

**ZA5596**

**Eurobarometer 76.4**

**Country Questionnaire  
Great Britain**

A	your survey number					
	(101-105)					
	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					

EB76.3 A
----------

B	Country code		
	(106-107)		
	<table border="1"><tr><td></td><td></td></tr></table>		

EB76.3 B
----------

C	our survey number			
	(108-110)			
	<table border="1"><tr><td></td><td></td><td></td></tr></table>			

EB76.3 C
----------

D	Interview number						
	(111-116)						
	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>						

EB76.3 D
----------

Q1	What is your nationality? Please tell me the country(ies) that applies(y).
----	--

(MULTIPLE ANSWERS POSSIBLE)

	(137-165)
Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	28,
DK	29,

EB76.3 Q1 TREND MODIFIED

IF OTHER or DK THEN CLOSE INTERVIEW

A. Future of Europe

ASK ALL

QA1 Please tell me to what extent you agree or disagree with the following statements.

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS )	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(186)	1	You are happy living in the United Kingdom	1	2	3	4	5	6
(187)	2	You are happy living in the EU	1	2	3	4	5	6

EB65.1 QA3

QA2 When you hear the words "European Union", what comes to your mind first? And what else?

(OPEN QUESTION – WRITE DOWN – PROBE, BUT DO NOT PROMPT – MULTIPLE ANSWERS POSSIBLE)

20	2	(188,189-228)

EB65.1 QA4

QA3	Generally speaking, do you think that the life of those who are children today will be easier, more difficult or neither easier nor more difficult than the life of those from your own generation?
-----	---

(SHOW SCREEN - SINGLE CODE)

(229)

Easier	1
More difficult	2
Neither easier nor more difficult	3
DK	4

EB72.4 QD5

QA4	Imagine how the EU will be in 2030. Compared with today, will the life of European citizens be...?
-----	--

(READ OUT – ONE ANSWER ONLY)

(230)

Easier	1
More difficult	2
Neither easier nor more difficult	3
DK	4

EB71.3 QF2

QA5	In general, would you say that the quality of life in the EU is currently better or less good than in...?
-----	---

(SHOW SCREEN WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Much better	Somewhat better	Somewhat less good	Definitely less good	The same (SPONTANEOUS)	DK
--	------------	-------------	-----------------	--------------------	----------------------	------------------------	----

(231)	1	the United States	1	2	3	4	5	6
(232)	2	Japan	1	2	3	4	5	6
(233)	3	China	1	2	3	4	5	6
(234)	4	India	1	2	3	4	5	6
(235)	5	Brazil	1	2	3	4	5	6

EB64.2 QA51 TREND MODIFIED

QA6	And would you say that the political influence of the EU is currently stronger or weaker than that of...?
-----	---

(SHOW SCREEN)

	(READ OUT)	Much stronger	Somewhat stronger	Somewhat weaker	Definitely weaker	The same (SPONTANEOUS)	DK
--	------------	---------------	-------------------	-----------------	-------------------	------------------------	----

(236)	1	the United States	1	2	3	4	5	6
(237)	2	Japan	1	2	3	4	5	6
(238)	3	China	1	2	3	4	5	6
(239)	4	India	1	2	3	4	5	6
(240)	5	Brazil	1	2	3	4	5	6

NEW

QA7	Would you say that the European economy is performing better, performing worse or performing as well as the ... economy?
-----	--

(ONE ANSWER PER LINE)

	(READ OUT)	Performing better	Performing worse	Performing as well as	DK
--	------------	-------------------	------------------	-----------------------	----

(241)	1	American	1	2	3	4
(242)	2	Japanese	1	2	3	4
(243)	3	Chinese	1	2	3	4
(244)	4	Indian	1	2	3	4
(245)	5	Brazilian	1	2	3	4

EB72.4 QB5 TREND MODIFIED

QA8	And in your opinion, in 2030, the European economy will be performing better, performing worse or performing as well as the ... economy?
-----	--

(SINGLE CODE)

	(READ OUT)	Performing better	Performing worse	Performing as well as	DK
--	------------	-------------------	------------------	-----------------------	----

