

ZA5565

**Eurobarometer 76.1
(2011)**

**Country Questionnaire
Great Britain**

A	your survey number (101-105)
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB75.4 A

B	Country code (106-107)
	<input type="text"/> <input type="text"/>

EB75.4 B

C	our survey number (108-110)
	<input type="text"/> <input type="text"/> <input type="text"/>

EB75.4 C

D	Interview number (111-116)
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EB75.4 D

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

EB75.4 Q1 TREND MODIFIED

IF OTHER or DK THEN CLOSE INTERVIEW

For almost three years, the world has been facing a crisis that is economic, financial, social and monetary. To simplify, we will use the term "crisis" in the whole questionnaire.

QA1 To what extent do you consider that the current crisis is or is not having an impact on each of the following?

(SHOW SCREEN WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very significant impact	Fairly significant impact	Not really any impact	No impact at all	DK
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(186)	1	The world economy	1	2	3	4	5
(187)	2	The European economy	1	2	3	4	5
(188)	3	The UK economy	1	2	3	4	5
(189)	4	Your personal situation	1	2	3	4	5

EB74.1 QC2

QA2 Here are some situations that could have arisen recently in your working life or in the working life of those around you. For each of them, please tell me if this has happened as a consequence of the economic crisis, or not.

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Yes, as a direct consequence of the economic crisis	Yes but not as a direct consequence of the economic crisis	No, it has not happened at all	Not applicable (SPONTANEOUS)	DK
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(190)	1	You have lost your job\ your partner (husband or wife, partner, etc.) has lost his\ her job	1	2	3	4	5
(191)	2	One of your relatives has lost his\ her job	1	2	3	4	5
(192)	3	One of your colleagues has lost his\ her job	1	2	3	4	5
(193)	4	Someone you know who is neither related to you nor a colleague has lost his\ her job	1	2	3	4	5

EB74.1 QC3

QA3 Could you tell me to what extent you agree or disagree with the following statement: Overall the euro has mitigated the negative effects of the crisis.

(READ OUT – ONE ANSWER ONLY)

Totally agree	(194) 1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

EB75.2 QA2

QA4	When it comes to a return of economic growth in the UK, which one of the following opinions is closest to your own?
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(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(195)

We are already returning to economic growth	1
A return to economic growth will start in the coming months	2
A return to economic growth will start in the coming years	3
The economic crisis is going to last for many years	4
DK	5

EB75.2 QA5

QA5	As a citizen would you say that you would be better protected in the face of the current economic crisis if...?
-----	---

(READ OUT - SINGLE CODE)

(196)

The UK adopted economic measures and applied them individually	1
The UK adopted economic measures and applied them in a coordinated way with the other European Union countries	2
DK	3

EB75.2 QA3

QA6	Would you say that up until now, to face the crisis, the various European Union Member States have...?
-----	--

(SHOW SCREEN – READ OUT)

(197)

Tended to act individually	1
Tended to act in a coordinated way with the other European Union countries	2
DK	3

EB74.1 QC5

QA7	To what extent do you agree or disagree with the following statement: In times of crisis, it is desirable for the UK to give financial help to another European Union Member State facing severe economic and financial difficulties.
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(READ OUT – ONE ANSWER ONLY)

(198)	
Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

EB74.1 QC10

ASK QA8 IF "AGREE", CODE 1 OR 2 IN QA7 – OTHERS GO TO QA9

QA8	What is the main reason why you think it is desirable for the UK to give financial help in this situation?
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(READ OUT – ONE ANSWER ONLY)

(199)	
It is in the economic interest of the UK to help another European Union Member State	1
In the name of European solidarity between Member States	2
Other (SPONTANEOUS)	3
DK	4

EB74.1 QC11

ASK QA9 IF "DISAGREE", CODE 3 OR 4 IN QA7 – OTHERS GO TO QA10

QA9	What is the main reason why you think it is not desirable for the UK to give financial help in this situation?
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(READ OUT – ONE ANSWER ONLY)

(200)	
It is not in the economic interest of the UK to do so	1
British citizens should not have to pay for the economic problems of the other EU Member States	2
Other (SPONTANEOUS)	3
DK	4

EB74.1 QC12

ASK ALL

To reinforce European economic governance and help fight the crisis, European Union Member States have decided that their financial, economic, monetary, budgetary and social policies should be brought closer together.

QA10 Specifically regarding the convergence of the budgetary policies of the European Union Member States, tell me if you are in favour of or opposed to each of the following measures.

