

GREAT BRITAIN

27/09/02

0257467

A. YOUR SURVEY NUMBER

(61-65)

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B. COUNTRY CODE

(66-67)

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C. OUR SURVEY NUMBER

(68-70)

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D. INTERVIEW NUMBER

(71-76)

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Q. 1. What is your nationality? Please tell me the country (or countries) that apply.
(MULTIPLE ANSWERS POSSIBLE)

Belgium

1,

(77-93)

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,

→ Close interview

DK

17,

EB58 – Q. 1. – TREND

Q 2. When you get together with friends, would you say you discuss political matters frequently, occasionally, or never?

Frequently	1 (94)
Occasionally	2
Never	3
DK	4

EB57.1 – Q. 2 – TREND

Q 3 When you hold a strong opinion, do you ever find yourself persuading your friends, relatives or fellow workers to share your views? Does this happen .? (READ OUT)

often	1 (95)
from time to time	2
rarely	3
never	4
DK	5

EB57.1. – Q 3 – TREND

Q 4. On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead? (READ OUT)

Very satisfied	1 (96)
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB57.1. – Q 4 – TREND

- Q 5 What are your expectations for the year to come will 2003 be better, worse or the same, when it comes to ?

	READ OUT	BETTER	WORSE	SAME	DK
1	your life in general	1	2	3	4 (97)
2	the economic situation in the UK	1	2	3	4 (98)
3	the financial situation of your household	1	2	3	4 (99)
4	the employment situation in the UK	1	2	3	4 (100)
5	your personal job situation	1	2	3	4 (101)

EB56 2 – Q 5 – TREND

- Q 6 And could you tell me whether in the forthcoming six months you expect to spend more, less or the same amount on ?

	READ OUT	MORE	LESS	THE SAME	DK
1	Housing	1	2	3	4 (102)
2	Clothing	1	2	3	4 (103)
3	Food	1	2	3	4 (104)
4	Health	1	2	3	4 (105)
5	Transport	1	2	3	4 (106)
6	Leisure	1	2	3	4 (107)

EB58 1 – NEW

- Q 7 a) Have you ever seen this symbol? (SHOW EUROPEAN FLAG)

Yes	1 (108) GO TO Q 7 b
No	2 GO TO Q 8
DK	3 GO TO Q 8

EB58 1 – NEW

IF "YES", CODE 1 IN Q.7.a.

b) Could you tell me what it means? (DO NOT READ – SPONTANEOUS PRECODE)

Yes, Europe, the European Union, the Community, the Common Market, The Council of Europe, etc	1 (109)
Yes, other	2
No	3
DK	4

EB58 1 – NEW

Q 8 This symbol is the European flag I have a list of statements concerning it I would like to have your opinion on each of these For each of them, could you please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	This flag is a good symbol for Europe (N)	1	2	3 (110)
2	This flag stands for something good	1	2	3 (111)
3	I identify with this flag (N)	1	2	3 (112)
4	This flag should be seen on all public buildings in the UK next to the national flag	1	2	3 (113)

EB37 0 – Q 39 – TREND MODIFIED

Q 9 Using this scale, how much do you feel you know about the European Union, its policies, its institutions? (READ OUT – SHOW CARD WITH SCALE)

(114 – 115)

Know nothing at all								Know a great deal		DK
1	2	3	4	5	6	7	8	9	10	11

EB57 1 – Q 10 – TREND

Q 10 When you are looking for information about the European Union, its policies, its institutions, which of the following sources do you use? Which else? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Meetings	1, (116-133)
Discussions with relatives, friends, colleagues	2,
Daily newspapers	3,
Other newspapers, magazines	4,
Television	5,
Radio	6,
The Internet	7,
Books, brochures, information leaflets	8,
CD-Rom	9,
European Union information on notice boards in libraries, town halls, railway stations, post offices	10,
European Union information offices, Euro-info Centers, Euro-info Points, Euro-libraries, etc	11,
National or regional government information offices	12,
Trade Unions or professional associations	13,
Other organisations (consumer organisations, etc)	14,
A member of European Parliament or a member of UK Parliament	15,
Other (SPONTANEOUS)	16,
Never look for such information, not interested (SPONTANEOUS)	17, GO TO Q 12
DK	18,

EB57 1 – Q 11 – TREND

DO NOT ASK THOSE WHO ANSWERED “NEVER LOOK FOR SUCH INFORMATION, NOT INTERESTED”, CODE 17 IN Q. 10.

Q. 11. In general, how would you prefer to get information about the European Union? How else?
(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

A short leaflet, that just gives an overview	1, (134 – 148)
A more detailed brochure	2,
A book giving you a complete description	3,
A video tape	4,
On the Internet	5,
A CD-Rom	6,
A computer terminal allowing you to consult databases	7,
From the television	8,
From the radio	9,
From daily newspapers	10,
From other newspapers, magazines	11,
From posters	12,
I do not want information about the European Union (SPONTANEOUS)	13,
None of these ways (SPONTANEOUS)	14,
DK	15,

EB57.1. – Q. 12. – TREND

ASK ALL

Q. 12. Generally speaking, do you think that the UK's membership of the European Union is...?

a good thing	1 (149)
a bad thing	2
neither good nor bad	3
DK	4

EB57.1 – Q. 13. – TREND

Q 13 Taking everything into consideration, would you say that the UK has on balance benefited or not from being a member of the European Union?

