

GREAT BRITAIN

J8136 (1-5)
 44 (6-7)
 552 (8-10)
 INTERVIEW NUMBER (11-16)

RESEARCH SURVEY 56.0

NAME: _____

ADDRESS: _____

Post Code:

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TELEPHONE NUMBER: _____

<p>OCCUPATION OF CHIEF INCOME EARNER* QA. Which member of your household, either yourself or related to you, would you say is the CHIEF INCOME EARNER, that is the person with the largest income, whether from employment, pensions, state benefits, investments or any other source?</p> <p style="text-align: center;">Self <input type="checkbox"/> Spouse/Partner <input type="checkbox"/> Other adult (specify) <input type="checkbox"/> _____</p> <p>QB. Is the CHIEF WAGE EARNER</p> <p>Working (either full or part time) 1</p> <p>Retired/not working with PRIVATE PENSIONS/MEANS 2 <i>ASK QC</i></p> <p>Unemployed less than 6 months 3</p> <hr/> <p>Unemployed more than 6 months 4</p> <p>Retired with STATE BENEFIT/PENSION ONLY 5 <i>CODE SOCIAL GRADE AS "E"</i></p> <p>Not working with STATE BENEFIT ONLY 6</p> <hr/> <p>Student 7 <i>ASK QC</i></p> <p>QC. OCCUPATION OF CHIEF INCOME EARNER</p> <p>Job title: _____</p> <p>Job Description _____</p> <p>Industry _____ Size of company _____</p> <p>Qualifications _____</p> <p>If manager/supervisor/self-employed - Number of people responsible for _____</p>	<p>*NB</p> <p>1 If two or more related people in household have equal income, code the person who is the <u>oldest</u>.</p> <p>2 Treat couples living together as married, therefore related.</p> <p>3 Take respondent's occupation if <u>not</u> related to others in household.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">CODE FOR CLASS</th> </tr> </thead> <tbody> <tr><td style="text-align: center;">A</td><td style="text-align: center;">1</td></tr> <tr><td style="text-align: center;">B</td><td style="text-align: center;">2</td></tr> <tr><td style="text-align: center;">C1</td><td style="text-align: center;">3</td></tr> <tr><td style="text-align: center;">C2</td><td style="text-align: center;">4</td></tr> <tr><td style="text-align: center;">D</td><td style="text-align: center;">5</td></tr> <tr><td style="text-align: center;">E</td><td style="text-align: center;">6</td></tr> </tbody> </table>	CODE FOR CLASS		A	1	B	2	C1	3	C2	4	D	5	E	6
CODE FOR CLASS																
A	1															
B	2															
C1	3															
C2	4															
D	5															
E	6															

INTERVIEWER'S DECLARATION:

I declare that the interview was carried out in accordance with the written instructions and within the MRS Code of Conduct, with the person named above who previously was unknown to me.

INTERVIEWER'S SIGNATURE: _____

INTERVIEWER'S NAME (PLEASE PRINT) _____

INTERVIEWER'S NUMBER:

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DATE: _____ 2001

SIGNED OFF		
EXEC	<input type="checkbox"/>	
FIELD	<input type="checkbox"/>	
DP	<input type="checkbox"/>	

INTRODUCTION

Good morning/afternoon/evening. My name is from INRA UK, an independent market research company (SHOW ID CARD). We are carrying out a survey in this area, and would be grateful if you could help by answering some questions.

Q1. What is your nationality? Please tell me the country (or countries) that apply. **(MULTIPLE ANSWERS POSSIBLE)**

Belgium	1(17)	} GO TO Q2
Denmark	1(18)	
Germany	1(19)	
Greece	1(20)	
Spain	1(21)	
France	1(22)	
Ireland	1(23)	
Italy	1(24)	
Luxembourg	1(25)	
Netherlands	1(26)	
Portugal	1(27)	
United Kingdom (Great Britain, Northern Ireland)	1(28)	
Austria	1(29)	
Sweden	1(30)	
Finland	1(31)	
Other countries	1(32)	} CLOSE
Don't know	1(33)	

EB55.2 - Q.1 - TREND

Q2. In your opinion, how important is it to be able to use a computer in your daily life? Is it very important, fairly important, not very important or not at all important? **(READ OUT)**

Very important	1	(34)
Fairly important	2	
Not very important	3	
Not at all important	4	
Don't know	5	

EB54.0 - Q.46 - TREND

D15a) What is your current occupation? **MUST BE ONE CODE**

b) **(IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15a)** Did you do any paid work in the past? What was your last occupation? **MUST BE ONE CODE**

	D15(a) CURRENT OCCUPATION	D15(b) LAST OCCUPATION
NOT WORKING	(35-36)	(37-38)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.15b	
Retired or unable to work through illness	04	
SELF EMPLOYED		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB55.2 - D.15 - DEMO TREND

- Q.3. Do you use a computer ...
- a) ... (IF CODE 5 TO 18 IN D.15.a ON PAGE 3) at work?
 - b) ... (IF CODE 5 TO 18 IN D.15.a ON PAGE 3) and at home, for your work?
 - c) ... (ASK ALL) at home, but for reasons other than for your work?
 - d) ... (ASK ALL) at school or university?
- ASK ALL**
- e) ...at a public Internet access point (e.g.: a library, a public office, etc.)?
 - f) ...elsewhere?