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Strongly in favour	Fairly in favour	Fairly opposed	Strongly opposed	DK
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(201)

1	Include a preliminary consultation between European institutions and national political institutions in the drafting process of national budgets	1	2	3	4	5
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(202)

2	The automatic application of escalating financial penalties for European Union Member States which fail to comply with jointly defined rules on debt and public deficit	1	2	3	4	5
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NEW

Because of the size of their public deficit and poor economic growth, several European Union Member States are facing a debt crisis. In the course of discussions on how to address this issue, it has been suggested that a share of the public debt of the European Union Member States, particularly those in the euro zone, should be held jointly. This will allow them to borrow at the same rate on the financial markets.

QA11 Please tell me to what extent you agree or disagree with each of the following statements on this topic. Setting aside a share of the public debt of individual Member States to be held jointly by all EU countries...

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(203)	1	Would be necessary in the name of solidarity between Member States	1	2	3	4	5
(204)	2	Would benefit only those Member States which are in the worst difficulties	1	2	3	4	5
(205)	3	Would penalise those Member States which are not in difficulty	1	2	3	4	5
(206)	4	Would allow to reduce the cost of the crisis	1	2	3	4	5
(207)	5	Would reinforce the financial stability of the Member States	1	2	3	4	5

NEW

QA12 Have you ever heard of Eurobonds?

(READ OUT – ONE ANSWER ONLY)

Yes, and you know what they are	(208) 1
Yes, but you don't really know what they are	2
No	3
DK	4

NEW

ASK QA13 IF "HAS ALREADY HEARD OF EURO BONDS", CODE 1 OR 2 IN Q12 AND ONLY IN THE EURO AREA COUNTRIES – (Austria, Belgium, Cyprus, Estonia, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, the Netherlands, Portugal, Slovakia, Slovenia, and Spain) OTHERS GO IN Q14

ASK ALL

QA14 Have you ever heard of credit rating agencies?

(READ OUT – ONE ANSWER ONLY)

(210)

Yes, and you know what they are	1
Yes, but you don't know really what they are	2
No	3
DK	4

NEW

ASK QA15 IF "HAS ALREADY HEARD OF CRA", CODE 1 OR 2 IN QA14 – OTHERS GO TO QA16

QA15 Please tell me to what extent you agree or disagree with each of the following statements about credit rating agencies, on the basis of what you know about them.

(SHOW SCREEN - SINGLE CODE)

	(READ – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(211)

1	Credit rating agencies have played a significant role in the development of the financial crisis	1	2	3	4	5
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(212)

2	The creation of an independent European credit rating agency would counterbalance the power of the existing agencies	1	2	3	4	5
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(213)

3	Information provided by credit rating agencies is useful to economic actors as support for their financial decision-making	1	2	3	4	5
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NEW

ASK ALL

QA16 The European Parliament wants increased energy cooperation between the European Union Member States. With this in mind, do you think that the main priority should be given to...?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

	(214)
The stability of energy prices	1
Guaranteeing energy supplies	2
Developing renewable energies	3
Contributing to energy savings, in particular by promoting energy efficiency which consists in producing the same goods and services using less energy	4
Other (SPONTANEOUS)	5
All at the same time (SPONTANEOUS)	6
DK	7

EB74.3 QA7

And now let's talk about another topic

D11 How old are you?

(235-236)

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EB75.4 D11

QB1 Which of the following financial products and services do you have, if any?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(237-247)

Current bank account	1,
Mortgage	2,
Credit card	3,
Personal loan	4,
Shares or bonds	5,
Investment fund	6,
Life insurance	7,
Other insurance products (e.g. home, health, car insurance)	8,
None (SPONTANEOUS)	9,
Refusal (SPONTANEOUS)	10,
DK	11,

NEW (BASED ON EB63.2 QD3 AND EB65.1 QB7)

ASK QB2 IF "DO NOT HAVE A CURRENT BANK ACCOUNT", NO CODE 1 IN QB1 – OTHERS GO TO QB3

QB2 What are the main reasons why you do not have a current bank account?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(248-258)

You don't need or want one	1,
(IF UNDER 18) You are too young to open a bank account	2,
You use another person's bank account	3,
You tried to open one but it was refused because of your credit history	4,
You tried to open one but it was refused because you don't have a regular income	5,
You tried to open one but it was refused because you are not an official resident	6,
You tried to open one but it was refused as you didn't have the correct documentation	7,
You tried to open one but it was refused without any specific reason	8,
Other (SPONTANEOUS)	9,
Refusal (SPONTANEOUS)	10,
DK	11,

NEW

ASK QB3 TO QB9 FOR EACH PRODUCT HELD AT QB1 – IF "NONE", "DK" OR "REFUSAL" IN QB1 GO TO QB10

QB3 Which of these products did you purchase OUTSIDE of the UK in another European Union Member State?