Benefited	1 (150)
Not benefited	2
DK	3

EB57 1 – Q 14 – TREND

Q 14 In general, does the European Union conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image?

Very positive	1 (151)
Fairly positive	2
Neutral	3
Fairly negative	4
Very negative	5
DK	6

EB57 1 – Q 15 – TREND

Q 15 Do you think that the UK being a member of the European Union has brought you personally ? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

many more advantages	1 (152)
more advantages	2
as many advantages as disadvantages	3
more disadvantages	4
many more disadvantages	5
DK	6

EB57 1 – Q 16 – TREND

Q. 16. In the last few months, several European Union Member States have had to face serious floods. Would you say that their membership of the European Union is an advantage, a disadvantage or neither an advantage nor a disadvantage in helping them recover from these disasters?

An advantage	1 (153)
A disadvantage	2
Neither an advantage nor a disadvantage	3
DK	4

EB58.1. – NEW

Q. 17. a) In your opinion, what is the current speed of building Europe? Please look at these figures (SHOW CARD WITH SCALE). No 1 is standing still, No 7 is running as fast as possible. Choose the one which best corresponds with your opinion of the current speed of building Europe?

b) And which corresponds best to the speed you would like? (SHOW SAME CARD)

READ OUT		Q. 17. a.	Q. 17. b.
		CURRENT SPEED (154)	DESIRED SPEED (155)
1	standstill	1	1
2		2	2
3		3	3
4		4	4
5		5	5
6		6	6
7	runs as fast as possible	7	7
8	DK	8	8

EB56.2 – Q. 20 & 21 – TREND

Q 18 a) In your opinion, in five years' time, will the European Union play a more important, a less important or the same role in your daily life?

b) And, in five years' time, would you like the European Union to play a more important, a less important or the same role in your daily life?

READ OUT		MORE IMPORTANT	LESS IMPORTANT	SAME ROLE	DK
Q 18 a	Expectation	1	2	3	4 (156)
Q 18 b	Would like	1	2	3	4 (157)

EB56 2 – Q 22 & 23 – TREND

Q 19 Have you heard of ?

	READ OUT	YES	NO	DK
1	the European Parliament	1	2	3 (158)
2	the European Commission	1	2	3 (159)
3	the Council of Ministers of the European Union	1	2	3 (160)
4	the Court of Justice of the European Union	1	2	3 (161)
5	the European Ombudsman	1	2	3 (162)
6	the European Central Bank	1	2	3 (163)
7	the European Court of Auditors	1	2	3 (164)
8	the Committee of the Regions of the European Union	1	2	3 (165)
9	the Economic and Social Committee of the European Union	1	2	3 (166)
10	the Convention on the future of the European Union	1	2	3 (167)

EB57 1 – Q 19 – TREND

Q 20 And for each of the following European Institutions, do you think it plays an important role or not in the life of the European Union?

	READ OUT	IMPORTANT	NOT IMPORTANT	DK
1	The European Parliament	1	2	3 (168)
2	The European Commission	1	2	3 (169)
3	The Council of Ministers of the European Union	1	2	3 (170)
4	The Court of Justice of the European Union	1	2	3 (171)
5	The European Ombudsman	1	2	3 (172)
6	The European Central Bank	1	2	3 (173)
7	The European Court of Auditors	1	2	3 (174)
8	The Committee of the Regions of the European Union	1	2	3 (175)
9	The Economic and Social Committee of the European Union	1	2	3 (176)
10	The Convention on the future of the European Union	1	2	3 (177)

EB57 1 – Q 20 – TREND

Q 21 And, for each of them, please tell me if you tend to trust it or tend not to trust it?

	READ OUT	TEND TO TRUST	TEND NOT TO TRUST	DK
1	The European Parliament	1	2	3 (178)
2	The European Commission	1	2	3 (179)
3	The Council of Ministers of the European Union	1	2	3 (180)
4	The Court of Justice of the European Union	1	2	3 (181)
5	The European Ombudsman	1	2	3 (182)
6	The European Central Bank	1	2	3 (183)
7	The European Court of Auditors	1	2	3 (184)
8	The Committee of the Regions of the European Union	1	2	3 (185)
9	The Economic and Social Committee of the European Union	1	2	3 (186)
10	The Convention on the future of the European Union	1	2	3 (187)

EB57 1 – Q 21 – TREND

Q 22 a) On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the way democracy works in the UK? (SHOW CARD WITH SCALE)

b) And how about the way democracy works in the European Union? (SHOW SAME CARD)

	READ OUT	VERY SATISFIED	FAIRLY SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DK
Q 22 a	In the UK	1	2	3	4	5 (188)
Q 22 b	In the European Union	1	2	3	4	5 (189)

EB56 2 – Q 9 & 10 – TREND

NO QUESTIONS Q. 23. TO Q. 24.

ASK ALL

Q. 25. a) For each of the following areas, do you think that decisions should be made by the British government, or made jointly within the European Union?