(246)	1	American	1	2	3	4
(247)	2	Japanese	1	2	3	4
(248)	3	Chinese	1	2	3	4
(249)	4	Indian	1	2	3	4
(250)	5	Brazilian	1	2	3	4

NEW

QA9	Please tell me if in your opinion, in 2030, the EU will be a leading diplomatic power in the world?
-----	---

(READ OUT - SINGLE CODE)

	(251)
Yes, probably	1
No, probably not	2
DK	3

EB71.3 QF17.3 TREND MODIFIED

QA10	For each of these values, please tell me if they are best embodied by the EU, by other countries (or groups of countries) in the world or by both?
------	--

(ONE ANSWER PER LINE)

	(READ OUT)	The European Union	Other countries in the world	Both	DK
--	------------	--------------------	------------------------------	------	----

(252)	1	Respect for nature and the environment	1	2	3	4
(253)	2	Social equality and solidarity	1	2	3	4
(254)	3	Entrepreneurship	1	2	3	4
(255)	4	Cultural diversity	1	2	3	4
(256)	5	Peace	1	2	3	4
(257)	6	Progress and innovation	1	2	3	4
(258)	7	Freedom of opinion	1	2	3	4
(259)	8	Tolerance and openness to others	1	2	3	4
(260)	9	Respect for history and what one can learn from it	1	2	3	4

EB67.1 QA17 TREND MODIFIED

QA11a	Which of the following do you think is the most positive result of the EU? Firstly?
-------	---

(SHOW SCREEN – READ OUT – SINGLE CODE)

	(261-262)
Peace among the Member States of the EU	1
The free movement of people, goods and services within the EU	2
Euro	3
Student exchange programmes such as ERASMUS	4
The common agricultural policy	5
The economic power of the EU	6
The political and diplomatic influence of the EU in the rest of the world	7
The level of social welfare in the EU	8
Other (SPONTANEOUS)	9
None (SPONTANEOUS)	10
DK	11

NEW



QA11b	Any others?
-------	-------------

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(263-273)

Peace among the Member States of the EU	1,
The free movement of people, goods and services within the EU	2,
Euro	3,
Student exchange programmes such as ERASMUS	4,
The common agricultural policy	5,
The economic power of the EU	6,
The political and diplomatic influence of the EU in the rest of the world	7,
The level of social welfare in the EU	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

NEW

QA12	In your opinion, which two of the following are the main assets of the EU today?
------	--

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

(274-285)

The standard of living of EU citizens	1,
The power of EU's trade	2,
The development of high technology	3,
Talents and skills of EU citizens	4,
Infrastructure	5,
Research and innovation	6,
The good relationship between the Member States	7,
Industry	8,
Its environmental responsibility	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

NEW

QA13	Among the following, which two should our society focus on in order to face major global challenges?
------	--

(SHOW SCREEN – READ OUT - MAX. 2 ANSWERS)

(286-294)

Protecting the environment	1,
Social equality and solidarity	2,
Free trade /market economy	3,
Cultural diversity and openness to others	4,
Progress and innovation	5,
Traditions	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

EB72.4 QB6

QA14	In your opinion, what are the two main challenges for the EU in order to face the future?
------	---

(SHOW SCREEN - READ OUT - MAX. 2 ANSWERS)

(295-305)

Ageing population	1,
Social inequalities	2,
Competition from emerging countries	3,
Insufficient growth	4,
Public debt of its Member States	5,
Unemployment	6,
Access to jobs for young people	7,
Environmental issues	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

NEW

QA15	Which two of the following do you think would be most useful for the future of Europe?
------	--

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

(306-314)

Comparable education standards	1,
Well-defined external borders of the EU	2,
The introduction of the euro in all EU countries	3,
Comparable living standards	4,
A common army	5,
An economic government for the EU	6,
None (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW (BASED ON EB66.1 QA50)

QA16	For each of the following areas, please tell me if you believe that more decision-making should take place at a European level or on the contrary that less decision-making should take place at a European level.
------	--

(SHOWSCREEN WITH SCALE)

	(READ OUT)	More decision-making at a European level	Less decision-making at a European level	No change is needed (SPONTANEOUS)	DK
--	------------	--	--	-----------------------------------	----