(IF NECESSARY READ: BY "PURCHASED" WE MEAN WHEN YOU INITIALLY TAKE THE PRODUCT OUT WITH A PROVIDER) (READ OUT LIST OF PRODUCTS HELD AT QB1 AND CODE ALL PURCHASED IN ANOTHER EU MEMBER STATE – MULTIPLE ANSWERS POSSIBLE)

(259-268)

Current bank account	1,
Mortgage	2,
Credit card	3,
Personal loan	4,
Shares or bonds	5,
Investment fund	6,
Life insurance	7,
Other insurance products (e.g. home, health, car insurance)	8,
None purchased outside the UK (SPONTANEOUS)	9,
DK	10,

NEW

QB4 Which of these products did you purchase within the last 5 years?

(READ OUT LIST OF PRODUCTS HELD AT QB1 AND CODE ALL PURCHASED WITHIN LAST 5 YEARS – MULTIPLE ANSWERS POSSIBLE)

(269-278)

Current bank account	1,
Mortgage	2,
Credit card	3,
Personal loan	4,
Shares or bonds	5,
Investment fund	6,
Life insurance	7,
Other insurance products (e.g. home, health, car insurance)	8,
None purchased within last 5 years (SPONTANEOUS)	9,
DK	10,

NEW

ASK QB5 TO QB9 FOR EACH PRODUCT PURCHASED WITHIN THE LAST 5 YEARS AT QB4 – IF "NONE" OR "DK" IN QB4 GO TO QB10

QB5 Thinking about the (QB4 PRODUCT) you purchased, could you please tell me how you purchased it?

(SHOW SCREEN WITH SCALE – ONE ANSWER ONLY FOR EACH PRODUCT PURCHASED WITHIN LAST 5 YEARS AT QB4)

(READ OUT)	Directly from the provider face to face	Directly from the provider by telephone	Directly from the provider online	Through an intermediary or advisor	Other (SPONTANEOUS)	DK
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(279)	1	Current bank account	1	2	3	4	5	6
(280)	2	Mortgage	1	2	3	4	5	6
(281)	3	A credit card	1	2	3	4	5	6
(282)	4	Personal loan	1	2	3	4	5	6
(283)	5	Shares or bonds	1	2	3	4	5	6
(284)	6	Investment fund	1	2	3	4	5	6
(285)	7	Life insurance	1	2	3	4	5	6
(286)	8	Other insurance products (e.g. home, health, car insurance)	1	2	3	4	5	6

NEW

QB6	Did the person who sold you the (QB4 PRODUCT) tell you whether they would be paid commission, a bonus or any form of additional remuneration if you took that particular product?
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(SHOW SCREEN – ONE ANSWER ONLY FOR EACH PRODUCT PURCHASED WITHIN LAST 5 YEARS AT QB4)

(READ OUT)	Yes, they told me they would be paid commission or a bonus or other remuneration	Yes, they told me they would not be paid commission or a bonus or other remuneration	No, they did not tell me if they were being paid commission or a bonus or other remuneration	Not applicable (SPONTANEOUS)	DK
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(287)	1	Current bank account	1	2	3	4	5
(288)	2	Mortgage	1	2	3	4	5
(289)	3	A credit card	1	2	3	4	5
(290)	4	Personal loan	1	2	3	4	5
(291)	5	Shares or bonds	1	2	3	4	5
(292)	6	Investment fund	1	2	3	4	5
(293)	7	Life insurance	1	2	3	4	5
(294)	8	Other insurance products (e.g. home, health, car insurance)	1	2	3	4	5

NEW

QB7	Did the person who sold you the (QB4 PRODUCT) give you written information about the characteristics and features of the product?
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(IF NECESSARY READ: I DO NOT MEAN THE GENERAL TERMS AND CONDITIONS, BUT A SPECIFIC DESCRIPTION OF THE PRODUCT BEING OFFERED TO YOU) (READ OUT EACH PRODUCT PURCHASED WITHIN LAST 5 YEARS AT QB4 – MUTLIPLE ANSWERS POSSIBLE)

(295-305)

Current bank account	1,
Mortgage	2,
Credit card	3,
Personal loan	4,
Shares or bonds	5,
Investment fund	6,
Life insurance	7,
Other insurance products (e.g. home, health, car insurance)	8,
Not given information about any products (SPONTANEOUS)	9,
Not applicable (SPONTANEOUS)	10,
DK	11,

NEW

QB8	When you purchased the (QB4 PRODUCT) did you take the first product that you looked at or did you compare several different products before making a final decision?
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(SHOW SCREEN WITH SCALE – ONE ANSWER ONLY FOR EACH PRODUCT PURCHASED WITHIN LAST 5 YEARS AT QB4)

	(READ OUT)	Took first product	Compared different products	DK
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(306)	1	Current bank account	1	2	3
(307)	2	Mortgage	1	2	3
(308)	3	A credit card	1	2	3
(309)	4	Personal loan	1	2	3
(310)	5	Shares or bonds	1	2	3
(311)	6	Investment fund	1	2	3
(312)	7	Life insurance	1	2	3
(313)	8	Other insurance products (e.g. home, health, car insurance)	1	2	3