	READ OUT – ROTATE	BRITISH GOVERNMENT	JOINTLY WITHIN EUROPEAN UNION	DK
1	Defence	1	2	3 (192)
2	Protection of the environment	1	2	3 (193)
3	Currency	1	2	3 (194)
4	Humanitarian aid	1	2	3 (195)
5	Health and social welfare	1	2	3 (196)
6	Basic rules for broadcasting and press	1	2	3 (197)
7	Fight against poverty / social exclusion	1	2	3 (198)
8	The fight against unemployment	1	2	3 (199)
9	Agriculture and fishing policy	1	2	3 (200)
10	The support to regions which are experiencing economic difficulties	1	2	3 (201)
11	Education	1	2	3 (202)
12	Scientific and technological research	1	2	3 (203)
13	Information about the European Union, its policies and institutions	1	2	3 (204)
14	Foreign policy towards countries outside the European Union	1	2	3 (205)
15	Cultural policy	1	2	3 (206)

EB57 1 – Q 24 a – TREND

Q 25 b) And, for each of the following?

	READ OUT – ROTATE	BRITISH GOVERNMENT	JOINTLY WITHIN EUROPEAN UNION	DK
1	Immigration policy	1	2	3 (207)
2	Rules for political asylum	1	2	3 (208)
3	The fight against organised crime	1	2	3 (209)
4	Police	1	2	3 (210)
5	Justice	1	2	3 (211)
6	Accepting refugees	1	2	3 (212)
7	Juvenile crime prevention	1	2	3 (213)
8	Urban crime prevention	1	2	3 (214)
9	The fight against drugs	1	2	3 (215)
10	The fight against the trade in, and exploitation of, human beings	1	2	3 (216)
11	The fight against international terrorism	1	2	3 (217)
12	Tackling the challenges of an ageing population	1	2	3 (218)

EB57 1 – Q 24 b – TREND

Q 26 What is your opinion on each of the following statements? Please tell me for each statement, whether you are for it or against it

	READ OUT – ROTATE	FOR	AGAINST	DK
1	A European Monetary Union with one single currency, the euro	1	2	3 (219)
2	One common foreign policy among the member states of the European Union, towards other countries	1	2	3 (220)
3	A common defence and security policy among European Union member states	1	2	3 (221)
4	The enlargement of the European Union to include new countries	1	2	3 (222)
5	The European Union being responsible for matters that cannot be effectively handled by national, regional and local governments	1	2	3 (223)
6	The resignation of the President of the European Commission and the European Commissioners if they do not have the support of a majority in the European Parliament	1	2	3 (224)
7	Teaching school children about the way European Union institutions work	1	2	3 (225)

EB57 1 – Q 25 – TREND

Q 27 I am going to read out a list of actions that the European Union could undertake For each one, please tell me, if in your opinion, it should be a priority, or not?

	READ OUT	PRIORITY	NOT A PRIORITY	DK
1	Welcoming new member countries	1	2	3 (226)
2	Getting closer to European citizens, for example by giving them more information about the European Union, its policies and its institutions	1	2	3 (227)
3	Successfully implementing the single European currency, the euro.	1	2	3 (228)
4	Fighting poverty and social exclusion	1	2	3 (229)
5	Protecting the environment	1	2	3 (230)
6	Guaranteeing the quality of food products	1	2	3 (231)
7	Protecting consumers and guaranteeing the quality of other products	1	2	3 (232)
8	Fighting unemployment	1	2	3 (233)
9	Reforming the institutions of the European Union and the way they work	1	2	3 (234)
10	Fighting organised crime and drug trafficking	1	2	3 (235)
11	Asserting the political and diplomatic importance of the European Union around the world	1	2	3 (236)
12	Maintaining peace and security in Europe	1	2	3 (237)
13	Guaranteeing the rights of the individual and respect for the principles of democracy in Europe	1	2	3 (238)
14	Fighting terrorism	1	2	3 (239)
15	Fighting illegal immigration (N)	1	2	3 (240)

EB57 1 – Q 26 – TREND MODIFIED

Q 28 For each of the following areas, do you think action taken by the European Union is, or would be very effective, fairly effective, not very effective or not at all effective? (SHOW CARD WITH SCALE)

	READ OUT	VERY EFFECTIVE	FAIRLY EFFECTIVE	NOT VERY EFFECTIVE	NOT AT ALL EFFECTIVE	DK
1	Welcoming new member countries	1	2	3	4	5 (241)
2	Getting closer to European citizens, for example by giving them more information about the European Union, its policies and its institutions	1	2	3	4	5 (242)
3	Successfully implementing the single European currency, the euro	1	2	3	4	5 (243)
4	Fighting poverty and social exclusion	1	2	3	4	5 (244)
5	Protecting the environment	1	2	3	4	5 (245)
6	Guaranteeing the quality of food products	1	2	3	4	5 (246)
7	Protecting consumers and guaranteeing the quality of other products	1	2	3	4	5 (247)
8	Fighting unemployment	1	2	3	4	5 (248)
9	Reforming the institutions of the European Union and the way they work	1	2	3	4	5 (249)
10	Fighting organised crime and drug trafficking	1	2	3	4	5 (250)
11	Asserting the political and diplomatic importance of the European Union around the world	1	2	3	4	5 (251)
12	Maintaining peace and security in Europe	1	2	3	4	5 (252)
13	Guaranteeing the rights of the individual and respect for the principles of democracy in Europe	1	2	3	4	5 (253)
14	Fighting terrorism (N)	1	2	3	4	5 (254)
15	Fighting illegal immigration	1	2	3	4	5 (255)

EB56 3 – Q 50 – TREND MODIFIED

Q 29 Here is a list of things that some people say they are afraid of For each of these, please tell me if, personally, you are afraid of it, or not?