	Yes	No	Don't Know	
a At work	1	2	3	(39)
b. At home, for your work	1	2	3	(40)
c. At home, but for other reasons than for your work	1	2	3	(41)
d. At school or university	1	2	3	(42)
e. At a public Internet access point (N)	1	2	3	(43)
f. Elsewhere (N)	1	2	3	(44)

EB54.0 - Q.39 - TREND MODIFIED

IF AT LEAST ONE "YES, CODED 1 IN Q3. OTHERS GO TO Q.5

Q4 Which of the following do you use ? (READ OUT - MULTIPLE ANSWERS POSSIBLE)

The Internet	1 (45)
A mobile phone	1 (46)
A Personal Organizer, PDA 'Personal Digital Assistant' such as Psion, Palm Pilot, etc...	1 (47)
TV	1 (48)
(ASK ONLY IF USE TV) Cable TV	1 (49)
(ASK ONLY IF USE TV) Satellite TV	1 (50)
(ASK ONLY IF USE TV) Digital TV	1 (51)
None of these (SPONTANEOUS)	1 (52)
Don't know	1 (53)

EB55.2 - Q55a - TREND MODIFIED

ASK IF "EMPLOYED" OR "SELF-EMPLOYED" OR "UNEMPLOYED", CODE 3 OR CODES 5 TO 18 IN D.15.a ON PAGE 3. IF CODES 1,2 OR 4 GO TO Q6.

Q5 In general, for which of the following do you think it is important to use a computer and/or the Internet? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do a job	1 (54)
To keep a job	1 (55)
To get a job	1 (56)
To search for and/or use educational and learning material	1 (57)
To get access to local or national administrations or public utilities	1 (58)
To communicate with family or friends	1 (59)
To find information on products and services	1 (60)
To buy products and services	1 (61)
To get other information or free services	1 (62)
For other reasons (SPONTANEOUS)	1 (63)
Don't know	1 (64)

EB56.0 NEW

ASK ALL

Q6 Which, if any, of these computer training qualifications do you have? (**SHOW CARD - MULTIPLE ANSWERS POSSIBLE**)

Degree in computer science	1 (65)	
School certificate in the use of computers	1 (66)	
Certificate in the use of computers from a public training institution	1 (67)	
Certificate in the use of computers from a private training company	1 (68)	
Certificate in the use of computers as a result of distance learning	1 (69)	
Other (SPONTANEOUS)	1 (70)	
None (SPONTANEOUS)	1 (71)	
Don't know	1 (72)	

EB54.0 - Q42 - TREND MODIFIED

IF "EMPLOYED" OR "SELF EMPLOYED" OR "UNEMPLOYED", CODE 3 OR CODES 5 TO 18 IN D.15a ON PAGE 3. IF CODE 1 OR 2 OR 4 GO TO Q14.

Q7 Have you ever had computer training for your job, or not? **IF "YES", CONTINUE WITH Q.8. OTHERS GO TO Q.9)**

	(73)	
Yes	1	
No	2	GO TO Q9
Don't know	3	

EB54.0 - Q43a - TREND MODIFIED

IF "HAVE ALREADY HAD COMPUTER TRAINING FOR THE JOB", CODE 1 IN Q.7, OTHERS GO TO Q.9

Q.8. Please think about your last computer training...

READ OUT	YES	NO	DON'T KNOW	
1. Did it take place within the last twelve months?	1	2	3	(74)
2. Did it take place within the last month?	1	2	3	(75)
3. Did it take place in your workplace?	1	2	3	(76)
4. Was it organised within your normal working hours?	1	2	3	(77)
5. Was it paid for by your employer?	1	2	3	(78)
6. Did it make your job easier?	1	2	3	(79)

EB56.0 - NEW

ASK IF "EMPLOYED" OR "SELF-EMPLOYED" OR "UNEMPLOYED", CODE 3 OR CODES 5 TO 18 IN D.15.a ON PAGE 3.

Q9 Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not? **(IF YES)** Regularly or occasionally? **(IF NO)** Would you be interested in teleworking or not?