NEW

QB9	Before you purchased the (QB4 PRODUCT), did anyone recommend a particular product to you or did you read any recommendations anywhere?
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(IF NECESSARY READ: DID YOU RECEIVE ANY RECOMMENDATIONS FOR A SPECIFIC PRODUCT THAT WOULD BE MOST SUITABLE FOR YOU – E.G. A PARTICULAR CURRENT BANK ACCOUNT, CREDIT CARD) (SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE FOR EACH PRODUCT PURCHASED WITHIN LAST 5 YEARS AT QB4)

(READ OUT)	Yes, the product provider (e.g. bank)	Yes, an intermediary or advisor	Yes, a consumer organisation	Yes, friends or family	Yes, from newspapers, magazines, websites or other publications	Yes, other (SPONTANEOUS)	No, you did not receive any recommendations	DK

(314-321)	1	Current bank account	1,	2,	3,	4,	5,	6,	7,	8,
(322-329)	2	Mortgage	1,	2,	3,	4,	5,	6,	7,	8,
(330-337)	3	A credit card	1,	2,	3,	4,	5,	6,	7,	8,
(338-345)	4	Personal loan	1,	2,	3,	4,	5,	6,	7,	8,
(346-353)	5	Shares or bonds	1,	2,	3,	4,	5,	6,	7,	8,
(354-361)	6	Investment fund	1,	2,	3,	4,	5,	6,	7,	8,
(362-369)	7	Life insurance	1,	2,	3,	4,	5,	6,	7,	8,
(370-377)	8	Other insurance products (e.g. home, health, car insurance)	1,	2,	3,	4,	5,	6,	7,	8,

NEW

ASK QB10 FOR EACH PRODUCT NOT PURCHASED IN ANOTHER EU MEMBER STATE AT QB3 OR "NONE" AT QB3 (CODE 9 IN QB3) OR ASK QB10 FOR EACH PRODUCT NOT HELD IN QB1 (NO CODES 1 to 7 in QB1) OR IF "NONE", "DK" OR "REFUSAL" AT QB1 (CODES CODE 9, 10 OR 11 IN QB1) - OTHERS GO TO QB11

QB10 Would you ever consider purchasing a (NOT QB3 PRODUCT) from another European Union Member State?

(IF NECESSARY READ: BY "PURCHASED" WE MEAN TAKE OUT THE PRODUCT) (READ OUT EACH PRODUCT NOT PURCHASED IN ANOTHER EU MEMBER STATE AT QB3 – MULTIPLE ANSWERS POSSIBLE)

(378-387)

Current bank account	1,
Mortgage	2,
Credit card	3,
Personal loan	4,
Shares or bonds	5,
Investment fund	6,
Life insurance	7,
Other insurance products (e.g. home, health, car insurance)	8,
Would not consider (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL

QB11 What are your main concerns about purchasing financial products and services from another European Union Member State?

(SHOW SCREEN – DO NOT READ OUT – MAX. 3 ANSWERS)

	(388-403)
Not having clear information	1,
It is too complicated or difficult	2,
You prefer to buy face to face	3,
You prefer to buy financial products from the UK	4,
You don't know how to purchase financial products from other countries	5,
You are worried about fraud or crime	6,
It is more expensive or there are extra costs	7,
Some sellers or providers would refuse because you live in another country	8,
There is less consumer protection in other European Union Member States	9,
There is a language barrier	10,
You do not know your rights if there are problems	11,
You don't need to as you already have enough products	12,
You don't need to as you can buy everything you need in the UK	13,
Other (SPONTANEOUS)	14,
None (SPONTANEOUS)	15,
DK	16,

NEW

ASK QB12 IF "HAS A MORTGAGE, LOAN, CREDIT CARD OR CURRENT BANK ACCOUNT", CODE 1 TO 4 IN QB1 – OTHERS GO TO QB13

QB12 You mentioned earlier that you have a (QB1 PRODUCT). Which of the following statements best describes whether or not you have switched or tried to switch your (QB1 PRODUCT) to another provider within the last 5 years?