	READ OUT	AFRAID	NOT AFRAID	DK
1	A world war	1	2	3 (256)
2	A nuclear conflict in Europe	1	2	3 (257)
3	A conventional war in Europe (not nuclear, bacteriological or chemical)	1	2	3 (258)
4	The accidental launch of a nuclear missile	1	2	3 (259)
5	An accident in a nuclear power station	1	2	3 (260)
6	Spread of nuclear, bacteriological or chemical weapons of mass destruction	1	2	3 (261)
7	Ethnic conflicts in Europe	1	2	3 (262)
8	International terrorism (M)	1	2	3 (263)
9	Organised crime	1	2	3 (264)
10	Epidemics	1	2	3 (265)

EB57 1 – Q 7 – TREND MODIFIED

Q 30 In your opinion, should decisions concerning European defence policy be taken by national government, by NATO or by the European Union? (ONE ANSWER ONLY)

National governments	1 (266)
NATO	2
The European Union	3
Other (SPONTANEOUS)	4
DK	5

EB56 2 – Q 33 – TREND

Q 31 People may feel different degrees of attachment to their town or village, to their region, to their country or to European Union Please tell me how attached you feel

- a) to your city/town/village? (SHOW CARD WITH SCALE)
- b) to your region? (SHOW SAME CARD)
- c) to the UK? (SHOW SAME CARD)
- d) to the European Union? (SHOW SAME CARD)

	READ OUT	VERY ATTACHED	FAIRLY ATTACHED	NOT VERY ATTACHED	NOT AT ALL ATTACHED	DK
a	your city/town/village	1	2	3	4	5 (267)
b	your region	1	2	3	4	5 (268)
c	the UK	1	2	3	4	5 (269)
d	the European Union	1	2	3	4	5 (270)

EB56 3 – Q 47 – TREND

Q 32 In the near future, do you see yourself as ? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

British only	1 (271)
British and European	2
European and British	3
European only	4
DK	5

EB57 1 – Q 27 – TREND

NO QUESTION Q. 33.

Q. 34. If the euro replaced our pound, do you think it would be...? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

a very good thing	1 (273)
a fairly good thing	2
neither a good nor a bad thing	3
a fairly bad thing	4
a very bad thing	5
DK	6

EB57.1. – Q. 33. – TREND

ASK ALL

Q. 35. How comfortable do you feel about using the euro? Would you say you are...? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

very comfortable	1 (274)
fairly comfortable	2
not very comfortable	3
not at all comfortable	4
DK	5

EB57.1. – Q. 34. – TREND

NO QUESTION Q. 36. TO QUESTION Q. 38.

ASK ALL

Now let's talk about another topic: enlargement of the European Union

- Q 39 Which of these 3 options do you prefer for the immediate future of the European Union?
(SHOW CARD – READ OUT – ONE ANSWER ONLY)

The European Union should be enlarged to include all the countries wishing to join	1 (278)
The European Union should be enlarged to include only some of the countries wishing to join	2
The European Union should not be enlarged to any additional countries	3
None of these (SPONTANEOUS)	4
DK	5

EB57 1 – Q 35 – TREND

- Q 40 How much do you feel you are participating in the political debate about enlargement?
(SHOW CARD – READ OUT – ONE ANSWER ONLY)

A great deal	1 (279)
Somewhat	2
Not very much	3
Not at all	4
DK	5

EB56 3 – Q 37 – TREND

Q 41 For each of the following countries, would you be in favour of or against it becoming part of the European Union in the future?

	READ OUT - ROTATE	IN FAVOUR	AGAINST	DK
1	Czech Republic	1	2	3 (280)
2	Slovakia	1	2	3 (281)
3	Poland	1	2	3 (282)
4	Hungary	1	2	3 (283)
5	Romania	1	2	3 (284)
6	Slovenia	1	2	3 (285)
7	Estonia	1	2	3 (286)
8	Latvia	1	2	3 (287)
9	Lithuania	1	2	3 (288)
10	Bulgaria	1	2	3 (289)
11	Cyprus	1	2	3 (290)
12	Malta	1	2	3 (291)
13	Turkey	1	2	3 (292)

EB57.1. – Q. 36. a. – TREND

Q. 42. And for each of the following countries, would you be in favour of or against it becoming part of the European Union in the future?

	READ OUT - ROTATE	IN FAVOUR	AGAINST	DK
1	Switzerland	1	2	3 (293)
2	Norway	1	2	3 (294)
3	Bosnia and Herzegovina	1	2	3 (295)
4	Croatia	1	2	3 (296)
5	The Former Yugoslav Republic of Macedonia (FYROM)	1	2	3 (297)
6	Yugoslavia (Federal Republic)	1	2	3 (298)
7	Iceland	1	2	3 (299)
8	Albania	1	2	3 (300)

EB57.1. – Q. 36. b. – TREND

Q 43 Thinking about the enlargement of the European Union to include new European countries, do you tend to agree or tend to disagree with each of the following statements?