	(80)	
Yes, regularly	1	GO TO Q10
Yes, occasionally	2	
No, but I would be interested in trying teleworking (N)	3	
No, and I would not be interested in trying teleworking (N)	4	GO TO Q11
Don't know	5	

EB54.0 - Q45a - TREND MODIFIED

IF "REGULARLY" OR "OCCASIONALLY", CODE 1 OR 2 IN Q.9

Q10 Are you teleworking within the framework of an agreement between...?
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

a trade union(s) and your employer	1 (81)
trade unions and an employers' association for a particular industry	1 (82)
trade unions and an employers' association for industry as a whole	1 (83)
No, not within the framework of an agreement	1 (84)
Other (SPONTANEOUS)	1 (85)
DK	1 (86)

EB56 - NEW

IF "UNEMPLOYED" GO TO Q14

Q.11. Thinking of information and communication technologies, such as computer networks or systems, the Internet, e-mail, videoconferencing, have any been introduced at your workplace or not? (IF YES) Would you agree or disagree that...? (OTHERS GO TO Q.12)

READ OUT	AGREE	DISAGREE	DON'T KNOW	
1. Actual needs were met	1	2	3	(87)
2. End users were consulted	1	2	3	(88)
3. Appropriate technical training was given	1	2	3	(89)
4. The company/organisation became more efficient	1	2	3	(90)
5. It led to significant organisational changes (new roles, new tasks)	1	2	3	(91)
6. (IF "YES" TO ITEM 5) Specific training on the new roles and tasks was given	1	2	3	(92)
7. Job quality at your workplace has improved	1	2	3	(93)

EB56 - NE

ASK ALL THOSE "USING A COMPUTER AT WORK OR AT HOME FOR WORK", CODE 1 IN Q.3.a OR Q.3.b

Q12	In what way has the use of a computer, the e-mail/the Internet changed the way you work? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)		
	You need more skills in your job	1 (94)	
	You need less skills in your job	1 (95)	
	You have more responsibilities in your job	1 (96)	
	You have less responsibilities in your job	1 (97)	
	You carry out more tasks in one day	1 (98)	
	You carry out less tasks in one day	1 (99)	
	It is easier to combine work and private life	1 (100)	
	It is more difficult to combine work and private life	1 (101)	
	Your job is easier	1 (102)	
	Your job is harder	1 (103)	
	It is easier to manage the flow of information relevant to your job	1 (104)	
	It is harder to manage the flow of information relevant to your job	1 (105)	
	Other (SPONTANEOUS)	1 (106)	
	Nothing has changed (SPONTANEOUS)	1 (107)	
	DK	1 (108)	

EB56 - NEW

ASK IF "EMPLOYED" OR "SELF-EMPLOYED" CODES 5 TO 18 IN D. 15.a ON PAGE 3.

Q13	How many people in total work in the company/organisation where you work?	(109)	
	1 (interviewee works alone)	1	
	2 - 4	2	
	5 - 9	3	
	10 - 49	4	
	50 - 99	5	
	100 - 249	6	
	250 - 499	7	
	500 and more	8	
	DK	9	

EB56 - NEW

ASK ALL**NOW LET'S TALK ABOUT ANOTHER TOPIC; FINANCIAL SERVICES**

Q14. 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	DON'T KNOW	
1. Banks give enough information about management of bank accounts	1	2	3	(110)
2. Having a bank account is very expensive	1	2	3	(111)
3. It is very difficult to win a dispute with a bank	1	2	3	(112)
4. Buying on credit is more useful than dangerous	1	2	3	(113)
5. You never know beforehand how much it is going to cost to borrow money	1	2	3	(114)
6. You can borrow as much as you like, there are no real checks	1	2	3	(115)
7. The problem of borrowing more than you can pay back does not exist in the UK	1	2	3	(116)
8. Financial institutions clearly explain the way their mortgages work and the risks involved	1	2	3	(117)
9. It is very difficult to compare the conditions linked to different mortgage options	1	2	3	(118)
10. It is very difficult to win a dispute with insurance companies	1	2	3	(119)
11. With insurance policies, you never know in advance how well you are covered	1	2	3	(120)

EB54.0 - Q25 - TREN

Q15. In your opinion, in general, does UK legislation ensure or not

READ OUT	YES	NO	DON'T KNOW	
1. The transparency of financial information	1	2	3	(121)
2. The protection of consumers' rights	1	2	3	(122)
3. A possible recovery action against banks and insurance companies	1	2	3	(123)
4. Security when making a transaction	1	2	3	(124)
5. The protection of confidential information	1	2	3	(125)

EB54.0 - Q26 - TREA

Q16. Each member state 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?