(SHOW SCREEN WITH SCALE AND ITEMS - SINGLE CODE)

	(READ OUT)	You have not switched or tried to switch as you do not need to	You have not switched or tried to switch as it is too difficult or too much hassle	You switched and it was easy	You switched and it was difficult	You tried to switch but you gave up	Other (SPONTANEOUS)	DK

(404)	1	Current account	1	2	3	4	5	6	7
(405)	2	Mortgage	1	2	3	4	5	6	7
(406)	3	Credit card	1	2	3	4	5	6	7
(407)	4	Personal loan	1	2	3	4	5	6	7

NEW

ASK ALL

QB13	Have you ever had a problem either with a financial product or service you have purchased (e.g. the product was not as originally described to you) or with the provider who sold you the product or service, either within the UK or in another European Union Member State?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(408-413)

Yes, you have had a problem with financial product\ service purchased in the UK
Yes, you have had a problem with a provider in the UK
Yes, you have had a problem with financial product\ service purchased in another European Union Member State
Yes, you have had a problem with a provider in another European Union Member State
No, you have never had problem
DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,

NEW

ASK QB14 IF "HAS EVER HAD A PROBLEM", CODES 1 TO 4 IN QB13 – OTHERS GO TO QB15

QB14	And when you had this problem with the product you purchased, or the provider you purchased it from, did you complain about this to anyone?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(414-422)

No, you did not complain
Yes, you complained to the product provider (e.g. bank)
Yes, you complained to an intermediary or advisor
Yes, you complained to a consumer rights protection association
Yes, you complained to a complaint handling body (e.g. ombudsman, Alternative Dispute Resolution)
Yes, you complained to friends\ family
Yes, you initiated legal proceedings or took the provider to court
Other (SPONTANEOUS)
DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,
- 7,
- 8,
- 9,

NEW

ASK ALL

QB15 Imagine that you had a problem with a financial product or service you purchased (e.g. the product was not as originally described to you), or with the provider you purchased it from, who would you go to?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(423-431)

To the product provider	1,
To an intermediary or advisor	2,
To a consumer rights protection association	3,
To a complaint handling body (e.g. ombudsman, Alternative Dispute Resolution)	4,
Friends or family	5,
To a lawyer\ court	6,
Nobody	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

QB16 Thinking now about all types of goods and services, not just financial products. Within the last 12 months, have you purchased any goods or services from outside the UK in any other European Union Member State?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(432-438)

Yes, online	1,
Yes, in person in the country itself	2,
Yes, by telephone	3,
Yes, by post	4,
Yes, other (SPONTANEOUS)	5,
No	6,
DK	7,

NEW

ASK QB17 IF "HAS PURCHASED GOODS IN THE LAST 12 MONTHS", CODES 1 TO 5 IN
QB16 – OTHERS GO TO QC

QB17 When you have purchased goods or services from other European Union Member States,
what method of payment have you used?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(439-448)

Cash	1,
A credit card	2,
A debit card	3,
A bank\ postal transfer (credit transfer)	4,
A direct debit	5,
An internet payment system	6,
Payment by mobile phone	7,
A cheque	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

And now let's talk about another topic

QC1 For each of the following statements, could you please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(469)	1	Corruption is a major problem in the United Kingdom	1	2	3	4	5
(470)	2	There is corruption in local institutions in the United Kingdom	1	2	3	4	5
(471)	3	There is corruption in regional institutions in the United Kingdom	1	2	3	4	5
(472)	4	There is corruption in national institutions in the United Kingdom	1	2	3	4	5
(473)	5	There is corruption within the institutions of the European Union	1	2	3	4	5
(474)	6	Corruption is part of the business culture in the United Kingdom	1	2	3	4	5
(475)	7	Corruption is more widespread in the United Kingdom than in other European Union Member States	1	2	3	4	5
(476)	8	You are personally affected by corruption in your daily life	1	2	3	4	5

EB72.2 QB1 TREND MODIFIED

QC2	In the past three years, would you say that the level of corruption in the United Kingdom has...?
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(READ OUT – ONE ANSWER ONLY)

	(477)
Increased a lot	1
Increased a little	2
Stayed the same	3
Decreased a little	4
Decreased a lot	5
There is no corruption in the UK (SPONTANEOUS)	6
DK	7

NEW

QC3	Personally, do you think you are well informed or not about...?
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(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Very well informed	Fairly well informed	Not very well informed	Not at all well informed	DK
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(478)	1	The level of corruption in the United Kingdom	1	2	3	4	5
	(479)	2	The level of corruption within the EU	1	2	3	4

NEW

QC4	In the United Kingdom, do you think that the giving and taking of bribes, and the abuse of positions of power for personal gain, are widespread among any of the following?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(480-495)
People working in the police services	1,
People working in the customs services	2,
People working in the judicial services	3,
Politicians at national level	4,
Politicians at regional level	5,
Politicians at local level	6,
Officials awarding public tenders	7,
Officials issuing building permits	8,
Officials issuing business permits	9,
People working in the public health sector	10,
People working in the public education sector	11,
Inspectors (health, construction, food quality, sanitary control and licensing)	12,
People working in private companies	13,
Other (SPONTANEOUS)	14,
None (SPONTANEOUS)	15,
DK	16,

