b>AGE</b>										
15 - 24	1713	2	2.3	0.4	1.8	6.7	0.2	0.5	14.3	13.1
25 - 39	3201	2.7	2.4	0.7	1.9	10.2	0.2	0.9	11.4	10.1
40 - 54	4373	1.3	1.9	1	4.8	13.3	0.2	1	11.2	19.9
55 +	4195	0.9	2.1	1.7	6.7	16	0.2	1.4	15	25
 <b>EDUCATION (end of)</b>										
Until 15 years of age	976	0.1	0.5	0.6	3.3	18.7	0	0.9	10.8	22.4
16 - 20	5814	1.4	2.9	0.6	4.4	15.5	0.3	0.8	12.4	19.6
20 +	5403	2	1.6	1.4	4.8	10.5	0.2	1.4	12.7	17.7
Still in education	1318	1.9	1.9	0.6	2.5	6.8	0.1	0.7	15.3	12.6
 <b>URBANISATION</b>										
Metropolitan	2588	1.8	1.7	1.3	2.5	10.7	0.3	1.9	12.5	15.9
Urban	6148	2.7	2.8	1	3.9	12	0.2	0.9	10.4	11.3
Rural	4927	0.2	1.5	1	5.8	14.7	0.2	0.7	16	28.1
 <b>OCCUPATION</b>										
Self-employed	1539	2	2.7	0.6	3.8	15.8	0.3	0.9	8.7	17.3
Employee	5797	1.5	2.1	1.2	4.5	14.4	0.2	1.2	11.2	18.6
Manual worker	899	2.8	1.9	1.1	1.6	4	0.7	0.5	15.8	15.3
Not working	5429	1.4	2	1	4.6	11.9	0.2	0.9	15.1	18.3
 <b>FREQUENCY OF INTERNET USE</b>										
Several times a day	7391	2	2.3	1.2	4.6	13.3	0.2	0.9	14.1	18.2
About once a day	4165	1.1	2	0.9	4	13	0.2	1.2	11.4	18.3
At least once a week	1811	1	2	0.7	4.4	11.4	0.2	0.8	10.1	18.1
About once a month	386	1.1	1.6	0.5	2	9.2	0.3	1.3	14.9	17.5

Table 3a. Respondents' mother tongue or "their own language" *part 2 – by country*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?





























	Total N	% Greek	% Hungarian	% Italian	% Latvian	% Lithuanian	% Maltese	% Polish	% Portuguese	% Romanian
 <b>EU27</b>	13752	2.3	2.3	11.8	0.3	0.6	0.1	7.9	2.2	4.3
<b>COUNTRY</b>										
 Belgium	500	0	0	0.4	0	0	0	0	0.4	0
 Bulgaria	501	0	0	0	0	0	0	0	0	0
 Czech Rep.	507	0	0.2	0	0	0	0	0	0	0.2
 Denmark	511	0	0	0	0	0	0	0	0	0
 Germany	515	0	0	0	0	0	0	0.6	0	0
 Estonia	506	0	0	0	0	0	0	0	0.2	0
 Greece	576	95.5	0.2	0	0	0	0	0.5	0	0.2
 Spain	501	0	0	0.2	0	0	0	0.2	0.6	1.6
 France	502	0	0	0	0	0	0	0	0.4	0
 Ireland	518	0.2	0.2	0.2	0	0	0	0.2	0	0
 Italy	500	0	0	96.8	0	0	0	0.2	0	0.2
 Cyprus	535	94.2	0.2	0	0	0	0	0.2	0	0.2
 Latvia	503	0	0	0	59.6	0.4	0	0	0	0
 Lithuania	500	0	0	0	0	90.8	0	2.8	0	0
 Luxembourg	511	0	0	3.1	0	0	0	0	8	0
 Hungary	505	0	99	0	0	0	0	0	0	0
 Malta	523	0	0	0.2	0	0	89.5	0	0	0
 Netherlands	501	0.2	0	0	0	0	0	0	0	0
 Austria	500	0	0.6	0.6	0	0	0	0	0.2	0
 Poland	506	0	0.2	0	0	0	0	99.4	0	0
 Portugal	503	0	0	0	0	0	0	0	97.2	0.4
 Romania	504	0	4.6	0	0	0	0	0	0	94
 Slovenia	522	0	0	0	0	0	0	0	0	0
 Slovakia	501	0	2	0	0	0	0	0	0	0
 Finland	500	0	0	0	0	0	0	0	0	0
 Sweden	500	0	0	0	0	0	0	0.6	0	0
 United Kingdom	501	0	0	0	0	0.2	0	0.2	0	0

Table 3b. Respondents' mother tongue or "their own language" *part 2 – by segments*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?







	Total N	% Greek	% Hungarian	% Italian	% Latvian	% Lithuanian	% Maltese	% Polish	% Portuguese	% Romanian
<b>EU27</b>	13752	2.3	2.3	11.8	0.3	0.6	0.1	7.9	2.2	4.3
 <b>SEX</b>										
Male	6595	2.5	2.1	12.6	0.2	0.5	0.1	7.7	2.2	4.3
Female	7157	2.2	2.5	11.1	0.3	0.8	0.1	8	2.2	4.3
 <b>AGE</b>										
15 - 24	1713	3.5	2.3	11.2	0.4	0.8	0.1	10.3	2.6	7.7
25 - 39	3201	3.5	2.5	14.3	0.4	0.8	0.1	8.4	3.5	6.4
40 - 54	4373	2.5	2.3	12.7	0.2	0.7	0.1	7.2	1.9	3.9
55 +	4195	1	2.2	7.8	0.2	0.4	0.1	7.4	1.4	1.9
 <b>EDUCATION (end of)</b>										
Until 15 years of age	976	0.5	1	19.2	0.1	0	0.1	0.7	4.8	2.2
16 - 20	5814	1.3	2.7	13.7	0.2	0.5	0.1	6.4	1.9	3.4
20 +	5403	3.5	2.1	7.8	0.3	0.8	0	10.3	1.9	5
Still in education	1318	3.9	2.6	12.2	0.5	0.8	0.1	10.6	2.3	7
 <b>URBANISATION</b>										
Metropolitan	2588	2.3	2.4	8.2	0.6	0.9	0	11.4	3.1	3.6
Urban	6148	3.4	2.8	16.8	0.2	0.9	0.1	8.9	2.1	4.9
Rural	4927	1.1	1.6	7.1	0.1	0.3	0.1	4.9	1.9	4
 <b>OCCUPATION</b>										
Self-employed	1539	4.6	2.5	12.7	0.2	0.7	0	10.1	2.3	4
Employee	5797	2.5	2.5	9.5	0.4	0.8	0.1	7.2	2.5	4.5
Manual worker	899	0.6	1.4	16.8	0.1	0.5	0.1	12.3	2.6	4.6
Not working	5429	1.8	2.2	13	0.3	0.5	0.1	7.4	1.8	4.1
 <b>FREQUENCY OF INTERNET USE</b>										
Several times a day	7391	2.4	2.5	7.2	0.3	0.8	0.1	8	2.3	4.5
About once a day	4165	2.6	1.9	15.5	0.2	0.4	0.1	8.1	2	3.7
At least once a week	1811	1.7	2.4	21.3	0.2	0.6	0.1	6.4	1.7	4.8
About once a month	386	1.5	1.6	16.5	0.1	0.2	0.1	9.4	4.1	3.7

Table 4a. Respondents' mother tongue or "their own language" *part 3 – by country*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?





























	Total N	% Russian	% Slovakian	% Slovenian	% Spanish	% Swedish	% Luxembourgish	% Catalan	% Other	% DK/NA
 <b>EU27</b>	13752	0.5	1.1	0.4	8.2	1.8	0	0.6	1.5	0
<b>COUNTRY</b>										
 Belgium	500	0.2	0.2	0	0.8	0	0	0	0.8	0
 Bulgaria	501	0.2	0	0	0	0	0	0	1.4	0
 Czech Rep.	507	0.4	0.6	0	0	0	0	0	0	0
 Denmark	511	0	0	0	0.4	0.2	0	0	1.6	0
 Germany	515	0.8	0	0	0.2	0	0	0	1	0
 Estonia	506	21.7	0	0	0	0	0	0	0.2	0.2
 Greece	576	0.2	0	0	0	0	0	0	1.2	0
 Spain	501	0.4	0	0	87.2	0.2	0	6.6	2.4	0
 France	502	0	0	0	0.2	0	0	0	2.6	0
 Ireland	518	0	0	0	0	0	0	0	5.8	0.2
 Italy	500	0.2	0	0	1.2	0	0	0	0.6	0
 Cyprus	535	0.6	0	0	0	0	0	0	0.2	0
 Latvia	503	39	0	0	0	0	0	0	0.4	0.4
 Lithuania	500	6.4	0	0	0	0	0	0	0	0
 Luxembourg	511	0.2	0.6	0	0.2	0	51.1	0	2.2	0.2
 Hungary	505	0	0.2	0	0	0	0	0	0.2	0
 Malta	523	0.4	0	0	0	0.2	0	0	0.8	0.2
 Netherlands	501	0	0	0	0	0.2	0	0	3.2	0
 Austria	500	0.2	0	0	0.4	0.2	0	0	2.2	0
 Poland	506	0	0	0	0	0	0	0	0.4	0
 Portugal	503	0.4	0	0	0.6	0	0	0	0.2	0
 Romania	504	0	0	0	0	0	0	0	0.4	0
 Slovenia	522	0	0	97.5	0	0	0	0	2.3	0
 Slovakia	501	0	96.6	0	0	0	0	0	0.6	0.2
 Finland	500	0.4	0	0	0	3.8	0	0	0.2	0
 Sweden	500	0	0	0	0.2	94	0	0	3.4	0
 United Kingdom	501	0	0	0	0	0	0	0	2.2	0.2

Table 4b. Respondents' mother tongue or "their own language" *part 3 – by segments*

QUESTION: Q2. What language do you consider your mother tongue, or "your own language"?







	Total N	% Russian	% Slovakian	% Slovenian	% Spanish	% Swedish	% Luxembourgish	% Catalan	% Other	% DK/NA
<b>EU27</b>	13752	0.5	1.1	0.4	8.2	1.8	0	0.6	1.5	0
 <b>SEX</b>										
Male	6595	0.5	0.9	0.5	7.8	2	0	0.8	1.6	0
Female	7157	0.6	1.2	0.3	8.5	1.5	0.1	0.4	1.3	0.1
 <b>AGE</b>										
15 - 24	1713	1	1.4	0.9	10.2	1.4	0	0.9	3.9	0
25 - 39	3201	0.6	1.3	0.3	12.8	1.5	0	1.1	1.9	0
40 - 54	4373	0.6	1.1	0.3	9	1.5	0.1	0.3	0.8	0.1
55 +	4195	0.2	0.7	0.4	3.6	2.5	0.1	0.4	0.8	0
 <b>EDUCATION (end of)</b>										
Until 15 years of age	976	0	0.1	0.1	10.6	1.3	0	1	0.8	0
16 - 20	5814	0.6	1.4	0.3	6.7	1.2	0	0.5	1.1	0
20 +	5403	0.4	0.9	0.4	9.8	2.4	0.1	0.6	1.2	0.1
Still in education	1318	1.1	1.3	1.1	6.9	1.7	0	1.1	4.7	0
 <b>URBANISATION</b>										
Metropolitan	2588	1	0.7	0.3	12.1	2.6	0	0.8	1.3	0.1
Urban	6148	0.6	1.3	0.4	8.5	1.8	0	0.6	1.7	0
Rural	4927	0.2	1	0.5	5.8	1.3	0.1	0.5	1.2	0
 <b>OCCUPATION</b>										
Self-employed	1539	0.6	0.9	0.2	6.8	1	0	0.3	0.9	0.2
Employee	5797	0.4	1.1	0.4	9.4	2.3	0.1	0.6	0.9	0
Manual worker	899	1	1.1	0.2	10.8	0.4	0	0.8	2.9	0
Not working	5429	0.5	1.1	0.5	7	1.7	0.1	0.6	2	0
 <b>FREQUENCY OF INTERNET USE</b>										
Several times a day	7391	0.6	1.1	0.5	8.3	2.2	0.1	0.7	1.6	0
About once a day	4165	0.6	1.1	0.3	8.1	1.2	0	0.5	1.4	0
At least once a week	1811	0.3	0.9	0.2	7.8	1.3	0	0.4	1.2	0
About once a month	386	0.1	0.7	0.2	9.1	0.9	0	1.3	1.1	0.9

Table 5a. Languages, other than respondents' own, that are used to read or watch content on the Internet – *by country*

QUESTION: Q4A. Which languages, other than your own, do you use to read or watch content in the Internet?

% of "Mentioned" shown





























	Total N	Dutch	English	French	German	Italian	Portuguese	Spanish	Other	I only use my own language	DK/NA
 <b>EU27</b>	13752	0.5	47.9	6	5.5	1.7	0.3	3.8	4	43.5	1.8
<b>COUNTRY</b>											
 Belgium	500	6.6	47.4	14.8	5.6	2.8	0	1.2	0.6	43.4	0.8
 Bulgaria	501	0	52.9	3.2	7.8	1.2	0.2	0.6	15.4	19.4	0
 Czech Rep.	507	0	35.1	1.4	9.3	0.2	0	0.4	3.2	60.6	0.8
 Denmark	511	0	76.3	3.5	19.2	0.2	0.2	1	7.4	21.7	0.2
 Germany	515	0.8	61.6	5.8	3.1	1.2	0.2	2.9	1.9	35.1	0.4
 Estonia	506	0	55.9	1.4	10.5	0.2	0.2	0.4	30.4	27.9	4.5
 Greece	576	0	85.9	8.3	6.2	5.2	0	1.9	4.3	9.7	0
 Spain	501	0.2	46.1	7.8	1.8	2.4	0.6	11.6	4.8	39.7	1
 France	502	0	51.2	2.6	3.8	1	0.6	5.2	1.8	43	0
 Ireland	518	0.2	3.9	6.8	3.7	1.4	0	2.3	5.4	80.1	1
 Italy	500	0	35.4	5.2	0.8	2.2	0	4	0.4	52.4	8.8
 Cyprus	535	0	90.3	4.5	1.7	1.9	0.2	1.5	4.1	6.7	0.4
 Latvia	503	0	54.3	1	7.4	0.4	0.6	0.2	57.5	13.3	3.2
 Lithuania	500	0	62.2	1.2	5	0.2	0	0.4	41.4	16.6	2
 Luxembourg	511	1.2	54.6	66.5	62.8	2.5	0.4	1.8	2.2	7.8	0.2
 Hungary	505	0.2	43	1.8	17.4	1.6	0	1	2.2	47.5	3
 Malta	523	0	90.6	3.4	0.6	20.1	0	0.6	0.8	6.5	0.2
 Netherlands	501	3.4	72.3	7.4	28.5	0.8	0.4	2.6	1.6	24.2	0.4
 Austria	500	0.4	61.2	5	4	2.6	0.8	1.8	1.8	34.8	1.2
 Poland	506	0.4	51.4	2.8	10.1	1.6	0	1	5.1	37.9	2
 Portugal	503	0	58.8	15.9	1.6	0.6	1.8	14.3	0.6	34.8	0.2
 Romania	504	0.2	72.8	11.5	3.6	4.8	0.2	2.8	5.2	18.5	3
 Slovenia	522	0	85.1	3.4	36	8.4	0	3.1	17.6	8.8	0
 Slovakia	501	0	43.9	1.2	10.6	0.8	0	0.6	11.4	45.3	0.4
 Finland	500	0	66.6	1.2	10.4	0.8	0.2	1	20.4	30	1
 Sweden	500	0	81.4	2	10	1.2	0.2	1.4	9.2	14	1
 United Kingdom	501	0.8	1.6	8.6	2.8	1	0.4	2.8	2.8	85.2	0.2



Table 5b. Languages, other than respondents' own, that are used to read or watch content on the Internet – *by segments*

QUESTION: Q4A. Which languages, other than your own, do you use to read or watch content in the Internet?

% of "Mentioned" shown







	Total N	Dutch	English	French	German	Italian	Portuguese	Spanish	Other	I only use my own language	DK/NA
<b>EU27</b>	13752	0.5	47.9	6	5.5	1.7	0.3	3.8	4	43.5	1.8
 <b>SEX</b>											
Male	6595	0.6	51.9	6.3	6.9	1.8	0.4	4.4	4.3	39.9	1.4
Female	7157	0.5	44.2	5.6	4.2	1.6	0.2	3.4	3.7	46.8	2.1
 <b>AGE</b>											
15 - 24	1713	0.3	70.4	7.3	8.5	1.1	0.5	7.9	4.4	21.3	1.1
25 - 39	3201	0.7	54.6	5.4	5.2	2.1	0.4	4.4	5.5	36.4	1.3
40 - 54	4373	0.6	45.6	5.5	4.3	1.8	0.2	2.5	3.5	46.7	1.9
55 +	4195	0.5	37.5	6.5	5.8	1.5	0.3	3.3	3.4	52.8	2.2
 <b>EDUCATION (end of)</b>											
Until 15 years of age	976	0.5	20.9	1.1	1.3	1.1	0	2.6	1.1	67.4	7.2
16 - 20	5814	0.4	36.4	3.4	3.8	1	0.2	2.5	3.4	55.3	1.6
20 +	5403	0.8	59.8	9.2	7.1	2.6	0.3	4.2	4.9	31.5	1.2
Still in education	1318	0.3	71.3	8.1	9.6	1.5	0.9	8.6	5.4	20.6	0.8
 <b>URBANISATION</b>											
Metropolitan	2588	1	57.9	7.7	6.9	2	0.4	5.1	6.5	33.6	1.1
Urban	6148	0.3	47.3	6.3	5.6	1.7	0.3	3.4	3.9	43.5	2.1
Rural	4927	0.6	43.5	4.8	4.7	1.5	0.3	3.8	2.8	48.2	1.7
 <b>OCCUPATION</b>											
Self-employed	1539	0.3	51.6	9.1	6.5	2.3	0.2	4.5	4.6	39.7	1.4
Employee	5797	0.5	51.3	6	5.2	1.9	0.2	3	3.9	41.5	0.9
Manual worker	899	0.9	37.9	2.9	3.1	1.9	0.1	3.3	3.5	51.2	3.1
Not working	5429	0.6	45.1	5.6	5.9	1.3	0.5	4.6	4	45.1	2.5
 <b>FREQUENCY OF INTERNET USE</b>											
Several times a day	7391	0.6	57.6	7.6	6.8	2	0.5	4.8	4.8	34	0.8
About once a day	4165	0.4	41.7	4.5	4.7	1.4	0.1	2.5	3.2	50.5	1.5
At least once a week	1811	0.4	28	3.8	2.3	1.2	0	3	3	61.3	5
About once a month	386	1.2	22	2.1	2.9	2.1	0	4.1	1	65.2	7.6

Table 6a. Languages, other than respondents' own, that are used when writing on the Internet – *by country*

QUESTION: Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet?