	(126)	
No	1	
Yes, totally	2	
Yes, in part	3	
Don't know	4	

EB54.0 - Q.26 - TREND

Q17 The opening up of markets and technological developments such as Telephone Banking, the Internet, etc. allows us increasingly to use remote banking and financial services. In your opinion, does the current UK legislation ensure or not ?

READ OUT	YES	NO	DON'T KNOW	
1. The transparency of financial information	1	2	3	(127)
2. The protection of consumers' rights	1	2	3	(128)
3. The protection of confidential information	1	2	3	(129)
4. Security when making a transaction	1	2	3	(130)
5. A possible recovery action against banks and insurance companies	1	2	3	(131)

EB54.0 - Q.27 - TREA

Q18. The marketing of financial services in the market implies continuously introducing new technologies. In your opinion, is it necessary to take measures in the European Union to protect consumers in the use of these new technologies? (IF YES) Totally or in part?	(132)	
	No	1
	Yes, totally	2
	Yes, in part	3
	Don't know	4

EB54.0 - Q.28 - TREND

Q19. In your opinion, are there obstacles preventing consumers from using financial services anywhere in the European Union? (IF YES) Which ones? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)	No, no obstacles	1(133)	
	Yes, lack of information	1(134)	
	Yes, bad information	1(135)	
	Yes, too risky	1(136)	
	Yes, necessary to have large amounts to invest	1(137)	
	Yes, difficulties due to distance	1(138)	
	Yes, poor legal protection in the event of problems	1(139)	
	Yes, language problems	1(140)	
	Others (SPONTANEOUS)	1(141)	
	Don't know	1(142)	

EB54.0 - Q.29 - TREND

Q20a) 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 at least £65.00 (SHOW CARD - ONE ANSWER ONLY)

Q20b) And what means of payment do you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	a. in the UK	b. in another member country
	(143)	(144)
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 (SUCH AS: SWITCH CARD)	4	4
5. Bank transfer	5	5
6. Postal transfer	6	6
7. Other form of payment (SPONTANEOUS)	7	7
8. Don't know	8	8
9. Never bought anything in another member country (SPONTANEOUS)		9

EB54.0 - Q.30a&b - TREND

Q21 a) (IF CODES 1,2,3,4,5 OR 6 IN Q.20a)

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

Q21 b) (IF CODES 1,2,3,4,5, OR 6 IN Q.20b)

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

	a. in the UK	b. in another member country
1. Because the price is good	1 (145)	1 (153)
2. Because it is easy	1 (146)	1 (154)
3. To avoid the risks of a dispute	1 (147)	1 (155)
4. To avoid the risk of loss or theft	1 (148)	1 (156)
5. To avoid being attacked	1 (149)	1 (157)
6. For safety reasons, for example, because there is a confidential code or a PIN code	1 (150)	1 (158)
7. Other (SPONTANEOUS)	1 (151)	1 (159)
8. Don't know	1 (152)	1 (160)

EB54.0 - Q.31a&b - TREND

ASK ALL

Q22. Have you ever made payments, by telephone, by computer or by Internet, etc.? **(IF YES)** Have you ever made such payments using a card with a confidential code, for example, a PIN code or not?

No	(161)	GO TO Q23
Yes, already paid this way BUT WITHOUT a card using a confidential code	1	
Yes, already paid this way WITH a card using a confidential code	2	
Don't know	3	
	4	

EB54.0 - Q.32 - TREND

(IF 'NO', CODE 1 IN Q.22)

Q23 Why have you never made such payments this way? **(SHOW CARD - READ OUT - ONE ANSWER ONLY)**

I do not have a payment card	(162)	1
I have never had the opportunity to	2	2
I do not think it's safe	3	3
I am not interested in paying that way	4	4
I can't remember my confidential code, or PIN code (SPONTANEOUS)	5	5
Other (SPONTANEOUS)	6	6
Don't know	7	7

EB54.0 - Q.33 - TREND

ASK ALL

Q24a) Would you be ready to use a pre-paid card, an electronic purse such as ELECTRON CARD to pay for a minor purchase in the UK, such as a newspaper or a loaf of bread?

Q24b) And when you travel in another member country of the European Union?

