

NORTHERN IRELAND

YOUR SURVEY NUMBER

| | | | | |
|---|---|---|---|---|
| 5 | 7 | 2 | L | 9 |
|---|---|---|---|---|

1-5

COUNTRY CODE

| | |
|---|---|
| 0 | 9 |
|---|---|

6-7

OUR SURVEY NUMBER

| | | |
|---|---|---|
| 5 | 2 | 1 |
|---|---|---|

8-10

INTERVIEW NUMBER

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

11-16

VERSION A : CODE 1

| |
|---|
| 1 |
|---|

 17

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

- Belgium..... 18 1,
- Denmark..... 2,
- Germany..... 3,
- Greece..... 4,
- Spain..... 5,
- France..... 6,
- Ireland..... 7,
- Italy..... 8,
- 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, CLOSE INTERVIEW

To start with, lets talk about science and technology.

Q.2. I am going to read out a list of areas in which new technologies are currently developing. For each of these areas, do you think it will improve our way of life in the next 20 years, it will have no effect, or it will make things worse ?

| READ OUT | WILL IMPROVE | | NO EFFECT | WILL MAKE THINGS WORSE | DK |
|---------------------------------------|--------------|---|-----------|------------------------|----|
| 1. Solar Energy | 35 | 1 | 2 | 3 | 4 |
| 2. Computers & information technology | 36 | 1 | 2 | 3 | 4 |
| 3. Biotechnology | 37 | 1 | 2 | 3 | 4 |
| 4. Telecommunications | 38 | 1 | 2 | 3 | 4 |
| 5. New materials or substances | 39 | 1 | 2 | 3 | 4 |
| 6. Space exploration | 40 | 1 | 2 | 3 | 4 |
| 7. The Internet | 41 | 1 | 2 | 3 | 4 |
| 8. Nuclear energy | 42 | 1 | 2 | 3 | 4 |

Q.3a. Please tell me what comes to your mind when you think about modern biotechnology in a broad sense, that is including genetic engineering. (INTERVIEWER: WRITE VERBATIMS IN FULL, PROMPT "ANYTHING ELSE ?", AFTER EACH WORD OR PHRASE)

43

1. _____

2. _____

3. _____

4. _____

5. _____

INTERVIEWER; READ BACK EACH RESPONSE EXCLUDING 'DON'T KNOW' AND ASK:

Q.3b) Do you have a positive, negative or neutral opinion about it?

| Association Number (i.e. each answer in turn) | POSITIVE | NEGATIVE | NEUTRAL | DK |
|--|----------|----------|---------|----|
| 1. | 48 1 | 2 | 3 | 4 |
| 2. | 49 1 | 2 | 3 | 4 |
| 3. | 50 1 | 2 | 3 | 4 |
| 4. | 51 1 | 2 | 3 | 4 |
| 5. | 52 1 | 2 | 3 | 4 |

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For the rest of the interview, we are using the term "modern biotechnology" in the broad sense, that is including genetic engineering.

Q.4. For each of the following, please tell me whether you think it is true or false.

| READ OUT | TRUE | FALSE | DK |
|---|------|-------|----|
| 1. There are bacteria which live from waste water | 53 1 | 2 | 3 |
| 2. Ordinary tomatoes do not contain genes while genetically modified tomatoes do | 54 1 | 2 | 3 |
| 3. The cloning of living things produces exactly identical offspring | 55 1 | 2 | 3 |
| 4. By eating a genetically modified fruit, a person's genes could also become modified | 56 1 | 2 | 3 |
| 5. It is the father's genes that determine whether a child is a girl | 57 1 | 2 | 3 |
| 6. Yeast for brewing beer consists of living organisms | 58 1 | 2 | 3 |
| 7. It is possible to find out in the first few months of pregnancy whether a child will have Down's Syndrome or mongolism | 59 1 | 2 | 3 |
| 8. Genetically modified animals are always bigger than ordinary ones | 60 1 | 2 | 3 |
| 9. More than half of the human genes are identical to those of chimpanzees | 61 1 | 2 | 3 |
| 10 It is impossible to transfer animal genes into plants | 62 1 | 2 | 3 |
| 11 Criminal tendencies are mainly genetically inherited | 63 1 | 2 | 3 |
| 12 Musical abilities are mainly learnt | 64 1 | 2 | 3 |

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Now we will turn to applications which are coming out of modern biotechnology.

- Q.5. a) Please tell me whether you have heard of this application of biotechnology before, or not? (INTERVIEWER: SHOW CARD Q.5 - READ OUT EACH APPLICATION IN TURN, AND CIRCLE ONLY IF ANSWER IS 'YES').