% of "Mentioned" shown





























	Total N	Dutch	English	French	German	Italian	Portuguese	Spanish	Other	I only use my own language	DK/NA
 <b>EU27</b>	13752	0.2	28.9	3.1	3.2	1.1	0.2	2.6	2.4	59.1	5.9
<b>COUNTRY</b>											
 Belgium	500	5.2	29.4	11	3.6	2	0	0.6	0.2	59.4	2.4
 Bulgaria	501	0	36.9	1.2	3.6	0.2	0.2	0.4	5.4	33.3	3.6
 Czech Rep.	507	0	18.7	0.8	5.5	0	0	0	2	75.5	1.6
 Denmark	511	0	46	1.8	8.2	0.2	0	1	3.7	41.1	9.2
 Germany	515	0	32.2	2.5	2.9	0.8	0.2	1.7	1.4	60.2	3.9
 Estonia	506	0.2	33.8	0.4	4.5	0.2	0	0.6	15.8	35.8	20.8
 Greece	576	0.2	65.8	3.5	2.3	2.6	0	1	3.1	28.3	1
 Spain	501	0	32.5	3.6	1	1.4	0.2	10.4	4	53.3	2
 France	502	0	27.3	3	2.6	1	0.6	4.4	1.2	66.5	0.2
 Ireland	518	0	3.9	3.3	2.1	1	0.2	0.8	2.3	85.1	3.9
 Italy	500	0	21.6	2.8	0.2	2	0	2	0.2	59.4	15.8
 Cyprus	535	0	82.8	3	0.7	1.3	0	1.1	2.8	14.2	0.6
 Latvia	503	0	38	0.8	2.6	0.2	0	0.2	30	18.7	24.3
 Lithuania	500	0	37.2	0.4	2.4	0.2	0	0.4	18.6	35.2	16.2
 Luxembourg	511	1	36	57.7	51.7	2	0.8	0.8	3.7	11.9	2.5
 Hungary	505	0	21.6	0.4	8.9	0.4	0	0.4	0.8	54.9	17.8
 Malta	523	0	84.9	1.5	0.4	7.5	0	0.4	0.4	10.7	2.3
 Netherlands	501	3	43.3	4	13.8	0.2	0.2	0.8	1.8	46.7	4.4
 Austria	500	0.2	41.6	2.4	4.4	2.8	0.8	0.6	1.4	46	8.6
 Poland	506	0	31.8	0.6	5.1	1	0	0.4	2.2	49.4	12.8
 Portugal	503	0	34.2	7.6	0.4	0.4	1.6	6	0.2	60.8	0
 Romania	504	0	45.8	6.2	2.4	3	0	1.8	4.4	30.8	16.1
 Slovenia	522	0	57.7	1.5	15.5	3.8	0	1.7	10.7	34.9	0.4
 Slovakia	501	0	25.1	0.6	5	0.2	0	0.2	5.2	64.1	4.2
 Finland	500	0	40.4	1.2	5	0.6	0	0.2	10	53.8	2
 Sweden	500	0	55.2	0.8	3.8	0.8	0.2	1	7	36.6	2.6
 United Kingdom	501	0.2	1.6	3.8	2.2	0.6	0	1.2	2	89.8	0.8

Table 6b. Languages, other than respondents' own, that are used when writing on the Internet – *by segments*

QUESTION: Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages) posted on a website) in the Internet?

% of "Mentioned" shown







	Total N	Dutch	English	French	German	Italian	Portuguese	Spanish	Other	I only use my own language	DK/NA
<b>EU27</b>	13752	0.2	28.9	3.1	3.2	1.1	0.2	2.6	2.4	59.1	5.9
 <b>SEX</b>											
Male	6595	0.2	31.6	2.8	3.8	1.1	0.2	2.6	2.5	57	5.5
Female	7157	0.2	26.3	3.4	2.6	1.2	0.2	2.5	2.3	61.1	6.3
 <b>AGE</b>											
15 - 24	1713	0.2	52.6	4.7	5.2	1.2	0.5	5.2	3	36.4	3.8
25 - 39	3201	0.3	37.2	2.6	3.1	1.3	0.2	3.2	3.5	51.3	5.5
40 - 54	4373	0.2	24.8	2.9	2.6	1.2	0.1	1.5	1.9	62.9	6.6
55 +	4195	0.2	18.1	3	3.1	0.9	0.1	2.2	2	69.1	6.6
 <b>EDUCATION (end of)</b>											
Until 15 years of age	976	0	8.8	0.8	0.6	0.6	0	1.3	1.3	77.5	9.9
16 - 20	5814	0.2	18.2	1.9	2.2	0.7	0.1	1.4	1.7	71	5.5
20 +	5403	0.3	38.1	4.4	4	1.5	0.1	3.2	3.1	48.4	6.4
Still in education	1318	0.3	54.2	4.5	6	1.8	0.9	5.9	3.6	35.7	3
 <b>URBANISATION</b>											
Metropolitan	2588	0.2	36.5	2.9	4.4	1.5	0.3	2.8	4.6	50.3	5.8
Urban	6148	0.2	29.4	3.1	3.1	1	0.2	2.7	2.1	58.4	6.3
Rural	4927	0.3	24.3	3.2	2.7	1	0.1	2.3	1.7	64.5	5.6
 <b>OCCUPATION</b>											
Self-employed	1539	0.2	33.5	4.4	3.5	0.8	0.1	2.3	3.1	53.9	6.1
Employee	5797	0.2	30.5	3	3.2	1.4	0.1	2	2.3	58.6	4.9
Manual worker	899	0.1	18	1.4	1.9	1.2	0	2.3	2	68	8.2
Not working	5429	0.3	27.7	3.1	3.2	1	0.3	3.3	2.4	59.4	6.6
 <b>FREQUENCY OF INTERNET USE</b>											
Several times a day	7391	0.2	37.2	3.9	4	1.5	0.3	3.3	2.8	50.7	4.8
About once a day	4165	0.2	23	2.3	2.7	0.7	0	1.5	2.1	66.6	5.4
At least once a week	1811	0.4	12.6	1.7	1.3	0.6	0	1.8	1.8	73.1	9.9
About once a month	386	0	7.9	1.7	0.3	0.6	0	2.3	1.2	74.6	14.2

Table 7a. Use of Dutch, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_1. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Dutch

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	75	15.2	16.2	67.1	1.5
<b>COUNTRY</b>					
 Belgium	33	9.1	27.3	57.6	6.1
 Bulgaria	0	0	0	0	0
 Czech Rep.	0	0	0	0	0
 Denmark	0	0	0	0	0
 Germany	4	0	0	100	0
 Estonia	0	0	0	0	0
 Greece	0	0	0	0	0
 Spain	1	0	100	0	0
 France	0	0	0	0	0
 Ireland	1	0	0	100	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	0	0	0	0	0
 Lithuania	0	0	0	0	0
 Luxembourg	6	0	16.7	83.3	0
 Hungary	1	0	0	100	0
 Malta	0	0	0	0	0
 Netherlands	17	64.7	29.4	5.9	0
 Austria	2	0	0	100	0
 Poland	2	0	0	100	0
 Portugal	0	0	0	0	0
 Romania	1	0	0	100	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	0	0	0	0	0
 Sweden	0	0	0	0	0
 United Kingdom	4	0	0	100	0

Table 7b. Use of Dutch, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_1. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Dutch

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	75	15.2	16.2	67.1	1.5
 <b>SEX</b>					
Male	41	9.2	18.7	69.3	2.8
Female	34	22.6	13	64.4	0
 <b>AGE</b>					
15 - 24	5	37.6	24.7	37.8	0
25 - 39	21	11.2	21.7	64.3	2.8
40 - 54	24	9.7	14.4	73.5	2.4
55 +	21	23.6	9.8	66.6	0
 <b>EDUCATION (end of)</b>					
Until 15 years of age	5	0	0	100	0
16 - 20	22	18.9	9.5	71.6	0
20 +	44	12.7	18.3	66.4	2.6
Still in education	4	50.4	33.1	16.5	0
 <b>URBANISATION</b>					
Metropolitan	26	5.7	22.2	72.1	0
Urban	20	13.6	13.4	67.1	5.9
Rural	29	25	13	62.1	0
 <b>OCCUPATION</b>					
Self-employed	5	0	34.7	65.3	0
Employee	30	15.5	18.9	63.6	1.9
Manual worker	8	0	7.4	92.6	0
Not working	31	21.8	13.2	65	0
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	47	10.7	12.9	74	2.5
About once a day	16	19.6	26.4	54	0
At least once a week	7	44	24	32	0
About once a month	5	0	0	100	0

Table 8a. Use of Dutch, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_1. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Dutch

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	33	29.7	30.3	36.3	3.6
<b>COUNTRY</b>					
 Belgium	26	11.5	30.8	50	7.7
 Bulgaria	0	0	0	0	0
 Czech Rep.	0	0	0	0	0
 Denmark	0	0	0	0	0
 Germany	0	0	0	0	0
 Estonia	1	100	0	0	0
 Greece	1	0	0	100	0
 Spain	0	0	0	0	0
 France	0	0	0	0	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	0	0	0	0	0
 Lithuania	0	0	0	0	0
 Luxembourg	5	0	20	60	20
 Hungary	0	0	0	0	0
 Malta	0	0	0	0	0
 Netherlands	15	60	40	0	0
 Austria	1	0	0	100	0
 Poland	0	0	0	0	0
 Portugal	0	0	0	0	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	0	0	0	0	0
 Sweden	0	0	0	0	0
 United Kingdom	1	0	0	100	0

Table 8b. Use of Dutch, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_1. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Dutch

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	33	29.7	30.3	36.3	3.6
 <b>SEX</b>					
Male	15	27.2	24.8	44.1	3.9
Female	17	31.9	35.2	29.5	3.3
 <b>AGE</b>					
15 - 24	4	23.2	76.8	0	0
25 - 39	9	27	16.3	50.1	6.5
40 - 54	10	30.4	21.2	42.4	6
55 +	10	36.9	27.7	35.1	0.3
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	11	49.6	15.5	29.8	5.1
20 +	17	19.3	26.2	51	3.6
Still in education	4	23.2	76.8	0	0
 <b>URBANISATION</b>					
Metropolitan	6	36.3	25.5	27.8	10.4
Urban	10	17.8	41.2	35.1	5.9
Rural	17	35.6	26.6	37.8	0
 <b>OCCUPATION</b>					
Self-employed	4	27	41.2	31.8	0
Employee	13	36.4	11.4	52.2	0
Manual worker	1	0	50	50	0
Not working	14	29.2	45.8	20.7	4.3
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	16	25.4	19.8	47.7	7.1
About once a day	10	24.5	45.6	30	0
At least once a week	7	47.6	34.6	17.5	0.4
About once a month	0	0	0	100	0

Table 9a. Use of English, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_2. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - English

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	6584	12.9	26.3	60.5	0.4
<b>COUNTRY</b>					
 Belgium	237	8.9	34.6	56.1	0.4
 Bulgaria	334	12	27.2	39.5	0.6
 Czech Rep.	178	15.7	28.7	55.1	0.6
 Denmark	390	16.7	29	54.1	0.3
 Germany	317	12	17	70.7	0.3
 Estonia	283	23	25.4	49.8	1.8
 Greece	495	17	40	42.8	0.2
 Spain	231	10	28.1	61.5	0.4
 France	257	9.3	21	69.6	0
 Ireland	20	65	35	0	0
 Italy	177	10.7	29.4	59.3	0.6
 Cyprus	483	34.4	39.5	26.1	0
 Latvia	273	20.1	32.2	46.5	1.1
 Lithuania	311	11.3	38.6	49.2	1
 Luxembourg	279	16.5	33.3	49.1	1.1
 Hungary	217	22.6	23.5	52.1	1.8
 Malta	474	70	24.5	5.5	0
 Netherlands	362	14.6	31.2	54.1	0
 Austria	306	11.4	21.2	66.3	1
 Poland	260	5	26.2	68.1	0.8
 Portugal	296	8.1	37.8	54.1	0
 Romania	367	22.1	33.2	44.7	0
 Slovenia	444	21.8	33.1	45	0
 Slovakia	220	16.8	33.6	49.5	0
 Finland	333	18	27	55	0
 Sweden	407	15.5	31.7	52.6	0.2
 United Kingdom	8	100	0	0	0



Table 9b. Use of English, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_2. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - English

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	6584	12.9	26.3	60.5	0.4
 <b>SEX</b>					
Male	3423	16.1	30	53.5	0.4
Female	3161	9.5	22.2	68	0.3
 <b>AGE</b>					
15 - 24	1206	12.9	36	50.8	0.3
25 - 39	1749	15.2	29.5	55.2	0.1
40 - 54	1994	11.9	22.1	65.8	0.2
55 +	1575	11.5	21.1	66.8	0.6
 <b>EDUCATION (end of)</b>					
Until 15 years of age	204	9.5	18.1	71	1.5
16 - 20	2118	10.7	19.2	69.7	0.4
20 +	3232	14.2	28.5	57.2	0.1
Still in education	940	14.1	36.3	49.3	0.3
 <b>URBANISATION</b>					
Metropolitan	1498	16.4	30.9	52.2	0.4
Urban	2911	13.7	28	58	0.4
Rural	2145	9.3	21	69.4	0.3
 <b>OCCUPATION</b>					
Self-employed	794	16.5	30.7	52.7	0.1
Employee	2975	13.3	25.3	61.3	0.1
Manual worker	340	10.1	19.2	70.1	0.6
Not working	2450	11.7	26.9	60.8	0.5
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	4256	16	29.9	53.7	0.3
About once a day	1735	7.2	22.1	70.3	0.4
At least once a week	507	6.8	13.4	79.5	0.3
About once a month	85	10.1	5.7	83.3	0.8

Table 10a. Use of English, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_2. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - English

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	3969	13.6	29.1	56.1	1.2
<b>COUNTRY</b>					
 Belgium	147	10.9	33.3	49.7	6.1
 Bulgaria	236	16.1	26.3	35.6	0.4
 Czech Rep.	95	15.8	32.6	50.5	1.1
 Denmark	235	16.6	28.5	54	0.9
 Germany	166	16.3	21.1	61.4	1.2
 Estonia	171	20.5	29.2	48	2.3
 Greece	379	12.4	42	45.4	0.3
 Spain	163	12.3	27	60.1	0.6
 France	137	4.4	28.5	67.2	0
 Ireland	20	7.5	10	15	0
 Italy	108	13.9	32.4	52.8	0.9
 Cyprus	443	30.7	42.7	26.4	0.2
 Latvia	191	17.8	34.6	44.5	3.1
 Lithuania	186	9.7	37.1	52.2	1.1
 Luxembourg	184	16.3	39.1	43.5	1.1
 Hungary	109	2.2	26.6	48.6	2.8
 Malta	444	63.7	26.1	9.9	0.2
 Netherlands	217	9.7	34.6	54.8	0.9
 Austria	208	1.3	22.1	58.7	6.2
 Poland	161	0.5	29.8	62.1	3.1
 Portugal	172	8.7	39.5	51.7	0
 Romania	231	23.4	35.1	41.1	0.4
 Slovenia	301	13.3	32.9	53.5	0.3
 Slovakia	126	17.5	30.2	50	2.4
 Finland	202	15.3	24.3	60.4	0
 Sweden	276	15.9	23.6	59.8	0.7
 United Kingdom	8	7.5	12.5	12.5	0

Table 10b. Use of English, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_2. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - English

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	3969	13.6	29.1	56.1	1.2
 <b>SEX</b>					
Male	2086	14.7	32.5	51.3	1.4
Female	1884	12.4	25.3	61.3	1
 <b>AGE</b>					
15 - 24	902	12.4	34.8	52.8	0.1
25 - 39	1190	14.2	30.6	54.7	0.6
40 - 54	1083	14.2	26.3	57.8	1.6
55 +	760	12.9	25.1	60.2	1.8
 <b>EDUCATION (end of)</b>					
Until 15 years of age	86	12.5	18.6	68.9	0
16 - 20	1060	11.4	24.4	63.1	1
20 +	2059	14.8	30	54	1.2
Still in education	714	13.7	35.4	50.7	0.2
 <b>URBANISATION</b>					
Metropolitan	944	18.9	33.3	46.9	0.9
Urban	1808	13	30.2	55.6	1.2
Rural	1195	10.4	24.7	63.7	1.1
 <b>OCCUPATION</b>					
Self-employed	516	15.9	31.7	51.6	0.8
Employee	1767	15.2	29.2	54.5	1.2
Manual worker	162	6.8	25.2	67.6	0.4
Not working	1506	11.8	28.7	58.4	1.1
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	2752	16.2	31	51.7	1.1
About once a day	959	7.5	26.6	64.7	1.1
At least once a week	228	9.4	17.9	69.8	2.8
About once a month	31	3.7	23.1	71.3	1.9

