

NOP Consumer Market Research
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Job No.	Card	Serial No.	Country
(1) - (5)	(6) - (7)	(8) - (11)	(12-13)
431104	0 1		1 5

Job No : J 431104
 Issue : 1
 Date : 16 December, 1999

FLASH EB 74

RESPONDENTS NAME:

1. COUNTRY

15

TELEPHONE NUMBER:

2. QUESTIONNAIRE NO.:

3. REGION

RESULT OF CONTACT

Call No	Inter-viewers ID	Date	Time	Length	Dispos-ition	Comments	Units
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

STANDARD DIAL DISPOSITION CODES

NR	- No reply	HHR	- Household/Company refusal
ENG	- Circuit Engaged	RR	- Respondent Refusal
NU	- No. unobtainable (Not a working no.)	ANS	- Answerphone
NNAS	- No. Not applicable to study(home telephone if business no. if consumer study)	REJ	- Reject (Respondent who might be otherwise eligible but is deaf, intoxicated, abusive or unwilling or unable to provide usable information)
LB	- Language barrier	COMP	- Completed interviews (segregated by type)
SRNA	- Selected respondent not available	PART	- Partial (interview terminated by respondent before completion)
CUTS	- Contact unable to speak for H.Hold		
INEL	- H.Hold/Business ineligible for specific reason		

Q.No	Question	Answer	Card 01	
			Code	Skip to
	INTERVIEWER ASK TO SPEAK TO: <ul style="list-style-type: none"> • A SENIOR MANAGER (i.e. MD, DIRECTOR) OR <ul style="list-style-type: none"> • A MANAGER RESPONSIBLE FOR IMPORTING/EXPORTING TO EUROPEAN UNION COUNTRIES 			
	INTRODUCTION: Hello, I am... from NOP Research. We are carrying out a survey amongst senior managers in small and medium sized businesses. The interview is short and should not take more than 5 minutes or so of your time. Is it convenient to talk to you now or shall I ring back at a better time?	OK Not OK	1 2	Q.4 Arrange recall
Q.1	What, exactly, is your position in the company?	Chairman, Chief Executive Managing Director, General Manager for business in the EU Import/Export Director for EU Countries Senior member of management staff responsible for EU affairs Other Senior Manager (GIVE DETAILS)	1 2 3 4 5	Q.2 *See Insts
	INTERVIEWER: CHECK THAT RESPONDENT IS A SENIOR MANAGER AND ELIGIBLE FOR INTERVIEW BEFORE CONTINUING			
Q.2	To which industrial sector does your company principally belong? PROBE TO PRECODES	Construction Manufacturing Distribution (wholesale/retail) Transport Business services Other (GIVE DETAILS)	1 2 3 4 5 6	Q.3
Q.3	How many full-time/full-time equivalent staff does your company employ in this country?	Less than 10 10 - 49 50 - 249 250 - 499 500 - 999 1000 - 2999 3000 or more	1 2 3 4 5 6 7	Thank & Close Q.6

Q.No	Question	Answer	Code	Skip to
Q.4	What is the annual turnover of your company in the U.K.?	Less than £700,000 (less than 1 million EURO) £700,001 - £1,400,000 (1-2 million EURO) £1,400,001 - £5,000,000 (2-7 million EURO) £5,000,001 - £14,000,000 (7-20 million EURO) £14,000,001 - £28,000,000 (20-40 million EURO) £28,000,001 - £56,000,000 (40-80 million EURO) £56,000,001 - £71,000,000 (80 - 150 million EURO) Over £71,000,000 (Over 150 MILLION euro) DK	() 1 2 3 4 5 6 7 8	Thank & Close Q.5
Q.5	Would you say that you could easily find sufficient information and advice to help you do more business in the Internal European Market?	Yes, No (DK/NA)	1 2 3	Q.6
Q.6	E-commerce is a way in which to do business in the Internal European Market which is rapidly increasing. Do you have easy access to the rules and regulations affecting this area?	Yes No DK/NA	1 2 3	Q.7
Q.7	Do you feel you have access to information about how to participate in new calls for tender for public contracts in the European Union countries?	Yes No Not interested DK/NA	1 2 3 4	Q.8
Q.8	All businesses have rights and opportunities in the European Union and its Internal Market. Difficulties may sometimes arise when businesses try to exercise these rights and take advantage of these opportunities in the Member States. If that happened to your business, what is the first step you would take in order to enforce your rights? Would you.... READ OUT PRECODES. ONE ANSWER ONLY	Contact your local or national authority and make a complaint Contact a lawyer Contact the national Ombudsman Write to the European Commission Try to solve your problem through the network of the internal market contact points Contact the European Parliament Other (SPECIFY) _____	1 2 3 4 5 6 7	Q.9
Q.9	Within an initiative called "Dialogue with Business", the European Commission recently launched an Internet site: the <"One Stop Shop for Business">. This site answers practical and administrative problems related to doing business in the Internal Market. Have you heard of this Site?	Yes, No (DK/NA)	1 2 3	Q.10

Q.No	Question	Answer	Code	Skip to
Q.10	Thank you very much for your help today. Before I finish could I just check in which of the following regions your company is based ... READ OUT EACH REGION	Scotland North/Tyne Tees Lancashire/North West Yorkshire/Humberside East Midlands West Midlands East Anglia London/South East South West Wales	() 1 2 3 4 5 6 7 8 9 10	

INTERVIEWER PLEASE RECORD:

Tel. No. of Company: _____

Respondent name: _____

Length of Interview: _____