(SHOW CARD 'Q.5' WITH ITEM 1, FOUR DIMENSIONS AND SCALE : ASK b, THEN c, THEN d, THEN e)

(INTERVIEWER. CODE "1" IF RESPONDENT SAYS "DEFINITELY AGREE", CODE "2" IF "TEND TO AGREE", CODE "3" IF "TEND TO DISAGREE", CODE "4" IF "DEFINITELY DISAGREE" AND CODE "5" IF "DK")

b) Could you please tell me whether you definitely agree, tend to agree, tend to disagree or definitely disagree that this application is **useful** for society?

c) And to what extent do you agree that this application is a **risk** for society?

d) And to what extent do you agree that this application is **morally acceptable**?

e) And to what extent do you agree that this application should be **encouraged**?

- Q.5 2. (SHOW CARD 'Q.5' WITH ITEM 2, FOUR DIMENSIONS AND SCALE : ASK b, THEN c, THEN d, THEN e; THEN GO TO ITEM 3, ETC.)

To what extent do you agree or disagree that ... ?

- b) This application is **useful** for society ?
 c) This application is a **risk** for society ?
 d) This application is **morally acceptable** ?
 e) This application should be **encouraged** ?

| READ OUT | a) Heard of | b) USEFUL | c) A RISK | d) MORALLY ACCEPTABLE | e) ENCOURAGED |
|---|-------------|-----------|-----------|-----------------------|---------------|
| Item 1. Use modern biotechnology in the production of foods, for example, to make them higher in protein, keep longer or change the taste | 65 1, | 72 — | 73 — | 74 — | 75 — |
| Item 2. Taking genes from plant species and transferring them into crop plants, to make them more resistant to insect pests | 2, | 76 — | 77 — | 78 — | 79 — |
| Item 3. Introducing human genes into bacteria to produce medicines or vaccines, for example to produce insulin for diabetics | 3, | 80 — | 81 — | 82 — | 83 — |
| Item 4. Cloning human cells or tissues to replace a patient's diseased cells that are not functioning properly | 4, | 84 — | 85 — | 86 — | 87 — |
| Item 5. Cloning animals such as sheep to get milk which can be used to make medicines and vaccines | 5, | 88 — | 89 — | 90 — | 91 — |
| Item 6. Using genetic testing to detect diseases we might have inherited from our parents, such as cystic fibrosis | 6, | 92 — | 93 — | 94 — | 95 — |
| Item 7. Developing genetically modified bacteria to clean up slicks of oil or dangerous chemicals | 7, | 96 — | 97 — | 98 — | 99 — |

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Q.6. Now let's talk about cloning animals, for instance to get milk which can be used to make medicines and vaccines. From now on, I am going to call this cloning. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree with each of the following statements? (SHOW CARD 'Q.6' WITH SCALE)

| Read Out Top/Bottom/Top Alternately | Strongly Agree | Somewhat Agree | Neither Agree nor Disagree | Somewhat Disagree | Strongly Disagree | DK | |
|--|----------------|----------------|----------------------------|-------------------|-------------------|----|---|
| 1) Cloning animals will bring benefits to a lot of people | 100 | 1 | 2 | 3 | 4 | 5 | 6 |
| 2) Deciding on the issue of cloning animals is so complex that public consultation about it is a waste of time | 101 | 1 | 2 | 3 | 4 | 5 | 6 |
| 3) Cloning animals threatens the natural order of things | 102 | 1 | 2 | 3 | 4 | 5 | 6 |
| 4) If the majority of people were in favour of cloning animals, then it should be allowed | 103 | 1 | 2 | 3 | 4 | 5 | 6 |
| 5) Cloning animals is simply not necessary | 104 | 1 | 2 | 3 | 4 | 5 | 6 |
| 6) The risks from cloning animals are acceptable | 105 | 1 | 2 | 3 | 4 | 5 | 6 |
| 7) Whatever the risks from cloning animals, you can avoid them if you really want to | 106 | 1 | 2 | 3 | 4 | 5 | 6 |
| 8) Even if cloning animals has benefits, it is fundamentally unnatural | 107 | 1 | 2 | 3 | 4 | 5 | 6 |
| 9) If anything went wrong with cloning animals, it would be a worldwide catastrophe | 108 | 1 | 2 | 3 | 4 | 5 | 6 |
| 10) I dread the idea of cloning animals | 109 | 1 | 2 | 3 | 4 | 5 | 6 |
| 11) Cloning animals poses no danger for future generations | 110 | 1 | 2 | 3 | 4 | 5 | 6 |
| 12) Of all the risks we face these days, the risk from cloning animals is quite small | 111 | 1 | 2 | 3 | 4 | 5 | 6 |
| 13) Even if it means missing out on some of its benefits, cloning should be introduced more gradually | 112 | 1 | 2 | 3 | 4 | 5 | 6 |

ASK ALL

Q.7. For each of the following statements, please tell me if you tend to agree or tend to disagree?