READ OUT	YES	NO	DOES NOT EXIST (SPONTANEOUS)	DON'T KNOW	
a) In the UK	1	2	3	4	(163)
b) In another member country of the European Union	1	2	3	4	(164)

EB54.0 - Q.34 - TREND

- Q.25. a) Do you have a savings account, that is a deposit account which pays interest but does not have a payment card or a cheque book, with ...? (IF "YES", GO TO NEXT OUTLET)
 b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	YES	IF NO				
		NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/ DON'T KNOW	
1. A bank	1	2	3	4	5	(165)
2. A savings bank	1	2	3	4	5	(166)
3. A building society	1	2	3	4	5	(167)
4. The post office	1	2	3	4	5	(168)

EB54.0 - Q.35 - TREND

- Q.26. a) Do you have a current account, that is an account with a payment card or a cheque book, with ...?
 (IF "YES", GO TO NEXT OUTLET)
 b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	YES	IF NO				
		NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/ DON'T KNOW	
1. A bank	1	2	3	4	5	(169)
2. A savings bank	1	2	3	4	5	(170)
3. A building society	1	2	3	4	5	(171)
4. The post office	1	2	3	4	5	(172)

EB54.0 - Q.36 - TREND

- Q.27. Do you have a ...?

READ OUT	YES	NO	DON'T KNOW	
1. Cheque Book	1	2	3	(173)
2. Credit Card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3	(174)
3. Another type of bank card (e.g. SWITCH CARD)	1	2	3	(175)

EB54.0 - Q.37 - TREND

- Q.28. a) Do you have a mortgage lasting...?

READ OUT	YES	NO	DON'T KNOW	
1. Less than 10 years	1	2	3	(176)
2. 10 to 20 years	1	2	3	(177)
3. More than 20 years	1	2	3	(178)

EB54.0 - Q.38a - TREND

- Q.28. b) Do you personally have

READ OUT	YES	NO	DON'T KNOW	
1. A loan lasting more than 12 months to buy a car	1	2	3	(179)
2. A loan lasting more than 12 months to buy something else	1	2	3	(180)
3. An overdraft facility on a current account	1	2	3	(181)

EB 54.0 - Q.38b - TREND

No Questions 29 - 33

Skip Cols (182 - 186)

Now let's talk about another topic: Cultural Activities

- Q34 Do you watch TV?

	(187)	
Yes.	1	GO TO Q35a
No	2	GO TO Q36

EB56.0 - NEW

IF "YES", CODE 1 IN Q.34, IF "NO" GO TO Q.36

Q35a) Which of these types of TV programs do you watch? **(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)**

News/current affairs	1 (188)
Soaps/series	1 (189)
Music programmes	1 (190)
Sport	1 (191)
Films/movies	1 (192)
Documentaries	1 (193)
Children's programmes	1 (194)
Talk shows	1 (195)
Home shopping programmes	1 (196)
Other types of entertainment (game shows, cooking programmes, reality TV, etc.)	1 (197)
Other (SPONTANEOUS)	1 (198)
DK	1 (199)

EB56.0 - NEW

Q35b) What are the three types of programmes you prefer to watch? **(SHOW CARD - MAX. 3 ANSWERS POSSIBLE)**

News/current affairs	1 (200)
Soaps/series	1 (201)
Music programmes	1 (202)
Sport	1 (203)
Films/movies	1 (204)
Documentaries	1 (205)
Children's programmes	1 (206)
Talk shows	1 (207)
Home shopping programmes	1 (208)
Other types of entertainment (game shows, cooking programmes, reality TV, etc.)	1 (209)
Other (SPONTANEOUS)	1 (210)
DK	1 (211)

EB56.0 - NEW

ASK ALL

Q36 Do you watch videos or DVDs...? **(SHOW CARD WITH SCALE - ONE ANSWER ONLY)**

	(212)
Every day	1
Several times a week	2
Once a week	3
1 to 3 times a month	4
Less often	5
Never	6
DK	7

EB56.0 - NEW

Q37 Do you listen to the radio...? **(SHOW CARD WITH SCALE - ONE ANSWER ONLY)**

	(213)	
Every day	1	
Several times a week	2	
Once a week	3	GO TO Q38
1 to 3 times a month	4	
Less often	5	
Never	6	GO TO Q39
DK	7	

EB56.0 - NEW

IF "LISTEN TO THE RADIO", CODE 1, 2, 3, 4, OR 5 IN Q.37, OTHERS GO TO Q.39

Q38 What types of programmes do you prefer to listen to on the radio? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

News/current affairs	1 (214)	
Music	1 (215)	
Sport	1 (216)	
Documentaries - plays - other cultural programmes	1 (217)	
Religious programmes	1 (218)	
Talk Shows	1 (219)	
Other types of entertainment (games, comedy, etc.)	1 (220)	
Others (SPONTANEOUS)	1 (221)	
DK	1 (222)	

EB56.0 - NEW

ASK ALL

Q39 Do you use a computer or PC...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	(223)	
Every day	1	
Several times a week	2	
Once a week	3	GO TO Q.40a
1 to 3 times a month	4	
Less often	5	
Never	6	GO TO Q41a
DK	7	