EB72.2 QB2 TREND MODIFIED

QC5	Over the last 12 months, has anyone in the United Kingdom asked you, or expected you, to pay a bribe for his or her services?
-----	---

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(496-511)
No, nobody did	1,
Yes, from a person working in the police services	2,
Yes, from a person working in the customs services	3,
Yes, from a person working in the judicial services	4,
Yes, from a politician at national level	5,
Yes, from a politician at regional level	6,
Yes, from a politician at local level	7,
Yes, an official awarding public tenders	8,
Yes, an official issuing building permits	9,
Yes, an official issuing business permits	10,
Yes, a person working in the public health sector	11,
Yes, a person working in the public education sector	12,
Yes, an inspector (health, construction, food quality, sanitary control and licensing)	13,
Yes, from a person working in private companies	14,
Yes, from someone else	15,
DK	16,

EB72.2 QB3 TREND MODIFIED

QC6	In your opinion, what are the reasons behind corruption in the UK?
-----	--

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

(512-522)

Politicians (Government and Parliament) do not do enough to fight corruption	1,
Business and politics are too closely linked	2,
Many appointments in public administration are not based on merit or qualifications	3,
Public money is not spent in a transparent manner	4,
The law is often not applied by the relevant authorities	5,
There is no real punishment for corruption (light sentences in the courts or no prosecution)	6,
Many people accept corruption as a part of daily life	7,
Poor socio-economic conditions (low income, poverty) lead to corruption	8,
Other (SPONTANEOUS)	9,
None\ There is no corruption in the UK's society (SPONTANEOUS)	10,
DK	11,

EB72.2 QB4

QC7	For each of the following statements, could you please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
-----	--

(SHOWSCREEN WITH SCALE)

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

(523)	1	The UK Government's efforts to combat corruption are effective	1	2	3	4	5
(524)	2	There are enough successful prosecutions in the United Kingdom to deter people from giving or receiving bribes	1	2	3	4	5
(525)	3	Court sentences in corruption cases are too light in the UK	1	2	3	4	5
(526)	4	There is sufficient transparency and supervision of the financing of political parties in the UK	1	2	3	4	5
(527)	5	The EU helps to reduce corruption in the UK	1	2	3	4	5
(528)	6	Corruption is unavoidable, it has always existed	1	2	3	4	5
(529)	7	In the UK corruption is often linked to organised crime	1	2	3	4	5

EB72.2 QB5 (ITEMS 1, 3, 5, 6) AND EB72.2 QB1 (ITEM 2) TREND MODIFIED

QC8	Do you think that preventing and fighting corruption is the responsibility of...?
-----	---

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

(530-539)

The national Government	1,
The police	2,
The judicial system (prosecution services and courts)	3,
The European Union institutions	4,
NGOs, other associations	5,
Citizens themselves	6,
Companies	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

EB72.2 QB6 TREND MODIFIED

QC9	Imagine that you have been a victim in a particular corruption case, and you want to complain about it. Which institutions\ bodies would you trust most to provide a solution for your case?
-----	--

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

(540-549)

The police	1,
The judicial system (prosecution services and courts)	2,
NGOs (e.g. Citizens Advice Bureau)	3,
UK ombudsman services	4,
Your political representative (Member of Parliament, local councillor etc)	5,
Trade unions	6,
European Union Institutions	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

EB72.2 QB7

And now let's talk about another topic

The European Union provides development aid to assist certain countries outside the European Union in their fight against poverty and in their development. European Union development aid consists of the aid provided by both the European Commission and the national Governments of the European Union Member States.

QD1 In your opinion, is it very important, fairly important, not very important or not at all important to help people in developing countries?

(SHOW SCREEN - SINGLE CODE)

(570)

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

EB73.5 QD2

QD2 Which of the following parts of the world do you think are most in need of development aid to help them fighting poverty?

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

(571-580)

Sub-Saharan Africa	1,
The Middle-East and North Africa	2,
Eastern Europe outside the European Union, Caucasus and Central Asia (Ukraine, Armenia, Kazakhstan, etc.)	3,
Latin America	4,
The Indian sub-continent (Pakistan, Bangladesh, etc.)	5,
South East Asia (Cambodia, Vietnam, etc.)	6,
The Caribbean (Haiti, Dominican Republic, etc.)	7,
The Pacific and Oceania (Papua New Guinea, etc.)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

QD3	The EU (the European Commission and Member States) has promised to increase the level of its aid towards developing countries. Given the current economic situation, which of the following propositions best describes your opinion?
-----	---

(READ OUT - SINGLE CODE)

(581)

We should increase aid to developing countries beyond what is already promised	1
We should keep our promise to increase aid to developing countries	2
We should not increase aid to developing countries even though it has been promised	3
We should reduce aid to developing countries as we can no longer afford it	4
DK	5

