

ZA3937

Eurobarometer 60.0

**Country Specific Questionnaire
United Kingdom**

A. YOUR SURVEY NUMBER

C	2	7	2	3
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B. COUNTRY CODE

1	2
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C. OUR SURVEY NUMBER

6	0	0
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D. INTERVIEW NUMBER

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Q.1. What is your nationality? Please tell me the country(ies) that applies(y).
(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,	
Denmark	2,	
Germany	3,	
Greece	4,	
Spain	5,	
France	6,	
Ireland	7,	
Italy	8,	→ Q.2
Luxembourg	9,	
Netherlands	10,	
Portugal	11,	
United Kingdom (Great Britain, Northern Ireland)	12,	
Austria	13,	
Sweden	14,	
Finland	15,	
Other countries	16,	
DK	17,	→ Close interview

First, we are going to talk about the opportunities to amicably settle disputes you could have with a seller or a service provider in the United Kingdom.

Q.2. Did you ever have to complain to a salesman, retailer or service provider?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Yes, often 1
- Yes, sometimes 2
- Yes, rarely 3
- No, never 4
- DK 5

Q.3. When you have had to complain/if you had to complain about a product or service, did you complain/would you complain to the salesman, retailer or service provider...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- in person 1,
- by telephone 2,
- by post/fax 3,
- by e-mail 4,
- In another way (SPONTANEOUS) 5,
- It depends on the product/service (SPONTANEOUS) 6,
- DK 7,

IF "BY POST/FAX" OR "BY E-MAIL", CODE 3 OR 4 IN Q.3., OTHERS GO TO Q.5.

Q.4. If you complain/had to complain in writing, do you...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- write the letter yourself 1,
- ask for the assistance of a friend or a family member 2,
- ask for the assistance of a consumer association / a consumer help desk 3,
- ask for the assistance of a solicitor 4,
- ask for someone else's assistance (SPONTANEOUS) 5,
- DK 6,

ASK ALL

- Q.5. Have you ever heard of bodies, other than courts, in charge of settling consumer disputes such as arbitrators, ombudsmen, arbitration or conciliation bodies?
- Yes 1
No 2
DK..... 3

IF "YES", CODE 1 IN Q.5., OTHERS GO TO Q.8.

- Q.6. When you have to complain about a product or a service, would you be willing to bring your problem to the attention of such a body? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- No 1
Yes, on condition that you may reject the decision 2
Yes, in all circumstances 3
DK..... 4

IF "YES", CODE 1 IN Q.5., OTHERS GO TO Q.8.

- Q.7. Have you any fears about these arbitration, mediation or conciliation bodies? (IF YES) Which of these? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- No, no fears 1,
Yes, that they are not competent 2,
Yes, that they are not impartial 3,
Yes, not knowing how they work 4,
Yes, not being able to put forward my opinion 5,
Yes, that the salesman/retailer/service provider does not abide by the decision 6,
Yes, that these bodies do not respect the law 7,
Yes, losing my right to go to court 8,
Yes, the cost of the legal procedure 9,
DK..... 10,

ASK ALL

Q.8. In the last five years, after buying a product or service, have you ever had problems that you could not settle amicably with the salesman, retailer or service provider?

- Yes, could not settle amicably 1
- No, could settle amicably 2
- No, never had any problems 3
- DK 4

IF "YES", CODE 1 IN Q.8., OTHERS GO TO Q.11.

Q.9. What kind of product or service was involved?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Food products 1,
- Car (purchase, repair, hire) 2,
- Insurance 3,
- Banking/financial services (loans, etc.) 4,
- Household appliances 5,
- TV/Video/Hi-fi 6,
- Computers 7,
- Telecommunication services (telephone, mobile, Internet connection) 8,
- Clothing 9,
- Property (rental, purchase, renovation, building) 10,
- Leisure (package holiday, time-share, etc) 11,
- Services offered by solicitors/barristers, architects, doctors, etc. 12,
- Post office/courier services 13,
- Travel (air, rail, etc.) 14,
- Water, gas or electricity services 15,
- Other products/services (SPONTANEOUS) 16,
- NSP 17,

IF "YES", CODE 1 IN Q.8., OTHERS GO TO Q.11.

- Q.10. What did you do when you did not find an amicable solution with the salesman, retailer or service provider? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- I didn't do anything 1,
 - I went to see a solicitor who brought the matter to court 2,
 - I brought the matter to court myself..... 3,
 - I brought the matter to an arbitration, mediation, conciliation body 4,
 - I asked for the advice of a consumer association / a consumer help desk, and I brought the matter to court. 5,
 - I asked for the advice of a consumer association / a consumer help desk, and I brought the matter to an arbitration, mediation, conciliation body 6,
 - I asked for the advice of a solicitor/consumer association but did not pursue the matter..... 7,
 - Others (SPONTANEOUS) 8,
 - DK..... 9,

ASK ALL

- Q.11. If you had a problem with a product or service bought in the United Kingdom, what would be the minimum price of the product or service which would make you bring it to court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- Less than £70 1 GO TO Q.13.
 - £70 2 GO TO Q.12.a.
 - £150 3 GO TO Q.12.a.
 - £350 4 GO TO Q.12.a.
 - £700 5 GO TO Q.12.a.
 - I would never go to court, whatever the amount (SPONTANEOUS)..... 6 GO TO Q.12.b.
 - DK..... 7 GO TO Q.13.

IF CODE 2 TO 5 IN Q.11., OTHERS GO TO Q.12b.

- Q.12. a) Why would you not bring the matter to court for a lower amount? Is it because...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- it would be too expensive in relation to what the product or service is worth 1,
 - the legal procedure would be too long 2,
 - the legal procedure would be too complicated 3,
 - I would not know who to talk to 4,
 - it would be useless / I would not win 5,
 - For other reasons (SPONTANEOUS) 6,
 - DK 7,

IF CODE 6 IN Q.11., OTHERS GO TO Q.13.