(315)	1	Tackling unemployment	1	2	3	4
(316)	2	Protecting social rights	1	2	3	4
(317)	3	Ensuring economic growth	1	2	3	4
(318)	4	Fighting organised crime	1	2	3	4
(319)	5	Fighting terrorism	1	2	3	4
(320)	6	Ensuring food safety	1	2	3	4
(321)	7	Protecting the environment	1	2	3	4
(322)	8	Managing major health issues	1	2	3	4
(323)	9	Equal treatment of men and women	1	2	3	4
(324)	10	Supporting agriculture	1	2	3	4
(325)	11	Promoting democracy and peace in the world	1	2	3	4
(326)	12	Cooperation in the field of research and innovation	1	2	3	4
(327)	13	Securing energy supply	1	2	3	4

EB71.3 QA16 TREND MODIFIED

QA17	To what extent do you agree or disagree with each of the following statements?
------	--

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(328)	1 The State intervenes too much in our lives	1	2	3	4	5
(329)	2 Free competition is the best way to guarantee economic prosperity	1	2	3	4	5

EB72.4 QD2a

QA18	Which of the following statements best matches your opinion on how to change our society?
------	---

(READ OUT – SINGLE CODE)

	Important changes in our society have to be achieved little by little, even if this approach takes longer	(330)
	We can only obtain important changes in our society by acting quickly, even if this means sometimes being radical	1
	We do not need to change our society (SPONTANEOUS)	2
	DK	3
		4

EB71.3 QC4

QA19	And in 2030, in the EU, do you think that people will live in a society where more importance will be given to solidarity or to individualism?
------	--

(SINGLE CODE)

	Solidarity, support for others	(331)
	Individualism	1
	Both will have equal importance (SPONTANEOUS)	2
	No change, the same as today's society (SPONTANEOUS)	3
	DK	4
		5

EB71.3 QF4

QA20	And in 2030, in the European Union, would you prefer a society where more importance is given to solidarity or to individualism?
------	--

(SINGLE CODE)

(332)

Solidarity, support for others	1
Individualism	2
A society where both will have equal importance (SPONTANEOUS)	3
No change, the same as today's society (SPONTANEOUS)	4
DK	5

EB71.3 QF10

QA21	Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.
------	--

(SHOW SCREEN WITH SCALE - ONE ANSWER ONLY)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(333)

1	Globalisation makes it necessary to have common rules at a worldwide level ("worldwide governance")	1	2	3	4	5
---	---	---	---	---	---	---

(334)

2	The European Union has sufficient power and tools to defend the economic interests of Europe in the global economy	1	2	3	4	5
---	--	---	---	---	---	---

EB75.3 QC10.3 (ITEM 2) + EB73.4 QD1.3 (ITEM 1)

QA22	In the near future, do you see yourself as...?
------	--

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

(335)

[*?Q1FIRST] only	1
[*?Q1FIRST] and European	2
European and [*?Q1FIRST]	3
European only	4
None (SPONTANEOUS)	5
Refusal (SPONTANEOUS)	6
DK	7

EB73.4 QE1

QA23	To what extent do you agree or disagree with each of the following statements?
------	--

(SHOW SCREEN)
---------------

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(336)	1	Political leaders in the EU have the ability to face the main global challenges	1	2	3	4	5
	2	Nowadays, there is a big gap between the people's opinion and the decisions taken by the political leaders	1	2	3	4	5
(337)							

NEW
-----

QA24	As regards the idea of a "TWO SPEED EUROPE", which of the following comes closest to your personal preference? Those countries which are ready to intensify the development of a common European policy in certain important areas...
------	---

(SHOW SCREEN - READ OUT)
--------------------------

		(338)
Should do so without having to wait for the others		1
Should wait until all Member States of the EU are ready for this		2
DK		3

EB67.2 QA21
-------------

QA25	Please tell me for each statement, whether you tend to agree or tend to disagree?
------	---

(SINGLE CODE)
---------------

	(READ OUT)	Tend to agree	Tend to disagree	DK
--	------------	---------------	------------------	----

(339)	1	My voice counts in the European Union	1	2	3
(340)	2	My voice counts in the United Kingdom	1	2	3