Table 11a. Use of French, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_3. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - French

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	821	10.3	17	68.7	3.9
<b>COUNTRY</b>					
 Belgium	74	8.1	33.8	58.1	0
 Bulgaria	25	12	12	40	0
 Czech Rep.	7	14.3	14.3	71.4	0
 Denmark	18	16.7	11.1	55.6	16.7
 Germany	30	3.3	13.3	83.3	0
 Estonia	7	14.3	28.6	42.9	14.3
 Greece	48	4.2	27.1	68.8	0
 Spain	39	5.1	12.8	71.8	10.3
 France	13	76.9	15.4	7.7	0
 Ireland	35	11.4	22.9	65.7	0
 Italy	26	3.8	11.5	65.4	19.2
 Cyprus	24	16.7	25	58.3	0
 Latvia	5	40	20	40	0
 Lithuania	6	0	33.3	66.7	0
 Luxembourg	340	29.7	41.2	28.5	0.6
 Hungary	9	0	0	100	0
 Malta	18	11.1	5.6	83.3	0
 Netherlands	37	5.4	10.8	78.4	5.4
 Austria	25	4	12	76	8
 Poland	14	7.1	7.1	85.7	0
 Portugal	80	7.5	25	67.5	0
 Romania	58	12.1	17.2	69	1.7
 Slovenia	18	5.6	11.1	83.3	0
 Slovakia	6	0	33.3	66.7	0
 Finland	6	0	0	100	0
 Sweden	10	10	10	70	10
 United Kingdom	43	7	20.9	72.1	0

Table 11b. Use of French, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_3. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - French

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	821	10.3	17	68.7	3.9
 <b>SEX</b>					
Male	417	8.8	17.7	67.6	5.9
Female	404	11.9	16.3	69.9	1.9
 <b>AGE</b>					
15 - 24	126	5.7	18.6	72.2	3.5
25 - 39	172	14.1	14.8	63.8	7.3
40 - 54	242	10.8	16.5	67.4	5.2
55 +	274	10	18.1	71	0.9
 <b>EDUCATION (end of)</b>					
Until 15 years of age	11	17.3	17.5	65.2	0
16 - 20	198	16.5	12.8	67.9	2.9
20 +	494	8.2	18.9	67.5	5.3
Still in education	107	8.5	16.9	74.6	0.1
 <b>URBANISATION</b>					
Metropolitan	200	12.2	12.6	68.1	7.1
Urban	386	10.7	18.6	66.5	4.3
Rural	236	8.2	18.2	73	0.6
 <b>OCCUPATION</b>					
Self-employed	140	2.9	20.9	76.2	0
Employee	349	7.9	16.2	68.1	7.9
Manual worker	26	25.2	16.2	58.6	0
Not working	305	15.2	16.3	67	1.5
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	558	9.5	17.3	67.9	5.3
About once a day	186	15	16.7	66.9	1.4
At least once a week	69	5.6	16.3	78.1	0
About once a month	8	0.3	14.8	84.9	0

Table 12a. Use of French, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_3. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - French

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	424	16.2	24.8	55	4
<b>COUNTRY</b>					
 Belgium	55	16.4	29.1	43.6	10.9
 Bulgaria	8	25	25	25	0
 Czech Rep.	4	0	0	75	25
 Denmark	9	22.2	0	77.8	0
 Germany	13	0	30.8	69.2	0
 Estonia	2	0	50	50	0
 Greece	20	0	40	55	5
 Spain	18	5.6	16.7	77.8	0
 France	15	73.3	20	6.7	0
 Ireland	17	23.5	23.5	47.1	5.9
 Italy	14	7.1	42.9	28.6	21.4
 Cyprus	16	25	37.5	37.5	0
 Latvia	4	75	25	0	0
 Lithuania	2	0	50	50	0
 Luxembourg	295	28.5	41.4	29.2	1
 Hungary	2	0	0	100	0
 Malta	8	25	25	50	0
 Netherlands	20	0	5	95	0
 Austria	12	8.3	33.3	58.3	0
 Poland	3	0	0	66.7	33.3
 Portugal	38	15.8	26.3	57.9	0
 Romania	31	12.9	25.8	61.3	0
 Slovenia	8	0	25	75	0
 Slovakia	3	0	66.7	33.3	0
 Finland	6	0	16.7	83.3	0
 Sweden	4	0	50	50	0
 United Kingdom	19	10.5	15.8	73.7	0

Table 12b. Use of French, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_3. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - French

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	424	16.2	24.8	55	4
 <b>SEX</b>					
Male	184	10.8	33.1	51.4	4.7
Female	241	20.3	18.5	57.6	3.5
 <b>AGE</b>					
15 - 24	81	12.8	30.1	53	4.1
25 - 39	84	30.7	22.3	47	0.1
40 - 54	127	14.7	27.4	53.8	4
55 +	126	11.1	20.9	63.9	4.1
 <b>EDUCATION (end of)</b>					
Until 15 years of age	8	8.8	37.9	53.4	0
16 - 20	109	25.3	23	47.8	3.8
20 +	240	12.3	24	61.1	2.6
Still in education	59	17.5	30.8	49.7	1.9
 <b>URBANISATION</b>					
Metropolitan	74	24.4	13.9	60.6	1.1
Urban	191	15.6	32.3	49.1	3
Rural	155	13.4	21.3	60.6	4.6
 <b>OCCUPATION</b>					
Self-employed	68	7.3	28.8	63.8	0
Employee	175	12.6	22.7	59.2	5.5
Manual worker	12	44.3	28.8	26.7	0.2
Not working	168	21.4	24.8	49.3	4.4
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	291	14.5	23.2	58.8	3.5
About once a day	95	24.1	20.9	54.1	0.8
At least once a week	32	11.9	38.5	32.4	17.3
About once a month	7	0	86.6	4.7	8.7

Table 13a. Use of German, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_4. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - German

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	752	16.7	17.8	63.1	2.3
<b>COUNTRY</b>					
 Belgium	28	0	32.1	64.3	3.6
 Bulgaria	51	7.8	19.6	49	0
 Czech Rep.	47	10.6	21.3	68.1	0
 Denmark	98	7.1	30.6	58.2	4.1
 Germany	16	87.5	6.2	0	6.2
 Estonia	53	11.3	17	60.4	11.3
 Greece	36	5.6	16.7	77.8	0
 Spain	9	22.2	33.3	44.4	0
 France	19	21.1	15.8	63.2	0
 Ireland	19	10.5	15.8	73.7	0
 Italy	4	0	25	75	0
 Cyprus	9	11.1	0	88.9	0
 Latvia	37	13.5	16.2	62.2	8.1
 Lithuania	25	4	20	72	4
 Luxembourg	321	40.8	41.7	16.8	0.6
 Hungary	88	17	18.2	56.8	8
 Malta	3	0	0	100	0
 Netherlands	143	4.2	19.6	74.8	1.4
 Austria	20	60	30	10	0
 Poland	51	3.9	11.8	80.4	3.9
 Portugal	8	0	25	75	0
 Romania	18	5.6	27.8	66.7	0
 Slovenia	188	5.9	25.5	68.6	0
 Slovakia	53	15.1	17	67.9	0
 Finland	52	5.8	3.8	90.4	0
 Sweden	50	6	12	82	0
 United Kingdom	14	0	14.3	85.7	0



Table 13b. Use of German, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_4. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - German

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	752	16.7	17.8	63.1	2.3
 <b>SEX</b>					
Male	452	16	18.4	62.5	3
Female	300	17.8	17	64.1	1.2
 <b>AGE</b>					
15 - 24	145	25	18.9	55.5	0.6
25 - 39	168	17.1	20.4	61.6	0.8
40 - 54	188	15.8	18.9	59	6.3
55 +	245	12.7	14.1	71.9	1.2
 <b>EDUCATION (end of)</b>					
Until 15 years of age	13	1.4	8.6	90	0
16 - 20	218	10.4	13.9	71.4	4.3
20 +	382	16.8	20.6	60.7	2
Still in education	126	30.9	16.6	52.3	0.2
 <b>URBANISATION</b>					
Metropolitan	179	20.5	17.3	61.1	1.1
Urban	343	18.5	16.8	61.8	2.9
Rural	230	11.2	19.8	66.8	2.2
 <b>OCCUPATION</b>					
Self-employed	100	12.1	21.7	65.1	1.1
Employee	303	13	19.4	65.7	1.9
Manual worker	28	4.6	9.9	59	26.5
Not working	318	23	15.9	60.1	1
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	502	13.9	19.4	64.2	2.5
About once a day	197	22.1	16.1	59.7	2.1
At least once a week	42	19	8	72.2	0.9
About once a month	11	41.3	13.8	44.9	0

Table 14a. Use of German, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_4. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - German

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	434	19	20.7	55.6	4.6
<b>COUNTRY</b>					
 Belgium	18	0	33.3	50	16.7
 Bulgaria	22	4.5	36.4	36.4	4.5
 Czech Rep.	28	14.3	21.4	60.7	3.6
 Denmark	42	7.1	28.6	61.9	2.4
 Germany	15	60	26.7	6.7	6.7
 Estonia	23	13	26.1	56.5	4.3
 Greece	13	15.4	15.4	69.2	0
 Spain	5	60	20	20	0
 France	13	15.4	15.4	69.2	0
 Ireland	11	27.3	9.1	63.6	0
 Italy	1	0	0	100	0
 Cyprus	4	0	25	75	0
 Latvia	13	7.7	38.5	53.8	0
 Lithuania	12	0	25	58.3	16.7
 Luxembourg	264	26.1	42.8	30.3	0.8
 Hungary	45	17.8	22.2	51.1	8.9
 Malta	2	50	50	0	0
 Netherlands	69	4.3	15.9	75.4	4.3
 Austria	22	68.2	22.7	9.1	0
 Poland	26	0	19.2	69.2	11.5
 Portugal	2	0	50	50	0
 Romania	12	8.3	16.7	75	0
 Slovenia	81	6.2	11.1	82.7	0
 Slovakia	25	28	12	56	4
 Finland	25	8	12	80	0
 Sweden	19	15.8	15.8	63.2	5.3
 United Kingdom	11	0	18.2	81.8	0

Table 14b. Use of German, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_4. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - German

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	434	19	20.7	55.6	4.6
 <b>SEX</b>					
Male	248	21.2	16.8	57	4.9
Female	186	16.1	26	53.7	4.2
 <b>AGE</b>					
15 - 24	89	29.3	28	42.7	0
25 - 39	100	23.9	16.7	55.5	3.9
40 - 54	112	14	21.4	56.8	7.7
55 +	131	12.9	17.8	63.5	5.7
 <b>EDUCATION (end of)</b>					
Until 15 years of age	6	1.8	6.4	91.8	0
16 - 20	125	17.1	16.5	59.7	6.6
20 +	217	15.5	23.1	56.3	5.1
Still in education	79	34.5	22.3	42.5	0.7
 <b>URBANISATION</b>					
Metropolitan	114	22.3	19.6	56.7	1.3
Urban	188	22.2	22.9	46.3	8.6
Rural	131	11.7	18.5	68	1.8
 <b>OCCUPATION</b>					
Self-employed	54	12.2	16.2	66.1	5.6
Employee	186	16	19.8	58.7	5.5
Manual worker	17	16.1	10.8	46.8	26.4
Not working	176	24.7	24	50.1	1.3
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	298	14.3	22.5	58.6	4.6
About once a day	112	32.2	18.4	44.6	4.7
At least once a week	23	17.2	9.5	70.8	2.6
About once a month	1	0	0	52.3	47.7

Table 15a. Use of Italian, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_5. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Italian

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	232	12.5	24.5	59.9	3.2
<b>COUNTRY</b>					
 Belgium	14	28.6	28.6	42.9	0
 Bulgaria	7	0	28.6	57.1	0
 Czech Rep.	1	0	0	100	0
 Denmark	1	0	0	100	0
 Germany	6	16.7	16.7	50	16.7
 Estonia	1	0	0	100	0
 Greece	30	6.7	33.3	56.7	3.3
 Spain	12	0	33.3	66.7	0
 France	5	0	20	80	0
 Ireland	7	0	42.9	57.1	0
 Italy	11	45.5	27.3	27.3	0
 Cyprus	10	10	0	90	0
 Latvia	2	0	50	50	0
 Lithuania	1	0	0	100	0
 Luxembourg	13	23.1	30.8	38.5	7.7
 Hungary	8	0	0	87.5	12.5
 Malta	105	17.1	31.4	51.4	0
 Netherlands	4	0	25	75	0
 Austria	13	7.7	7.7	76.9	7.7
 Poland	8	0	37.5	62.5	0
 Portugal	3	0	66.7	33.3	0
 Romania	24	8.3	25	62.5	4.2
 Slovenia	44	2.3	20.5	77.3	0
 Slovakia	4	25	25	50	0
 Finland	4	0	0	100	0
 Sweden	6	16.7	50	33.3	0
 United Kingdom	5	0	0	100	0

Table 15b. Use of Italian, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_5. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Italian

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	232	12.5	24.5	59.9	3.2
 <b>SEX</b>					
Male	116	14.8	21.3	62.4	1.5
Female	116	10.1	27.7	57.3	4.8
 <b>AGE</b>					
15 - 24	19	0.3	18.7	78.3	2.6
25 - 39	68	14.4	18.3	66.5	0.8
40 - 54	77	11.1	27.8	58.8	2.3
55 +	62	11.7	26.8	54.2	7.3
 <b>EDUCATION (end of)</b>					
Until 15 years of age	10	0.2	3	96.8	0
16 - 20	61	7.9	22.2	68.2	1.7
20 +	139	14.9	27.3	53.3	4.5
Still in education	20	17.1	16.3	66.6	0
 <b>URBANISATION</b>					
Metropolitan	52	6.2	26.5	67.3	0
Urban	105	8.3	28	61.1	2.6
Rural	72	19	19.3	55.4	6.3
 <b>OCCUPATION</b>					
Self-employed	36	11.2	39.2	49.6	0
Employee	107	10.6	26.2	57.9	5.4
Manual worker	17	46.4	6.5	47.1	0
Not working	72	7.9	19.1	70.8	2.2
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	145	13.7	23.8	61.4	1.1
About once a day	57	15.9	16.9	59.2	8
At least once a week	22	0	35.7	59	5.4
About once a month	8	0	61.3	38.7	0

Table 16a. Use of Italian, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_5. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Italian

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	157	17	22.8	59.5	0.7
<b>COUNTRY</b>					
 Belgium	10	30	20	50	0
 Bulgaria	1	0	0	100	0
 Czech Rep.	0	0	0	0	0
 Denmark	1	0	0	100	0
 Germany	4	0	0	100	0
 Estonia	1	0	0	100	0
 Greece	15	0	46.7	53.3	0
 Spain	7	0	57.1	42.9	0
 France	5	0	20	80	0
 Ireland	5	0	0	100	0
 Italy	10	50	30	20	0
 Cyprus	7	28.6	0	71.4	0
 Latvia	1	0	0	100	0
 Lithuania	1	0	0	100	0
 Luxembourg	10	10	40	40	10
 Hungary	2	0	0	50	50
 Malta	39	15.4	35.9	46.2	2.6
 Netherlands	1	0	0	100	0
 Austria	14	7.1	21.4	64.3	7.1
 Poland	5	20	20	60	0
 Portugal	2	0	50	50	0
 Romania	15	26.7	13.3	60	0
 Slovenia	20	5	25	70	0
 Slovakia	1	0	0	100	0
 Finland	3	0	0	100	0
 Sweden	4	25	0	75	0
 United Kingdom	3	0	0	100	0

Table 16b. Use of Italian, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_5. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Italian

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	157	17	22.8	59.5	0.7
 <b>SEX</b>					
Male	71	19.4	30.4	50.3	0
Female	86	15	16.6	67.1	1.2
 <b>AGE</b>					
15 - 24	20	5.8	22.4	69.1	2.7
25 - 39	43	17.4	27.9	54.7	0
40 - 54	53	24.4	18.5	57.1	0
55 +	37	4.8	25.6	68.2	1.3
 <b>EDUCATION (end of)</b>					
Until 15 years of age	6	0.3	40.2	59.5	0
16 - 20	43	12	15.8	72.3	0
20 +	84	20.3	27	52.1	0.6
Still in education	24	19.1	16.6	61.9	2.3
 <b>URBANISATION</b>					
Metropolitan	39	12.7	19.4	66.4	1.4
Urban	63	11	32.1	56.1	0.8
Rural	51	22.3	15.6	62.1	0
 <b>OCCUPATION</b>					
Self-employed	13	31.2	27.2	41.6	0
Employee	80	7.9	30.4	61.7	0.1
Manual worker	11	71.8	0.2	28	0
Not working	53	15.9	15.2	66.9	1.9
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	112	16.7	27.2	55.1	1
About once a day	31	25.5	4.6	69.9	0
At least once a week	11	0	34.2	65.8	0
About once a month	3	0	0	100	0

Table 17a. Use of Portuguese, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_6. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Portuguese