- b) Why would you not bring the matter to court?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- It would be too expensive in relation to what the product or service is worth 1,
 - The legal procedure would be too long 2,
 - The legal procedure would be too complicated 3,
 - I would not know who to talk to 4,
 - It would be useless/I would not win 5,
 - For other reasons (SPONTANEOUS) 6,
 - DK 7,

ASK ALL

- Q.13. Do you have an insurance policy that could cover the cost of a legal case concerning disputes about consumer products/services?
- Yes 1
 - No 2
 - DK 3

Q.14. Would you be more willing to defend your rights in court if you could join with other consumers who were complaining about the same thing? (IF YES) Certainly or probably? (IF NO) Certainly not or probably not?

- Yes, certainly 1
- Yes, probably 2
- No, probably not 3
- No, certainly not..... 4
- DK..... 5

Q.15. Which of the following would most encourage you to defend your rights in court with other consumers? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Pay my part of the legal costs only if the court decided in my favour..... 1
- Not to be bound by the decision of the court, even if I had asked to take part in the case 2
- Benefit from a favourable decision of the court, even if I had not asked to take part in the case 3
- Be personally and individually informed about the way the case is developing 4
- I would not go to court with other consumers (SPONTANEOUS)..... 5
- DK..... 6

Q.16. In whom would you have the most confidence to defend several consumers in court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Yourself 1
- Another consumer who would represent all those who were complaining about the same thing .. 2
- A consumer association..... 3
- A barrister / barristers 4
- A public service..... 5
- Others (SPONTANEOUS) 6
- Nobody (SPONTANEOUS) 7
- DK..... 8

Q.17. If someone went to court representing several consumers who were complaining about the same thing, what would you prefer? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- That the case is publicised and that you can join it from the start..... 1
- That the case is publicised and that you can join it later, at any time 2
- Being automatically considered as one of the consumers represented by the case, except if you state that you do not want to be..... 3
- I prefer to defend myself / be defended on my own (SPONTANEOUS) 4
- DK..... 5

Q.18. To what extent do you have confidence in the courts to settle consumer disputes efficiently? Would you say you have...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- a great deal of confidence 1
- a fair amount of confidence 2
- not very much confidence..... 3
- no confidence at all..... 4
- DK..... 5

Q.19. In your opinion, how could the current justice system/the work of the courts be improved? By ensuring... (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- more independent judges 1,
- faster judgements 2,
- simpler procedures 3,
- more transparent costs 4,
- lower costs..... 5,
- that all the costs are reimbursed if I win..... 6,
- more extensive legal assistance 7,
- better information on individuals' rights..... 8,
- Other things (SPONTANEOUS) 9,
- DK..... 10,

Q.20. Who do you think can best protect your interests as a consumer?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

A court / the justice system.....	1
An arbitration, mediation, conciliation body	2
A body equally made up of consumers and salesmen / retailers / service providers	3
A body set up by associations of salesmen / retailers / service providers	4
A body set up by consumer associations.....	5
A British public organisation in charge of consumer protection	6
A European public organisation in charge of consumer protection.....	7
Other(s) (SPONTANEOUS).....	8
DK.....	9

Q.21. If you had a problem with a product or service you bought abroad, for example on a trip, by mail-order, through a teleshopping program or on the Internet and you had not found an amicable solution, what would be the minimum price of the product or service which would make you bring it to court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Less than £70	1
£70.....	2
£150.....	3
£350.....	4
£700.....	5
I would never go to court, whatever the amount (SPONTANEOUS)	6
I would never buy a product or service abroad (SPONTANEOUS)	7
DK.....	8

Q.22. Have you ever had reasons to complain about a product or service you bought abroad for example, on a trip, by mail-order, through a teleshopping program, on the Internet, etc.?

Yes	1
No.....	2
I have never bought anything abroad (SPONTANEOUS).....	3
DK.....	4

IF "YES" CODE 1 IN Q.22., OTHERS GO TO Q.25.

Q.23. When you have had reasons to complain about a product or service you bought abroad, did you do anything? (IF YES) did you complain...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- No, I didn't do anything 1,
- Yes, in person to the salesman, retailer or service provider 2,
- Yes, to the salesman, retailer or service provider by telephone 3,
- Yes, by writing to the salesman, retailer or service provider 4,
- Yes, by e-mail to the salesman, retailer or service provider. 5,
- Yes, to a consumer association in the country of purchase 6,
- Yes, to a British consumer association 7,
- Yes, to a solicitor 8,
- Yes, to an arbitration, mediation, conciliation body in the country of purchase..... 9,
- Yes, to a British arbitration, mediation, conciliation body 10,
- Yes, to a court in the country of purchase 11,
- Yes, to a British court..... 12,
- Yes, to someone else (SPONTANEOUS) 13,
- DK..... 14,

IF "YES", CODE 2 TO 13 IN Q.23., OTHERS GO TO Q.25.

Q.24. Were you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the result?

- Very satisfied 1
- Fairly satisfied..... 2
- Not very satisfied 3
- Not at all satisfied 4
- DK..... 5

ASK ALL

Q.25. In your opinion, who is most capable of settling disputes about consumer products or services bought abroad? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- The courts in the country of purchase 1
- Special courts for these disputes 2
- Arbitration, mediation and conciliation bodies in the country of purchase..... 3
- Special arbitration, mediation and conciliation bodies for these disputes..... 4
- Public organisations in charge of consumer protection in the country of purchase..... 5
- A European public organisation in charge of consumer protection 6
- Other organisations (SPONTANEOUS)..... 7
- DK..... 8

There are arbitration, mediation and conciliation bodies in each country. The European extra-judicial network, put in place by the European Commission, enables consumers who have bought products or services abroad to contact these bodies in their own language.

- Q.26. a) If you had bought something abroad and a dispute arose, would you be prepared to use such a network to...?
- b) And would you be prepared to use such a network to...?

	READ OUT	YES	NO	DK
a	get information about these conciliation bodies	1	2	3
b	make a complaint and follow it up	1	2	3

Q.27. The European Commission created the website www.eeinet.org, available in each language of the European Union, to inform consumers about the European extra-judicial network. (SHOW CARD)

- a) Have you ever heard about it?

IF "YES", CODE 1 IN Q.27.a., OTHERS GO TO Q.28.