EB76.3 QA19a.3 (ITEM 1) + EB74.2 QA24a.5 (ITEM 2)
---

B. AWARENESS OF HOME AFFAIRS
------------------------------

ASK ALL
---------

QB1	How important is it to you to be able to travel within the EU without internal border controls?
-----	---

(READ OUT - SINGLE CODE)
--------------------------

**(361)**

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

NEW
-----

QB2	Some people think that it should be easier for non-EU citizens to travel to the EU for business or tourism. Would you say you...?
-----	---

(READ OUT - SINGLE CODE)
--------------------------

**(362)**

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

NEW
-----

QB3	To what extent do you agree or disagree with each of the following statements about public security?
-----	--

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(363)	1 The EU is a secure place to live in	1	2	3	4	5
(364)	2 The UK is a secure place to live in	1	2	3	4	5
(365)	3 Your city\ town\ village is a secure place to live in	1	2	3	4	5
(366)	4 Your immediate neighbourhood is a secure place to live in	1	2	3	4	5

NEW

QB4	I am going to read out some statements about how best to fight terrorism and organised crime. To what extent do you agree or disagree with the following statements?
-----	--

(SHOW SCREEN)

	(READ OUT )	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(367)	1 The EU institutions and governments of the Member States should work more closely together	1	2	3	4	5
(368)	2 The EU should provide more financial support to Member States	1	2	3	4	5
(369)	3 The EU should provide financial and practical support to non-EU countries	1	2	3	4	5
(370)	4 Member States are able to counter these threats on their own	1	2	3	4	5

NEW



QB5	Do you consider that fundamental rights and freedoms have been restricted in the EU for reasons related to the fight against terrorism and organised crime?
-----	---

(READ OUT - SINGLE CODE)

(371)

Yes, a great deal	1
Yes, to some extent	2
No, not really	3
No, not at all	4
DK	5

NEW

QB6	When thinking about the demographic challenges ahead (e.g. ageing population) and the need for filling in labour shortages in certain sectors of EU economy (e.g. healthcare, new technologies), some people think that the EU should encourage labour migration from non-EU countries. Would you say you...?
-----	---

(READ OUT - SINGLE CODE)

(372)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
It depends on the circumstances (SPONTANEOUS)	5
DK	6

NEW

QB7	Asylum is granted to people who, out of fear of being persecuted for reasons of race, religion, nationality or other, are outside their country of origin and are in need of international protection. To what extent do you agree or disagree with each of the following statements?
-----	---

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(373)	1	The EU Member States should offer protection and asylum to people in need	1	2	3	4	5
(374)	2	Across the EU the rules for admitting asylum seekers should be the same	1	2	3	4	5
(375)	3	The number of asylum seekers should be more equally shared among all EU Member States	1	2	3	4	5
(376)	4	The costs of providing asylum should be shared among all EU Member States	1	2	3	4	5

NEW

QB8	The subject of irregular migration, or "illegal migration" as it is called, features high on the political agenda of the EU. To what extent do you agree or disagree with the following statements?
-----	---

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(377)	1	The EU should increase its assistance to Member States to handle irregular migration	1	2	3	4	5
(378)	2	The cost of handling irregular migration should be shared amongst all EU Member States	1	2	3	4	5
(379)	3	Each EU Member State should handle irregular migration on its own	1	2	3	4	5

NEW

QB9	About 4% of the people living in the EU come from a non-EU country. There are different views regarding their integration in European societies. To what extent do you agree or disagree with each of the following statements about integration?
-----	---

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(380)	1 Immigration enriches the UK economically and culturally	1	2	3	4	5
(381)	2 Legal immigrants should have the same rights as UK citizens	1	2	3	4	5
(382)	3 Immigrants may have difficulties to integrate largely because of the discrimination they face in the UK	1	2	3	4	5
(383)	4 Immigrants may have difficulties to integrate largely because they don't want to	1	2	3	4	5

NEW

QB10	Would you say that discussion about immigration in the EU is based on facts and reliable data?
------	--

(SHOW SCREEN - SINGLE CODE)

	(384)
Yes	1
No	2
DK	3

NEW

QB11	Some people are forced into labour or sexual exploitation throughout the world and also in the EU. How important would you say it is for the EU to address this problem?
------	--

(READ OUT - SINGLE CODE)

	(385)
Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

NEW

C. e-Communications

ASK ALL

D43a Is there a fixed telephone (landline) available in the household?