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	41	4.1	37.9	49.4	8.7
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	1	0	0	100	0
 Czech Rep.	0	0	0	0	0
 Denmark	1	0	0	100	0
 Germany	1	0	0	100	0
 Estonia	1	0	100	0	0
 Greece	0	0	0	0	0
 Spain	3	0	33.3	33.3	33.3
 France	3	0	100	0	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	1	0	0	100	0
 Latvia	3	0	33.3	33.3	33.3
 Lithuania	0	0	0	0	0
 Luxembourg	2	50	0	50	0
 Hungary	0	0	0	0	0
 Malta	0	0	0	0	0
 Netherlands	2	0	50	50	0
 Austria	4	25	0	25	50
 Poland	0	0	0	0	0
 Portugal	9	22.2	33.3	44.4	0
 Romania	1	0	0	100	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	1	0	0	100	0
 Sweden	1	0	0	100	0
 United Kingdom	2	0	0	100	0



Table 17b. Use of Portuguese, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_6. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Portuguese

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	41	4.1	37.9	49.4	8.7
 <b>SEX</b>					
Male	27	2.2	31.8	56.6	9.3
Female	14	7.6	49.4	35.6	7.4
 <b>AGE</b>					
15 - 24	8	0.3	40.3	53.9	5.5
25 - 39	13	8.7	27.8	44	19.5
40 - 54	7	6.9	72.5	20.6	0
55 +	12	0	28.5	67.8	3.7
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	14	4.3	47	45.4	3.4
20 +	15	7.1	11	62.3	19.6
Still in education	11	0	59.2	39.6	1.1
 <b>URBANISATION</b>					
Metropolitan	10	10	6.8	77.5	5.6
Urban	18	3.4	63.3	19.3	14
Rural	13	0	27.5	68.8	3.7
 <b>OCCUPATION</b>					
Self-employed	3	18.2	34.8	47	0
Employee	11	10.3	32.9	33.8	23
Manual worker	1	0	50	50	0
Not working	26	0.1	39.9	56.5	3.6
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	38	4.4	41	46.4	8.2
About once a day	3	0	0	100	0
At least once a week	0	0	0	0	100
About once a month	0	0	0	0	0

Table 18a. Use of Portuguese, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_6. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Portuguese

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	26	8.7	60.8	28.6	1.9
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	1	0	0	100	0
 Czech Rep.	0	0	0	0	0
 Denmark	0	0	0	0	0
 Germany	1	0	0	100	0
 Estonia	0	0	0	0	0
 Greece	0	0	0	0	0
 Spain	1	0	100	0	0
 France	3	0	100	0	0
 Ireland	1	0	100	0	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	0	0	0	0	0
 Lithuania	0	0	0	0	0
 Luxembourg	4	25	0	50	25
 Hungary	0	0	0	0	0
 Malta	0	0	0	0	0
 Netherlands	1	0	0	100	0
 Austria	4	25	0	50	25
 Poland	0	0	0	0	0
 Portugal	8	37.5	50	12.5	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	0	0	0	0	0
 Sweden	1	0	100	0	0
 United Kingdom	0	0	0	0	0

Table 18b. Use of Portuguese, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_6. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Portuguese

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	26	8.7	60.8	28.6	1.9
 <b>SEX</b>					
Male	15	7.9	58.3	33.6	0.2
Female	11	9.7	64.1	21.9	4.2
 <b>AGE</b>					
15 - 24	8	0	40.4	54.1	5.5
25 - 39	7	26.4	67.1	6.5	0
40 - 54	5	8.9	82.1	8.9	0
55 +	5	0	63.1	36.4	0.5
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	8	7.5	86.3	0.6	5.6
20 +	6	28.2	22.5	48.8	0.4
Still in education	11	0	59.9	40.1	0
 <b>URBANISATION</b>					
Metropolitan	8	13.7	15.3	65.1	6
Urban	13	4.7	80.5	14.7	0.2
Rural	5	11.6	78.7	9.6	0
 <b>OCCUPATION</b>					
Self-employed	1	34.4	0	65.6	0
Employee	7	26.8	59.2	14	0
Manual worker	0	0	0	0	0
Not working	18	0.1	65.9	31.2	2.7
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	24	9.4	62.1	26.5	2
About once a day	1	0	57.8	42.2	0
At least once a week	0	0	0	100	0
About once a month	0	0	0	0	0

Table 19a. Use of Spanish, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_7. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Spanish

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	528	20.5	25.2	52.6	1.7
<b>COUNTRY</b>					
 Belgium	6	16.7	0	83.3	0
 Bulgaria	4	0	50	25	0
 Czech Rep.	2	0	0	100	0
 Denmark	5	20	40	20	20
 Germany	15	26.7	33.3	40	0
 Estonia	2	0	0	50	50
 Greece	11	9.1	36.4	54.5	0
 Spain	58	44.8	34.5	20.7	0
 France	26	15.4	15.4	69.2	0
 Ireland	12	0	8.3	91.7	0
 Italy	20	0	15	75	10
 Cyprus	8	12.5	37.5	50	0
 Latvia	1	0	0	100	0
 Lithuania	2	0	0	100	0
 Luxembourg	9	22.2	11.1	66.7	0
 Hungary	5	20	40	40	0
 Malta	3	0	33.3	66.7	0
 Netherlands	13	0	15.4	84.6	0
 Austria	9	33.3	0	55.6	11.1
 Poland	5	0	40	60	0
 Portugal	72	6.9	27.8	65.3	0
 Romania	14	7.1	14.3	71.4	7.1
 Slovenia	16	0	43.8	56.2	0
 Slovakia	3	0	0	100	0
 Finland	5	20	40	40	0
 Sweden	7	0	0	100	0
 United Kingdom	14	7.1	21.4	71.4	0

Table 19b. Use of Spanish, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_7. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Spanish

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	528	20.5	25.2	52.6	1.7
 <b>SEX</b>					
Male	288	24.8	23.6	50.2	1.3
Female	240	15.2	27.2	55.6	2
 <b>AGE</b>					
15 - 24	135	6.6	33.3	57.6	2.5
25 - 39	140	36.4	22.5	41.1	0.1
40 - 54	111	14.5	25.4	55.3	4.8
55 +	138	23.2	20.7	56	0
 <b>EDUCATION (end of)</b>					
Until 15 years of age	26	29.1	39.3	31.3	0.3
16 - 20	144	20.6	17.9	61	0.5
20 +	228	25.9	25.3	46.8	2
Still in education	113	8	31.9	57.1	3
 <b>URBANISATION</b>					
Metropolitan	132	19.1	19.7	60.1	1.1
Urban	208	18.3	28.3	50.2	3.3
Rural	185	24.3	26.2	49.3	0.2
 <b>OCCUPATION</b>					
Self-employed	69	16.5	24.9	57.9	0.7
Employee	175	19.8	27.1	50.4	2.8
Manual worker	30	49.9	26.4	23.4	0.2
Not working	249	18.8	24	55.8	1.3
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	354	21.8	26.9	49.8	1.5
About once a day	104	17.1	20.9	62	0
At least once a week	54	17.6	25.9	50.4	6.2
About once a month	16	21.5	15.9	62.6	0

Table 20a. Use of Spanish, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_7. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Spanish

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	351	23.9	24.1	50	2
<b>COUNTRY</b>					
 Belgium	3	0	33.3	66.7	0
 Bulgaria	3	0	33.3	33.3	0
 Czech Rep.	0	0	0	0	0
 Denmark	5	60	0	40	0
 Germany	9	33.3	33.3	33.3	0
 Estonia	3	0	0	33.3	66.7
 Greece	6	33.3	16.7	50	0
 Spain	52	36.5	26.9	36.5	0
 France	22	18.2	13.6	68.2	0
 Ireland	4	0	25	75	0
 Italy	10	10	30	40	20
 Cyprus	6	33.3	0	66.7	0
 Latvia	1	0	0	100	0
 Lithuania	2	0	0	100	0
 Luxembourg	4	0	50	50	0
 Hungary	2	0	100	0	0
 Malta	2	0	50	50	0
 Netherlands	4	0	25	75	0
 Austria	3	100	0	0	0
 Poland	2	0	0	100	0
 Portugal	30	10	30	60	0
 Romania	9	0	22.2	77.8	0
 Slovenia	9	0	55.6	44.4	0
 Slovakia	1	0	0	100	0
 Finland	1	100	0	0	0
 Sweden	5	20	0	80	0
 United Kingdom	6	0	16.7	83.3	0

Table 20b. Use of Spanish, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_7. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Spanish

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	351	23.9	24.1	50	2
 <b>SEX</b>					
Male	171	31	21.4	45.6	2
Female	181	17.3	26.6	54.2	1.9
 <b>AGE</b>					
15 - 24	90	13.1	32.8	50.3	3.8
25 - 39	102	34.7	16.5	48.8	0
40 - 54	66	21.5	32.3	41.1	5.2
55 +	93	24.5	18.4	57.2	0
 <b>EDUCATION (end of)</b>					
Until 15 years of age	12	20.2	40.4	39.4	0
16 - 20	82	29.6	15.4	54.8	0.1
20 +	172	26	24.8	47.2	2
Still in education	78	15.8	31.1	48.8	4.3
 <b>URBANISATION</b>					
Metropolitan	72	34.3	19.3	46.4	0
Urban	166	22.5	20.8	52.7	4.1
Rural	112	19.5	32.3	48.1	0.1
 <b>OCCUPATION</b>					
Self-employed	36	18.2	26.3	55.5	0
Employee	114	29.4	20.8	46.9	2.9
Manual worker	20	24.5	36.7	38.8	0
Not working	179	21.7	24.2	52.2	2
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	247	27.8	24	46.9	1.4
About once a day	62	9.5	22.6	67.9	0
At least once a week	33	21.1	27	41.9	10.1
About once a month	9	27.9	27.9	44.3	0

Table 21a. Use of Russian, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_8. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Russian

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	202	7.4	26.2	57.3	9.1
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	91	9.9	15.4	49.5	4.4
 Czech Rep.	8	0	25	75	0
 Denmark	1	0	100	0	0
 Germany	4	0	25	50	25
 Estonia	81	13.6	19.8	58	8.6
 Greece	1	0	100	0	0
 Spain	1	0	100	0	0
 France	2	0	50	50	0
 Ireland	3	0	0	33.3	66.7
 Italy	0	0	0	0	0
 Cyprus	2	0	0	100	0
 Latvia	170	14.1	30	55.3	0.6
 Lithuania	181	11	32.6	55.8	0.6
 Luxembourg	0	0	0	0	0
 Hungary	3	33.3	0	66.7	0
 Malta	0	0	0	0	0
 Netherlands	1	100	0	0	0
 Austria	0	0	0	0	0
 Poland	21	0	19	71.4	9.5
 Portugal	1	100	0	0	0
 Romania	3	0	33.3	66.7	0
 Slovenia	6	16.7	16.7	66.7	0
 Slovakia	1	0	100	0	0
 Finland	5	0	40	60	0
 Sweden	1	0	0	100	0
 United Kingdom	4	0	25	25	50



Table 21b. Use of Russian, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_8. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Russian

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	202	7.4	26.2	57.3	9.1
 <b>SEX</b>					
Male	115	8.1	32	57.1	2.8
Female	87	6.6	18.5	57.5	17.4
 <b>AGE</b>					
15 - 24	30	6.3	45.5	40.9	7.3
25 - 39	58	7.1	31.4	54.9	6.7
40 - 54	64	7.2	21.7	59	12
55 +	49	8.9	14.2	67.8	9.2
 <b>EDUCATION (end of)</b>					
Until 15 years of age	4	3.1	13.6	4.8	78.5
16 - 20	62	5.1	22.4	55.3	17.2
20 +	104	9.3	22.2	66.8	1.6
Still in education	30	5.9	49.2	37.9	7
 <b>URBANISATION</b>					
Metropolitan	60	9.1	36.4	53.7	0.8
Urban	100	8.5	22.5	56	13.1
Rural	42	2.7	20.4	65.5	11.4
 <b>OCCUPATION</b>					
Self-employed	25	12.7	15.1	58.1	14.1
Employee	85	7.9	26.6	55.8	9.8
Manual worker	16	0.5	5.7	76.8	17
Not working	75	6.7	34	54.4	4.9
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	128	10.9	27.2	57.6	4.4
About once a day	48	2.4	30.7	49.8	17.1
At least once a week	25	0	14.4	67.1	18.5
About once a month	2	0	0	100	0

Table 22a. Use of Russian, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_8. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Russian

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	84	6	30.2	57.9	5.9
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	23	8.7	8.7	56.5	4.3
 Czech Rep.	2	0	0	100	0
 Denmark	0	0	0	0	0
 Germany	3	0	33.3	66.7	0
 Estonia	28	25	25	42.9	7.1
 Greece	1	0	100	0	0
 Spain	1	0	0	100	0
 France	1	0	0	100	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	1	0	0	100	0
 Latvia	72	15.3	30.6	52.8	1.4
 Lithuania	68	13.2	17.6	64.7	4.4
 Luxembourg	0	0	0	0	0
 Hungary	2	0	0	100	0
 Malta	0	0	0	0	0
 Netherlands	1	0	0	100	0
 Austria	0	0	0	0	0
 Poland	10	0	60	40	0
 Portugal	1	0	100	0	0
 Romania	1	0	0	100	0
 Slovenia	3	33.3	0	66.7	0
 Slovakia	1	0	100	0	0
 Finland	1	0	0	100	0
 Sweden	0	0	0	0	0
 United Kingdom	1	0	0	0	100

Table 22b. Use of Russian, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_8. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Russian

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	84	6	30.2	57.9	5.9
 <b>SEX</b>					
Male	50	4.7	27.4	65.2	2.6
Female	35	7.8	34.1	47.3	10.8
 <b>AGE</b>					
15 - 24	14	2.3	49.7	44.7	3.3
25 - 39	23	4.7	13.7	81.3	0.3
40 - 54	26	6.3	31.5	59.8	2.4
55 +	22	9.3	33.6	39.4	17.7
 <b>EDUCATION (end of)</b>					
Until 15 years of age	4	0	3.7	2.1	94.2
16 - 20	18	9	11.9	75.3	3.9
20 +	48	6.1	34.6	57.7	1.6
Still in education	14	1.3	45.5	51.3	1.9
 <b>URBANISATION</b>					
Metropolitan	28	6.3	33.1	58.6	2
Urban	38	7.2	27.1	54.6	11.1
Rural	18	3	32.2	63.8	1
 <b>OCCUPATION</b>					
Self-employed	12	6.6	55.5	37.2	0.6
Employee	37	6.6	19.4	64.1	9.9
Manual worker	1	10	10	55	25.1
Not working	34	5.1	33.7	57.9	3.3
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	52	8.7	34.5	53.8	3
About once a day	21	1.8	33.6	48.4	16.2
At least once a week	10	0	2.7	97.3	0
About once a month	1	18.3	0	81.7	0

Table 23a. Use of Polish, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_9. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Polish

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	22	11.4	14.5	73.5	0.6
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	2	0	0	50	0
 Czech Rep.	4	0	75	25	0
 Denmark	0	0	0	0	0
 Germany	1	0	0	100	0
 Estonia	0	0	0	0	0
 Greece	0	0	0	0	0
 Spain	0	0	0	0	0
 France	1	0	0	100	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	3	0	33.3	33.3	33.3
 Lithuania	14	14.3	50	35.7	0
 Luxembourg	2	50	0	50	0
 Hungary	0	0	0	0	0
 Malta	1	0	100	0	0
 Netherlands	1	0	0	100	0
 Austria	0	0	0	0	0
 Poland	2	50	0	50	0
 Portugal	1	0	0	100	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	2	0	0	100	0
 Finland	0	0	0	0	0
 Sweden	3	0	0	100	0
 United Kingdom	0	0	0	0	0

Table 23b. Use of Polish, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_9. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Polish

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	22	11.4	14.5	73.5	0.6
 <b>SEX</b>					
Male	6	6.4	28.1	65.4	0
Female	16	13.2	9.6	76.5	0.8
 <b>AGE</b>					
15 - 24	3	0	28	72	0
25 - 39	7	34.2	8.7	57.2	0
40 - 54	7	2.6	18.6	78.7	0
55 +	6	0	10.3	87.4	2.3
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	12	1.6	14.6	83.8	0
20 +	8	30.6	17.9	49.8	1.7
Still in education	2	0	5.9	94.1	0
 <b>URBANISATION</b>					
Metropolitan	6	39.5	10.1	50.4	0
Urban	11	1.7	17.1	80	1.2
Rural	5	0.5	14.1	85.4	0
 <b>OCCUPATION</b>					
Self-employed	7	30.9	0	69.1	0
Employee	5	4.4	19.8	75.8	0
Manual worker	0	0	100	0	0
Not working	9	0	19.8	78.8	1.4
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	14	18	16.1	65.9	0
About once a day	7	0	14.1	85.9	0
At least once a week	0	0	0	100	0
About once a month	1	0	0	87.3	12.7

Table 24a. Use of Polish, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_9. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Polish

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	22	9.8	35.5	53	1.7
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	1	0	0	100	0
 Czech Rep.	1	0	0	100	0
 Denmark	0	0	0	0	0
 Germany	1	0	0	100	0
 Estonia	1	0	100	0	0
 Greece	0	0	0	0	0
 Spain	0	0	0	0	0
 France	2	0	100	0	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	1	0	100	0	0
 Lithuania	8	0	25	50	25
 Luxembourg	1	100	0	0	0
 Hungary	0	0	0	0	0
 Malta	1	0	100	0	0
 Netherlands	1	0	0	100	0
 Austria	0	0	0	0	0
 Poland	1	100	0	0	0
 Portugal	0	0	0	0	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	1	0	100	0	0
 Finland	0	0	0	0	0
 Sweden	2	0	0	100	0
 United Kingdom	1	0	0	100	0