| READ OUT TOP/BOTTOM/TOP ALTERNATELY | TEND TO AGREE | TEND TO DISAGREE | DK |
|---|----------------------|-------------------------|-----------|
| 1) I would buy genetically modified fruits if they tasted better | 126 1 | 2 | 3 |
| 2) I would pay more for non GM food | 127 1 | 2 | 3 |
| 3) I would sign a petition against biotechnology | 128 1 | 2 | 3 |
| 4) I would be prepared to take part in public discussions or hearings about biotechnology | 129 1 | 2 | 3 |
| 5) I would take time to read articles or watch TV programmes on the advantages and disadvantages of developments in biotechnology | 130 1 | 2 | 3 |
| 6) I feel sufficiently informed about biotechnology | 131 1 | 2 | 3 |
| 7) I would be willing to buy cooking oil that contained a small amount of GM soya | 132 1 | 2 | 3 |
| 8) If they got rid of all traces of genetic modification from GM sugar cane, I would be happy to eat the sugar | 133 1 | 2 | 3 |
| 9) I would be willing to eat the eggs of chickens fed on GM corn | 134 1 | 2 | 3 |

Q.8. Now I'm going to ask you about different people and groups involved in various applications of modern biotechnology and genetic engineering. Do you think they are doing a good job for society or not doing a good job for society?

| READ OUT TOP/BOTTOM/TOP ALTERNATELY | DOING A GOOD JOB FOR SOCIETY | NOT DOING A GOOD JOB FOR SOCIETY | DK |
|--|-------------------------------------|---|-----------|
| 1) Newspapers and magazines reporting on biotechnology | 135 1 | 2 | 3 |
| 2) Industry developing new products with biotechnology | 136 1 | 2 | 3 |
| 3) Ethics committees looking at the moral aspects of biotechnology | 137 1 | 2 | 3 |
| 4) Consumer organisations checking products of biotechnology | 138 1 | 2 | 3 |
| 5) Environmental groups campaigning against biotechnology | 139 1 | 2 | 3 |
| 6) Our government making regulations on biotechnology | 140 1 | 2 | 3 |
| 7) Shops making sure our food is safe | 141 1 | 2 | 3 |
| 8) Farmers deciding which types of crop to grow | 142 1 | 2 | 3 |
| 9) The churches giving their points of view on biotechnology | 143 1 | 2 | 3 |
| 10) Medical doctors keeping an eye on the health implications of biotechnology | 144 1 | 2 | 3 |

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Q.9. Now I would like to ask you which of the following sources of information, if any, you trust to tell you the truth about modern biotechnology.

a) Please choose the source of information you trust most, if any, from the following list. (SHOW CARD 'Q.9' - ONE ANSWER ONLY)

b) Please indicate also which other sources, if any, you trust to tell you the truth about modern biotechnology. (SHOW CARD 'Q.9' AGAIN - SEVERAL ANSWERS POSSIBLE)

| READ OUT | a) TRUST MOST | b) OTHER SOURCES |
|---|---------------|------------------|
| 1. Consumer organisations | 145-146 01 | 147 1, |
| 2. Environmental organisations | 02 | 2, |
| 3. Animal welfare organisations | 03 | 3, |
| 4. The medical profession | 04 | 4, |
| 5. Farmer's organisations | 05 | 5, |
| 6. Religious organisations | 06 | 6, |
| 7. National government bodies | 07 | 7, |
| 8. International institutions (not companies) | 08 | 8, |
| 9. A particular industry | 09 | 9, |
| 10. Universities | 10 | 10, |
| 11. Political parties | 11 | 11, |
| 12. Television and newspapers | 12 | 12, |
| None of these (SPONTANEOUS) | 13 | 13, |
| DK | 14 | 14, |

Q.10. Before today, had you ever talked about modern biotechnology with anyone? (IF YES) Had you talked about it frequently, occasionally or only once or twice?

| | | |
|------------------------------|-----|---|
| No, never..... | 161 | 1 |
| Yes, frequently..... | | 2 |
| Yes, occasionally..... | | 3 |
| Yes, only once or twice..... | | 4 |
| DK..... | | 5 |

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Q.11.a) Which one, if any, of the following newspapers or magazines have you read most regularly in the past month? **(SHOW CARD 'Q.11' - ONE ANSWER ONLY)**

(IF "NONE", CODE 10 IN Q.11a)

Q.11.b) And, if you were to read one regularly, which one would you prefer? **(SHOW CARD 'Q.11' AGAIN - ONE ANSWER ONLY)**

| READ OUT | a) Read most regularly in the past month | b) Would prefer |
|---|--|-----------------|
| 1. Daily Mirror or Sunday Mirror | 162-163 01 | 164-165 01 |
| 2. Sun or News of the World | 02 | 02 |
| 3. Daily or Sunday Mail | 03 | 03 |
| 4. Daily Express, Sunday Express or Sunday People | 04 | 04 |
| 5. The Times or Sunday Times | 05 | 05 |
| 6. Daily or Sunday Telegraph | 06 | 06 |
| 7. Guardian or Observer | 07 | 07 |
| 8. Independent or Sunday Independent | 08 | 08 |
| 9. Other | 09 | 09 |
| 10. None | 10 | 10 |
| DK | 11 | 11 |

ASK ALL

Q.12.a) There is a lot of talk these days about what Northern Ireland's goals should be for the next ten or fifteen years. On this card are listed some of the goals that different people say should be given top priority. Would you please say which one of them you, yourself, consider to be most important in the long run? **(SHOW CARD 'Q.12' - ONE ANSWER ONLY)**