D43b Do you own a mobile phone?

	(406)	(407)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB76.3 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(408-417)
Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
A flat / a house which you have finished paying for	7,
A flat / a house which you are still paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB76.3 D46

ASK QC1 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QC2

QC1 Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?

	(418)
Yes	1
No	2
DK	3

EB75.1 QC1

ASK ALL

QC2 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

(SHOW SCREEN - ONE ANSWER PER LINE)

	(READ OUT)	1	2	3	4	5	6	7	8	9+	0	DK
--	------------	---	---	---	---	---	---	---	---	----	---	----

(419-420)	1	Mobile phone access on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
	2	Mobile phone access on a pre-paid arrangement (pay-as-you-go\top-up cards)	1	2	3	4	5	6	7	8	9	10	11
(421-422)	3	(ONLY IF MOBILE PHONE IN ITEM 1 OR 2) Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content, sending and receiving e-mails	1	2	3	4	5	6	7	8	9	10	11
(423-424)													

EB75.1 QC2

ASK QC3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QC4

QC3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS )	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(425)	1	Your mobile communication never cuts-off while on a call	1	2	3	4	5	6
(426)	2	You are always able to connect to the mobile network to make a phone call	1	2	3	4	5	6
(427)	3	You limit your calls with your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(428)	4	You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to your own network	1	2	3	4	5	6
(429)	5	(ONLY IF CODE 1 IN QC1) You limit the use of mobile Internet access because you are concerned about charges	1	2	3	4	5	6

EB75.1 QC3 TREND MODIFIED

ASK QC4 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 – OTHERS GO TO QC5

QC4 Does your household receive the television via...?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(430-436)

An aerial (on the roof or on the top of the TV set)	1,
Digital Terrestrial Television (aerial + decoder) e.g. Freeview\ Digibox	2,
A cable TV network (analog = directly connected to the TV set)	3,
A cable TV network + decoder (digital TV)	4,
Satellite TV via a satellite dish + decoder/set-top box	5,
The telephone network + modem and\ or decoder	6,
DK	7,

EB75.1 QC4

ASK QC5 TO QC16 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QC17

QC5 How does your household access the Internet from home?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(437-445)

Via a dial-up connection using a standard telephone line or an ISDN line (narrow band)	1,
Via ADSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet)	2,
Via the cable TV network using a cable modem, box or router (cable broadband Internet)	3,
Via the mobile phone network (broadband)	4,
Via the satellite network (broadband)	5,
Via a power line (broadband) (SPONTANEOUS)	6,
Via a fibre optic line (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB75.1 QC5



QC6a	When subscribing to an Internet connection what are the main factors you consider? Firstly?
------	---

(SHOW SCREEN – READ OUT –ROTATE - SINGLE CODE)

(446)

The maximum download speed	1
The maximum amount you can download\ upload	2
The price of the Internet subscription	3
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at a global price)	4
The customer service offered	5
The cost of the terminal equipment	6
The cost of installation	7
Other (SPONTANEOUS)	8
DK	9

NEW

QC6b	Any others?
------	-------------

(SHOW SCREEN - READ OUT- MAX. 3 ANSWERS)

(447-455)

The maximum download speed	1,
The maximum amount you can download\ upload	2,
The price of the Internet subscription	3,
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at a global price)	4,
The customer service offered	5,
The cost of the terminal equipment	6,
The cost of installation	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

QC7	Does any household member, including yourself, use a PC or a wifi connected device, at home to make phone calls over the Internet?
-----	--

(READ OUT – ONE ANSWER ONLY)

	(456)
No	1
Yes, you (or a member of your household) call users who have subscribed to the same Internet phone service as you, for free	2
Yes, you (or a member of your household) make cheap international calls to landlines or mobile phones by means of an Internet phone service	3
Yes, both options (SPONTANEOUS)	4
DK	5

