

**ZA6772**

**Flash Eurobarometer 434  
(Geo-blocking Among Businesses)**

**Country Questionnaire  
United Kingdom**

**FL434 Geo-blocking among businesses - UK**

D1	In which region is your company Head Quarters located?
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(READ OUT IF NECESSARY, – ONE ANSWER ONLY)
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Tees Valley and Durham	1
Northumberland and Tyne and Wear	2
Cumbria	3
Cheshire	4
Greater Manchester	5
Lancashire	6
Merseyside	7
East Riding and North Lincolnshire	8
North Yorkshire	9
South Yorkshire	10
West Yorkshire	11
Derbyshire and Nottinghamshire	12
Leicestershire, Rutland and Northamptonshire	13
Lincolnshire	14
Herefordshire, Worcestershire and Warwickshire	15
Shropshire and Staffordshire	16
West Midlands	17
East Anglia	18
Bedfordshire and Hertfordshire	19
Essex	20
Inner London	21
Outer London	22
Berkshire, Buckinghamshire and Oxfordshire	23
Surrey, East and West Sussex	24
Hampshire and Isle of Wight	25
Kent	26
Gloucestershire, Wiltshire and North Somerset	27
Dorset and Somerset	28
Cornwall and Isles of Scilly	29
Devon	30
West Wales and The Valleys	31
East Wales	32
North Eastern Scotland"	33
Eastern Scotland	34
South Western Scotland	35
Highlands and Islands	36
Northern Ireland	37
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DK/NA (DO NOT READ OUT)	121

NEW

D2 How many employees (full-time equivalent) does your company currently have?

(READ OUT – ONE ANSWER ONLY)

1 to 9 employees	1
10 to 49 employees	2
50 to 249 employees	3
250 to 499 employees	4
500 or more employees	5



				-/+ %
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NEW

ASK D5B IF CODE 999 IN D5A, RECODE ALL VALID ANSWERS IN D5A

D5B Since January 2015, please indicate the percentage by which your company's turnover has increased or decreased.

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

Increased by more than 10%	1
Increased by between 5% and 10%	2
Increased by between 2% and 5%	3
Remained approximately the same	4
Decreased by between 2% and 5%	5
Decreased by between 5% and 10%	6
Decreased by more than 10%	7
DK/NA (DO NOT READ OUT)	8

NEW

ASK ALL

D6 In the next 12 months, how do you think the number of employees in your company will evolve ? You think ...

(READ OUT - ONE ANSWER ONLY)

It will increase	1
It will remain the same	2
It will decrease	3
DK/NA (DO NOT READ OUT)	4

NEW

D7: ROTATE ITEMS 1 TO 3

D7 Do you know if in 2015 your company has :

(READ OUT - ONE ANSWER PER LINE)

	Yes	No	DK/NA (DO NOT READ OUT)

2	Sold products and or services to other EU countries	1	2 3

3	Sold products and or services to countries outside EU	1	2	3
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NEW

D8 Approximately, what percentage of the value of your company's products and or services were sold to other EU Member States in 2015?

(WRITE THE ANSWERS IN PERCENTAGES) IF REFUSAL/DK CODE '999'; IF DOES NOT KNOW EXACTLY, INSIST ON GETTING AN ESTIMATE

%

NEW

D9 Is it possible ...

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

To consult a website that presents your products and or services	1,
To order your products and or services online	2,
To pay for your products and or services online	3,
DK/NA (DO NOT READ OUT)	4,

NEW

D10 Does your company sell ...

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

products directly to consumers	1,
products to companies or other organisations	2,
services directly to consumers	3,
services to companies or other organisations	4,
Other (DO NOT READ OUT)	5,
DK/NA (DO NOT READ OUT)	6,

NEW

D11A Could you please tell us what percentage of your company's turnover in 2015 was invested in Research and Development?

(WRITE DOWN AND RECODE – ONE ANSWER ONLY) IF REFUSAL/DK CODE '999'; IF DOES NOT KNOW EXACTLY, INSIST ON GETTING AN ESTIMATE AND USE THE BELOW BRACKETS

%

NEW

ASK 11B IF CODE 999 IN D11A, RECODE ALL VALID ANSWERS IN D11A

D11B Could you please tell us what percentage of your company's turnover in 2015 was invested in Research and Development?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

less than 5%	1
from 5% to 9.9%	2
from 10% to 14.9%	3
from 15% to 19.9%	4
20% or more	5
DK/NA (DO NOT READ OUT)	6

NEW

ASK ALL

READ OUT: The following questions relate to your experience in buying goods and services for your business within the European Union. Whether online, offline (in a physical store/selling point) or by distance sales (phones/fax) the questions concern purchases of goods and services subject to publicly available general sales conditions, i.e. not purchases subject to specific conditions agreed through negotiations between the contracting parties, excluding purchases of goods/services for resale. The results from this survey will be taken into account when analysing the barriers currently facing entrepreneurs in the Single Market. They will help to better determine the measures to implement to more effectively safeguard the free movement of goods and services across Europe.