- b) Have you ever visited the website?

	READ OUT	YES	NO	DK
a	Ever heard	1	2	3
b	Ever visited the website	1	2	3

ASK ALL

Q.28. If consumers in any country of the European Union could use the same form to complain about a product or service, would this be... ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- very useful 1
- fairly useful 2
- not very useful 3
- not at all useful 4
- DK..... 5

Q.29. The European Union has created a single form available in each language of the European Union to help consumers who wish to complain about a product or a service in any European Union country. Have you ever seen it, or heard about it, or not?

- Yes, seen / heard..... 1
- No..... 2
- DK..... 3

Now, let's talk about the protection of your personal data.

Q.30. Different private and public organisations keep personal information about us. It is sometimes said that our privacy must be properly protected. Are you concerned or not that your privacy is being protected? Are you...(READ OUT)

- Very concerned..... 1
- Fairly concerned 2
- Not very concerned..... 3
- Not at all concerned..... 4
- DK..... 5

Q.31. I am going to read you a list of British organisations that may keep personal information about us. For each of them, please tell me whether you trust them or not to use this information in a way you think acceptable?

	READ OUT	TRUST	DO NOT TRUST	DK
1	Medical services and doctors	1	2	3
2	Insurance companies	1	2	3
3	Credit card companies	1	2	3
4	Banks and financial institutions	1	2	3
5	Employers	1	2	3
6	Police	1	2	3
7	Social Security	1	2	3
8	Tax authorities	1	2	3
9	Local authorities	1	2	3
10	National authorities	1	2	3
11	Credit reference agencies, that is organisations which keep records of people's loans	1	2	3
12	Mail order companies	1	2	3
13	Non-profit organisations	1	2	3
14	Market-and opinion research companies	1	2	3
15	I don't trust any of these organisations (SPONTANEOUS)		2	

Q.32. For each of the following statements, please tell me if you tend to agree or tend to disagree?
(SHOW CARD)

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	You should be informed why organisations are gathering your personal data and if they are sharing it with other organisations	1	2	3
2	The level of personal data protection provided by the law in the United Kingdom is high	1	2	3
3	People's awareness about personal data protection in the United Kingdom is low	1	2	3
4	You are worried about leaving personal information on the Internet such as name, address, date of birth, gender	1	2	3
5	British legislation can cope with the growing number of people leaving personal information on the Internet	1	2	3
6	The British organisations that keep personal information should not be allowed to transfer these without your consent to similar organisations in a country which is not a member of the European Union	1	2	3
7	Most non European Union countries do not have data protection laws that are as effective as the laws in place in the European Union	1	2	3

Q.33. a) Before today, had you heard or not about...? (SHOW CARD)

b) IF "YES", CODE 1 FOR ITEM 2 IN Q.33.a.

Have you ever exercised this right?

	READ OUT	Q.33.a.			Q.33.b.		
		HEARD	NOT HEARD	DK	YES	NO	DK
1	Independent bodies monitoring the application of data protection laws, hearing complaints from individuals and imposing sanctions on law breakers	1	2	3			
2	Laws granting individuals access to personal data held by others and the right to correct or remove data which is inaccurate or has been obtained unlawfully	1	2	3			
Q.33.b.	(INT.: IF "HEARD", CODE 1 IN ITEM 2) Have you ever exercised this right?				1	2	3
3	ASK ALL Those collecting personal information are obliged to provide individuals with certain information such as their identity and the purpose of their data collection	1	2	3			
4	Right to object to the use of personal information for the purpose of direct marketing (opt-out)	1	2	3			
5	The need to have your agreement to use your personal information and your right to oppose some uses	1	2	3			

Q.34. A lot of personal data are collected when people are on the Internet. Have you ever heard of tools or technologies limiting the collection of such data? (INT.: FOR EXAMPLE: COOKIE FILTERS) (IF YES) And have you ever used these tools or technologies or not?

- No, I have not heard about them..... 1
- Yes, I have heard about them, but I have never used them..... 2
- Yes, I have heard about them and I have already used them..... 3
- DK..... 4

**IF " HEARD ABOUT THEM BUT NEVER USED THEM", CODE 2 IN Q.34.,
OTHERS GO TO Q.36.**

Q.35. Why have you never used these tools or technologies?
(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

- I would not know how to install them on my computer 1,
- I would not know how to use them 2,
- I am not convinced that they work..... 3,
- I am not really concerned about my privacy when I go on the Internet 4,
- They are too expensive..... 5,
- Other (SPONTANEOUS) 6,
- DK..... 7,

ASK ALL

Q.36. In light of the fight against international terrorism, do you think that people should agree to...

- a) have their telephone calls monitored? (SHOW CARD – READ OUT – ONE ANSWER ONLY)
- b) have their Internet use monitored? (SHOW SAME CARD – READ OUT – ONE ANSWER ONLY)

	READ OUT	Q.36.a.	Q.36.b.
		TELEPHONE CALLS	INTERNET USE
1	No, the fundamental rights and freedoms of individuals must always be respected	1	1
2	Yes, if the monitoring only affects those suspected of terrorist activities	2	2
3	Yes, but only if monitoring takes place under the supervision of a British judge	3	3
4	Yes, everyone should	4	4
5	Yes, other (SPONTANEOUS)	5	5
6	DK	6	6

Let's move to another topic: sport.

Q.37. How often do you... (SHOW CARD WITH SCALE – READ OUT – ONE ANSWER ONLY)

- a) go on the Internet?
- b) watch television?
- c) play video games?
- d) participate in any cultural activities?
- e) exercise or play sport?

	READ OUT	3 TIMES A WEEK OR MORE	1 TO 2 TIMES A WEEK	1 TO 3 TIMES A MONTH	LESS OFTEN/ NEVER	DK
a	Browse the Internet	1	2	3	4	5
b	Watch television	1	2	3	4	5
c	Play video games	1	2	3	4	5
d	Participate in cultural activities	1	2	3	4	5
e	Sport, exercise	1	2	3	4	5

IF CODE 1 TO 3 IN Q.37.e., OTHERS GO TO Q.39.