Q.12b) And what would be your second choice? **(SHOW CARD 'Q.12' AGAIN - ONE ANSWER ONLY)**

| READ OUT | MOST IMPORTANT GOALS | |
|---|----------------------|--------|
| | a) 1st | b) 2nd |
| 1. Maintaining order in the country | 166 1 | 167 1 |
| 2. Giving the people more say in important government decisions | 2 | 2 |
| 3. Fighting rising prices | 3 | 3 |
| 4. Protecting freedom of speech | 4 | 4 |
| DK | 5 | 5 |

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Now, let's talk about your quality of life

Q.13. Please tell me whether you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied with each of the following? (SHOW CARD 'Q.13' WITH SCALE)

| READ OUT | VERY SATISFIED | FAIRLY SATISFIED | NOT VERY SATISFIED | NOT AT ALL SATISFIED | DK |
|---|----------------|------------------|--------------------|----------------------|----|
| 1. Your life in general | 168 1 | 2 | 3 | 4 | 5 |
| 2. Your own health | 169 1 | 2 | 3 | 4 | 5 |
| 3. Northern Ireland's health care system in general | 170 1 | 2 | 3 | 4 | 5 |
| 4. Your family life | 171 1 | 2 | 3 | 4 | 5 |
| 5. Your social life | 172 1 | 2 | 3 | 4 | 5 |
| 6. Your personal safety | 173 1 | 2 | 3 | 4 | 5 |
| 7. Your financial situation | 174 1 | 2 | 3 | 4 | 5 |
| 8. Your employment situation | 175 1 | 2 | 3 | 4 | 5 |
| 9. Your home | 176 1 | 2 | 3 | 4 | 5 |
| 10. The area you live in/your neighbourhood | 177 1 | 2 | 3 | 4 | 5 |

Q.14.a) Compared to two years ago, please tell me for each of the following whether you are now more satisfied, less satisfied or has there been no change? (SHOW CARD 'Q.14' WITH SCALE)

Q.14.b) And please tell me whether in two years' time, you think you will be more satisfied, less satisfied or will there be no change with... ? (SHOW CARD 'Q.14 AGAIN')

| READ OUT | Q.14a | | | | Q.14b | | | |
|--|----------------|----------------|-----------|----|----------------|----------------|-----------|----|
| | More Satisfied | Less Satisfied | No Change | DK | More Satisfied | Less Satisfied | No Change | DK |
| 1. Your life in general | 178 1 | 2 | 3 | 4 | 179 1 | 2 | 3 | 4 |
| 2. Your own health | 180 1 | 2 | 3 | 4 | 181 1 | 2 | 3 | 4 |
| 3. The health care system in Northern Ireland in general | 182 1 | 2 | 3 | 4 | 183 1 | 2 | 3 | 4 |
| 4. Your family life | 184 1 | 2 | 3 | 4 | 185 1 | 2 | 3 | 4 |
| 5. Your social life | 186 1 | 2 | 3 | 4 | 187 1 | 2 | 3 | 4 |
| 6. Your personal safety | 188 1 | 2 | 3 | 4 | 189 1 | 2 | 3 | 4 |
| 7. Your financial situation | 190 1 | 2 | 3 | 4 | 191 1 | 2 | 3 | 4 |
| 8. Your employment situation | 192 1 | 2 | 3 | 4 | 193 1 | 2 | 3 | 4 |
| 9. Your home | 194 1 | 2 | 3 | 4 | 195 1 | 2 | 3 | 4 |
| 10. The area you live in/ your neighbourhood | 196 1 | 2 | 3 | 4 | 197 1 | 2 | 3 | 4 |

Q.15. In your opinion, which three of these factors contribute most to your current quality of life? **(SHOW CARD 'Q.15' - READ OUT - THREE ANSWERS MAXIMUM)**

| | | |
|---|-----|----|
| Being in good health..... | 198 | 1, |
| Having little stress or worry..... | | 2, |
| Having sufficient income to meet my needs..... | | 3, |
| Having a nice home..... | | 4, |
| Having a satisfactory environment..... | | 5, |
| Having a satisfactory job..... | | 6, |
| Having family members who are there when I need them..... | | 7, |
| Having friends who are there when I need them..... | | 8, |
| Having access to good transport facilities..... | | 9, |
| Having access to good educational or training facilities..... | | 10 |
| Having access to good health services..... | | 11 |
| Living in a safe area..... | | 12 |
| Having enough free time for myself and my family..... | | 13 |
| Having access to new information technologies..... | | 14 |
| Having access to social and cultural activities..... | | 15 |
| None of these (SPONTANEOUS) | | 16 |
| DK..... | | 17 |