EB56.0 - NEW

IF CODE 1 TO 5 IN Q.39, OTHERS GO TO Q.41.a

- Q.40 a) How often do you use a computer at home for work or study? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)
 b) And at home for leisure? (SHOW SAME CARD - ONE ANSWER ONLY)
 c) And outside home for work or study? (SHOW SAME CARD - ONE ANSWER ONLY)
 d) And outside home for leisure? (SHOW SAME CARD - ONE ANSWER ONLY)

	EVERY DAY	SEVERAL TIMES A WEEK	ONCE A WEEK	1 TO 3 TIMES A MONTH	LESS OFTEN	NEVER	DON'T KNOW	
a) At home for work or study	1	2	3	4	5	6	7	(224)
b) At home for leisure	1	2	3	4	5	6	7	(225)
c) Outside home for work or study	1	2	3	4	5	6	7	(226)
d) Outside home for leisure	1	2	3	4	5	6	7	(227)

ASK ALL

Q41a Do you use the Internet...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	(228)	
Every day	1	
Several times a week	2	
Once a week	3	GO TO Q41b
1 to 3 times a month	4	
Less often	5	
Never	6	GO TO Q42a
DK	7	

EB56.0 - NEW

IF CODE 1 TO 5 IN Q.41.a, OTHERS GO TO Q.42.a

Q41b What do you usually use the Internet for? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Work	1 (229)
Visiting the website of a museum	1 (230)
Visiting the website of a political party	1 (231)
Visiting the website of your local authority	1 (232)
Visiting the website of the government	1 (233)
Downloading free software	1 (234)
Searching for educational material and documents	1 (235)
Searching for information relating to your health	1 (236)
Searching for information on sport or leisure activities	1 (237)
Searching for job opportunities	1 (238)
Searching for information about a specific product	1 (239)
Preparing or considering a holiday by searching for places to visit, accommodation, etc.	1 (240)
Buying CD's	1 (241)
Buying books	1 (242)
Buying software	1 (243)
Carrying out transactions on your bank account	1 (244)
Buying or selling shares	1 (245)
Reading articles on the websites of newspapers	1 (246)
Building your own website	1 (247)
Listening to radio or music on the Internet using Real Player, Windows Media Player or Quicktime	1 (248)
Watching TV channels on the Internet using Real Player, Windows Media Player or Quicktime	1 (249)
Playing computer games	1 (250)
Making telephone calls using the Internet	1 (251)
Making a bid in on-line auctions	1 (252)
Communicating over the Internet using a webcam	1 (253)
E-mailing family, friends or colleagues	1 (254)
Visiting chat rooms	1 (255)
Taking part in a public opinion survey/market research	1 (256)
Something else (SPONTANEOUS)	1 (257)
DK	1 (258)

ASK ALL

Q42a) Have you read any books in the last 12 months? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Yes, for work	1 (259)
Yes, for educational purposes (compulsory texts only) i.e. texts that have to be read	1 (260)
Yes, for educational purposes (not compulsory texts)	1 (261)
Yes, for other reasons than for school/work	1 (262)
No	1 (263)
DK	1 (264)

EB56.0 - NEW

IF HAVE READ BOOKS IN THE LAST 12 MONTHS CODES 1-4 IN Q42a, OTHERS GO TO Q.43

Q42b) Approximately how many books in the last 12 months have you read for (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	1 - 3 BOOKS	4 - 7 BOOKS	8 - 12 BOOKS	13 AND MORE	DON'T KNOW
1. work	1	2	3	4	5 (265)
2. educational purposes (compulsory texts only)	1	2	3	4	5 (266)
3. educational purposes (not compulsory texts)	1	2	3	4	5 (267)
4. Other reasons	1	2	3	4	5 (268)

EB56. - NEW

ASK ALL

Q43. Do you read newspapers...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

(269)	
5 to 7 days a week	1
3 to 4 days a week	2
1 to 2 days a week	3
Less often	4
Never	5
Don't know	6

EB56.0 - NEW

Q44. Do you read magazines...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

(270)	
Once a week or more often	1
1 to 3 times a month	2
Less often	3
Never	4
DK	5

EB56.0 - NEW

Q45. Do you listen to music...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	(271)	
Every day	1	
Several times a week	2	
Once a week	3	GO TO Q46a
1 to 3 times a month	4	
Less often	5	
Never	6	GO TO Q47
Don't know	7	

EB56.0 - NEW

IF "LISTEN TO MUSIC", CODE 1, 2, 3, 4 OR 5 IN Q.45, OTHERS GO TO Q.47

Q46a) Do you listen to music by using...? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

tapes - records - CD's - DVD's not connected to a computer	1 (272)
a CD - DVD on a PC	1 (273)
Internet sites - MP3 files - WAV files - MIDI files on a PC	1 (274)
radio - television	1 (275)
Other (SPONTANEOUS)	1 (276)
DK	1 (277)