Q.38. Where do you exercise / play the sport that you do most often?
(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- In a fitness centre 1,
- In a club 2,
- In a sport centre..... 3,
- At school, university, etc. 4,
- Elsewhere (SPONTANEOUS) 5,
- DK..... 6,

ASK ALL

Q.39. In your opinion, what are the main benefits of sport?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- To improve one's health (mental and physical) 1,
- To have fun..... 2,
- To relax..... 3,
- To be with friends 4,
- To make new acquaintances 5,
- To meet people from other cultures 6,
- To develop physical performance 7,
- To improve self-esteem 8,
- To develop new skills..... 9,
- To build character/identity..... 10,
- To achieve objectives 11,
- To stimulate the spirit of competition 12,
- To help disadvantaged people to integrate into society 13,
- Others (SPONTANEOUS) 14,
- DK..... 15,

Q.40. In your opinion, which of the following values does sport promote the most?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Team spirit..... 1,
- Tolerance..... 2,
- Respect for others 3,
- Fair play..... 4,
- Self-control 5,
- Sticking to the rules 6,
- Discipline 7,
- Mutual understanding 8,
- Solidarity..... 9,
- Friendship..... 10,
- Equality..... 11,
- Effort..... 12,
- Others (SPONTANEOUS) 13,
- None of these (SPONTANEOUS)..... 14,
- DK..... 15,

Q.41

For each of the following statements, can you please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Sport promotes dialogue between different cultures	1	2	3
2	More time should be devoted to sport in school timetables	1	2	3
3	There should be better co-operation between educational institutions and sports organisations in the United Kingdom	1	2	3
4	The European Union should be able to intervene more in European sports issues	1	2	3
5	The European Union should more actively promote education through sport	1	2	3
6	The European Union should participate in the fight against drug abuse / doping in sport	1	2	3
7	Through sport you can fight against any form of discrimination	1	2	3
8	The European Union should co-operate more with national sports organisations and national governments	1	2	3
9	Sport makes it easy to fight sedentary habits	1	2	3
10	It is easy to find a balance between sport and other leisure activities	1	2	3
11	The promotion of ethical and social values through sport should be a priority for the European Union	1	2	3

Q.42. I am going to read out a list of negative things we hear about sport. Please tell me which of these worry you most? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Drug abuse / doping	1,
Over-consumption of food supplements	2,
Corruption	3,
Exploitation of children	4,
Exploitation of people from developing countries	5,
Over-training	6,
Sexual abuse of children	7,
Violence	8,
Discrimination	9,
Too great an emphasis on money	10,
Others (SPONTANEOUS)	11,
None of these (SPONTANEOUS)	12,
DK	13,

Now, we are going to talk about the safety instructions you can find on domestic electrical appliances.

- Q.43. Do you ever buy domestic electrical appliances?
- Yes..... 1
- No 2
- DK..... 3

IF "YES", CODE 1 IN Q.43., OTHERS GO TO Q.62.

- Q.44. a) When you are about to buy domestic electrical appliances do you always, sometimes, rarely or never look at or read the following information provided with the product, or not? (SHOW CARD WITH SCALE)

IF CODE 1 TO 3 IN Q.44.a (INT. READ Q.44.a.1 THEN Q.44.b.1, AND SO ON)

- b) Do you take this information into account when choosing to buy the product, or not?

	READ OUT	Q.44.a.					Q.44.b.		
		ALWAYS	SOME-TIMES	RARELY	NEVER	DK	YES	NO	DK
1	The pictures / text showing how to use it	1	2	3	4	5	1	2	3
2	The text telling me what precautions to take	1	2	3	4	5	1	2	3
3	The pictures or symbols telling me to be careful	1	2	3	4	5	1	2	3
4	The phone number of the manufacturer or the distributor or their representative in the United Kingdom	1	2	3	4	5	1	2	3
5	The text telling me what to do in case of accidents	1	2	3	4	5	1	2	3

IF "YES", CODE 1 IN Q.43., OTHERS GO TO Q.62.

- Q.45. When instructions for use are provided with a domestic electrical appliance, do you usually read them, or not? (READ OUT - ONE ANSWER ONLY)
- Yes, before using the product 1
- Yes, but only if a problem arises 2
- No, never 3
- DK..... 4

IF CODE 1 IN Q.45., OTHERS GO TO Q.47.

Q.46. For each of the following types of information that may be given in the instructions for use, could you please tell me if you usually read it or not?

	READ OUT	YES	NO	DK
1	How the product works / is normally used	1	2	3
2	How to assemble or install it	1	2	3
3	Instructions for safe and proper use	1	2	3
4	Where to put it	1	2	3
5	Maintenance and spare parts	1	2	3
6	Troubleshooting / repairs	1	2	3
7	What to do if an accident occurs	1	2	3

IF "YES", CODE 1 IN Q.43., OTHERS GO TO Q.62.

Q.47. Do you always, sometimes, rarely or never keep the instructions for future use?
(READ OUT - ONE ANSWER ONLY)

- Always 1
- Sometimes..... 2
- Rarely 3
- Never 4
- It depends (SPONTANEOUS) 5
- DK..... 6

Q.48. What do you think is usually the most effective way to provide instructions for use?
(READ OUT - ONE ANSWER ONLY)

- On the packaging..... 1
- On the product itself..... 2
- In a leaflet / manual 3
- Information from the salesperson 4
- Other (SPONTANEOUS) 5
- DK..... 6

Q.49. Do you usually find instructions for use...?

	READ OUT	YES	NO	DK
1	hard to read	1	2	3
2	understandable	1	2	3
3	comprehensive	1	2	3
4	short / to the point	1	2	3
5	written in English	1	2	3
6	too technical	1	2	3

Q.50. Do you always, sometimes, rarely or never comply with safety instructions? (READ OUT – ONE ANSWER ONLY)

- Always 1
- Sometimes..... 2
- Rarely 3
- Never 4
- DK..... 5

Q.51. Do you prefer to get safety instructions from...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Only symbols or logos 1
- Only text 2
- A combination of symbols / logos and text..... 3
- The salesperson 4
- It depends (SPONTANEOUS) 5
- DK..... 6

Q.52. If these safety instructions are given by symbols / logos, do you usually find them...? (READ OUT - MULTIPLE ANSWERS POSSIBLE)

- On the packaging..... 1,
- On the product itself..... 2,
- In a leaflet / manual 3,
- Other (SPONTANEOUS)..... 4,
- DK..... 5,

Q.53. Who do you think puts these symbols / logos on products?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

- The manufacturer 1
- The distributor..... 2
- A consumer organisation..... 3
- Other (SPONTANEOUS)..... 4
- DK..... 5

Q.54. If safety instructions are given in text, do you usually find them...?