EB73.5 QD5 TREND SLIGHTLY MODIFIED

QD4	In addition to development aid, in which policy area do you think European Union actions have the biggest impact on developing countries?
-----	---

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(582-583)

Climate change	1
Migration	2
Trade and finance	3
Energy related issues	4
The environment	5
Transport	6
Agriculture	7
Peace keeping	8
Other (SPONTANEOUS)	9
None (SPONTANEOUS)	10
DK	11

NEW (BASED ON EB73.5 QD7)

QD5	Do you think that the European Union should require developing countries to follow certain rules regarding democracy, human rights and governance as a condition for receiving European Union development aid?
-----	--

(READ OUT – ONE ANSWER ONLY)

(584)

Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

NEW

QD6	With whom should the European Union strengthen its cooperation to increase the impact of its development aid?
-----	---

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

(585-591)

Developing countries	1,
Other developed countries outside the European Union, such as the United States and Australia	2,
Emerging economies, such as China and Brazil	3,
Companies	4,
Private foundations	5,
Civil society organisations, such as NGOs	6,
DK	7,

NEW

QD7	In your opinion, how could the European Union best improve its effectiveness in terms of development aid?
-----	---

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

(592-598)

By avoiding duplication of efforts through better coordination between European Union Member States	1,
By adopting common policies at European Union level	2,
By strengthening cooperation between European Union Member States	3,
By being more transparent and publishing activities and results	4,
By giving direct financial support to the governments of developing countries, based on the respect of certain conditions by these countries	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

QD8	If you were looking for information on issues related to development policy and the global fight against poverty which of the following sources would you use?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(599-613)

TELEVISION	
TV news	1,
TV documentaries	2,
Other shows on TV	3,
The radio	4,
PRESS	
Daily news press	5,
Weekly or monthly news press	6,
Specialised press on development	7,
THE INTERNET	
News websites	8,
Specialised websites on development	9,
Generalist blogs	10,
Specialised blogs on development	11,
Online social networks	12,
Other (SPONTANEOUS)	13,
Not interested in development policy\ Do not search for such information (SPONTANEOUS)	14,
DK	15,

NEW

QD9	In addition to fighting poverty, do you think European Union development aid should also be linked to other European objectives such as the management of migration flows, access to energy and raw materials or trade opportunities for the European Union?
-----	--

(READ OUT – ONE ANSWER ONLY)

(614)

Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

NEW

QD10	Would you be prepared to pay more for groceries or other products from developing countries to support people living in these countries (for instance for fair-trade products)?
------	---

(READ OUT – ONE ANSWER ONLY)

No, you are not ready to pay more	(615)
Yes, you would be ready to pay up to 5% more	1
Yes, you would be ready to pay 6 to 10% more	2
Yes, you would be ready to pay more than 10% more	3
DK	4
	5

NEW (BASED ON EB74.1 QD3.4)

And now let's talk about another topic

QE1 At the present time, in the European Union, women are less likely than men to hold positions of responsibility. Please tell me whether you agree or disagree with each of the following statements on this subject.

(SHOWSCREEN WITH SCALE)

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

(656)	1	Women are less interested than men in positions of responsibility	1	2	3	4	5
(657)	2	Women are less willing than men to fight to make a career for themselves	1	2	3	4	5
(658)	3	Women have less freedom because of their family responsibilities	1	2	3	4	5
(659)	4	The business community is dominated by men who do not have sufficient confidence in women	1	2	3	4	5
(660)	5	Women do not always have the necessary qualities and skills to fill positions of responsibility	1	2	3	4	5

EB72.2 QC12

QE2 Do you agree or disagree with the following statement: Given equal competence, women should be equally represented in positions of leadership in companies.

(READ OUT – ONE ANSWER ONLY)

	(661)
Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

NEW

ASK QE3 IF "WOMEN SHOULD BE EQUALLY REPRESENTED IN POSITIONS OF LEADERSHIP IN COMPANIES", CODE 1 OR 2 IN QE2 – OTHERS GO TO QE4

QE3 You said that women should be equally represented in positions of leadership in companies. Why do you think so?

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

(662-670)

Because it would ensure a better overall economic performance of companies	1,
Because it would ensure a better risk management of companies	2,
Because it would encourage other women to lead a professional career	3,
Because women are as qualified for these positions as men are	4,
Because it would make a difference in the way companies are run	5,
Because it is about equal rights for women and men	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

ASK ALL

Women are underrepresented in positions of leadership and progress is slow. For example, they represent only on average 12% of board members of the largest publicly listed companies in the European Union Member States.