	READ OUT - ROTATE	TEND TO AGREE	TEND TO DISAGREE	DK
1	The more countries there are in the European Union, the more peace and security will be guaranteed in Europe	1	2	3 (301)
2	Enlargement will not cost more for existing member countries like the UK	1	2	3 (302)
3	After enlargement to include new countries, the UK will become less important in Europe	1	2	3 (303)
4	The more countries there are, the more unemployment there will be in the UK	1	2	3 (304)
5	The European Union should help future member countries financially, even before they join	1	2	3 (305)
6	Once new countries have joined the European Union, the UK will receive less financial aid from it	1	2	3 (306)
7	With more countries, it will be much more difficult to make decisions on a European scale	1	2	3 (307)
8	The more member countries within the European Union, the more important it will be in the world	1	2	3 (308)
9	With more member countries, Europe will be culturally richer	1	2	3 (309)
10	The European Union must reform the way its institutions work before welcoming new members	1	2	3 (310)

EB57 1 – Q 38 – TREND

Q 44 How well informed do you feel about the enlargement, that is new countries joining the European Union? Do you feel ? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

Very well informed	1 (311)
Well informed	2
Not very well informed	3
Not at all well informed	4
DK	5

EB57 1 – Q 39 – TREND

Q 45 Have you recently read, seen or been told anything about enlargement? **(IF YES)** From which sources? **(IF NO)** Code 17 (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Meetings	1, (312 – 329)
Discussions with relatives, friends, colleagues	2,
Daily newspapers	3,
Other newspapers, magazines	4,
Television	5,
Radio	6,
The Internet	7,
Books, brochures, information leaflets	8,
CD-Rom	9,
European information on notice boards in libraries, town halls, railway stations, post offices	10,
European Union information offices, Euro-info Centers, Euro-info Points, Euro-libraries, etc	11,
National or regional government information offices	12,
Trade Unions or professional associations	13,
Other organisations (e g consumer organisations, etc)	14,
A member of European Parliament or a member of UK Parliament	15,
Other (SPONTANEOUS)	16,
Never look for such information, not interested (SPONTANEOUS)	17,
DK	18,

EB56 2 – Q 48 – TREND

Q 46 For each of the following groups in the UK, could you tell me if you think it will benefit, it will lose out or will neither benefit nor lose out as a result of enlargement?

	READ OUT	BENEFIT	LOSE OUT	NEITHER BENEFIT NOR LOSE OUT	DK
1	Small companies	1	2	3	4 (330)
2	Big businesses	1	2	3	4 (331)
3	Farmers	1	2	3	4 (332)
4	Fishermen	1	2	3	4 (333)
5	Employees in general	1	2	3	4 (334)
6	The unemployed	1	2	3	4 (335)
7	Young people	1	2	3	4 (336)
8	Old people	1	2	3	4 (337)
9	Ethnic minorities	1	2	3	4 (338)
10	People living in big cities	1	2	3	4 (339)
11	People living in the countryside	1	2	3	4 (340)

EB58 1 – NEW

Q. 47. Since the fall of the Berlin wall in 1989, do you think that the countries from Central and Eastern Europe have...?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
1	become more democratic	1	2	3	4 (341)
2	worked hard to prevent corruption	1	2	3	4 (342)
3	become richer	1	2	3	4 (343)
4	improved their environment	1	2	3	4 (344)

EB58.1. – NEW

Q. 48. In your opinion, would you say that the United States tends to play a positive role, a negative role or neither a positive nor a negative role regarding...? (SHOW CARD)

	READ OUT	POSITIVE	NEGATIVE	NEITHER POSITIVE NOR NEGATIVE	DK
1	peace in the world	1	2	3	4 (345)
2	the fight against terrorism	1	2	3	4 (346)
3	growth of the world economy	1	2	3	4 (347)
4	the fight against poverty in the world	1	2	3	4 (348)
5	protection of the environment	1	2	3	4 (349)

EB58.1. – NEW

Q. 49. Do you think that the European Union should or should not have a Constitution?

Should	1 (350)
Should not	2
DK	3

EB57.1. – Q. 40. – TREND

Q 50 Which, if any of the following statements comes closest to your own opinion? The President of the European Commission should be ? (READ OUT – ONE ANSWER ONLY)

- nominated by the Heads of State or governments of the European Union
1 (351)
- elected by the majority of the European Parliament
2
- directly elected by the citizens of the European Union
3
- Other (SPONTANEOUS)
4
- DK
5

EB57 1 – Q 41 – TREND

Q 51 In the European Union, each Member State has a right of veto for the most important or sensitive decisions In other words, each country can block such a decision even if the others support it Should this right of veto ? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

- be retained in order to preserve essential national interests
1 (352)
- be given up in order to make the European Union more efficient
2
- DK
3

EB57 1 – Q 42 – TREND

Q 52 We will end this part with a little quiz For each of the following statements, could you please me if you think it is true or false?