	READ OUT	YES	NO	DK
1	hard to read	1	2	3
2	understandable	1	2	3
3	comprehensive	1	2	3
4	short / to the point	1	2	3
5	written in English	1	2	3
6	too technical	1	2	3

Q.55. For each of the following statements about safety instructions, could you please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Safety instructions explain precisely what to do	1	2	3
2	They can prevent accidents	1	2	3
3	They should mention the risks to children, elderly people or people with disabilities when using the product	1	2	3
4	They should be more specific about the consequences if you don't follow these instructions	1	2	3

Q.56. Have you ever seen the following safety instructions, or not?

	READ OUT	YES	NO	DK
1	To reduce the risk of fire or electric shock, do not expose this product to rain or moisture	1	2	3
2	Never obstruct ventilation openings which are provided to prevent overheating	1	2	3
3	Never put objects or liquids of any kind in the appliance	1	2	3
4	Make sure that the appliance is plugged into the right power source	1	2	3
5	To have the appliance repaired by an unqualified person can be dangerous	1	2	3

Q.57. Do you think safety symbols can prevent accidents?

Yes 1
 No..... 2
 It depends (SPONTANEOUS) 3
 DK..... 4

Q.58. Do you usually take these symbols into account when choosing a domestic electrical appliance?

Yes 1
 No..... 2
 DK..... 3

Q.59. Do you think these symbols should be standardised like symbols used on clothes tags?

Yes 1
 No..... 2
 DK..... 3

Q.60. Have you ever seen the following symbols on domestic electrical appliances you have at home?
(SHOW CARD)

		YES	NO	DK
1	SYMBOL 1	1	2	3
2	SYMBOL 2	1	2	3
3	SYMBOL 3	1	2	3
4	SYMBOL 4	1	2	3
5	SYMBOL 5	1	2	3
6	SYMBOL 6	1	2	3
7	SYMBOL 7	1	2	3

Q.61. a) Do you know the meaning of all, most, a few or none of these safety symbols?

- All..... 1
- Most..... 2
- A few..... 3
- None..... 4
- DK..... 5

IF CODE 1 TO 3 IN Q.61.a., OTHERS GO TO Q.62.

b) Do you always, sometimes, rarely, never do what the symbols recommend?

- Always..... 1
- Sometimes..... 2
- Rarely..... 3
- Never..... 4
- DK..... 5

ASK ALL

Let's move to another topic: buying on the Internet.

- Q.62. Have you ever bought anything on the Internet?
- Yes 1 GO TO Q.63.
No 2 GO TO Q.74.
DK..... 3 GO TO Q.74.

ASK Q.63. TO THOSE WHO BOUGHT SOMETHING ON THE INTERNET, CODE 1 IN Q.62., OTHERS GO TO Q.74.

- Q.63. How often do you buy things on the Internet? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- Once a week or more often 1
Once a month 2
Once every 3 months..... 3
Once every 6 months..... 4
Once a year 5
Less often 6
DK..... 7

- Q.64. When buying something on the Internet, are you worried about any of the following? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Security of payment..... 1,
Credibility of the information on the Internet 2,
Delivery (damaged goods, delay, non-delivery, etc.) 3,
Your rights as a consumer being respected 4,
Ability to get warranty or refund 5,
Anonymity of sellers..... 6,
I am not worried (SPONTANEOUS) 7,
Other (SPONTANEOUS) 8,
DK..... 9,

- Q.65. Why do you buy things on the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- You get the best deals 1,
 - You like getting the product delivered to your home or to a convenient address 2,
 - It is easier to make comparisons between various providers..... 3,
 - You have access to offers from suppliers in other countries..... 4,
 - You have access to offers available only on the Internet..... 5,
 - You can order products and services at any time of the day/week 6,
 - You don't need to go to the shop or the service provider..... 7,
 - Other reasons (SPONTANEOUS) 8,
 - DK..... 9,

- Q.66. On which websites do you prefer to buy things?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Websites of well-known traditional (INT.: "Off-line") brands / retailers 1,
 - Websites of well-known e-commerce only brands / retailers (INT.: e.g. "Amazon")..... 2,
 - Others (SPONTANEOUS) 3,
 - DK..... 4,

Q.67. When you are deciding to shop on a website, do you think that it is important or not that...?

	READ OUT	IMPORTANT	NOT IMPORTANT	DK
1	the site is in your own language	1	2	3
2	the site is British	1	2	3
3	prices are clearly indicated	1	2	3
4	the site allows alternative ways of payment	1	2	3
5	information on product/service availability is clear and complete	1	2	3
6	information on delivery conditions is clear and complete	1	2	3
7	information tracking the delivery status is accurate	1	2	3
8	deliveries are usually reliable	1	2	3
9	information on contractual terms and conditions are clear and complete	1	2	3
10	your rights as a consumer are clearly outlined	1	2	3
11	there is no problem returning the product and getting reimbursed if something is wrong	1	2	3
12	information on your right to cancel the purchase is clear	1	2	3
13	all steps are clear while you are making a purchase	1	2	3

Q.68. Have you heard or not of the "right to cancel a purchase" in respect of Internet purchases?

Yes 1
 No..... 2
 DK..... 3

IF "YES", CODE 1 IN Q.68., OTHERS GO TO Q.71.

- Q.69. Do you think it is possible...?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)
- to cancel the purchase within a certain time period without reason or penalty 1
 - to cancel the purchase and send back the product within a certain time period provided that you have not unpacked it 2
 - to cancel the purchase and send back the product within a certain time period only if it is damaged . 3
 - Other (SPONTANEOUS) 4
 - DK..... 5

IF "YES", CODE 1 IN Q.68., OTHERS GO TO Q.71.