Table 24b. Use of Polish, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_9. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Polish

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	22	9.8	35.5	53	1.7
 <b>SEX</b>					
Male	11	0	3.7	94.5	1.8
Female	11	19.2	66	13.1	1.7
 <b>AGE</b>					
15 - 24	0	0	40.7	0	59.3
25 - 39	14	14.9	25.4	59.7	0
40 - 54	2	0	25.5	74.5	0
55 +	5	0	68.4	27.8	3.8
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	6	0	63.3	36.7	0
20 +	15	14.1	25.6	59.1	1.2
Still in education	1	0	17.1	58	24.9
 <b>URBANISATION</b>					
Metropolitan	10	21.3	36.7	41.9	0
Urban	2	0	12.9	71.7	15.3
Rural	9	0.3	40	59.7	0
 <b>OCCUPATION</b>					
Self-employed	6	33.2	59.8	6.9	0
Employee	9	0.3	42.2	57.5	0
Manual worker	5	0	0	100	0
Not working	2	0	10	71.5	18.5
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	19	11	38.8	49.3	1
About once a day	1	0	14.9	85.1	0
At least once a week	0	0	0	0	100
About once a month	1	0	0	100	0

Table 25a. Use of Swedish, rather than respondents' own language, to read or watch content on the Internet – *by country*

QUESTION: Q4A\_10. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Swedish

Base: those who stated they use this language to read or watch content in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	54	24	21.3	52.5	2.1
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	0	0	0	0	0
 Czech Rep.	0	0	0	0	0
 Denmark	22	4.5	31.8	54.5	9.1
 Germany	2	50	0	50	0
 Estonia	7	14.3	57.1	28.6	0
 Greece	1	0	100	0	0
 Spain	1	0	0	100	0
 France	0	0	0	0	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	1	0	100	0	0
 Latvia	1	0	0	0	100
 Lithuania	0	0	0	0	0
 Luxembourg	1	100	0	0	0
 Hungary	1	0	100	0	0
 Malta	0	0	0	0	0
 Netherlands	0	0	0	0	0
 Austria	4	0	50	25	25
 Poland	0	0	0	0	0
 Portugal	0	0	0	0	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	76	14.5	7.9	77.6	0
 Sweden	22	45.5	50	4.5	0
 United Kingdom	0	0	0	0	0



Table 25b. Use of Swedish, rather than respondents' own language, to read or watch content on the Internet – *by segments*

QUESTION: Q4A\_10. Which languages, other than your own, do you use to read or watch content in the Internet - and how often? - Swedish

Base: those who stated they use this language to read or watch content in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	54	24	21.3	52.5	2.1
 <b>SEX</b>					
Male	25	16.9	17.6	62.7	2.8
Female	29	30.1	24.4	43.9	1.6
 <b>AGE</b>					
15 - 24	4	24.9	24.9	50.3	0
25 - 39	10	19.2	30.7	50.1	0
40 - 54	15	19.8	29.8	48.5	1.9
55 +	25	29.1	9.5	57.9	3.5
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	15	36.6	20.1	42.4	0.9
20 +	33	17.5	21	58.4	3.2
Still in education	5	10.5	31.4	58.1	0
 <b>URBANISATION</b>					
Metropolitan	21	35.8	19.4	44.9	0
Urban	21	23.9	20.7	52	3.3
Rural	12	4.7	23.7	67.8	3.8
 <b>OCCUPATION</b>					
Self-employed	7	4.5	12	83.5	0
Employee	25	20.3	21.3	55.6	2.8
Manual worker	1	58	8.7	33.3	0
Not working	22	33.5	23.7	40.7	2.1
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	35	28.4	21.1	48.5	2
About once a day	16	17.2	17.8	65	0
At least once a week	4	13	37.4	37.6	12
About once a month	0	0	0	0	0

Table 26a. Use of Swedish, rather than respondents' own language, when writing on the Internet – *by country*

QUESTION: Q4B\_10. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Swedish

Base: those who stated they use this language to write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
 <b>EU27</b>	35	26.3	45.9	24.3	3.6
<b>COUNTRY</b>					
 Belgium	0	0	0	0	0
 Bulgaria	0	0	0	0	0
 Czech Rep.	0	0	0	0	0
 Denmark	7	14.3	28.6	42.9	14.3
 Germany	2	0	100	0	0
 Estonia	4	50	25	25	0
 Greece	0	0	0	0	0
 Spain	1	100	0	0	0
 France	0	0	0	0	0
 Ireland	0	0	0	0	0
 Italy	0	0	0	0	0
 Cyprus	0	0	0	0	0
 Latvia	0	0	0	0	0
 Lithuania	0	0	0	0	0
 Luxembourg	1	0	0	100	0
 Hungary	1	0	100	0	0
 Malta	0	0	0	0	0
 Netherlands	0	0	0	0	0
 Austria	1	0	0	0	100
 Poland	0	0	0	0	0
 Portugal	0	0	0	0	0
 Romania	0	0	0	0	0
 Slovenia	0	0	0	0	0
 Slovakia	0	0	0	0	0
 Finland	30	13.3	6.7	80	0
 Sweden	22	45.5	45.5	4.5	4.5
 United Kingdom	0	0	0	0	0

Table 26b. Use of Swedish, rather than respondents' own language, when writing on the Internet – *by segments*

QUESTION: Q4B\_10. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet - and how often? - Swedish

Base: those who stated they use this language to write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% DK/NA
<b>EU27</b>	35	26.3	45.9	24.3	3.6
 <b>SEX</b>					
Male	16	20.8	50.5	26.9	1.8
Female	18	31.1	41.8	21.9	5.2
 <b>AGE</b>					
15 - 24	3	44.5	29.7	25.8	0
25 - 39	6	26	37.5	27.5	9
40 - 54	7	27.8	42.9	23.2	6.2
55 +	17	23.4	55	20	1.6
 <b>EDUCATION (end of)</b>					
Until 15 years of age	0	0	0	0	0
16 - 20	11	31.8	49.4	14.4	4.3
20 +	17	15.3	50	30.5	4.3
Still in education	3	29.7	44.5	25.8	0
 <b>URBANISATION</b>					
Metropolitan	15	19.4	45.6	26.7	8.2
Urban	11	52.6	31.8	15.6	0
Rural	8	5.9	65.8	28.3	0
 <b>OCCUPATION</b>					
Self-employed	6	0	89.3	10.7	0
Employee	14	45.6	26.2	23	5.3
Manual worker	1	88.5	11.5	0	0
Not working	14	14.9	50.8	30.7	3.6
 <b>FREQUENCY OF INTERNET USE</b>					
Several times a day	21	29	44.1	23.4	3.5
About once a day	11	21.5	57.5	21	0
At least once a week	2	23.2	3.5	50	23.2
About once a month	0	0	0	0	0

Table 27a. Frequency of using a language, other than respondents' own, for communicating with friends and acquaintances – *by country*

QUESTION: Q5\_a. For each of the following Internet activities, how often do you use a language different from your own language? - Communicate with friends and acquaintances

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	5.6	15	40.9	38.4	0.1
<b>COUNTRY</b>						
 Belgium	280	2.1	14.6	39.6	43.2	0.4
 Bulgaria	377	4.2	15.9	36.1	22.5	0.3
 Czech Rep.	200	8	14.5	34	42.5	1
 Denmark	401	4.7	13	39.4	42.9	0
 Germany	337	6.5	11.9	39.5	42.1	0
 Estonia	339	13.3	12.7	40.7	32.7	0.6
 Greece	526	3.6	24.1	41.4	30.6	0.2
 Spain	305	7.9	17.7	37.4	37	0
 France	295	4.7	13.9	39	42.4	0
 Ireland	102	13.7	16.7	52.9	16.7	0
 Italy	194	3.1	11.9	39.2	45.4	0.5
 Cyprus	499	16.4	28.1	36.1	19.2	0.2
 Latvia	425	12.2	22.4	40.5	24.7	0.2
 Lithuania	413	5.6	21.1	41.6	31.2	0.5
 Luxembourg	476	23.1	30	35.1	11.8	0
 Hungary	249	8.4	12	39.8	39.4	0.4
 Malta	491	31.6	27.5	28.5	11.2	1.2
 Netherlands	386	2.3	13	33.2	51.6	0
 Austria	324	7.7	12	41	39.2	0
 Poland	312	2.2	15.4	51	31.1	0.3
 Portugal	335	1.8	22.4	41.8	33.7	0.3
 Romania	404	7.9	14.6	47.5	30	0
 Slovenia	478	5.6	18	47.7	28.7	0
 Slovakia	274	5.1	12.8	44.2	37.6	0.4
 Finland	347	6.9	12.7	44.4	36	0
 Sweden	433	5.3	14.1	36	44.1	0.5
 United Kingdom	78	9	21.8	46.2	23.1	0

Table 27b. Frequency of using a language, other than respondents' own, for communicating with friends and acquaintances – *by segments*

QUESTION: Q5\_a. For each of the following Internet activities, how often do you use a language different from your own language? - Communicate with friends and acquaintances

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	5.6	15	40.9	38.4	0.1
 <b>SEX</b>						
Male	3934	6	15.5	39.3	38.9	0.2
Female	3746	5.1	14.5	42.6	37.8	0.1
 <b>AGE</b>						
15 - 24	1352	6.5	22.6	46.4	24.5	0
25 - 39	2020	6.7	15.1	43.7	34.4	0.2
40 - 54	2301	4.3	12.6	37.3	45.7	0
55 +	1936	5	12.7	38.6	43.3	0.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	4.3	9	26.8	59.9	0
16 - 20	2576	4.3	11.4	38.9	45.3	0.1
20 +	3702	5.7	15.9	41.8	36.4	0.2
Still in education	1047	8.9	22.4	45.9	22.7	0.1
 <b>URBANISATION</b>						
Metropolitan	1725	7.9	15.9	44.4	31.8	0
Urban	3384	4.7	16.8	41.4	36.8	0.3
Rural	2537	5	12.2	38	44.8	0
 <b>OCCUPATION</b>						
Self-employed	926	6	13.8	43.9	35.9	0.4
Employee	3414	5.2	13.7	39.6	41.4	0.2
Manual worker	411	3.1	8.4	42.9	45.4	0.1
Not working	2904	6.2	17.6	41.3	34.7	0.1
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	6.3	16.7	42.4	34.3	0.2
About once a day	2037	4.4	13.1	40.4	42	0.1
At least once a week	622	3.3	8.6	33.4	54.6	0.1
About once a month	109	5.7	9.1	25	60	0.2

Table 28a. Frequency of using a language, other than respondents' own, for communicating for professional reasons – *by country*

QUESTION: Q5\_b. For each of the following Internet activities, how often do you use a language different from your own language? - Communicate for professional reasons

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	7.2	14	30.9	47.2	0.6
<b>COUNTRY</b>						
 Belgium	280	6.4	13.6	21.8	56.8	1.4
 Bulgaria	377	5.6	15.1	32.6	25.7	0
 Czech Rep.	200	11	17	25	47	0
 Denmark	401	8.7	15	34.2	40.9	1.2
 Germany	337	8.9	12.8	25.5	51.9	0.9
 Estonia	339	17.1	17.7	31.3	33	0.9
 Greece	526	6.8	20	31.6	41.1	0.6
 Spain	305	8.5	18.7	30.5	42.3	0
 France	295	3.7	12.9	28.8	53.6	1
 Ireland	102	12.7	9.8	26.5	50	1
 Italy	194	6.2	10.8	37.1	44.8	1
 Cyprus	499	20.2	31.9	22.2	25.1	0.6
 Latvia	425	9.9	23.3	36.2	30.1	0.5
 Lithuania	413	6.3	17.9	38	36.1	1.7
 Luxembourg	476	22.3	26.9	17.4	33.4	0
 Hungary	249	12.4	14.1	30.9	41.8	0.8
 Malta	491	42.2	21.8	16.3	15.7	4.1
 Netherlands	386	4.4	15.3	32.9	47.4	0
 Austria	324	8.6	7.7	34.9	47.8	0.9
 Poland	312	2.9	12.5	34.9	49.7	0
 Portugal	335	6.6	20.9	29.3	42.4	0.9
 Romania	404	9.9	15.1	36.4	38.6	0
 Slovenia	478	7.1	16.5	34.5	41.6	0.2
 Slovakia	274	8	10.2	28.8	52.6	0.4
 Finland	347	10.4	11.5	36.9	41.2	0
 Sweden	433	5.1	11.5	30	52	1.4
 United Kingdom	78	10.3	5.1	29.5	53.8	1.3

Table 28b. Frequency of using a language, other than respondents' own, for communicating for professional reasons – *by segments*

QUESTION: Q5\_b. For each of the following Internet activities, how often do you use a language different from your own language? - Communicate for professional reasons

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	7.2	14	30.9	47.2	0.6
 <b>SEX</b>						
Male	3934	8	15.7	32.3	43.4	0.6
Female	3746	6.4	12.2	29.5	51.2	0.7
 <b>AGE</b>						
15 - 24	1352	4.3	13.7	29.2	51.7	1.1
25 - 39	2020	10.5	17	35.7	36.5	0.3
40 - 54	2301	7.7	14.8	34.3	42.8	0.4
55 +	1936	5.2	10.5	23	60.5	0.8
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	4.7	6.4	25.5	63.1	0.3
16 - 20	2576	6.6	9.6	29.8	53.7	0.4
20 +	3702	8.3	18	32.8	40.4	0.6
Still in education	1047	5.7	13.8	28.4	50.6	1.4
 <b>URBANISATION</b>						
Metropolitan	1725	8.8	17	31.5	42.6	0.1
Urban	3384	6.8	13.9	30.4	48.3	0.6
Rural	2537	6.5	12.2	31.3	48.9	1.1
 <b>OCCUPATION</b>						
Self-employed	926	10.4	20.1	38.7	30.8	0.1
Employee	3414	9.9	16.7	34.5	38.7	0.3
Manual worker	411	4.1	8.3	32.6	54.9	0.1
Not working	2904	3.6	9.8	24.1	61.2	1.3
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	8.2	16.9	33.5	40.9	0.5
About once a day	2037	6	9.1	28.3	55.5	1.1
At least once a week	622	4.7	7.4	22.6	64.7	0.6
About once a month	109	0.3	11.7	11.1	76.7	0.2

Table 29a. Frequency of using a language, other than respondents' own, for browsing to get information, or reading or watching the news – *by country*

QUESTION: Q5\_c. For each of the following Internet activities, how often do you use a language different from your own language? - Browse to get information, or read or watch the news

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	8.8	26.5	45.2	19.3	0.2
<b>COUNTRY</b>						
 Belgium	280	5.7	27.1	41.1	25.7	0.4
 Bulgaria	377	9.8	22.8	35.5	10.6	0.3
 Czech Rep.	200	13.5	30.5	40	15.5	0.5
 Denmark	401	10.2	22.7	47.6	19.2	0.2
 Germany	337	11.3	23.4	48.7	16.6	0
 Estonia	339	21.5	27.4	39.8	10.6	0.6
 Greece	526	13.7	43	32.9	10.5	0
 Spain	305	6.2	29.8	39.7	24.3	0
 France	295	6.1	23.7	51.5	18.6	0
 Ireland	102	12.7	23.5	37.3	26.5	0
 Italy	194	6.2	21.6	40.2	30.4	1.5
 Cyprus	499	24	43.1	22.8	10	0
 Latvia	425	17.9	35.8	36.7	9.4	0.2
 Lithuania	413	9	33.2	41.6	15.5	0.7
 Luxembourg	476	29.2	44.1	23.3	3.4	0
 Hungary	249	17.3	24.1	39.8	18.5	0.4
 Malta	491	48.9	25.7	14.9	9.2	1.4
 Netherlands	386	4.7	26.2	51.3	17.9	0
 Austria	324	11.7	17.9	51.5	18.8	0
 Poland	312	3.2	34	47.4	15.4	0
 Portugal	335	3.9	34	41.2	20.6	0.3
 Romania	404	14.1	23	44.3	18.6	0
 Slovenia	478	13.6	40	41.6	4.8	0
 Slovakia	274	8.8	25.2	40.9	24.8	0.4
 Finland	347	10.1	29.7	52.2	7.8	0.3
 Sweden	433	9	28.4	43.9	18.5	0.2
 United Kingdom	78	7.7	15.4	47.4	29.5	0



Table 29b. Frequency of using a language, other than respondents' own, for browsing to get information, or reading or watching the news – *by segments*

QUESTION: Q5\_c. For each of the following Internet activities, how often do you use a language different from your own language? - Browse to get information, or read or watch the news

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	8.8	26.5	45.2	19.3	0.2
 <b>SEX</b>						
Male	3934	10.4	30	43	16.2	0.3
Female	3746	7	22.8	47.6	22.5	0.1
 <b>AGE</b>						
15 - 24	1352	7.9	38.9	42.1	11.1	0
25 - 39	2020	9.9	28.9	43.5	17.5	0.2
40 - 54	2301	8.5	23	47.1	21	0.3
55 +	1936	8.3	20	47.5	24.1	0.1
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	5.3	16.4	43.3	34.9	0
16 - 20	2576	6.9	19.2	47.9	25.7	0.3
20 +	3702	10.2	28.8	44.5	16.4	0.1
Still in education	1047	9.2	40.5	40.5	9.7	0.1
 <b>URBANISATION</b>						
Metropolitan	1725	11.1	30.5	43	15	0.5
Urban	3384	9.2	27.9	44.5	18.2	0.2
Rural	2537	6.5	22.3	47.7	23.4	0.1
 <b>OCCUPATION</b>						
Self-employed	926	9.7	26.6	45	18.3	0.4
Employee	3414	9.2	25.7	46.3	18.6	0.2
Manual worker	411	7.9	22.9	47.1	22	0.2
Not working	2904	8.1	28.1	43.7	20.1	0.1
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	9.7	30.7	43.3	16.2	0.1
About once a day	2037	7.5	20.6	48.5	22.9	0.4
At least once a week	622	6.1	14.5	49	30.4	0
About once a month	109	7.3	16.5	50.7	25.3	0.2

