ZA7498

Flash Eurobarometer 476
(Citizens' Perceptions of Competition Policy, January 2019)

Country Questionnaire
United Kingdom

FL476 Citizens' perceptions of competition policy UK

D1	How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

D2	Gender.

Male	1
Female	2

EU citizens' perceptions about competition policy

INTERVIEWER (READ OUT): I would like to ask for your views on competition policy. The key idea behind competition policy is that companies compete with each other, for example, by providing lower prices or better quality for their goods or services, in order to become more attractive to consumers than their competitors. Any agreement that would limit such competition between companies is prohibited.

ASK ALL

Q1A: ROTATE ITEMS 1 TO 6

Q1A	For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
1	Competition between companies allows for better prices for consumers	1	2	3	4	5
2	Competition between companies allows for more choice for consumers	1	2	3	4	5
3	Competition between companies allows for higher quality goods and services	1	2	3	4	5

4	Competition between companies encourages innovation and economic growth	1	2	3	4	5
5	Full transparency on any public money granted to companies promotes the good use of taxpayers' money	1	2	3	4	5
6	Competition helps EU companies to become more competitive in global markets	1	2	3	4	5

FL403 Q1 MODIFIED

State aid is defined as an advantage given by Member States to specific companies. Therefore, general measures open to all enterprises do not constitute State aid. The EU Treaty contains rules requiring the Member States to notify aid to specific companies. The Treaty also specifies when State aid can be approved. Any State aid provided by Member States can be recovered if it does not respect those rules.

Q1B	For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.

(READ OUT - ONE ANSWER ONLY)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA (DO NOT READ OUT)	5

NEW

Q2A: ROTATE ANSWERS 1 TO 6

Q2A	Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly?

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet access	1
Energy (e.g. gas, electricity)	2
Financial services (e.g. banks, insurance)	3

Transport services (e.g. railways, airlines)	4
Food retailing (e.g. supermarkets)	5
Pharmaceutical products (e.g. medicines, health-related products)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

FL403 Q2A

ASK Q2B IF Q2A IS 1 TO 7, OTHERS GO TO Q5

Q2B: EXCLUDE CODE 1 TO 6 GIVEN IN Q2A

Q2B: ROTATE ANSWERS 1 TO 6

Q2B	And secondly?

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet access	1
Energy (e.g. gas, electricity)	2
Financial services (e.g. banks, insurance)	3
Transport services (e.g. railways, airlines)	4
Food retailing (e.g. supermarkets)	5
Pharmaceutical products (e.g. medicines, health-related products)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

FL403 Q2B

ASK Q3 IF Q2A=1 TO 6

Q3: THE ANSWER GIVEN BY RESPONDENT IN Q2A NEEDS TO BE INCLUDED IN THE QUESTION TEXT

Q3: ROTATE ANSWERS 1 TO 6

Q3	You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2A) sector. What do you think are the main problems in this sector?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Prices are too high	1,
There are no significant differences in prices for similar goods or services	2,

It is difficult to compare prices	3,
The quality of the goods or services is not satisfactory	4,
There is not enough choice	5,
It is difficult to change suppliers	6,
Other (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW BASED ON FL403 Q3

ASK Q4 IF Q2B=1 TO 6

Q4: THE ANSWER GIVEN BY RESPONDENT IN Q2B NEEDS TO BE INCLUDED IN THE QUESTION TEXT

Q4: ROTATE ANSWERS 1 TO 6

Q4	You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2B) sector. What do you think are the main problems in this sector?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Prices are too high	1,
There are no significant differences in prices for similar goods or services	2,
It is difficult to compare prices	3,
The quality of the goods or services is not satisfactory	4,
There is not enough choice	5,
It is difficult to change suppliers	6,
Other (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW BASED ON FL403 Q4

ASK ALL

Q5	Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?

(INTERVIEWER: If needed, read out as a reminder: Prices are too high, there are no significant differences in prices, it is difficult to compare prices, the quality of the goods or services is not satisfactory, there is not enough choice, it is difficult to change suppliers)

Yes	1
No	2

	DK/NA (DO NOT READ OUT)	3

FL403 Q5

ASK Q6 IF Q5=1 ("YES"), OTHERS GO TO Q7

Q6: ROTATE ANSWERS 1 TO 6

Q6: CODE 8 IS EXCLUSIVE

Q6	Where or who would you turn to?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Your national competition authority - the Competition & Markets Authority	1,
Other authorities in the UK (for example, the telecom or energy regulator)	2,
Consumer organisations in the UK	3,
The police	4,
A court	5,
The European Commission	6,
Other (DO NOT READ OUT)	7,
Not interested – Wouldn't turn to anyone (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

FL403 Q6

ASK ALL

Q7	Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?

(ONE ANSWER ONLY)

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

FL403 Q7

ASK Q8 IF Q7=1 ("YES"), OTHERS GO TO Q9

Q8: ROTATE ANSWERS 1 TO 5

Q8	Where did you hear or read about these competition cases?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Newspapers or magazines (including online)	1,
TV	2,
Radio	3,
Online social networks	4,
Websites	5,
Other (DO NOT READ OUT)	6,
DK/NA (DO NOT READ OUT)	7,

FL403 Q8

ASK ALL

Q9	Have you ever heard of a competition-related decision having been taken by a competition authority against a company?

(READ OUT - ONE ANSWER ONLY)

Yes, once	1
Yes, more than once	2
Never	3
DK/NA (DO NOT READ OUT)	4

FL403 Q10

ASK Q10 IF Q9=1 OR 2 ("HAS HEARD OF SUCH DECISIONS")

Q10: ROTATE ANSWERS 1 AND 2

Q10	Do you know who made this decision?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

The Competition & Markets Authority	1,
The European Commission	2,
Other (DO NOT READ OUT)	3,
DK/NA (DO NOT READ OUT)	4,

FL403 Q11

ASK ALL

Q11	What impact does effective competition have on you as a consumer?

(READ OUT - ONE ANSWER ONLY)

Very positive impact	1
Fairly positive impact	2
Fairly negative impact	3
Very negative impact	4
DK/NA (DO NOT READ OUT)	5

FL403 Q9

D4	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')

D5a	As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b	Would you say you are…?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,…)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c	Would you say you are…?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, …)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, …)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d	Would you say you are…?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, …)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e	Would you say you are…?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12	What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

D13	Would you say you live in a…?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18	Have you got a mobile phone?

(DO NOT READ OUT

Yes	1
No	2

D20	Have you got a landline phone?

(DO NOT READ OUT

Yes	1
No	2

D22	Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

		Number of people aged 15 or more in the household