QE4 What is, in your view, the best way to achieve a more balanced representation of men and women on company boards?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(671)

Voluntary measures such as non-binding Corporate Governance Codes and Charters	1
Self-regulation by companies setting their own targets	2
Binding legal measures	3
There is no need to achieve a more balanced representation of men and women on company boards (SPONTANEOUS)	4
DK	5

NEW

QE5	Some European countries (e.g. France, Spain, the Netherlands, Italy, Belgium and Norway) have already taken legal measures to ensure a more balanced representation of men and women on company boards. Are you in favour or opposed to a legislation on this matter under the condition that qualification is taken into account without automatically favouring one of either gender?
-----	---

(READ OUT – ONE ANSWER ONLY)

(672)

Totally in favour	1
Somewhat in favour	2
Fairly opposed	3
Totally opposed	4
DK	5

NEW

QE6	In the case of legislation providing a more balanced representation of men and women on boards of publicly listed companies, what would in your view be a realistic target?
-----	---

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(673)

30% women\ 70% men	1
40% women\ 60% men	2
50% women\ 50 % men	3
None, you are not in favour of quotas (SPONTANEOUS)	4
DK	5

NEW

QE7	And in that case, how long do you think publicly listed companies should be granted to comply with legislation providing for a more balanced representation of men and women regarding their board members?
-----	---

(READ OUT – ONE ANSWER ONLY)

(674)

Less than 5 years	1
More than 5 years but less than 8 years	2
8 years or more	3
Companies should not be obliged to comply with quota legislation regarding their board members (SPONTANEOUS)	4
DK	5

NEW

QE8a	And in your opinion, what would be the most effective sanction when publicly listed companies do not comply with such legislation?
------	--

(SHOW SCREEN – READ OUT - SINGLE CODE)

(675)

Annulment of the nomination of members of the over-represented gender	1
Annulment of the decisions taken by the board	2
Monetary fine	3
Dissolution of company	4
No public procurement grants	5
Other (SPONTANEOUS)	6
None (SPONTANEOUS)	7
DK	8

NEW

QE8b	Any others?
------	-------------

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(676-683)

Annulment of the nomination of members of the over-represented gender	1,
Annulment of the decisions taken by the board	2,
Monetary fine	3,
Dissolution of company	4,
No public procurement grants	5,
Other (SPONTANEOUS)	6,
None (SPONTANEOUS)	7,
DK	8,

NEW

QE9	With regards to measures taken to improve gender balance on boards of publicly listed companies, do you think that decisions should be made by at national level or European level?
-----	---

(READ OUT – ONE ANSWER ONLY)

(684)

National level	1
At a European level	2
At both (SPONTANEOUS)	3
DK	4

NEW

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". Thinking about your views, how would you place yourself on this scale?

(SHOW SCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, TRY AGAIN)

(705-706)

1 Left	2	3	4	5	6	7	8	9	10 Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS)

11

DK

12

EB75.3 D1

NO QUESTIONS D1 TO D6

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

(SHOW SCREEN - READ OUT)

(707-708)

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

EB75.4 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')

(709-710)

EB75.4 D8

NO QUESTION D9

D10 Gender.

(711)

Male	1
Female	2

EB75.4 D10

QUESTION D11 ASKED BEFORE QB

NO QUESTION 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?

	(712-713) D15a CURRENT OCCUPATION	(714-715) D15b 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

EB75.4 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(716)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK	4

EB75.4 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)

(717-718)

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EB75.4 D40a

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

(INT.: READ OUT – WRITE DOWN)

(719-720)

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EB75.4 D40b

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

(INT.: READ OUT – WRITE DOWN)

(721-722)

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EB75.4 D40c

NO QUESTIONS D41 AND D42

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

D43b Do you own a mobile phone?

(723)

(724)

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB75.4 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(725-734)

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,

EB75.1 D46

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)

(735)

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

EB75.4 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)

	(736-737)
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

EB75.4 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)

(738)	1	You use the Internet at home	1	2	3	4	5	6	7
(739)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(740)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB75.4 D62

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(761-762)

DAY

(763-764)

MONTH

EB75.4 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(765-766)

HOUR

(767-768)

MINUTES

EB75.4 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(769-771)

MINUTES

EB75.4 P3

P4 Number of persons present during the interview, including interviewer

(772)

Two (interviewer and respondent)
Three
Four
Five or more

1
2
3
4

EB75.4 P4

P5 Respondent cooperation

(773)

Excellent
Fair
Average
Bad

1
2
3
4

EB75.4 P5

P6 Size of locality

Local Codes

(774-775)

EB75.4 P6

P7 | Region

NUTS Level 2 Regions (See
www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)
(776-777)

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EB75.4 P7

P8 | Postal code

(778-785)

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EB75.4 P8

P9 | Sample point number

(786-793)

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EB75.4 P9

P10 | Interviewer number

(794-801)

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EB75.4 P10

P11 | LEAVE BLANK

(802-809)

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EB75.4 P11

NO QUESTION P12

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