EB75.1 QC6

ASK QC8 AND QC9.1 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QC5 – OTHERS GO TO QC9.2

QC8	What is the maximum download speed under the terms of your contract?
-----	--

(INT.: If respondents give an answer in a different unit than 'Mbps', please recode it as a wrong answer, code "998" - IF "DK", PLEASE CODE "999")

(457-459)

			Mbps
--	--	--	------

NEW

QC9	For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
-----	---

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS )	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(460)	1	(ONLY IF RESPONDENTS GIVE A VALID ANSWER IN QC8) The download\ upload speed matches your contract conditions	1	2	3	4	5	6
(461)	2	Your Internet connection never breaks down	1	2	3	4	5	6
(462)	3	Your internet service provider is helpful when you have a problem	1	2	3	4	5	6

EB75.1 QC7 TREND MODIFIED

ASK QC10 TO QC16 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QC17

QC10	Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading data capacity?
------	---

(READ OUT – ONE ANSWER ONLY)

	(463)
Yes, frequently	1
Yes, occasionally	2
No, never	3
DK	4

NEW

ASK QC11 AND QC12 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7  
IN QC5 – OTHERS GO TO QC13

QC11 Would you be prepared to pay more for an Internet connection with a higher speed or  
downloading data capacity than your current one?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(464)

No, you are not prepared to pay more	1
Yes, you would be prepared to pay up to 15% more	2
Yes, you would be prepared to pay 16 to 33% more	3
Yes, you would be prepared to pay more than 33% more	4
DK	5

NEW

ASK QC12 IF "PREPARED TO PAY MORE FOR A HIGHER SPEED OR DOWNLOADING  
DATA CAPACITY", CODES 2 TO 4 IN QC11 – OTHERS GO TO QC13

QC12 Why would you be prepared to pay more for an Internet connection with a higher speed or  
downloading data capacity?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(465-473)

To play online games	1,
To watch videos	2,
To listen to music	3,
To watch live events (sports, news, etc.)	4,
To upload or share content	5,
To make phone calls over the Internet	6,
To watch television	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

ASK QC13 TO QC16 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QC17

QC13	Have you or someone in your household ever considered changing Internet service provider?
------	---

(SHOW SCREEN – READ OUT – ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)

(474-486)

No, you have never considered it	1,
Yes, but you are satisfied with the current service you get	2,
Yes, but there are no other Internet service providers in the area where you live which would deliver good value for money	3,
Yes, you have already changed and are bound for the time being by your contract conditions to your current provider	4,
Yes, but eventually your provider offered you better terms and you decided not to switch	5,
Yes, but you didn't want to take the risk of a temporary loss of service during the switching process	6,
Yes, but you didn't want to take the risk of having to pay for more than one service during the switching process	7,
Yes, but it was not clear what steps you would need to take to switch	8,
Yes, but you do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but you are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	11,
Other (SPONTANEOUS)	12,
DK	13,

NEW (BASED ON EB75.1 QC13)

ASK QC14 TO QC16 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QC5 – OTHERS GO TO QC17

QC14	While surfing on the Internet from home, have you experienced any kind of blocking of certain online content and applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing certain online content and applications)
------	---

(READ OUT - SINGLE CODE)

(487)

Yes, frequently	1
Yes, occasionally	2
No, never	3
DK	4

NEW (BASED ON EB72.5 QA4.3)

ASK QC15 AND QC16 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QC14 –  
OTHERS GO TO QC17

QC15 In which of the following cases have you experienced blocking online content and applications? When trying to ...

(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(488-497)

Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

QC16 In your opinion, which of the following was responsible for blocking online content and applications?