	READ OUT	TRUE	FALSE	DK
1	The European Union consists of 12 Member States	1	2	3 (353)
2	The European Community was created just after World War I	1	2	3 (354)
3	The European Union has its own anthem	1	2	3 (355)
4	Each year, Europe Day is observed in common by all Member States of the European Union	1	2	3 (356)
5	Members of the European Parliament are elected by citizens like you and me	1	2	3 (357)

EB58 1 – NEW

Let us now move to the final topic: Financial Services

Q 53 What are your top 3 financial priorities? (SHOW CARD – UP TO 3 ANSWERS ALLOWED)

Paying the bills	1, (358 – 367)
Saving for retirement	2,
Paying off debts	3,
Buying a house / apartment	4,
Passing on money to my children/grand children	5,
Protecting my family in case I am ill/unable to work	6,
Having some savings for emergencies	7,
Living as well as I can on my current income	8,
Other (SPONTANEOUS)	9,
DK	10,

EB58 1 – NEW

Q 54 I find thinking about my finances and financial services (SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

enjoyable	1, (368 – 376)
interesting	2,
comforting	3,
intimidating	4,
complicated	5,
dull	6,
depressing	7,
None of these (SPONTANEOUS)	8,
DK	9,

EB58 1 – NEW

Q. 55. Do you have a current account with a payment card or a cheque book, with...?

	READ OUT	YES	NO	DK
1	a bank	1	2	3 (377)
2	a savings bank	1	2	3 (378)
3	a building society	1	2	3 (379)
4	the post office	1	2	3 (380)

EB56.0. – Q. 26. – TREND MODIFIED

Q. 56. Do you have a deposit account which pays interest but does not have a payment card or a cheque book, with...?

	READ OUT	YES	NO	DK
1	a bank	1	2	3 (381)
2	a savings bank	1	2	3 (382)
3	a building society	1	2	3 (383)
4	the post office	1	2	3 (384)

EB56.0. – Q. 25.a. – TREND MODIFIED

Q. 57. Do you personally have...?

	READ OUT	YES	NO	DK
1	a cheque book	1	2	3 (385)
2	a credit card	1	2	3 (386)
3	a cash card	1	2	3 (387)
4	a life assurance policy (N)	1	2	3 (388)
5	a private pension plan (N)	1	2	3 (389)
6	stocks / shares (N)	1	2	3 (390)
7	collective investments (i.e. unit trust)	1	2	3 (391)
8	bonds	1	2	3 (392)
9	a mortgage (N)	1	2	3 (393)
10	a loan lasting more than 12 months to buy a car	1	2	3 (394)
11	a loan lasting more than 12 months to buy something else (other than a house or a car) (N)	1	2	3 (395)
12	an overdraft facility on a current account	1	2	3 (396)

EB56.0. – Q. 27. & Q. 28. b. – TREND MODIFIED

Q. 58. Have you ever used the telephone or a computer (INTERNET) to...?

	READ OUT	YES	NO	DK
1	pay for something like books, hotel night or travel, etc.	1	2	3 (397)
2	carry out transactions on your bank account	1	2	3 (398)
3	Other financial services	1	2	3 (399)

EB58.1. – NEW

IF “NO”, CODE 2 IN Q.58.1., OTHERS GO TO Q. 60. a.

Q. 59. Why have you never paid for something like books, hotel nights, travel by telephone or computer? (SHOW CARD – READ OUT – ONE ANSWER ONLY)

I do not have a payment card	1 (400)
I have never had the opportunity to	2
I do not think it's safe	3
I am not interested in paying that way	4
Other (SPONTANEOUS)	5
DK	6

EB56.0. – Q. 23. – TREND MODIFIED

ASK ALL

Q 60 a) For each of the following, can you tell me if you have ever obtained it from a firm located in another country of the European Union? (SHOW CARD – READ OUT)

b) And for each of these services, would you consider obtaining it from a firm located in another country of the European Union within the next 5 years? (SHOW SAME CARD – READ OUT)

READ OUT		Q 60 a			Q 60 b		
		YES	NO	DK	YES	NO	DK
1	Bank account	1	2	3 (401)	1	2	3 (410)
2	Credit card	1	2	3 (402)	1	2	3 (411)
3	A private pension plan	1	2	3 (403)	1	2	3 (412)
4	Car insurance	1	2	3 (404)	1	2	3 (413)
5	Life assurance	1	2	3 (405)	1	2	3 (414)
6	Mortgage	1	2	3 (406)	1	2	3 (415)
7	Stocks/shares	1	2	3 (407)	1	2	3 (416)
8	Collective investments (i.e. unit trust)	1	2	3 (408)	1	2	3 (417)
9	Other	1	2	3 (409)	1	2	3 (418)

EB58 1 – NEW

c) Are there obstacles preventing you from using financial services anywhere in the European Union?

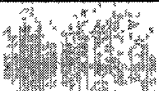
(IF YES) Which ones? (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

No, no obstacles	1, (419 – 428)
Yes, lack of information	2,
Yes, bad information	3,
Yes, too risky	4,
Yes, necessary to have large amounts to invest	5,
Yes, difficulties due to distance	6,
Yes, poor legal protection in the event of problems	7,
Yes, language problems	8,
Other (SPONTANEOUS)	9,
DK	10,

EB56 0 – Q 19 – TREND

Q. 61. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in the UK. By important purchase, I mean a purchase of least £60. (SHOW CARD – ONE ANSWER ONLY)

b) And which one would you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD – ONE ANSWER ONLY)