Q.16. And, which three of these factors would most improve your current quality of life? **(SHOW CARD 'Q.16' - READ OUT - THREE ANSWERS MAXIMUM)**

| | | |
|--|-----|----|
| Being in better health..... | 215 | 1, |
| Having less stress or less worry..... | | 2, |
| Having a higher income..... | | 3, |
| Better housing conditions..... | | 4, |
| Having a better environment..... | | 5, |
| Having a job or a better job..... | | 6, |
| More support from my family..... | | 7, |
| More support from friends..... | | 8, |
| Better transport facilities..... | | 9, |
| Better educational or training facilities..... | | 10 |
| Better health services..... | | 11 |
| Living in a safer area..... | | 12 |
| More free time for myself and my family..... | | 13 |
| Better access to new information technologies..... | | 14 |
| Better access to social and cultural activities..... | | 15 |
| Other (SPONTANEOUS) | | 16 |
| DK..... | | 17 |

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Q.17.a) If you had to go to each of the following places from home, how long would it take you? (SHOW CARD 'Q.17a' WITH SCALE - ONE ANSWER ONLY)

Q.17.b) And to which of them could you walk to? (SHOW CARD 'Q.17b' - SEVERAL ANSWERS POSSIBLE)

| READ OUT | Q.17a | | | | Q.17b |
|---|----------------------|---------------|------------------|----|---------------|
| | Less than 20 Minutes | 20-59 Minutes | One Hour or More | DK | Could Walk To |
| 1. The place where you work or study | 242 1 | 2 | 3 | 4 | 232 1, |
| 2. Your general practitioner / health centre | 243 1 | 2 | 3 | 4 | 2 |
| 3. The nearest hospital | 244 1 | 2 | 3 | 4 | 3 |
| 4. The nearest shop/supermarket | 245 1 | 2 | 3 | 4 | 4 |
| 5. The nearest place to get money : cash dispenser, bank, post office | 246 1 | 2 | 3 | 4 | 5 |
| 6. The nearest stop for public transport | 247 1 | 2 | 3 | 4 | 6 |
| 7. The nearest crèche | 248 1 | 2 | 3 | 4 | 7 |
| 8. The nearest primary school | 249 1 | 2 | 3 | 4 | 8 |
| 9. The nearest police station | 250 1 | 2 | 3 | 4 | 9 |
| 10. The nearest cinema | 251 1 | 2 | 3 | 4 | 10 |

PUNCHER NOTE
ORDER OF COLUMNS

Q.18. Which of the following comes closest to your present standard of living? (SHOW CARD 'Q.18' - READ OUT - ONE ANSWER ONLY)

| | | |
|-------------------------|-----|---|
| Rich..... | 252 | 1 |
| Very comfortable..... | | 2 |
| Comfortable..... | | 3 |
| Average..... | | 4 |
| Just getting along..... | | 5 |
| Poor..... | | 6 |
| Very poor..... | | 7 |
| DK..... | | 8 |

Q.19. Are you currently able to save or invest part of your monthly income?

| | | |
|--------------|-----|---|
| Yes..... | 253 | 1 |
| No..... | | 2 |
| DK..... | | 3 |
| Refusal..... | | 4 |

Q.20.a) Thinking about improving your standard of living, please tell me which of the following applies to you? **(SHOW CARD 'Q.20a' - READ OUT - ONE ANSWER ONLY)**

- I am already trying to improve my standard of living 254 1 **GO TO Q.20B**
- I plan to try to improve my standard of living 2 **GO TO Q.20C**
- I cannot do anything to improve my standard of living 3
- It is not a priority for me to improve my standard of living 4 **GO TO Q.21**
- There is no need for me to improve my standard of living ... 5
- DK 6

IF "ALREADY TRYING", CODE 1 AT Q.20a

Q.20.b) Which of the following are you doing to improve your current standard of living? **(SHOW CARD 'Q.20b' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

- I had no job and I have just found one/I have no job and I am looking for one..... 255 1,
- I have just found a better job / I am looking for a better job..... 2,
- I have just moved to another area / I am going to move to another area..... 3,
- I have just gone back to school, university / I am going to go back to school, university..... 4,
- I am taking a training course / I am going to take a training course..... 5,
- I am setting up my own business / I am going to set up my own business..... 6,
- I am doing something else / I am going to do something else **(SPONTANEOUS)** 7,
- DK..... 8,

(IF "PLANNING TO TRY TO IMPROVE", CODE 2 AT Q.20a)

Q.20.c) Which of the following do you think you could do to improve your current standard of living? **(SHOW CARD 'Q.20c' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

- I have no job and I could look for one..... 263 1,
- I could change jobs to a better one..... 2,
- I could move to another area..... 3,
- I could go back to school / university..... 4,
- I could take a training course..... 5,
- I could set up my own business..... 6,
- I could do something else **(SPONTANEOUS)** 7,
- DK..... 8,

ASK ALL

Q.21. Now, let's talk about your lifestyle. Do you or don't you... ?