Table 30a. Frequency of using a language, other than respondents' own, for searching or buying products and services– *by country*

QUESTION: Q5\_d. For each of the following Internet activities, how often do you use a language different from your own language? - Search or buy products (e.g. online shopping) and services (e.g. tourism)

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	4.1	14.1	38.4	42.3	1.2
<b>COUNTRY</b>						
 Belgium	280	2.5	12.1	30.7	52.5	2.1
 Bulgaria	377	1.6	10.6	24.4	41.6	0.5
 Czech Rep.	200	4	13.5	35.5	47	0
 Denmark	401	1.5	16.7	50.6	30.4	0.7
 Germany	337	3.3	10.4	42.7	43	0.6
 Estonia	339	2.7	13.6	41.6	38.6	3.5
 Greece	526	9.1	27.4	36.1	26.4	1
 Spain	305	5.9	17.7	37.7	38	0.7
 France	295	1.7	12.5	38.6	47.1	0
 Ireland	102	8.8	14.7	33.3	34.3	8.8
 Italy	194	6.2	19.6	38.7	33.5	2.1
 Cyprus	499	22	36.5	25.9	15.4	0.2
 Latvia	425	5.4	11.5	40.5	40.9	1.6
 Lithuania	413	5.8	25.7	34.1	31.7	2.7
 Luxembourg	476	20.8	22.7	30.9	25	0.6
 Hungary	249	5.2	10.8	39	41	4
 Malta	491	51.1	18.5	10	15.5	4.9
 Netherlands	386	2.1	13	39.9	44.8	0.3
 Austria	324	6.2	11.7	40.4	41	0.6
 Poland	312	1	12.8	39.7	46.5	0
 Portugal	335	2.1	20.3	33.4	42.1	2.1
 Romania	404	3	7.9	30.4	55.7	3
 Slovenia	478	3.8	14	44.4	37.9	0
 Slovakia	274	4.7	14.6	33.2	47.1	0.4
 Finland	347	5.5	15.6	50.7	26.2	2
 Sweden	433	3.5	14.5	42.7	38.8	0.5
 United Kingdom	78	11.5	12.8	26.9	41	7.7

Table 30b. Frequency of using a language, other than respondents' own, for searching or buying products and services – *by segments*

QUESTION: Q5\_d. For each of the following Internet activities, how often do you use a language different from your own language? - Search or buy products (e.g. online shopping) and services (e.g. tourism)

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	4.1	14.1	38.4	42.3	1.2
 <b>SEX</b>						
Male	3934	4.5	16.2	40.7	37.1	1.5
Female	3746	3.6	11.9	35.9	47.7	0.9
 <b>AGE</b>						
15 - 24	1352	3.6	20.3	36.5	38.7	0.9
25 - 39	2020	4.7	16.6	41.1	36.6	1
40 - 54	2301	4.1	12.5	39.6	42.6	1.1
55 +	1936	3.2	9.4	35.4	50.3	1.7
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	3.7	10.1	33.3	51.5	1.4
16 - 20	2576	3.7	11.3	39.8	43.7	1.4
20 +	3702	4.1	14.4	39	41.5	1.1
Still in education	1047	5	21.9	33.5	38.4	1
 <b>URBANISATION</b>						
Metropolitan	1725	4.3	16.4	40.7	37.9	0.7
Urban	3384	4.7	15.1	36.3	42.5	1.4
Rural	2537	3	11.5	39	45.2	1.2
 <b>OCCUPATION</b>						
Self-employed	926	5.6	19	35.9	38.5	1
Employee	3414	3.9	12.8	41.2	41.1	1
Manual worker	411	3.9	13	43	38.6	1.5
Not working	2904	3.8	14.3	35.1	45.4	1.4
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	4.7	16.1	39.3	39	0.9
About once a day	2037	3.3	12.6	37.6	45.1	1.5
At least once a week	622	1.3	5.8	36.9	53.3	2.6
About once a month	109	5.5	2.1	18.4	73.3	0.7

Table 31a. Frequency of using a language, other than respondents' own, for browsing for entertainment – *by country*

QUESTION: Q5\_e. For each of the following Internet activities, how often do you use a language different from your own language? - Browse for entertainment (e.g. play games)

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	4.5	14.4	29	51.2	0.9
<b>COUNTRY</b>						
 Belgium	280	1.8	13.6	25.4	57.9	1.4
 Bulgaria	377	3.7	16.4	26.5	32.1	0
 Czech Rep.	200	4	17	29	50	0
 Denmark	401	3.2	10	27.9	58.4	0.5
 Germany	337	3.9	8	28.2	58.2	1.8
 Estonia	339	5.9	14.5	28.3	49.3	2.1
 Greece	526	11	30.2	29.8	26.4	2.5
 Spain	305	4.9	16.4	32.5	46.2	0
 France	295	3.7	15.6	28.1	52.2	0.3
 Ireland	102	11.8	7.8	16.7	62.7	1
 Italy	194	5.2	12.9	19.6	60.8	1.5
 Cyprus	499	20.6	33.5	22.6	23.2	0
 Latvia	425	5.9	19.1	39.1	35.8	0.2
 Lithuania	413	4.8	22.3	27.4	44.6	1
 Luxembourg	476	13.2	20.2	24.6	42	0
 Hungary	249	5.2	13.7	30.1	50.6	0.4
 Malta	491	42.2	15.1	8.4	24.6	9.8
 Netherlands	386	1.3	9.6	26.9	62.2	0
 Austria	324	3.4	7.7	26.2	62	0.6
 Poland	312	1.6	22.8	35.3	40.4	0
 Portugal	335	2.4	21.8	30.4	43.3	2.1
 Romania	404	7.4	13.1	35.1	44.3	0
 Slovenia	478	6.9	24.1	36.4	32.6	0
 Slovakia	274	4.4	10.6	24.8	59.9	0.4
 Finland	347	3.5	9.2	30.5	56.8	0
 Sweden	433	3.7	15	35.3	45.3	0.7
 United Kingdom	78	6.4	7.7	21.8	61.5	2.6

Table 31b. Frequency of using a language, other than respondents' own, for browsing for entertainment – *by segments*

QUESTION: Q5\_e. For each of the following Internet activities, how often do you use a language different from your own language? - Browse for entertainment (e.g. play games)

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	4.5	14.4	29	51.2	0.9
 <b>SEX</b>						
Male	3934	5.2	17	28.6	48.5	0.7
Female	3746	3.7	11.7	29.5	54.1	1.1
 <b>AGE</b>						
15 - 24	1352	9.5	32.4	35.4	22.6	0
25 - 39	2020	5.8	19.4	34.1	40.2	0.4
40 - 54	2301	2.8	8.5	28.5	59	1.2
55 +	1936	1.5	4.1	20.2	72.6	1.6
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	3.6	9.8	20.3	65.9	0.5
16 - 20	2576	3.3	11	29.3	55.1	1.3
20 +	3702	3.6	11.6	28.2	56	0.6
Still in education	1047	11.1	34.1	33.5	21.3	0.1
 <b>URBANISATION</b>						
Metropolitan	1725	4.3	16.4	28.5	50.2	0.6
Urban	3384	4.8	15.4	29.3	49.6	0.9
Rural	2537	4	11.9	29	54	1.1
 <b>OCCUPATION</b>						
Self-employed	926	4.6	9.7	27.5	57.1	1.1
Employee	3414	3.5	12.3	30.7	52.6	1
Manual worker	411	5.8	16.5	32.1	44.2	1.3
Not working	2904	5.4	18.2	27.2	48.6	0.6
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	5.2	16.4	29.2	48.5	0.8
About once a day	2037	3.6	11.3	30.6	53.4	1.1
At least once a week	622	2	9.7	23.3	64	1
About once a month	109	2.4	11.2	27	58.1	1.2

Table 32a. Frequency of using a language, other than respondents' own, for browsing to carry out banking operations – *by country*

QUESTION: Q5\_f. For each of the following Internet activities, how often do you use a language different from your own language? - Browse to carry out banking operations online

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	3.1	6.5	13	76.1	1.2
<b>COUNTRY</b>						
 Belgium	280	2.9	8.9	12.1	75.4	0.7
 Bulgaria	377	1.9	4.5	13.8	58.6	0
 Czech Rep.	200	2.5	8	12	77.5	0
 Denmark	401	2.5	5.7	11.7	80	0
 Germany	337	4.2	3.9	8.3	81	2.7
 Estonia	339	13	6.5	19.8	59.9	0.9
 Greece	526	1.3	8.6	16.3	70.9	2.9
 Spain	305	3.6	9.2	17.4	69.8	0
 France	295	2	5.4	9.5	82.4	0.7
 Ireland	102	11.8	5.9	14.7	67.6	0
 Italy	194	2.6	7.2	13.9	74.2	2.1
 Cyprus	499	13	20.8	21	44.1	1
 Latvia	425	12.9	16.9	20.9	48.9	0.2
 Lithuania	413	5.8	10.7	22.5	60.5	0.5
 Luxembourg	476	23.1	22.5	19.1	35.3	0
 Hungary	249	1.6	7.2	14.5	76.3	0.4
 Malta	491	46.8	13.2	11.2	19.6	9.2
 Netherlands	386	3.6	6	15.5	74.6	0.3
 Austria	324	4.9	8.3	10.2	75.9	0.6
 Poland	312	0.6	6.1	18.9	74.4	0
 Portugal	335	1.2	11.3	17	69.6	0.9
 Romania	404	1.7	5	13.6	79.5	0.2
 Slovenia	478	2.7	7.1	18	72.2	0
 Slovakia	274	2.6	4.4	15.7	77	0.4
 Finland	347	1.2	5.2	11.2	82.4	0
 Sweden	433	4.2	8.3	11.1	76	0.5
 United Kingdom	78	6.4	6.4	7.7	75.6	3.8

Table 32b. Frequency of using a language, other than respondents' own, for browsing to carry out banking operations – *by segments*

QUESTION: Q5\_f. For each of the following Internet activities, how often do you use a language different from your own language? - Browse to carry out banking operations online

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	3.1	6.5	13	76.1	1.2
 <b>SEX</b>						
Male	3934	3.1	7.5	15.8	72.8	0.8
Female	3746	3.1	5.5	10.2	79.6	1.6
 <b>AGE</b>						
15 - 24	1352	1.3	4.7	14.7	78.1	1.1
25 - 39	2020	3.5	8.2	15.9	71.6	0.8
40 - 54	2301	3.2	7.1	11.8	76.9	1.1
55 +	1936	3.9	5.5	10.7	78.7	1.2
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	2.5	6.6	10.3	78.6	2.1
16 - 20	2576	3.2	5.6	11.2	78.3	1.6
20 +	3702	3.5	7.5	14	74.3	0.8
Still in education	1047	2.2	5	15.2	76.6	1.1
 <b>URBANISATION</b>						
Metropolitan	1725	2.6	5.5	14.5	76.2	1.3
Urban	3384	3.3	7.4	13.1	74.8	1.4
Rural	2537	3.3	6.1	12.1	77.7	0.8
 <b>OCCUPATION</b>						
Self-employed	926	3.9	8.1	13.1	74.7	0.2
Employee	3414	3.3	7.4	14.3	73.9	1.1
Manual worker	411	2	6.9	12.1	77.9	1
Not working	2904	2.9	4.8	11.7	79	1.5
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	3.6	7.2	14	74.2	0.9
About once a day	2037	2.1	6	12	78.4	1.5
At least once a week	622	2.7	3.9	10.4	82	1
About once a month	109	4.3	0.5	4.5	85.4	5.3

Table 33a. Frequency of using a language, other than respondents' own, for learning about job or education opportunities – *by country*

QUESTION: Q5\_g. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about job or education opportunities

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	4	10.9	30.4	52.5	2.2
<b>COUNTRY</b>						
 Belgium	280	1.1	9.6	15	68.6	5.7
 Bulgaria	377	2.7	17	30.5	28.1	0.5
 Czech Rep.	200	5	10.5	33	51	0.5
 Denmark	401	1.7	4.2	17	69.1	8
 Germany	337	3.6	11.9	38	44.8	1.8
 Estonia	339	8.3	12.4	42.5	35.1	1.8
 Greece	526	4.6	17.3	28.5	49	0.6
 Spain	305	5.9	15.4	30.5	47.2	1
 France	295	1.7	6.4	20	70.8	1
 Ireland	102	9.8	9.8	16.7	54.9	8.8
 Italy	194	7.7	10.3	29.9	50.5	1.5
 Cyprus	499	12	24	27.1	36.5	0.4
 Latvia	425	8.5	17.9	35.3	35.3	3.1
 Lithuania	413	5.1	18.2	31.5	41.6	3.6
 Luxembourg	476	19.7	19.3	30	29.4	1.5
 Hungary	249	4	6	30.5	50.2	9.2
 Malta	491	37.1	17.1	17.9	17.5	10.4
 Netherlands	386	2.3	8.3	22.8	64.2	2.3
 Austria	324	6.8	10.2	39.8	41.4	1.9
 Poland	312	1.3	8.3	35.6	52.6	2.2
 Portugal	335	1.2	13.4	28.7	54.9	1.8
 Romania	404	6.9	16.1	41.3	33.9	1.7
 Slovenia	478	2.5	10.3	34.5	52.7	0
 Slovakia	274	3.6	13.5	33.6	47.8	1.5
 Finland	347	2.3	4.9	20.7	68.9	3.2
 Sweden	433	1.4	5.3	24.7	67.7	0.9
 United Kingdom	78	3.8	3.8	15.4	65.4	11.5



Table 33b. Frequency of using a language, other than respondents' own, for learning about job or education opportunities – *by segments*

QUESTION: Q5\_g. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about job or education opportunities

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	4	10.9	30.4	52.5	2.2
 <b>SEX</b>						
Male	3934	4	11.6	31.3	50.7	2.4
Female	3746	3.9	10.2	29.4	54.4	2
 <b>AGE</b>						
15 - 24	1352	3.4	17.8	39.9	38	0.9
25 - 39	2020	5.8	13.1	31.8	48.5	0.8
40 - 54	2301	4.3	8.4	32.4	53	1.9
55 +	1936	2.1	6.8	19.7	66.5	4.9
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	4.4	6.5	24.9	62.3	2
16 - 20	2576	3.4	7.7	26.4	59.8	2.6
20 +	3702	4.2	11.3	31.1	51.1	2.3
Still in education	1047	4.8	18.7	38.9	36.5	1.1
 <b>URBANISATION</b>						
Metropolitan	1725	4.1	11	32.8	50.1	1.9
Urban	3384	3.9	12.2	28.9	52.4	2.6
Rural	2537	3.9	9.3	30.4	54.5	1.9
 <b>OCCUPATION</b>						
Self-employed	926	6.4	9.2	31.3	51.2	1.9
Employee	3414	4.1	10.2	32.5	52.1	1.1
Manual worker	411	4.6	8.5	30.6	53.8	2.5
Not working	2904	3	12.7	27.6	53.1	3.6
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	4.6	12.2	30.5	50.8	1.9
About once a day	2037	3.1	8.1	30.8	55.6	2.4
At least once a week	622	2.2	10.5	28.4	55	3.9
About once a month	109	2.9	10.2	28.2	56.7	2

Table 34a. Frequency of using a language, other than respondents' own, for learning about rights as a consumer or citizen – *by country*

QUESTION: Q5\_h. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about my rights as consumer or citizen

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	2.6	6.4	26.5	63.2	1.4
<b>COUNTRY</b>						
 Belgium	280	2.5	5.7	18.2	71.1	2.5
 Bulgaria	377	2.4	11.4	30.5	34	0.5
 Czech Rep.	200	2	4	20.5	73	0.5
 Denmark	401	1.2	4.2	16.7	75.3	2.5
 Germany	337	1.2	5	27.6	65.6	0.6
 Estonia	339	4.1	5.9	31.3	56.6	2.1
 Greece	526	2.9	16.3	34.8	45.8	0.2
 Spain	305	3.9	7.2	27.9	61	0
 France	295	1.4	3.7	20.3	73.9	0.7
 Ireland	102	8.8	5.9	20.6	55.9	8.8
 Italy	194	4.6	10.3	25.3	57.7	2.1
 Cyprus	499	7	15	31.3	45.5	1.2
 Latvia	425	6.1	8.5	33.9	48.7	2.8
 Lithuania	413	2.7	7.3	29.5	57.6	2.9
 Luxembourg	476	16	21.8	34.5	27.5	0.2
 Hungary	249	2.4	3.6	20.5	64.7	8.8
 Malta	491	22.2	12	23.4	31.6	10.8
 Netherlands	386	1.3	2.3	20.2	74.6	1.6
 Austria	324	3.4	5.6	29	61.7	0.3
 Poland	312	0.6	5.1	28.5	64.1	1.6
 Portugal	335	1.2	10.1	31	56.4	1.2
 Romania	404	6.2	8.9	39.4	43.1	2.5
 Slovenia	478	1.3	4.4	31.6	62.1	0.6
 Slovakia	274	4.7	8.8	15.7	69.3	1.5
 Finland	347	1.4	2.9	25.6	68	2
 Sweden	433	1.4	3.9	19.6	74.4	0.7
 United Kingdom	78	5.1	1.3	21.8	66.7	5.1