	READ OUT	IN THE UK (429)	IN ANOTHER MEMBER COUNTRY (430)
1	Cash	1	1
2	Electronic purse	2	2
3	Cheque	3	3
4	Credit card (SUCH AS. EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or debit card (SWITCH CARD)	4	4
5	Bank or postal transfer (N)	5	5
6	Other form of payment (SPONTANEOUS)	6	6
7	Never bought anything in another member country (SPONTANEOUS)		7
8	DK	7	8

EB56.0. – Q. 20. a. & b. – TREND MODIFIED

Q. 62. **IF CODES 1, 2, 3, 4, 5 OR 6 IN Q.61.a.**

- a) For which reasons do you prefer to use this means of payment in the UK? (SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

IF CODES 1, 2, 3, 4, 5 OR 6 IN Q.61.b

- b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD – MULTIPLE ANSWERS POSSIBLE)

	READ OUT	IN THE UK (431 – 438)	IN ANOTHER MEMBER COUNTRY (439 – 446)
1	Because the price is good	1,	1,
2	Because it is easy	2,	2,
3	To avoid the risks of a dispute	3,	3,
4	To avoid the risk of loss or theft	4,	4,
5	To avoid being attacked	5,	5,
6	For safety reasons, e.g. because there is a (PIN CODE, CONFIDENTIAL CODE, ETC.)	6,	6,
7	Other (SPONTANEOUS)	7,	7,
8	DK	8,	8,

EB56. 0. – Q. 21. a. & b. – TREND

ASK ALL

- Q. 63. An electronic purse is a card which the holder loads with money with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread at stores, which accept electronic purse cards. It has the advantage of being quick and easy and does not involve a confidential code but, if you lose the card, you could lose the money stored on it. Have you ever used or would you be ready to use such a pre-paid card or electronic purse?

- | | |
|------------------------------|---------|
| Yes | 1 (447) |
| No | 2 |
| Does not exist (SPONTANEOUS) | 3 |
| DK | 4 |

EB56.0. – Q. 24. – TREND MODIFIED

Q. 64. For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or very difficult to...?

	READ OUT	VERY EASY	FAIRLY EASY	FAIRLY DIFFICULT	VERY DIFFICULT	DK
1	Compare information from banks about bank account charges and features	1	2	3	4	5 (448)
2	Win a dispute with a bank	1	2	3	4	5 (449)
3	Know beforehand how much it is going to cost to borrow money	1	2	3	4	5 (450)
4	Understand the information given by financial institutions about the way their mortgages work and the risks involved	1	2	3	4	5 (451)
5	Compare information about different mortgages	1	2	3	4	5 (452)
6	Win in a dispute with an insurance company	1	2	3	4	5 (453)
7	Know in advance how well you are covered by insurance policies	1	2	3	4	5 (454)

EB58.1. – NEW

Q 65 For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Having a bank account is expensive (M)	1	2	3 (455)
2	Buying on credit is more useful than dangerous	1	2	3 (456)
3	You can borrow as much as you like, there are no real checks	1	2	3 (457)
4	The problem of borrowing more than you can pay back does not exist in the UK	1	2	3 (458)
5	The marketing techniques of financial institutions are aggressive (N)	1	2	3 (459)
6	The information I get from financial institutions is clear and understandable (N)	1	2	3 (460)
7	My rights as a consumer are adequately protected in relation to financial services (N)	1	2	3 (461)
8	There are easy ways to settle disputes with banks and insurance companies (N)	1	2	3 (462)
9	Financial transactions are generally secure (N)	1	2	3 (463)
10	The confidential information I give to banks or insurance companies is adequately protected (N)	1	2	3 (464)
11	I trust using the telephone for banking transactions (N)	1	2	3 (465)
12	I trust using the Internet for banking transactions and payments (N)	1	2	3 (466)
13	Transactions on the Internet are generally secure (N)	1	2	3 (467)
14	If I make a transaction in the Internet, it's harder to sort out any problems that may arise (N)	1	2	3 (468)

EB56 0 – Q 14 – TREND MODIFIED

Q. 66. Each European Union member country has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not?

(IF YES) Totally or in part?

No	1 (469)
Yes, totally	2
Yes, in part	3
DK	4

EB56.0. – Q. 16. – TREND

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 – DO NOT PROMPT IF CONTACT HESITATES, ASK TO TRY AGAIN)

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

Refusal 11 (470 – 471)
DK 12

EB58 0 – D 1 – DEMO TREND

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 (472 – 473)
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

EB58 0 – D 7 DEMO TREND

- D 8 How old were you when you stopped full time education? (IF STILL STUDYING CODE 00)
(474 – 475)

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EB58 0 – D 8 – DEMO TREND

NO QUESTION D.9.

D. 10. Gender.

Male

1 (476)

Female

2

EB58.0 – D.10. – DEMO TREND

D. 11. How old are you?

(477 – 478)

--	--

EB58.0 – D.11. – DEMO TREND

NO QUESTIONS 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 (479 – 480)	D.15.b. LAST OCCUPATION (481-482)
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any occupation, not working		
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
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

EB58.0 – D.15. – DEMO TREND

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 (483)
No	2
Both equally	3
DK	4

EB58.0 – D. 19. – DEMO TREND

NO QUESTION D.20.

IF 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?

	<u>D.21.a.</u> CURRENT OCCUPATION (484 – 485)	<u>D.21.b.</u> LAST OCCUPATION (486-487)
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any occupation, not working		
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
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

EB58.0 – D.21. a&b – DEMO TREND

NO QUESTIONS D.22. TO D.24.