(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(498-503)

The manufacturer of your connecting device	1,
The application or content provider	2,
Your Internet connection provider	3,
Geographical copyrights restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

ASK QC17 TO QC19 IF "OWN A PERSONAL MOBILE PHONE WITH AN ACCESS TO THE INTERNET", CODE 1 IN QC1 – OTHERS GO TO QC20

QC17	While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of certain online content and applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing certain online content and applications)
------	---

(READ OUT - SINGLE CODE)

(504)

Yes, frequently	1
Yes, occasionally	2
No, never	3
DK	4

NEW (BASED ON EB72.5 QA4.3)

ASK QC18 AND QC19 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QC17 – OTHERS GO TO QC20

QC18	In which of the following cases have you experienced blocking online content and applications? When trying to ...
------	---

(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(505-514)

Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

QC19	In your opinion, which of the following was responsible for blocking online content and applications?
------	---

(SHOW SCREEN – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(515-520)

The manufacturer of your connecting device	1,
The application platform provider	2,
Your Internet connection provider	3,
Geographical copyrights restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

ASK QC20 IF "NO INTERNET ACCESS AT HOME", NO CODE 5 IN D46 – OTHERS GO TO QC21

QC20	You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?
------	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(521-532)

You and members of your household plan to subscribe\ connect in the next six months	1,
You and members of your household do not know exactly what the Internet is	2,
No one in your household is interested in the Internet	3,
Your local area is not covered by a broadband network	4,
The initial installation cost of broadband Internet is too high	5,
The monthly subscription cost of broadband internet is too high	6,
The cost of buying a personal computer and modem is too high	7,
The monthly subscription cost is too high	8,
The interested members of your household have access at work, school or elsewhere and this is sufficient	9,
You are and members of your household are concerned about access to unsuitable content	10,
Other (SPONTANEOUS)	11,
DK	12,

EB75.1 QC9



ASK ALL

QC21	By bundle, we mean a combined package offering more than one communication service from the same provider at a global price. Does your household buy two or more of the following services as part of a bundle?
------	---

(READ OUT – MIN. 2 ANSWERS)

(533-539)

Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
Other (SPONTANEOUS)	6,
DK	7,

EB75.1 QC10

QC22	What do you personally think about these kinds of communication packages?
------	---

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(540-546)

It is more convenient because there is only one invoice	1,
It is cheaper than paying separately for each service	2,
They offer less transparency and clarity about the cost and conditions of each service	3,
They are not interesting because you are bound to the same provider for all services	4,
They are not interesting because you get services you do not really need	5,
Other (SPONTANEOUS)	6,
DK	7,

EB75.1 QC11

QC23	For each of the following statements, please tell me to what extent you agree with each.
------	--

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS )	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(547)	1	You can easily compare the terms of services and tariffs included in bundle offers	1	2	3	4	5	6
(548)	2	You regularly read comparisons of tariff bundles	1	2	3	4	5	6

EB75.1 QC12

ASK QC24 IF "HAVE A BUNDLE", NO CODE 5 TO 7 IN QC21 – OTHERS GO TO QC25

QC24	Have you or someone in your household ever considered changing your bundle provider?
------	--

(SHOW SCREEN – READ OUT – ROTATE ITEMS 2 TO 10 – MULTIPLE ANSWERS POSSIBLE)

No, you never considered it	(549-560) 1,
Yes, but you are satisfied with the current service you get	2,
Yes, but there are no other Bundle providers in the area where you live which would deliver good value for money	3,
Yes, you have already changed and are bound for the time being by your contract conditions to your current provider	4,
Yes, but eventually your provider offered you better terms and you decided not to switch	5,
Yes, but you didn't want to take the risk of a temporary loss of service during the switching process	6,
Yes, but you didn't want to take the risk of having to pay for more than one service during the switching process	7,
Yes, but it was not clear what steps you would need to take to switch	8,
Yes, but you do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	9,
Yes, but it takes too much effort and time to do it	10,
Other (SPONTANEOUS)	11,
DK	12,

EB75.1 QC13

ASK ALL

QC25	Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?
------	---

(READ OUT- ONE ANSWER ONLY)

(561)

Yes, in all circumstances	1
Yes, but only if you risk financial harm as a result of my data being lost, stolen or altered	2
No	3
DK	4

EB75.1 QC14

QC26	Network operators and service providers may have to monitor traffic data and communications for different reasons. As a result, they may know what types of applications you are using (e.g. VOIP, e-mail, peer-to-peer, video streaming) or what types of content you are downloading (e.g. audio, video etc.). Are you aware of that practice?
------	--

(SHOW SCREEN - SINGLE CODE)

(562)

Yes	1
No	2
DK	3

NEW

QC27	For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree...?
------	---

(SHOW SCREEN)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS )	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(563)

1	It should be compulsory that your service provider informs you before monitoring your traffic data and communications, whatever the underlying reasons (e.g. network security, network management or marketing purposes)	1	2	3	4	5	6
2	Service providers should request authorisation from their subscribers before proceeding with the monitoring of traffic data and communications for marketing purposes	1	2	3	4	5	6

(564)

NEW

NO QUESTIONS D4 TO D6

D7 Could you tell me which of these best describes your own current situation?