Table 34b. Frequency of using a language, other than respondents' own, for learning about rights as a consumer or citizen – *by segments*

QUESTION: Q5\_h. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about my rights as consumer or citizen

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	2.6	6.4	26.5	63.2	1.4
 <b>SEX</b>						
Male	3934	2.6	6.9	27.8	61.1	1.5
Female	3746	2.5	5.9	25.1	65.3	1.3
 <b>AGE</b>						
15 - 24	1352	1.9	4.9	27.7	64.3	1.3
25 - 39	2020	3.4	7.7	25.9	61.9	1.1
40 - 54	2301	3.2	6.8	25.9	62.6	1.4
55 +	1936	1.3	5.4	27	64.5	1.7
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	4.1	5.1	27	61.5	2.3
16 - 20	2576	2.4	5.2	25.4	65.7	1.4
20 +	3702	2.2	7.5	26.7	62.2	1.3
Still in education	1047	3.8	5.5	28.5	60.8	1.4
 <b>URBANISATION</b>						
Metropolitan	1725	2.5	5	27.4	63.6	1.5
Urban	3384	2.5	7.6	26.9	61.6	1.5
Rural	2537	2.7	5.7	25.2	65.4	1.1
 <b>OCCUPATION</b>						
Self-employed	926	3.1	7.2	25.9	62.5	1.2
Employee	3414	2.1	6.5	26.1	64.2	1
Manual worker	411	5.6	6.9	29	56.9	1.6
Not working	2904	2.5	5.9	26.8	63	1.8
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	2.7	6.7	26.3	63.1	1.2
About once a day	2037	2	5.1	27.6	63.8	1.5
At least once a week	622	2.2	8.4	25.2	61.3	2.9
About once a month	109	10.1	5.8	20.9	62.9	0.3

Table 35a. Frequency of using a language, other than respondents' own, for learning about health or healthcare issues – *by country*

QUESTION: Q5\_i. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about health or healthcare issues

Base: those who use any language, other than own, to read/watch/write in the Internet





























	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
 <b>EU27</b>	7680	3.3	11.3	33.8	50.5	1.1
<b>COUNTRY</b>						
 Belgium	280	2.1	10	29.3	56.8	1.8
 Bulgaria	377	3.2	13.5	28.9	32.9	0.3
 Czech Rep.	200	1.5	9.5	27.5	61	0.5
 Denmark	401	2.2	7.7	33.9	55.4	0.7
 Germany	337	1.8	10.1	38.9	48.7	0.6
 Estonia	339	4.7	8.3	46.6	38.3	2.1
 Greece	526	4.6	27.9	39	28.5	0
 Spain	305	3.9	15.1	31.8	49.2	0
 France	295	2	6.8	26.4	64.4	0.3
 Ireland	102	7.8	8.8	19.6	54.9	8.8
 Italy	194	5.7	11.9	26.8	52.6	3.1
 Cyprus	499	11	29.3	32.3	26.7	0.8
 Latvia	425	10.1	17.2	39.1	31.3	2.4
 Lithuania	413	3.1	12.1	40.4	42.1	2.2
 Luxembourg	476	16.6	24.6	41.4	17.2	0.2
 Hungary	249	4.4	3.6	32.5	53.8	5.6
 Malta	491	36	19.6	25.1	14.5	4.9
 Netherlands	386	1.6	4.4	36.3	57.5	0.3
 Austria	324	4.3	11.4	39.5	44.1	0.6
 Poland	312	0.3	7.1	33	59.3	0.3
 Portugal	335	1.8	16.7	36.7	44.5	0.3
 Romania	404	8.7	23.8	42.3	24	1.2
 Slovenia	478	1.9	8.2	45.4	44.4	0.2
 Slovakia	274	4.7	11.7	25.2	58	0.4
 Finland	347	1.2	6.1	36.3	54.5	2
 Sweden	433	2.1	7.2	30.3	60.3	0.2
 United Kingdom	78	6.4	2.6	32.1	51.3	7.7

Table 35b. Frequency of using a language, other than respondents' own, for learning about health or healthcare issues – *by segments*

QUESTION: Q5\_i. For each of the following Internet activities, how often do you use a language different from your own language? - Learn about health or healthcare issues

Base: those who use any language, other than own, to read/watch/write in the Internet







	Total N	% All the time	% Frequently	% Occasionally	% Never	% DK/NA
<b>EU27</b>	7680	3.3	11.3	33.8	50.5	1.1
 <b>SEX</b>						
Male	3934	2.9	10.7	34.9	50.3	1.3
Female	3746	3.8	11.9	32.6	50.8	0.9
 <b>AGE</b>						
15 - 24	1352	2.7	12	32.8	51.5	0.9
25 - 39	2020	4.4	12.1	33.3	49.2	1.1
40 - 54	2301	3.5	11.2	34.7	49.6	1.1
55 +	1936	2.4	10.1	33.5	52.7	1.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	249	3.3	6.9	36.9	52.9	0
16 - 20	2576	3	8.5	31.6	55.8	1.1
20 +	3702	3.2	12.8	35.7	47.2	1.2
Still in education	1047	4.8	14.3	31.7	48	1.2
 <b>URBANISATION</b>						
Metropolitan	1725	3.4	11.2	33.9	50.5	1
Urban	3384	3.4	13.3	33.2	48.9	1.3
Rural	2537	3	8.7	34.5	52.9	1
 <b>OCCUPATION</b>						
Self-employed	926	4.5	11.1	36.5	46.7	1.2
Employee	3414	2.6	11.2	34.3	51	0.9
Manual worker	411	5.7	7.6	37.1	48.3	1.3
Not working	2904	3.4	11.9	32	51.3	1.3
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	4911	3.4	11.2	34.3	50.2	0.9
About once a day	2037	3.1	10.9	33.6	51.1	1.3
At least once a week	622	2.2	13.9	33.5	48.2	2.2
About once a month	109	7.9	7.5	16.3	66.6	1.8

Table 36a. Respondents think they miss interesting information because websites are not in a language they understand – *by country*

QUESTION: Q6\_a. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - You think that you miss out on interesting information because websites are not in a language you understand





























	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
 <b>EU27</b>	13752	26.4	26.1	24.9	19.2	3.4
<b>COUNTRY</b>						
 Belgium	500	24	28.6	20.8	21.2	5.4
 Bulgaria	501	15.6	20.6	22	18.6	0.8
 Czech Rep.	507	26.8	26.2	20.9	24.7	1.4
 Denmark	511	18.2	33.5	28.8	15.3	4.3
 Germany	515	35.1	28.5	18.1	16.1	2.1
 Estonia	506	17.2	29.8	30.8	19	3.2
 Greece	576	13	24.8	31.4	29	1.7
 Spain	501	15.6	25	31.9	26.1	1.4
 France	502	22.9	32.9	33.1	8.6	2.6
 Ireland	518	37.8	21	17.8	19.3	4.1
 Italy	500	33	16	20.8	25.8	4.4
 Cyprus	535	20.4	23.7	20.6	35.1	0.2
 Latvia	503	28.4	21.7	23.7	24.5	1.8
 Lithuania	500	22.2	32.6	25.2	14.6	5.4
 Luxembourg	511	30.5	27.8	20	20.9	0.8
 Hungary	505	29.7	22.2	23	21.8	3.4
 Malta	523	27.9	18.7	14.9	34.6	3.8
 Netherlands	501	30.9	28.1	22.2	15.2	3.6
 Austria	500	25	25.4	20.2	27	2.4
 Poland	506	20.2	28.5	30.4	16.4	4.5
 Portugal	503	16.1	24.7	35.8	19.7	3.8
 Romania	504	17.9	27.4	29.6	21	4.2
 Slovenia	522	20.7	39.7	31.8	6.9	1
 Slovakia	501	14.4	40.7	25.7	18.2	1
 Finland	500	18.6	36.8	29.8	12.8	2
 Sweden	500	28.4	29.2	26.8	10.6	5
 United Kingdom	501	31.9	21	18.8	22	6.4

Table 36b. Respondents think they miss interesting information because websites are not in a language they understand – *by segments*

QUESTION: Q6\_a. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - You think that you miss out on interesting information because websites are not in a language you understand







	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
<b>EU27</b>	13752	26.4	26.1	24.9	19.2	3.4
 <b>SEX</b>						
Male	6595	26.6	25.8	25.5	19.1	2.9
Female	7157	26.2	26.3	24.4	19.3	3.9
 <b>AGE</b>						
15 - 24	1713	21.1	31.3	30	16.6	1
25 - 39	3201	25.8	28	25.9	18.8	1.5
40 - 54	4373	25.6	25.8	24.2	21	3.4
55 +	4195	28.7	23.2	23.5	19.1	5.6
 <b>EDUCATION (end of)</b>						
Until 15 years of age	976	22.3	20.4	23.4	26.1	7.8
16 - 20	5814	27	24.9	24.3	20.1	3.6
20 +	5403	26.6	27.1	24.9	18.4	3
Still in education	1318	24.8	31.8	28	14.7	0.7
 <b>URBANISATION</b>						
Metropolitan	2588	25.4	28	24.9	18.8	3
Urban	6148	26.8	25.1	25.5	19.5	3.2
Rural	4927	26.3	26.3	24.3	19.3	3.9
 <b>OCCUPATION</b>						
Self-employed	1539	28.1	25	24.5	17.8	4.5
Employee	5797	25.8	27.3	24.9	19.4	2.7
Manual worker	899	25	23.7	27.4	22.2	1.7
Not working	5429	26.3	25.6	25	19	4.1
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	7391	26.4	27.8	24.8	18.8	2.3
About once a day	4165	27	25.6	25.8	18.4	3.2
At least once a week	1811	26.4	21.6	24.1	21.1	6.7
About once a month	386	19.2	18.8	22.4	28	11.5

Table 37a. When respondents have a choice of languages, they always visit a website in their own language – *by country*

QUESTION: Q6\_b. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - When you have the choice of languages, you always visit websites in your own language





























	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
 <b>EU27</b>	13752	3.3	6.2	21.7	67.6	1.1
<b>COUNTRY</b>						
 Belgium	500	5.2	6.6	23.6	62.8	1.8
 Bulgaria	501	3.6	7.2	16.2	50.5	0
 Czech Rep.	507	3.2	6.5	17	73.4	0
 Denmark	511	6.7	13.3	29	49.5	1.6
 Germany	515	3.5	7.6	19.2	68	1.7
 Estonia	506	2.2	5.7	16	74.3	1.8
 Greece	576	3.8	8.7	18.6	68.4	0.5
 Spain	501	3.2	3.6	25.9	66.5	0.8
 France	502	2.2	4.8	24.9	67.9	0.2
 Ireland	518	2.9	3.5	7.9	84.7	1
 Italy	500	2.6	7	29.6	58.4	2.4
 Cyprus	535	8.4	17.9	14.6	58.7	0.4
 Latvia	503	5.2	7.4	15.3	72	0.2
 Lithuania	500	3	8.4	23	65	0.6
 Luxembourg	511	17.8	22.7	24.1	34.2	1.2
 Hungary	505	5.9	4.2	17.6	70.3	2
 Malta	523	16.1	19.9	21.6	41.9	0.6
 Netherlands	501	4.8	9.6	19.2	65.1	1.4
 Austria	500	6	5.8	25.4	62	0.8
 Poland	506	1.6	3.2	21.7	73.3	0.2
 Portugal	503	5	10.7	27.6	55.5	1.2
 Romania	504	3.6	9.3	27	58.3	1.8
 Slovenia	522	6.7	16.9	33.1	42.7	0.6
 Slovakia	501	4.6	8.6	35.7	50.9	0.2
 Finland	500	1	8.2	13.4	77.2	0.2
 Sweden	500	8	15	20.6	55.4	1
 United Kingdom	501	2.8	2.4	10	84	0.8



Table 37b. When respondents have a choice of languages, they always visit a website in their own language – *by segments*

QUESTION: Q6\_b. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - When you have the choice of languages, you always visit websites in your own language







	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
<b>EU27</b>	13752	3.3	6.2	21.7	67.6	1.1
 <b>SEX</b>						
Male	6595	3.8	7.5	23.5	63.9	1.4
Female	7157	2.9	5	20.1	71.1	0.9
 <b>AGE</b>						
15 - 24	1713	4	7.8	29.6	58	0.6
25 - 39	3201	3.4	7.1	26.3	62.9	0.3
40 - 54	4373	3.5	5.4	19.8	70.3	0.9
55 +	4195	2.8	5.8	17.6	71.7	2.1
 <b>EDUCATION (end of)</b>						
Until 15 years of age	976	2.1	3.6	16	74.8	3.5
16 - 20	5814	2.7	3.5	19.4	73.5	0.9
20 +	5403	4	9.1	22.8	63.2	0.9
Still in education	1318	4.7	8.3	32.1	54.1	0.8
 <b>URBANISATION</b>						
Metropolitan	2588	4.4	8.7	23.5	62.6	0.9
Urban	6148	3.4	6.4	22.5	66.7	1
Rural	4927	2.6	4.7	19.7	71.6	1.3
 <b>OCCUPATION</b>						
Self-employed	1539	4.3	8.6	22.6	63.4	1.1
Employee	5797	3.2	5.6	21.2	69.6	0.5
Manual worker	899	1.4	4.3	25	67.9	1.3
Not working	5429	3.5	6.5	21.7	66.6	1.7
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	7391	3.9	7.5	23.1	64.9	0.6
About once a day	4165	2.8	4.8	20.8	70.3	1.4
At least once a week	1811	3.1	4.3	19	71.6	1.9
About once a month	386	0.1	4.6	17.7	72.8	4.7

Table 38a. If a website is not available in respondents' language, they accept to use an English language website – *by country*

QUESTION: Q6\_c. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - If a website is not available in your language, you accept to use an English language website





























	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
 <b>EU27</b>	13752	26.7	16.7	21.2	32.1	3.2
<b>COUNTRY</b>						
 Belgium	500	21.4	12	25.4	38.4	2.8
 Bulgaria	501	17.8	10.6	16.8	32.3	0
 Czech Rep.	507	32.1	14.6	22.1	30.6	0.6
 Denmark	511	20.9	16.4	24.3	36.6	1.8
 Germany	515	26.4	13.6	22.5	36.1	1.4
 Estonia	506	28.3	13.8	23.9	31.6	2.4
 Greece	576	7.3	7.1	30.7	54	0.9
 Spain	501	25.5	23.6	21	29.5	0.4
 France	502	34.5	14.1	28.3	22.1	1
 Ireland	518	28.4	12.2	9.8	37.5	12.2
 Italy	500	37.4	23.8	17	18	3.8
 Cyprus	535	4.9	4.5	26.4	64.1	0.2
 Latvia	503	40.8	13.9	10.9	33.8	0.6
 Lithuania	500	31.4	12.2	18.6	36.4	1.4
 Luxembourg	511	28.6	15.7	19.2	36	0.6
 Hungary	505	27.7	15.8	16.4	38.8	1.2
 Malta	523	1.3	0.4	6.9	90.4	1
 Netherlands	501	18	13.8	29.9	36.9	1.4
 Austria	500	24	14.2	20.4	39.2	2.2
 Poland	506	21.3	23.3	24.7	29.6	1
 Portugal	503	18.1	12.3	29.4	39.4	0.8
 Romania	504	30.2	21.2	17.1	30.2	1.4
 Slovenia	522	8	10.7	30.3	50.6	0.4
 Slovakia	501	26.3	24.2	25.3	23.8	0.4
 Finland	500	20.8	14.4	24.6	39	1.2
 Sweden	500	8.6	5	18.6	66.4	1.4
 United Kingdom	501	23.6	13.6	10.8	36.9	15.2

Table 38b. If a website is not available in respondents' language, they accept to use an English language website – *by segments*

QUESTION: Q6\_c. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - If a website is not available in your language, you accept to use an English language website







	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
<b>EU27</b>	13752	26.7	16.7	21.2	32.1	3.2
 <b>SEX</b>						
Male	6595	26.8	16.6	21.2	32.6	2.8
Female	7157	26.6	16.8	21.2	31.7	3.6
 <b>AGE</b>						
15 - 24	1713	18.4	16.5	25.2	39.3	0.7
25 - 39	3201	23.5	17.7	22.4	34.5	1.9
40 - 54	4373	28.1	17	20.2	31.4	3.3
55 +	4195	29.8	16.2	20.1	28.9	4.9
 <b>EDUCATION (end of)</b>						
Until 15 years of age	976	38.6	16.7	14.7	24.2	5.8
16 - 20	5814	30.3	17.6	20.2	28.5	3.3
20 +	5403	22	16.5	22.4	36	3.1
Still in education	1318	19	14.7	25.6	39.6	1.1
 <b>URBANISATION</b>						
Metropolitan	2588	21.4	16.6	22.4	36.6	3
Urban	6148	27	16.8	21.5	31.7	3
Rural	4927	29.2	16.7	20.2	30.6	3.4
 <b>OCCUPATION</b>						
Self-employed	1539	22.4	13.3	23.4	37.8	3.1
Employee	5797	24.1	17.3	21.4	34.1	3.2
Manual worker	899	35.7	23.7	17	22.3	1.4
Not working	5429	28.9	16.2	21.2	30.2	3.6
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	7391	22.9	16.4	22.5	35.5	2.7
About once a day	4165	29.1	17.3	20.2	30.6	2.8
At least once a week	1811	35.6	16.4	20.1	23.1	4.9
About once a month	386	33	17.2	13.3	27.1	9.4

Table 39a. All websites produced in respondents' country should be available in that country's official language(s) – *by country*

QUESTION: Q6\_d. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - All websites produced in your country should be available in your country's official language(s)





