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

Rural area or village	1 (488)
Small or middle sized town	2
Large town	3
DK	4

EB58.0 – D.25. – DEMO TREND

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 (489 – 490)
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

EB58.0 – D.29. – DEMO TREND

INTERVIEW PROTOCOLE

P. 1. – DATE OF INTERVIEW	DAY (491 – 492)	MONTH (493 – 494)
	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>

P. 2. – TIME OF THE BEGINNING OF THE INTERVIEW	HOUR (495 – 496)	MINUTES (497 – 498)
USE 24 HOUR CLOCK	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>

P. 3. – NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES (499 – 501)
	<div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div> <div style="border: 1px solid black; width: 20px; height: 20px; display: inline-block;"></div>

P. 4. Number of persons present during the interview, including interviewer.

- | | |
|----------------------------------|---------|
| Two (interviewer and respondent) | 1 (502) |
| Three | 2 |
| Four | 3 |
| Five or more | 4 |

P. 5. Respondent cooperation

- | | |
|-----------|---------|
| Excellent | 1 (503) |
| Fair | 2 |
| Average | 3 |
| Bad | 4 |

P. 6. Size of locality (LOCAL CODES)

(504 – 505)

--	--

P. 7. Region (LOCAL CODES)

(506 – 507)

--	--

P. 8. Postal code

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

(508 – 515)

P. 9. SAMPLE POINT NUMBER

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

(516 – 523)

P. 10. INTERVIEWER NUMBER

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

(524 – 531)

P. 11. WEIGHTING FACTOR

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

(532 – 539)

P. 12. a) Fixed telephone available in the household?

Yes

1 (540)

No

2

P. 12. b) Mobile telephone available in the household?

Yes

1 (541)

No

2

Job Number 02F1467

RESPONDENTS NAME

ADDRESS

POST CODE

HOME PHONE No in full

WORK PHONE No in full

DAY OF INTERVIEW:

DATE OF INTERVIEW:

TIME OF INTERVIEW:

PLACE OF INTERVIEW: Town _____ Street _____

(If different from above)

**STOP: Have you filled out the
respondent demographics' page?**

INTERVIEWERS DECLARATION

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

Interviewer's Name (Block Capitals)

Interviewer's Number:

Interviewer's signature:

JOB NUMBER

02F1467

SERIAL NUMBER

DATE

(12) (13) (14) (15) (16) (17)

RESPONDENT SATISFACTION MONITOR

To be completed by interviewer at the end of the interview

Version 2 Columnated

Q1 Compared with how you initially felt about being approached for an interview, would you say that taking part was:

- (18)
- Better than expected 1
- About the same as you expected 2
- Worse than expected 3

Q2 Which of the following words best describe your feelings about the interview, MULTI-CODING

Was it: **READ OUT**

ROTATE ORDER. TICK

- (19)
- Interesting 1
- Boring 2
- To the point 3
- Complex 4
- Thought provoking 5
- Enjoyable 6
- Irrelevant 7
- Too repetitive 8
- Too long 9

Q3 Having completed the interview do you feel more or less inclined to be interviewed on another occasion, if you were approached?

- READ OUT** (20)
- Much more 1
- A little more 2
- Much less 3
- A little less 4
- No difference 5

Q4 Do you feel that your opinion will influence decisions taken by the sponsor of the research?

- (21)
- Yes 1
- No 2

minutes (22-23)

Actual length of interview (Use lead zeros)(Original length stated) minutes (24-25)

Region: (26)

- Scotland 1
- North 2
- Midlands 3
- South East 4
- London..(inside M25)..... 5
- South West 6
- Wales 7
- Northern Ireland 8

OFFICE TO PRE-CODE

IF SUB-CONTRACT FROM :

- Type of contact / location** (27)
- Recruiting for halls 1
- In street 2
- In home 3
- At work 4
- Telephone 5
- Specific locations 6
- e.g. station exit, in-store branch

If in-home / telephone was it:

(RING ALL APPLICABLE)

- (28)
- Random 1
- Pre-set addresses 2
- Quota sample 3
- Free find 4
- Contacting from lists 5
- Other 6

- Type of respondent** (29)
- Adult consumer 1
- Business person 2
- Employee 3
- Child / youth 4
- Healthcare professional 5

Was an incentive or 'thank you' reward offered (39)

- No 1
- Yes - incentive 2
- Yes - thank you reward 3

Write in type/value of incentive/reward

(31) (32) (33)

- Type of project** (34)
- Product test 1
- Concept & placement 2
- Advertising 3
- Customer satisfaction 4
- Survey e.g. Usage & Attitude 5
- Other 6

Subject of Interview (35)

- Alcohol / pubs or bars 1
- Automotive 2
- Computers / information technology 3
- Education 4
- Electrical goods 5
- Finance / investment 6
- Food and soft drinks 7
- Government 8
- Health & beauty 9

(36)

- Holidays / travel / tourism 1
- Household products (non food) 2
- Sport / leisure other than holidays ... 3
- Pharmaceutical / medical 4
- Petrol oil 5
- Retail / mail order 6
- Tobacco 7
- Utilities 8
- e.g. water, electricity, gas, telephone
- Other 9

(37)

- Telecoms 1