- Q.70. For how many days do you think that this right can be exercised in the United Kingdom?
(INT.: IF "DK", CODE "999")

			Days
--	--	--	------

IF "YES", CODE 1 IN Q.62., OTHERS, GO TO Q.74.

- Q.71. If you had a problem after making a purchase on the Internet, where would you be most likely to go to first for assistance? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- The website on which you made the purchase 1
 - Consumer associations 2
 - Public authorities 3
 - A website specialised in assisting consumers making purchases on the Internet 4
 - The organisation where websites go to get their trust-mark 5
 - An off-line mediation, conciliation or arbitration body which resolves disputes without going through the courts 6
 - An on-line mediation, conciliation or arbitration body which resolves disputes without going through the courts 7
 - Other (SPONTANEOUS) 8
 - DK..... 9

Q.72. a) After making an Internet purchase, have you ever had reason to complain?
 (IF YES) To whom did you complain...?
 (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, directly to the website on-line..... 1,
- Yes, to the organisation owning/running the website (off-line) 2,
- Yes, to a consumer organisation..... 3,
- Yes, to a British government body 4,
- Yes, to another organisation, association 5,
- Yes, but I did nothing about it..... 6,
- No, no complaint 7,
- DK..... 8,

IF "YES", CODE 1 TO 5 IN Q.72.a., OTHERS GO TO Q.73.

b) For what reason? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- You never received the product/service you ordered 1,
- The product was not delivered on time 2,
- The product you received was damaged 3,
- The product/service you received was not the one you ordered 4,
- You had payment problems 5,
- The website has refused to reimburse you for a product you returned to them 6,
- There was a lack of information on the website about the contractual terms and conditions linked to your purchase..... 7,
- There was a lack of information about your rights as a consumer 8,
- You were not aware that you had committed yourself to another product/service 9,
- You bought a product/service on a website without being aware of it..... 10,
- Other reasons (SPONTANEOUS)..... 11,
- DK..... 12,

IF "YES", CODE 1 TO 5 IN Q.72.a: FOR EACH ITEM IDENTIFIED IN Q.72.a, OTHERS GO TO Q.73

Q.72. c) Were you satisfied or dissatisfied with the way your complaint was handled?

	READ OUT	SATISFIED	DISSATISFIED	DK
1	By the website on-line	1	2	3
2	By the organisation owning/running the website (offline)	1	2	3
3	By a consumer organisation	1	2	3
4	By a British government body	1	2	3
5	By another organisation, association	1	2	3

TO THOSE WHO BOUGHT SOMETHING ON THE INTERNET, CODE 1 IN Q.62., OTHERS GO TO Q.74.

Q.73. Have you ever used a website's Alternative Dispute Resolution / On-line Dispute Resolution mechanism? (IF YES) Were you satisfied, or not?

- Yes, you were satisfied 1
- Yes, but you were not satisfied 2
- Yes, but you don't know yet 3
- No, never used..... 4
- DK..... 5

IF "HAS NOT BOUGHT SOMETHING ON THE INTERNET" OR "DK", CODE 2 OR 3 IN Q.62., OTHERS GO TO Q.77.

Q.74. Why have you never bought anything on the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- You do not have access to the Internet..... 1,
- You do not trust the Internet..... 2,
- Using the Internet is too expensive 3,
- You are not interested in buying anything on the Internet 4,
- Buying something on the Internet is too complicated..... 5,
- The Internet is too complicated 6,
- You have no credit cards 7,
- You do not understand the language well enough 8,
- Other reasons (SPONTANEOUS)..... 9,
- DK..... 10,

IF "DO NOT TRUST THE INTERNET", CODE 2 IN Q.74., OTHERS GO TO Q.76.

- Q.75. For which of the following reasons do you not trust buying something on the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Security of payment..... 1,
 - Credibility of the information on the Internet 2,
 - Delivery (damaged goods, delay, non-delivery, etc.)..... 3,
 - Your rights as a consumer being respected 4,
 - Ability to get warranty or refund 5,
 - Anonymity of sellers..... 6,
 - Other (SPONTANEOUS)..... 7,
 - DK..... 8,

IF "NOT INTERESTED IN BUYING SOMETHING ON THE INTERNET", CODE 4 IN Q.74., OTHERS GO TO Q.77.

- Q.76. Why are you not interested in buying something on the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- You like going to the shops..... 1,
 - You need to see and touch the product you intend to buy..... 2,
 - You prefer to get face-to-face advice..... 3,
 - Prices are not better than in "normal" shops..... 4,
 - Choice is not better than in "normal" shops 5,
 - You are not sure you will get after-sales service 6,
 - Products may not work in the United Kingdom 7,
 - Other reasons (SPONTANEOUS) 8,
 - DK..... 9,

ASK ALL

Q.77. For each of the following, could you please tell me if you would feel very confident, fairly confident, not very confident or not at all confident about buying it on the Internet? (SHOW CARD WITH SCALE)

	READ OUT	VERY CONFIDENT	FAIRLY CONFIDENT	NOT VERY CONFIDENT	NOT AT ALL CONFIDENT	DK
1	A train ticket	1	2	3	4	5
2	A plane ticket	1	2	3	4	5
3	A ticket for the theatre, a concert, etc.	1	2	3	4	5
4	Hotel booking	1	2	3	4	5
5	Car rental	1	2	3	4	5
6	Clothes, shoes, etc.	1	2	3	4	5
7	Books, dvds, videotapes, cds	1	2	3	4	5
8	A PC / laptop, software	1	2	3	4	5
9	Furniture, decoration	1	2	3	4	5
10	Food	1	2	3	4	5
11	Financial products / services	1	2	3	4	5
12	Antiques	1	2	3	4	5
13	A car	1	2	3	4	5
14	A package tour	1	2	3	4	5
15	Do-it-yourself products / garden tools	1	2	3	4	5
16	Domestic electrical appliances	1	2	3	4	5

Q.78. a) Would you be more confident in buying things on the Internet if you could benefit from a guarantee of your bank / credit card issuer if you encounter problems with the delivery of the product or with the transaction itself?