EB56.0 - NEW

Q46b) What kind of music do you listen to? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Classical music	1 (278)
Opera, Operetta	1 (279)
Rock, pop	1 (280)
Hard Rock/heavy metal	1 (281)
Easy Listening	1 (282)
Dance/house	1 (283)
Techno	1 (284)
Rap	1 (285)
Jazz, blues	1 (286)
Folk, traditional	1 (287)
World Music	1 (288)
Other type (SPONTANEOUS)	1 (289)
DK	1 (290)

EB56.0 - NEW

ASK ALL

Q.47 Here is a list of cultural activities. How many times in the last 12 months did you...? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	NEVER	1 - 3 TIMES	4 - 6 TIMES	7 - 12 TIMES	MORE THAN 12 TIMES	DON'T KNOW	
a) go to see a ballet or a dance performance	1	2	3	4	5	6	(291)
b) go to the cinema	1	2	3	4	5	6	(292)
c) go to the theatre	1	2	3	4	5	6	(293)
d) go to sports events	1	2	3	4	5	6	(294)
e) go to concerts	1	2	3	4	5	6	(295)
f) go to a library	1	2	3	4	5	6	(296)
g) visit historical monuments (palaces, castles, churches, gardens, etc.)	1	2	3	4	5	6	(297)
h) visit museums or galleries in the UK	1	2	3	4	5	6	(298)
i) visit museums or galleries abroad	1	2	3	4	5	6	(299)
j) visit archaeological sites	1	2	3	4	5	6	(300)

EB56. - NEW

IF CODE 2 TO 5 IN Q.47.e, (SHADED ABOVE) OTHERS GO TO Q.49

Q48 What kind of concerts did you go to? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Classical music	1 (301)
Opera, Operetta	1 (302)
Rock, pop	1 (303)
Hard Rock/heavy metal	1 (304)
Easy Listening	1 (305)
Dance/house	1 (306)
Techno	1 (307)
Rap	1 (308)
Jazz, blues	1 (309)
Folk, traditional	1 (310)
World Music	1 (311)
Other type (SPONTANEOUS)	1 (312)
DK	1 (313)

EB56.0 - NEW

ASK ALL

- Q.49. I am going to read out a list of artistic activities. Please tell me if, in the last 12 months, you have either on your own or a part of an organised group or classes (not in a professional way - amateur activities)...?
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE PER LINE)

READ OUT	ON YOUR OWN	GROUP OR CLASS	DO NOT PRACTICE IT	DON'T KNOW
a) played a musical instrument	1 (314)	1 (315)	1 (316)	1 (317)
b) sung	1 (318)	1 (319)	1 (320)	1 (321)
c) acted	1 (322)	1 (323)	1 (324)	1 (325)
d) danced	1 (326)	1 (327)	1 (328)	1 (329)
e) written something	1 (330)	1 (331)	1 (332)	1 (333)
f) done some photography, made a film	1 (334)	1 (335)	1 (336)	1 (337)
g) done any other artistic activities (sculpture, painting, drawing, creative computing such as designing a website, etc.)	1 (338)	1 (339)	1 (340)	1 (341)

EB56. - NE

- Q50a a) Do you have, at home...? (SHOW CARD - MULTIPLE ANSWERS ALLOWED)

television set	1 (342)
satellite dish	1 (343)
cable TV	1 (344)
video recorder (VCR)	1 (345)
camera	1 (346)
camcorder/video recorder	1 (347)
cassette/tape recorder	1 (348)
stereo Hi-fi	1 (349)
walkman/Discman/MP3 player	1 (350)
video games console/platform	1 (351)
personal computer/PC	1 (352)
a personal organiser, PDA 'Personal Digital Assistant' such as Psion, Palm Pilot, etc ...	1 (353)
Internet access	1 (354)
DVD player	1 (355)
books	1 (356)
encyclopaedia on paper	1 (357)
encyclopaedia on CD Rom	1 (358)
records, CD's, video's/tapes/cassettes, DVD disks	1 (359)
a musical instrument	1 (360)
mobile phone	1 (361)

EB56.0 - NEW

IF "HAS TELEVISION SET", CODE 1 IN Q.50.a (ie Column 342 on previous page)

Q50b How many television sets do you have at home? (INT?: WRITE DOWN NUMBER - IF "DK", CODE '99')

(362)	(363)
EB56.0 - NEW	

IF "HAS ENCYCLOPAEDIA (PAPER)", CODE 16 IN Q.50.a (ie Column 357 on previous page)

Q50c How many encyclopaedia (paper) do you have at home? (INT.: WRITE DOWN NUMBER - IF "DK", CODE '99')

(364)	(365)
EB56.0 - NEW	

IF "HAS ENCYCLOPAEDIA (CD-ROM)", CODE 17 IN Q.50.a (ie Column 358 on previous page)

Q50d How many encyclopaedia (CD-ROM) do you have at home? (INT.: WRITE DOWN NUMBER - IF "DK", CODE '99')

(366)	(367)
EB56.0 - NEW	

IF "HAS BOOKS", CODE 15 IN Q.50.a (ie Column 356 on previous page)

Q50e How many books do you have at home?