	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
 <b>EU27</b>	13752	3	6.8	21.1	67	2
<b>COUNTRY</b>						
 Belgium	500	6	11.8	23.6	56.4	2.2
 Bulgaria	501	0.2	1	7	68.9	0.4
 Czech Rep.	507	2.8	8.1	24.9	62.9	1.4
 Denmark	511	4.3	12.7	27.4	53.6	2
 Germany	515	3.3	6.6	13	74.4	2.7
 Estonia	506	1	5.7	17.8	73.7	1.8
 Greece	576	2.6	3	10.8	83.2	0.5
 Spain	501	2.8	9.2	22.4	64.7	1
 France	502	3.6	8	34.9	50.8	2.8
 Ireland	518	11	8.7	17.4	62	1
 Italy	500	0.8	4	29.4	63.6	2.2
 Cyprus	535	2.4	5.8	12	78.9	0.9
 Latvia	503	3.8	10.9	14.3	70	1
 Lithuania	500	2.2	4.8	19.2	72.6	1.2
 Luxembourg	511	7.2	15.9	26.2	49.9	0.8
 Hungary	505	1.4	5.3	19.8	71.1	2.4
 Malta	523	3.6	4.2	9	82	1.1
 Netherlands	501	5	13.2	22	58.1	1.8
 Austria	500	2.2	4.8	18.8	72.2	2
 Poland	506	2.2	5.1	15	76.9	0.8
 Portugal	503	1.6	3.6	23.1	69.8	2
 Romania	504	1	4.8	24	69.2	1
 Slovenia	522	2.7	7.1	20.7	69	0.6
 Slovakia	501	8	10.4	37.7	43.1	0.8
 Finland	500	4.4	12.8	15.6	67.2	0
 Sweden	500	7.4	15.2	21	52.2	4.2
 United Kingdom	501	3.6	5.8	13.8	73.9	3

Table 39b. All websites produced in respondents' country should be available in that country's official language(s) – *by segments*

QUESTION: Q6\_d. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - All websites produced in your country should be available in your country's official language(s)







	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
<b>EU27</b>	13752	3	6.8	21.1	67	2
 <b>SEX</b>						
Male	6595	3.8	8.2	21.3	64.7	2
Female	7157	2.2	5.5	21	69.2	2.1
 <b>AGE</b>						
15 - 24	1713	4.2	8	27.1	59.7	1.1
25 - 39	3201	2.5	7.3	24.3	64.7	1.2
40 - 54	4373	2.6	7.5	20.1	68	1.7
55 +	4195	3.2	5.3	17.5	70.7	3.3
 <b>EDUCATION (end of)</b>						
Until 15 years of age	976	2.7	3.3	19.3	71.6	3.1
16 - 20	5814	2	4.8	20.3	71.1	1.7
20 +	5403	3.6	8.8	20.7	64.6	2.3
Still in education	1318	4.5	9.5	27.6	57	1.4
 <b>URBANISATION</b>						
Metropolitan	2588	3.3	8.4	21.3	65.1	1.9
Urban	6148	3.3	6.7	21.4	66.7	1.9
Rural	4927	2.4	6.2	20.7	68.5	2.3
 <b>OCCUPATION</b>						
Self-employed	1539	4.5	7.7	22.5	61.8	3.5
Employee	5797	2.6	7.4	20.8	67.7	1.5
Manual worker	899	1.2	6.6	21.7	69	1.5
Not working	5429	3.3	6	21.1	67.4	2.2
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	7391	3.7	8.3	21	65.1	1.9
About once a day	4165	2.2	5.5	21.6	69.1	1.7
At least once a week	1811	2.3	4.6	21.6	68.6	2.9
About once a month	386	1	3.2	17.1	74.3	4.4

Table 40a. All websites produced in respondents' country should have versions available in other languages – *by country*

QUESTION: Q6\_e. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - All websites produced in your country should have versions available in other languages



































	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
 <b>EU27</b>	13752	5.6	10.4	35.6	44.6	3.8
<b>COUNTRY</b>						
 Belgium	500	9.8	12.6	31	43	3.6
 Bulgaria	501	2.2	3	22.2	48.7	1.4
 Czech Rep.	507	6.3	12.8	37.9	37.1	5.9
 Denmark	511	5.1	20.5	44.4	25	4.9
 Germany	515	9.5	15.1	25.6	41.9	7.8
 Estonia	506	3	10.1	40.7	40.9	5.3
 Greece	576	1.4	2.3	34.2	61.3	0.9
 Spain	501	1.4	5.4	34.9	56.9	1.4
 France	502	5.2	7.6	47.4	36.5	3.4
 Ireland	518	6.6	11.2	28	53.1	1.2
 Italy	500	2.2	5.8	34.2	54.6	3.2
 Cyprus	535	2.4	5	26.2	65.2	1.1
 Latvia	503	4.4	8.2	25.4	59.8	2.2
 Lithuania	500	2.2	8.8	38.8	45.6	4.6
 Luxembourg	511	3.7	10.4	29.4	55.4	1.2
 Hungary	505	4.8	12.7	38	40.2	4.4
 Malta	523	2.9	3.8	15.1	77.1	1.1
 Netherlands	501	8.4	22	39.3	25.5	4.8
 Austria	500	11.2	12.8	28.6	43.4	4
 Poland	506	2.8	7.7	42.5	45.5	1.6
 Portugal	503	2.6	4.6	31.2	59.6	2
 Romania	504	3.6	7.3	38.1	48.6	2.4
 Slovenia	522	7.9	20.9	40.8	29.1	1.3
 Slovakia	501	7.8	11.8	40.3	38.7	1.4
 Finland	500	13.8	34.6	36	13.8	1.8
 Sweden	500	9.8	16.2	31.4	34.6	8
 United Kingdom	501	8	12.4	35.7	40.3	3.6

Table 40b. All websites produced in respondents' country should have versions available in other languages – *by segments*

QUESTION: Q6\_e. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that... - All websites produced in your country should have versions available in other languages

	Total N	% Strongly disagree	% Rather disagree	% Rather agree	% Strongly agree	% DK/NA
<b>EU27</b>	13752	5.6	10.4	35.6	44.6	3.8
 <b>SEX</b>						
Male	6595	7.3	12.5	34.6	41.4	4.3
Female	7157	4.1	8.4	36.5	47.7	3.4
 <b>AGE</b>						
15 - 24	1713	1.8	8.4	38	50.5	1.3
25 - 39	3201	4.2	8.2	37.4	48.6	1.6
40 - 54	4373	5.3	12.4	34.4	43.9	3.9
55 +	4195	8.4	10.8	34.8	39.5	6.4
 <b>EDUCATION (end of)</b>						
Until 15 years of age	976	9.3	11.7	30.3	42.4	6.2
16 - 20	5814	5.5	9.4	35.9	45.5	3.7
20 +	5403	6	11.7	35.7	42.8	3.9
Still in education	1318	2.6	8.2	38.3	49.2	1.7
 <b>URBANISATION</b>						
Metropolitan	2588	4.6	10.2	36.1	45.7	3.4
Urban	6148	5.5	9.5	36.3	45.5	3.2
Rural	4927	6.3	11.7	34.1	43.1	4.8
 <b>OCCUPATION</b>						
Self-employed	1539	7.4	14.4	35.2	37.4	5.6
Employee	5797	4.7	10.7	35.9	46.2	2.5
Manual worker	899	2.8	9.6	35.9	47.8	3.8
Not working	5429	6.6	9.1	35.5	44.3	4.6
 <b>FREQUENCY OF INTERNET USE</b>						
Several times a day	7391	6.3	10.9	36	43.7	3.1
About once a day	4165	4.9	10.4	35.9	45	3.8
At least once a week	1811	4.8	8.8	34.4	47	5
About once a month	386	4.3	8	28.6	47.4	11.7

## II. Survey details

This special target survey “*User language preferences online*” (No 313) was conducted for the European Commission, Directorate General Information Society and Media – Unit E1 - Language Technologies, Machine Translation.

### Fieldwork

Telephone interviews were conducted in each country from January 28 to February 1, 2011 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 28/01/2011 - 01/02/2011)
Czech Republic	CZ	Focus Agency	(Interviews: 28/01/2011 - 01/02/2011)
Denmark	DK	Norstat Denmark	(Interviews: 28/01/2011 - 01/02/2011)
Germany	DE	IFAK	(Interviews: 28/01/2011 - 01/02/2011)
Estonia	EE	Saar Poll	(Interviews: 28/01/2011 - 01/02/2011)
Greece	EL	Metroanalysis	(Interviews: 28/01/2011 - 01/02/2011)
Spain	ES	Gallup Spain	(Interviews: 28/01/2011 - 01/02/2011)
France	FR	Efficience3	(Interviews: 28/01/2011 - 01/02/2011)
Ireland	IE	Gallup UK	(Interviews: 28/01/2011 - 01/02/2011)
Italy	IT	Demoskopea	(Interviews: 28/01/2011 - 01/02/2011)
Cyprus	CY	CYMAR	(Interviews: 28/01/2011 - 01/02/2011)
Latvia	LV	Latvian Facts	(Interviews: 28/01/2011 - 01/02/2011)
Lithuania	LT	Baltic Survey	(Interviews: 28/01/2011 - 01/02/2011)
Luxembourg	LU	Gallup Europe	(Interviews: 28/01/2011 - 01/02/2011)
Hungary	HU	Gallup Hungary	(Interviews: 28/01/2011 - 01/02/2011)
Malta	MT	MISCO	(Interviews: 28/01/2011 - 01/02/2011)
Netherlands	NL	MSR	(Interviews: 28/01/2011 - 01/02/2011)
Austria	AT	Spectra	(Interviews: 28/01/2011 - 01/02/2011)
Poland	PL	Gallup Poland	(Interviews: 28/01/2011 - 01/02/2011)
Portugal	PT	Consulmark	(Interviews: 28/01/2011 - 01/02/2011)
Slovenia	SI	Cati d.o.o	(Interviews: 28/01/2011 - 01/02/2011)
Slovakia	SK	Focus Agency	(Interviews: 28/01/2011 - 01/02/2011)
Finland	FI	Norstat Finland Oy	(Interviews: 28/01/2011 - 01/02/2011)
Sweden	SE	Norstat Sweden	(Interviews: 28/01/2011 - 01/02/2011)
United Kingdom	UK	Gallup UK	(Interviews: 28/01/2011 - 01/02/2011)
Bulgaria	BG	Vitosh	(Interviews: 28/01/2011 - 01/02/2011)
Romania	RO	Gallup Romania	(Interviews: 28/01/2011 - 01/02/2011)

### Representativeness of the results

Target of the sample were Internet users aged 15 years and above in each of the EU27 Member States.

### Sample sizes

In each EU country the target sample size was 500 respondents. The table below shows the achieved sample size by country.

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

Due to absence of systematic information regarding Internet users, a non-response weighting (controlling for specific socio-demographic parameters such as age, sex, etc.) was not carried out in the sample. However, for calculating average figures for multiple countries (most notably the overall average for the EU27), a weight factor was assigned to each country in the proportion of the total Eurobarometer population.



The table below presents, for each of the countries:

- (1) the number of interviews actually carried out
- (2) the population-weighted total number of interviews

	<b>Total Interviews</b>			
	<b>Conducted</b>	<b>% of Total</b>	<b>EU27 weighted</b>	<b>% of Total (weighted)</b>
<b>Total</b>	<b>13752</b>	<b>100</b>	<b>27164</b>	<b>100</b>
BE	500	3.6	572	2.1
BG	501	3.6	433	1.6
CZ	507	3.7	574	2.1
DK	511	3.7	289	1.1
DE	515	3.7	4618	17.0
EE	506	3.7	74	0.3
EL	576	4.2	624	2.3
ES	501	3.6	2477	9.1
FR	502	3.7	3364	12.4
IE	518	3.8	224	0.8
IT	500	3.6	3310	12.2
CY	535	3.9	42	0.2
LV	503	3.7	128	0.5
LT	500	3.6	185	0.7
LU	511	3.7	25	0.1
HU	505	3.7	556	2.0
MT	523	3.8	22	0.1
NL	501	3.6	873	3.2
AT	500	3.6	456	1.7
PL	506	3.7	2092	7.7
PT	503	3.7	584	2.1
RO	504	3.7	1189	4.4
SI	522	3.8	113	0.4
SK	501	3.6	295	1.1
FI	500	3.6	285	1.0
SE	500	3.6	493	1.8
UK	501	3.6	3267	12.0

### Questionnaires

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

### Tables of results

#### VOLUME A: COUNTRY BY COUNTRY

The VOLUME A tables present the European Union results country by country.

#### VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B tables present the European Union results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55 +*)

Subjective urbanisation (*Metropolitan zone, Other town/urban centre, Rural zone*)

Occupation (*Self-employed, Employee, Manual worker, Not working*)

Education (*-15, 16-20, 21+, Still in full time education*)

### Sampling error

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of sampling error, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: survey estimate +/- margin of error. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be (45%-10%) to (45%+10%), suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

### Margin of error (95% confidence interval)

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

The examples show that the size of a sample is a crucial factor affecting the margin of error. Nevertheless, once past a certain point – a sample size of 800 or 1,000 – the improvement is small. For example, to reduce the margin of error to 1.5% would require a sample size of 4,000.

### III. Questionnaire

**S1. In the last four weeks, how often have you used the Internet – whether at home, at work, or somewhere else?**

[READ OUT – ONE ANSWER ONLY]

- Several times a day ..... 1
- About once a day ..... 2
- At least once a week ..... 3
- About once a month ..... 4
- Less/never [THANK AND TERMINATE] ..... 5
- [DK/NA] [THANK AND TERMINATE] ..... 9

[ASK ALL]

**Q2A. What language do you consider your mother tongue, or "your own language"?**

[OPEN ENDED- PRECODED]

[ONLY ONE ANSWER POSSIBLE]

- Own language** [SELECT FROM THE PRECODED LIST] ..... 99
- [DK/NA] ..... 99

**Q4A. Which languages, other than your own, do you use to read or watch content in the Internet - and how often?**

[ITEMS FOR LANGUAGES ARE OPEN ENDED –PRECODED, CODE UP TO THREE ANSWERS FOR THE LANGUAGE]

[ONE ANSWER PER LINE]

- All the time ..... 1
- Frequently ..... 2
- Occasionally ..... 3
- I only use my own language ..... 4
- [DK/NA] ..... 9

- A. Language 1 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9
- B. Language 2 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9
- C. Language 3 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9

**Q4B. Which languages, other than your own, do you use to write (e.g. emails, comments, messages posted on a website) in the Internet – and how often?**

[ITEMS FOR LANGUAGES ARE OPEN ENDED –PRECODED, CODE UP TO THREE ANSWERS FOR THE LANGUAGE]

[ONE ANSWER PER LINE]

- All the time ..... 1
- Frequently ..... 2
- Occasionally ..... 3
- I only use my own language ..... 4
- [DK/NA] ..... 9

- D. Language 1 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9
- E. Language 2 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9
- F. Language 3 [SELECT FROM THE PRECODED LIST] ..... 1 2 3 4 9

[ASK ONLY IF IN Q4A OR Q4B NOT ALL ITEMS ARE “4” OR “9”]

**Q5. For each of the following Internet activities, how often do you use a language different from your own language?**

[ONE ANSWER PER LINE]

- All the time..... 1
  - Frequently..... 2
  - Occasionally..... 3
  - Never..... 4
  - [DK/NA]..... 9
- 
- A. Communicate with friends and acquaintances..... 1 2 3 4 9
  - B. Communicate for professional reasons..... 1 2 3 4 9
  - C. Browse to get information, or read or watch the news..... 1 2 3 4 9
  - D. Search or buy products (e.g. online shopping) and services (e.g. tourism)..... 1 2 3 4 9
  - E. Browse for entertainment (e.g. play games)..... 1 2 3 4 9
  - F. Browse to carry out banking operations online..... 1 2 3 4 9
  - G. Learn about job or education opportunities..... 1 2 3 4 9
  - H. Learn about my rights as consumer or citizen..... 1 2 3 4 9
  - I. Learn about health or healthcare issues..... 1 2 3 4 9

[ASK ALL]

**Q6. I am going to give you some statements. Please tell me to what extent you agree or disagree with each of them. Do you strongly agree, rather agree, rather disagree or strongly disagree that...**

[ONE ANSWER PER LINE]

- Strongly agree..... 4
  - Rather agree..... 3
  - Rather disagree..... 2
  - Strongly disagree..... 1
  - [DK/NA]..... 9
- 
- A. You think that you miss out on interesting information because websites are not in a language you understand..... 1 2 3 4 9
  - B. When you have the choice of languages, you always visit websites in your own language..... 1 2 3 4 9
  - C. If a website is not available in your language, you accept to use an English language website..... 1 2 3 4 9
  - D. All web sites produced in your country should be available in your country's official language(s)..... 1 2 3 4 9
  - E. All websites produced in your country should have versions available in other languages..... 1 2 3 4 9

#### D1. Gender

[DO NOT ASK - MARK APPROPRIATE]

[1] Male

[2] Female

#### D2. How old are you?

[ ][ ] years old

[00][REFUSAL/NO ANSWER]

**D3. How old were you when you stopped full-time education?**

[WRITE IN THE AGE WHEN EDUCATION WAS TERMINATED]

[ ][ ]..... years old

[00] ..... [STILL IN FULL TIME EDUCATION]

[01] ..... [NEVER BEEN IN FULL TIME EDUCATION]

[99] ..... [REFUSAL/NO ANSWER]

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

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

**- Self-employed**

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

**- Employee**

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

**- Manual worker**

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

**- Without a professional activity**

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

- [Refusal]..... 99

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

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