- Yes..... 1
No 2
DK..... 3

IF "YES", CODE 1 IN Q.78.a., OTHERS GO TO Q.79.

b) (IF YES) Would you be prepared to pay a small additional charge to your bank/credit card issuer for this guarantee?

- Yes..... 1
No 2
DK..... 3

ASK ALL

Q.79. Do you think you are going to shop on the Internet in the next three months?

- Yes..... 1
No 2
DK..... 3

Q.80. Would you say that shopping on a website from another European Union country is more risky than on a British website?

- Yes..... 1
No 2
It depends on the country (SPONTANEOUS)..... 3
DK..... 4

Q.81. a) In the context of the Internet, have you ever heard of...?

IF CODE 1 IN Q.81.a. (INT. : READ Q.81.a.1., THEN Q.81.b.1. AND SO ON)

b) Have you seen any on the websites you use/visit?

IF CODE 1 IN Q.81.b. (INT. : READ Q.81.b.2., THEN Q.81.c.2. AND SO ON) (EXCEPT FOR ITEM 1)

c) And have you read them? (SHOW CARD WITH SCALE)

	READ OUT	Q.81.a			Q.81.b: IF CODE 1 in Q81.a				Q.81.c: IF CODE 1 in Q81.b			
		YES	NO	DK	YES	NO	DK	NOT APPLICABLE	ONCE	SEVERAL TIMES	NEVER	DK
1	Internet trust marks	1	2	3	1	2	3	4				
2	statements about protecting personal data	1	2	3	1	2	3	4	1	2	3	4
3	statements about the security of payment data	1	2	3	1	2	3	4	1	2	3	4
4	statements about on-line dispute resolution or amicable resolution, other than through the courts	1	2	3	1	2	3	4	1	2	3	4

**TO THOSE WHO ANSWERED "INTERNET TRUST MARKS",
CODE 1 FOR ITEM 1 IN Q.81.a.**

- Q.82. Compared with other websites, do you think that websites with Internet trust marks are...?
(READ OUT - ONE ANSWER ONLY)
- more reliable..... 1
 - about as reliable 2
 - less reliable..... 3
 - DK..... 4

**TO THOSE WHO ANSWERED "INTERNET TRUST MARKS",
CODE 1 FOR ITEM 1 IN Q.81.a.**

- Q.83. If the Internet trust mark owner were not based in the United Kingdom, which of the following opinions would come closest to yours? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- You would be more confident about the trust mark..... 1
 - You would be as confident about the trust mark..... 2
 - You would be less confident about the trust mark 3
 - It depends on the trust mark owner (SPONTANEOUS)..... 4
 - DK..... 5

ASK ALL

Let's move to the end of the questionnaire by talking about people with disabilities.

- Q.84. a) Are you aware that 2003 is the European Year of People with Disabilities?
- Yes..... 1 GO TO Q.84.b.
 - No 2 GO TO Q.85.
 - DK..... 3 GO TO Q.85.

IF CODE 1 IN Q.84.a., OTHERS GO TO Q.85.

b) (IF YES) How did you find out? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Through a member of your family 1,
- Through a friend..... 2,
- Through an acquaintance 3,
- Through a trade union..... 4,
- Through an NGO (Non Governmental organisation)..... 5,
- Through an organisation or association representative of people with disabilities 6,
- Through another organisation or association 7,
- Through national, regional or local authorities 8,
- Through the media (TV, radio, written press)..... 9,
- Through the Internet 10,
- Through European Union publications 11,
- Through an event organised for this occasion 12,
- Other(s) (SPONTANEOUS) 13,
- DK..... 14,

ASK ALL

Q.85. In your opinion, what is the purpose of the European Year of People with Disabilities?
(SHOW CARD - READ OUT - 2 ANSWERS MAX.)

- To raise money for disabled people 1,
- To increase understanding of disability issues..... 2,
- To promote the rights of people with disabilities 3,
- To give a more positive image of people with disabilities..... 4,
- To show that people with disabilities face many types of discrimination 5,
- Other (SPONTANEOUS)..... 6,
- DK..... 7,

Q.86. The European Year of People with Disabilities may have contributed to improvements in the quality of life of people with disabilities in the United Kingdom. For each of the following, could you please tell me if you tend to agree or tend to disagree. (SHOW CARD)

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The European Year of People with Disabilities has contributed to informing people about difficulties faced by people with disabilities in their daily life	1	2	3
2	The European Year of People with Disabilities has paved the way towards getting the same rights for people with disabilities as everyone else	1	2	3
3	The European Year of People with Disabilities has improved access to public places (buildings and transport) for physically disabled people	1	2	3
4	The European Year of People with Disabilities has improved access to public places (buildings and transport) for intellectually disabled people	1	2	3
5	The European Year of People with Disabilities has helped physically disabled people to exercise the same rights of access to services as other people	1	2	3
6	The European Year of People with Disabilities has helped intellectually disabled people to exercise the same rights of access to services as other people	1	2	3
7	The European Year of People with Disabilities has improved access to employment for people with physical disabilities	1	2	3
8	The European Year of People with Disabilities has improved access to employment for people with intellectual disabilities	1	2	3
9	The European Year of People with Disabilities has improved access to standard educational systems for people with physical disabilities	1	2	3
10	The European Year of People with Disabilities has increased understanding of physical disability issues	1	2	3
11	The European Year of People with Disabilities has increased understanding of intellectual disability issues	1	2	3
12	The European Year of People with Disabilities has increased media coverage of physical disability issues	1	2	3
13	The European Year of People with Disabilities has increased media coverage of intellectual disability issues	1	2	3

Q.87. I am going to read you some statements about people with disabilities and work. Please answer yes or no to the following statements.