| READ OUT | YES | NO | DK |
|--|-------|----|----|
| 1. Consider your lifestyle to be healthy | 271 1 | 2 | 3 |
| 2. Eat a good, balanced diet | 272 1 | 2 | 3 |
| 3. Exercise at least twice a week | 273 1 | 2 | 3 |
| 4. Regularly drink alcohol | 274 1 | 2 | 3 |
| 5. Smoke | 275 1 | 2 | 3 |
| 6. Regularly feel stressed | 276 1 | 2 | 3 |

Q.22. In the last twelve months, have you or haven't you... ?

| READ OUT | YES | NO | DK |
|--|-------|----|----|
| 1. Consulted a family doctor or general practitioner | 277 1 | 2 | 3 |
| 2. Consulted a dentist | 278 1 | 2 | 3 |
| 3. Consulted another medical specialist | 279 1 | 2 | 3 |
| 4. Been in a hospital or clinic as a patient overnight or longer | 280 1 | 2 | 3 |

Q.23. Do you have any long-standing illness, disability or infirmity, that limits your activities in any way? By long-standing, I mean anything that has troubled you over a period of time or that is likely to affect you for a period of time.

Yes..... 281 1
 No..... 2
 DK..... 3

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Q.24.a) Now let's talk about your leisure time. Please tell me which three of the following activities you spend most of your free time on?
(SHOW CARD 'Q.24' - MAXIMUM THREE ANSWERS)

Q.24.b) If you had an extra 4 or 5 hours of free time in a week, which one of these activities would you choose to do or to do more? (SHOW CARD 'Q.24' AGAIN - ONE ANSWER ONLY)

| READ OUT | a) Activities Leisure Time | b) Activities If More Leisure Time |
|--|-------------------------------|--|
| 1. Family activities | 282 1, | 295-296 01 |
| 2. Sports and physical activities | 2, | 02 |
| 3. Social activities (e.g. seeing friends) | 3, | 03 |
| 4. Cultural activities | 4, | 04 |
| 5. Educational activities | 5, | 05 |
| 6. Charitable activities | 6, | 06 |
| 7. Political activities | 7, | 07 |
| 8. Religious activities | 8, | 08 |
| 9. Relaxing | 9, | 09 |
| 10. Work-related activities | 10, | 10 |
| 11. Household chores | 11, | 11 |
| Other things (SPONTANEOUS) | 12, | 12 |
| DK | 13, | 13 |

(IF CODE 01 TO 11 IN Q.24.b, ASK Q.25)

Q.25. Whom would you most prefer to share this activity with? (SHOW CARD 'Q.25-
READ OUT - ONE ANSWER ONLY)

| | | |
|--|-----|---|
| With my partner/spouse..... | 297 | 1 |
| With relatives..... | | 2 |
| With friends..... | | 3 |
| Within organisations / associations / clubs..... | | 4 |
| With others (SPONTANEOUS)..... | | 5 |
| With nobody / alone (SPONTANEOUS)..... | | 6 |
| DK..... | | 7 |

ASK ALL

Q.26. Now thinking about poor or socially excluded people, in the last twelve months, have you done the following at least once a month, less often or have you not done it?

| READ OUT | AT LEAST ONCE A MONTH | LESS OFTEN | NOT DONE IT | DK |
|--|--------------------------|---------------|----------------|----|
| 1. Given money or goods to poor or socially excluded people | 298 1 | 2 | 3 | 4 |
| 2. Given up some of your time to help poor or socially excluded people | 299 1 | 2 | 3 | 4 |

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Q.27a) In your opinion, which of the following currently provide most of the help to poor or socially excluded people in Northern Ireland? (SHOW CARD 'Q.27 - THREE ANSWERS MAXIMUM)

Q.27b) And which of the following do you think should provide most of the help? (SHOW CARD 'Q.27 AGAIN - THREE ANSWERS MAXIMUM)

| READ OUT | a) CURRENTLY | | b) SHOULD | |
|--|--------------|-----|-----------|-----|
| 1. Local/national government housing authorities | 300 | 1, | 312 | 1, |
| 2. Local/national government employment services | | 2, | | 2, |
| 3. Local/national government social services | | 3, | | 3, |
| 4. Religious institutions | | 4, | | 4, |
| 5. Charitable or voluntary organisations | | 5, | | 5, |
| 6. Businesses, companies | | 6, | | 6, |
| 7. Trade unions | | 7, | | 7, |
| 8. Their family | | 8, | | 8, |
| 9. The European Union | | 9, | | 9, |
| 10. Poor or socially excluded people themselves | | 10, | | 10, |
| 11. Others (SPONTANEOUS) | | 11, | | 11, |
| DK | | 12, | | 12, |