(SHOW SCREEN - READ OUT)

(597-598)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this partnership	6
Living with the children of a previous marriage/partnership	7
Living with the children of this partnership and of a previous marriage/partnership	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW/ER	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB76.3 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(599-600)

--	--

EB76.3 D8

NO QUESTION D9

D10 Gender.

(601)

Male	1
Female	2

EB76.3 D10

D11	How old are you?
<b>(602-603)</b>	

EB76.3 D11
------------

NO QUESTIONS D12 TO D14
-------------------------

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a
---

D15a	What is your current occupation?
------	----------------------------------

D15b	Did you do any paid work in the past? What was your last occupation?
------	--

	<b>(604-605)</b>	<b>(606-607)</b>
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB76.3 D15a D15b
------------------

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

(608)

Rural area or village

1

Small or medium-sized town

2

Large town/city

3

DK

4

EB76.3 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT – WRITE DOWN)

(609-610)

--	--

EB76.3 D40a

D40b Could you tell me how many children less than 10 years old live in your household

(INT.: READ OUT – WRITE DOWN)

(611-612)

--	--

EB76.3 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT – WRITE DOWN)

(613-614)

--	--

EB76.3 D40c

NO QUESTIONS D41 AND D42

D43a&b ASKED BEFORE QC

NO QUESTIONS D47 TO D59

D60 During the last twelve months, how often have you had difficulties in paying your bills at the end of the month...?

(SHOW SCREEN - READ OUT)

(615)

Most of the time	1
Occasionally	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB76.3 D60

D61 Could you please tell me where you would place yourself on the following scale? Where '1' corresponds to "the lowest level in society" and '10' corresponds to "the highest level in society."

(SHOW SCREEN)

(616-617)

1 The lowest level in society	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 The highest level in society	10
Refusal (SPONTANEOUS)	11

EB76.3 D61



D62	Could you tell me if...?
-----	--------------------------

(SHOW SCREEN)

	(READ OUT)	Everyday \ Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
--	------------	----------------------------	---------------------------	-------------------	----------------------------	------------	-------	----------------------------------

(618)	1	You use the Internet at home	1	2	3	4	5	6	7
(619)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(620)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB76.3 D62

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(641-642)

(643-644)

DAY

MONTH

EB76.3 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(645-646)

(647-648)

HOUR

MINUTES

EB76.3 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(649-651)

MINUTES

EB76.3 P3

P4 Number of persons present during the interview, including interviewer

(652)

Two (interviewer and respondent)

1

Three

2

Four

3

Five or more

4

EB76.3 P4

P5 Respondent cooperation

(653)

Excellent

1

Fair

2

Average

3

Bad

4

EB76.3 P5

P6 Size of locality

Local Codes

(654-655)

EB76.3 P6

P7	Region
----	--------

NUTS Level 2 Regions (See <a href="http://www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics">www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics</a> ) (656-657)
--

--	--

EB76.3 P7
-----------

P8	Postal code
----	-------------

(658-665)
-----------

--	--	--	--	--	--	--	--

EB76.3 P8
-----------

P9	Sample point number
----	---------------------

(666-673)
-----------

--	--	--	--	--	--	--	--

EB76.3 P9
-----------

P10	Interviewer number
-----	--------------------

(674-681)
-----------

--	--	--	--	--	--	--	--

EB76.3 P10
------------

P11	LEAVE BLANK
-----	-------------

(682-689)
-----------

--	--	--	--	--	--	--	--

EB76.3 P11
------------

NO QUESTION P12
-----------------

ASK ONLY in LU, BE, ES, FI, EE, LV AND MT
---