	READ OUT	YES	NO	DK
1	People with disabilities have the same legal right as anybody else to a job	1	2	3
2	People with disabilities have the same legal right as anybody else to take part in training	1	2	3
3	There are European laws against discrimination in the workplace on the grounds of disability	1	2	3
4	In general, employers make the necessary changes in the workplace to employ disabled people	1	2	3
5	People with severe physical or intellectual disabilities should only work in sheltered workshops	1	2	3

Q.88. Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way? (IF YES) Who are they? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

- No..... 1,
- Yes, a member(s) of your family..... 2,
- Yes, friend(s) 3,
- Yes, an acquaintance(s)..... 4,
- Yes, a neighbour(s) 5,
- Yes, a colleague(s)..... 6,
- Yes, a client(s) 7,
- Yes, pupil(s) at school 8,
- Yes, student(s) at University..... 9,
- Yes, other(s)..... 10,
- Yes, I regard myself as a disabled person..... 11,
- DK..... 12,

Q.89. How aware are you of the various types of disabilities? Would you say you are fairly aware or fairly unaware of the various types of disabilities?

	READ OUT	FAIRLY AWARE	FAIRLY UNAWARE	DK
1	Visual disabilities	1	2	3
2	Hearing impairments	1	2	3
3	Neuromuscular impairments	1	2	3
4	Skeletal impairments	1	2	3
5	Cerebral palsy	1	2	3
6	Spinal cord injury	1	2	3
7	Head injury (cerebral vascular accident)	1	2	3
8	Stroke (cerebral vascular accident)	1	2	3
9	Loss of limbs	1	2	3
10	Multiple sclerosis	1	2	3
11	Muscular dystrophy	1	2	3
12	Arthritis	1	2	3
13	Asthma	1	2	3
14	Cancer	1	2	3
15	Diabetes	1	2	3
16	Epilepsy	1	2	3
17	Brain injury	1	2	3
18	Alzheimer's disease	1	2	3
19	Parkinson's disease	1	2	3
20	Mental retardation	1	2	3
21	Psychiatric disabilities	1	2	3

Q.90. What percentage of the population in the United Kingdom do you think has a disability of any kind? (INT.: DO NOT SHOW CARD - DO NOT READ OUT - ONE ANSWER ONLY)

- Less than 1% 1
- 1-4% 2
- 5-9% 3
- 10-14% 4
- 15-19% 5
- 20% or more 6
- DK..... 7

DEMOGRAPHICS

D.1. In political matters people talk of "the left" and "the right".
How would you place your views on this scale? (SHOW CARD)
(INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal 11
DK..... 12

NO QUESTIONS D.2. TO D.6.

D.7. Could you give me the letter which corresponds best to your own current situation?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married 1
Remarried..... 2
Unmarried, currently living with partner 3
Unmarried, having never lived with a partner 4
Unmarried, having previously lived with a partner, but now on my own..... 5
Divorced 6
Separated..... 7
Widowed..... 8
Other (SPONTANEOUS)..... 9
Refusal (SPONTANEOUS)..... 10

D.8. How old were you when you stopped full-time education? (INT.:IF "STILL STUDYING", CODE '00')

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NO QUESTION D.9.

D.10. Gender.

Male..... 1
Female..... 2

D.11. How old are you?

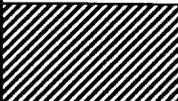
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NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.

b) Did you do any paid work in the past? What was your last occupation?

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

NO QUESTIONS D.16. TO D.18.

D.19. Are you in your household, the person who contributes most to the household income?
(READ OUT)

- Yes..... 1
 No 2
 Both equally 3
 DK..... 4

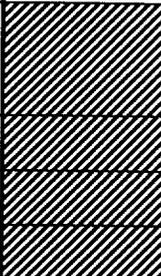
NO QUESTION D.20.

IF "NO", CODE 2 IN D.19.

D.21. a) What is the current occupation of the person who contributes most to the household income?

IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness		
SELF EMPLOYED	5	1
Farmer		
Fisherman		
Professional (lawyer, medical practitioner, accountant, architect, etc.)		
Owner of a shop, craftsmen, other self-employed person		
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)		
Middle management, other management (department head, junior manager, teacher, technician)		
Employed position, working mainly at a desk		
Employed position, not at a desk but travelling (salesmen, driver, etc.)		
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)		
Supervisor		
Skilled manual worker		
Other (unskilled) manual worker, servant		
NEVER DID ANY PAID WORK		15

NO QUESTIONS D.22. TO D.24.

D.25. Would you say you live in a...? (READ OUT)

rural area or village	1
small or middle sized town.....	2
large town	3
DK.....	4

NO QUESTIONS D.26. TO D.28.

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.

B.....	1
T.....	2
P.....	3
F.....	4
E.....	5
H.....	6
L.....	7
N.....	8
R.....	9
M.....	10
S.....	11
K.....	12
Refusal	13
DK.....	14

INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR	MINUTES
(INT.:USE 24 HOUR CLOCK)		

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent) 1
 - Three 2
 - Four 3
 - Five or more 4

- P.5. Respondent cooperation
- Excellent 1
 - Fair 2
 - Average 3
 - Bad 4

P.6. Size of locality (LOCAL CODES)

--	--

P.7. Region (LOCAL CODES)

--	--

P.8. Postal code

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

P.9. Sample point number

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

P.10. Interviewer number

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

P.11. Weighting factor

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

P.12. a) Fixed telephone available in the household?
Yes..... 1
No 2

b) Mobile telephone available in the household?
Yes..... 1
No 2

JOB NO.

SERIAL NO.

--	--

RESPONDENT INFORMATION

Name of Respondent: _____

Full Address: _____

Post Code: _____

Telephone Number and Extension: _____

INTERVIEWER INFORMATION

Interviewers declaration:

I have conducted this interview in accordance with my instructions and within the M.R.S. Code of Conduct

Interviewer's Signature: _____

Interviewer's Name: _____

Date of Interview: _____

Time of Interview: _____

Length of Interview: _____

Coded by: _____

Date: _____

Job Number _____

Job Name _____

Post code (first 3 or 4 digits) _____

Your opinions are very important to us and we would like to be able to contact you in the future about this study and for different research surveys. Are you happy to be contacted in the future by the Martin Hamblin GfK group of companies for market research surveys?

If yes

Name _____

Address _____

Post code _____

Phone number _____