Q.28. Please tell me to what extent you agree or disagree with each of the following statements. (SHOW CARD Q.28 WITH SCALE)

| READ OUT | STRONGLY AGREE | SOMEWHAT AGREE | NEITHER AGREE NOR DISAGREE | SOMEWHAT DISAGREE | STRONGLY DISAGREE | DK |
|---|----------------|----------------|----------------------------|-------------------|-------------------|----|
| 1. In Northern Ireland society, the rich get richer and the poor get poorer | 324 1 | 2 | 3 | 4 | 5 | 6 |
| 2. The government should spend more on social welfare | 325 1 | 2 | 3 | 4 | 5 | 6 |
| 3. The differences in income in Northern Ireland are too wide | 326 1 | 2 | 3 | 4 | 5 | 6 |
| 4. The government has to guarantee the same opportunities (education, health, etc.) for everyone | 327 1 | 2 | 3 | 4 | 5 | 6 |
| 5. There is not enough government support for poor or socially excluded people | 328 1 | 2 | 3 | 4 | 5 | 6 |
| 6. It is the responsibility of the government to reduce the differences in income between people with high incomes and those with low incomes | 329 1 | 2 | 3 | 4 | 5 | 6 |
| 7. Wide differences in income are not good for Northern Ireland society | 330 1 | 2 | 3 | 4 | 5 | 6 |

Now let's talk about new information technologies such as the Internet, personal computers or mobile phones.

Q.29. Thinking about the impact of these new technologies on your quality of life, do you think it will be... ? (SHOW CARD Q.29 - READ OUT - ONE ANSWER ONLY)

- ... very positive.....331 1
- ... fairly positive..... 2
- ... fairly negative..... 3
- ... very negative..... 4
- No impact (SPONTANEOUS)..... 5
- DK..... 6

Q.30. Do you think that the national/local government should spend more money to ensure that everyone can have access to these new technologies, or not?

- Yes.....332 1
- No..... 2
- DK..... 3

Q.31. In the last two years, have you participated in training activities related to these new technologies? (IF YES) Was it related to your job or your personal development?

- No..... 333 1 GO TO Q.32
- Yes, job 2
- Yes, personal development 3 } GO TO Q.33
- Yes, both (SPONTANEOUS) 4
- DK..... 5

(IF "NO", CODE 1 IN Q.31)

Q.32. Why not? (SHOW CARD 'Q.32' - READ OUT - SEVERAL ANSWERS POSSIBLE)

- I am not interested.....334 1,
- I have not had enough time..... 2,
- I was not given the opportunity..... 3,
- I could not afford it..... 4,
- Other reasons (SPONTANEOUS)..... 5,
- DK..... 6,

ASK ALL

Q.33. And, in the last two years, have you participated in other training activities? (IF YES) Was it related to your job, or your personal development?

- No..... 340 1 GO TO Q.34
- Yes, my job 2
- Yes, my personal development 3 } GO TO Q.35
- Yes, both (SPONTANEOUS) 4
- DK..... 5

(IF "NO", CODE 1 IN Q.33)
 Q.34. Why not? (SHOW CARD 'Q.34' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|--------------------------------------|-----|----|
| I am not interested..... | 341 | 1, |
| I have not had enough time..... | | 2, |
| I was not given the opportunity..... | | 3, |
| I could not afford it..... | | 4, |
| Other reasons (SPONTANEOUS)..... | | 5, |
| DK..... | | 6, |

ASK ALL

Now, let's turn to another topic: logos / symbols.

Q.35. Have you ever seen this symbol on products that you buy? (SHOW CARD 'Q.35' WITH EC LOGO)

| | | | |
|-----------|-----|---|------------|
| Yes | 347 | 1 | GO TO Q.36 |
| No | | 2 | GO TO Q.37 |
| DK | | 3 | GO TO Q.37 |

(IF "YES", CODE 1 IN Q.35)
 Q.36. On which products, other than food, have you ever seen this symbol? (SHOW CARD 'Q.36. - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|--|-----|----|
| Toys..... | 348 | 1, |
| Electrical appliances..... | | 2, |
| Computer equipment..... | | 3, |
| Telecommunications equipment..... | | 4, |
| DIY tools..... | | 5, |
| Safety equipment for sport and hobbies..... | | 6, |
| Pressure cookers..... | | 7, |
| Gas appliances..... | | 8, |
| Weighing scales..... | | 9, |
| Other appliances products (SPONTANEOUS)..... | | 10 |
| I don't remember (SPONTANEOUS)..... | | 11 |
| DK..... | | 12 |

ASK ALL

Q.37. Do you think these letters mean that the product...? (SHOW CARD 'Q.37' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|-------------------------------------|-----|----|
| ... was manufactured in Europe..... | 360 | 1, |
| ... is not dangerous..... | | 2, |
| ... is a high quality product..... | | 3, |
| ... meets legal requirements..... | | 4, |
| ... meets technical standards..... | | 5, |
| Others (SPONTANEOUS)..... | | 6, |
| DK..... | | 7, |

Q.38. Do you think a product carrying this symbol has been subject to specific checks, or not? **(IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY)**

| | | |
|---|-----|---|
| No..... | 367 | 1 |
| Yes, by a consumer association..... | | 2 |
| Yes, by the government/the State/a Ministry..... | | 3 |
| Yes, by the European Community/The European Union/Europe..... | | 4 |
| Yes, by the manufacturer himself..... | | 5 |
| Yes, by an independent standards authority..... | | 6 |
| Yes, by someone else..... | | 7 |
| DK..... | | 8 |