Q1 In the past 12 months have you tried purchasing any goods or services for your company from another EU country? Please refer to all types of purchases either on-line, by phone or physical, in a point of sale. The goods and services covered include for example: Travel and accommodation (car rental, train tickets, hotels); Office equipment (computers, stationery, software, coffee machine); Uniforms, safety equipment.

ONE ANSWER ONLY

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

NEW

FILTER: IF CODE 3 IN Q1, END INTERVIEW

FILTER: ASK Q2a IF CODE 1 IN Q1

Q2a When you tried to purchase goods and services from another EU country in the last 12 months, what was the result?

(READ OUT -MULTIPLE ANSWERS POSSIBLE)

You carried out the purchase without problems | 1,

You could not carry out the purchase because the seller refused to sell given your location abroad	2,
You did not purchase because you changed my mind	3,
The product/service was not delivered successfully	4,
Other (DO NOT READ OUT)	5,
DK/NA (DO NOT READ OUT)	6,

NEW

FILTER: ASK Q2b IF CODE 2 IN Q1

Q2b Why did you not try to purchase any goods or services from another EU country?

(READ OUT –MULTIPLE ANSWERS POSSIBLE)

You didn't need anything from abroad	1,
Have not found what you needed abroad	2,
Standards or certifications for goods and services are different abroad	3,
Language barriers	4,
Shipping or delivery costs are too high	5,
Quality is lower abroad	6,
You are worried about after-sales service not working from abroad	7,
Other (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW

FILTER: ASK Q3 TO 6 IF CODE 1 IN Q1

FILTER: IF CODE 2 IN Q1 GO TO END

PROG: Q3 -ROTATE ITEMS 1 TO 7

PROG: CODE 9 AND 10 ARE SINGLE CODES

Q3 I will now read out some problems that a firm could experience when purchasing goods and services from another EU country. Please tell me if your firm has experienced one or more of these problems when buying from another EU country, in the past 12 months?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Difficulty to access the offers online (access to website blocked)	1,
Refusal to sell outside the suppliers country	2,
Refusal to grant a special discount due to the fact that your establishment is located in another EU country	3,
Could not get an invoice due to different VAT regulations	4,
Very high shipping prices	5,
Different prices (excluding shipping costs) because your establishment is located in another EU country	6,

Impossible to get after sales services back home	7,
Other (DO NOT READ OUT)	8,
None (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

FILTER: IF CODE 9 OR 10 IN Q3, GO TO END

PROG: Q4 - ROTATE ITEMS 1 TO 7

PROG: 9 AND 10 ARE SINGLE CODES

Q4 I am going to read out a list of products. Could you please tell me for which of these products your company faced the problems when purchasing within the European Union?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Travel transport (car rental, train tickets, flight tickets)	1,
Accommodation and hospitality (hotels, restaurants)	2,
Electronic or ICT goods (computers, printers, mobile phones, GPS, cameras)	3,
Digital goods (software, e-books, applications)	4,
Uniforms, safety equipment	5,
Office supplies and equipment (paper, pens, furniture, stationery, cleaning supplies)	6,
Raw materials and construction material (cement, sheet metal, cables, screws)	7,
Other (DO NOT READ OUT)	8,
None (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

FILTER: IF CODE 9 OR 10 IN Q4, GO TO END

PROG: Q5 - ROTATE ITEMS 1 TO 7

PROG: 9 AND 10 ARE SINGLE CODES

Q5 Now I am going to read out a list of services. Could you please tell me for which of these services your company faced the problems when purchasing within the European Union?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Professional services (accountancy, translations, legal, design)	1,
IT services (server space, cloud computing, webpage creation/maintenance)	2,
Sales and customer support services	3,
Financial services (bank loans, insurance, mortgages)	4,

Postal and communication services (mobile phone service, internet)	5,
Maintenance and repair services	6,
Utility services (Energy, gas, and water)	7,
Other (DO NOT READ OUT)	8,
None (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

NEW

FILTER: IF CODE 9 OR 10 IN Q5, GO TO END

PROG: Q6 - ROTATE ITEMS 1 TO 7

PROG: 9 AND 10 ARE SINGLE CODES

Q6	Could you please tell me at what stage of the purchasing process did you face the problem?
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(READ OUT - MULTIPLE ANSWERS POSSIBLE)

When you indicated that your company was located in another EU country	1,
When you had to give the firm's VAT number	2,
When you indicated the place of delivery	3,
When you wanted to pay by using a bank account located in another EU country	4,
When you wanted to use a credit/debit card issued in another EU country	5,
When the goods were not delivered in time or in the condition you expected	6,
When you could not download the purchased good/service	7,
Other (DO NOT READ OUT)	8,
None (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

NEW