	(368)	
1-25 books	1	
26-50 books	2	
51-200 books	3	
201-400 books	4	
More than 400 books	5	
DK	6	
EB56.0 - NEW		

DEMOGRAPHICS

D1. 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
01	02 03 04 05 06 07 08 09	10

(369-370)

	(371)
Refusal	1
Don't know	2

EB55.2 - D.1 - DEMO TREND

NO QUESTIONS D2 TO D6

D7. Could you give me the letter which corresponds best to your current situation. *(SHOW CARD READ OUT (ONE ANSWER ONLY))*

- A. Married
- X. Remarried
- D. Unmarried. Currently living with partner
- C. Unmarried. Having never lived with a partner
- F. Unmarried. Having previously lived with a partner, but now on my own
- W. Divorced
- O. Separated
- N. Widowed
- Other *(SPONTANEOUS)*
- Refusal *(SPONTANEOUS)*

(372-373)
01
02
03
04
05
06
07
08
09
10

EB55.2 - D.7 - DEMO TREND

D8. How old were you when you stopped full-time education? *(IF STILL STUDYING: CODE 00 - GO TO D.10)*

	(374-375)

NO QUESTION D9

EB55.2 - D.8 - DEMO TREND

D10. SEX:

	(376)
Male	1
Female	2

EB55.2 - D.10 - DEMO TREND

D11 How old are you? *IF REFUSED, ESTIMATE AGE*

	(377-378)

EB55.2 - D.11 - DEMO TREND

NO QUESTION D12 TO D18

D19. Are you in your household, the person who contributes most to the household income? *(READ OUT)*

	(379)	
Yes	1	
No	2	
Both equally	3	
Don't know / Refused	4	

EB55.2 - D19 - DEMO TREND

No Question D20

D21. *(IF CODE 2 AT D19)*

a) What is the current occupation of the person who contributes most to the household income? **MUST BE ONE CODE**

b) *(IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D.21a)* Did he/she do any paid work in the past?
What was his/her last occupation? **MUST BE ONE CODE**

	D21(a) CURRENT OCCUPATION	D21(b) LAST OCCUPATION
NON ACTIVE	(380-381)	(382-383)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.21b	
Retired or unable to work through illness	04	
SELF EMPLOYED		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB55.2 - D.21 a&b - DEMO TREND

No Questions D22 to D24

D25. Would you say you live in a? *(READ OUT)*

	(384)	
Rural area or village	1	
Small or middle sized town	2	
Large town	3	
Don't know	4	

EB55.2 - D25 - DEMO TREND

No Questions D26 to D28

D29. 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.

	(385-386)
B	01
T	02
P	03
F	04
E	05
H	06
L	07
N	08
R	09
M	10
S	11
K	12
Refusal	13
Don't know	14

EB55.2 - D29 - DEMO TREN

INTERVIEW PROTOCOL

P1. Date of interview	DAY		MONTH	
	(387-388)		(389-390)	

P2. Time of the beginning of the interview	HOUR		MINUTES	
	(391-392)		(393-394)	

USE 24 HOUR CLOCK

P3. Number of minutes the interview lasted	MINUTES		
	(395)	(396)	(397)

P4. Number of persons present during the interview, including interviewer.		(398)	
Two (interviewer and respondent)	1		
Three	2		
Four	3		
Five or more	4		

P5. Respondent co-operation		(399)	
Excellent	1		
Fair	2		
Average	3		
Bad	4		

INTERVIEWER: PLEASE LEAVE P6 AND P7 BLANK

P6. Size of locality (LOCAL CODES FOR URBANITY)			(400 - 401)
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P7. Region (LOCAL CODES)			(402 - 403)
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P8. Postal code		(404 - 411)
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P9. Sample Point Number (your quota number)		(412 - 419)
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P10. interviewer Number		(420 - 427)
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P11. Weighting Factor (INTERVIEWER PLEASE LEAVE BLANK)		(428 - 435)
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P12. Telephone available in the household?		(436)	
Yes	1		
No	2		

P13 NOT RELEVANT IN UK	(COL 437 BLANK)
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