Q.39. Who do you think puts the EC symbol on the product? **(INT.: DO NOT PROMPT - ONE ANSWER ONLY)**

| | | |
|---|-----|---|
| A consumer association..... | 368 | 1 |
| The government/the State/a Ministry..... | | 2 |
| The European Community/The European Union/Europe..... | | 3 |
| The manufacturer himself..... | | 4 |
| An independent standards authority..... | | 5 |
| Someone else..... | | 6 |
| DK..... | | 7 |

Q.40. Do you take the EC symbol into account always, often, sometimes, rarely or never when buying products?

| | | |
|--|-----|---|
| Always..... | 369 | 1 |
| Often..... | | 2 |
| Sometimes..... | | 3 |
| Rarely..... | | 4 |
| Never..... | | 5 |
| It depends on the product (SPONTANEOUS) | | 6 |
| DK..... | | 7 |

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Q.41.a) Which of the following symbols have you ever seen on products that you buy?
 (SHOW CARD 'Q.41' WITH LOGOS)

Q.41b). And which ones do you take into account when buying products? (SHOW CARD
 'Q.41' WITH LOGOS AGAIN)

| READ OUT | a) EVER SEEN | | b) TAKE INTO ACCOUNT | |
|----------------------|--------------|-----|----------------------|-----|
| Logo 1 | 370 | 1, | 401 | 1, |
| Logo 2 | | 2, | | 2, |
| Logo 3 | | 3, | | 3, |
| Logo 4 | | 4, | | 4, |
| Logo 5 | | 5, | | 5, |
| Logo 6 | | 6, | | 6, |
| Logo 7 | | 7, | | 7, |
| Logo 8 | | 8, | | 8, |
| Logo 9 | | 9, | | 9, |
| Logo 10 | | 10, | | 10, |
| Logo 11 | | 11, | | 11, |
| Logo 12 | | 12, | | 12, |
| Logo 13 | | 13, | | 13, |
| Logo 14 | | 14, | | 14, |
| Logo 15 | | 15, | | 15, |
| Logo 16 | | 16, | | 16, |
| Logo 17 | | 17, | | 17, |
| Logo 27 | | 27, | | 27, |
| Logo 28 | | 28, | | 28, |
| None of these | | 29, | | 29, |
| Others (SPONTANEOUS) | | 30, | | 30, |
| DK | | 31, | | 31, |

PUNCHER NOTE: NO COLS. 387-395

OR 418-426

Now, let's turn to another topic: your rights as a consumer.

Q.42. Do you feel very well, fairly well, not very well or not at all well informed about your rights as a consumer?

| | | |
|-------------------------------|-----|---|
| Very well informed..... | 432 | 1 |
| Fairly well informed..... | | 2 |
| Not very well informed..... | | 3 |
| Not at all well informed..... | | 4 |
| DK..... | | 5 |

Q.43 Generally speaking, how would you prefer to get information on your rights as a consumer? (**SHOW CARD 'Q.43' - READ OUT - SEVERAL ANSWERS POSSIBLE**)

| | | |
|---|-----|----|
| A small folder giving just an outline..... | 433 | 1, |
| A more detailed booklet..... | | 2, |
| A book giving a complete description..... | | 3, |
| A video tape..... | | 4, |
| On the Internet..... | | 5, |
| A CD-ROM..... | | 6, |
| A computer terminal enabling you to consult data banks..... | | 7, |
| On television..... | | 8, |
| On the radio..... | | 9, |
| In daily newspapers..... | | 10 |
| In other newspapers, magazines..... | | 11 |
| At school, university, etc..... | | 12 |
| Through a consumer association / an information centre for consumers..... | | 13 |
| I do not wish to get information on my rights as a consumer (SPONTANEOUS)..... | | 14 |
| By none of these ways (SPONTANEOUS)..... | | 15 |
| DK..... | | 16 |

Q.44. Did you ever have to complain about a product or service that you had bought? (**IF YES**) Would you say that it has happened to you very often, fairly often, not very often or not at all often?

| | | |
|----------------------------|-----|---|
| No, never..... | 449 | 1 |
| Yes, very often..... | | 2 |
| Yes, fairly often..... | | 3 |
| Yes, not very often..... | | 4 |
| Yes, not at all often..... | | 5 |
| DK..... | | 6 |

Q.45. 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/service provider... ? (**SHOW CARD 'Q.45' - READ OUT - SEVERAL ANSWERS POSSIBLE**)

| | | | |
|--|-----|----|--------------|
| ... in person | 450 | 1, | } GO TO Q.47 |
| ... by telephone | | 2, | |
| ... by writing | | 3, | → GO TO Q.46 |
| ... by e-mail | | 4, | } GO TO Q.47 |
| In another way (SPONTANEOUS) | | 5, | |
| It depends on the product / service (SPONTANEOUS) | | 6, | |
| DK | | 7, | |

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IF "BY WRITING", CODE 3 IN Q.45
 Q.46. If you complain in writing, do you... ? (SHOW CARD 'Q.46' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|--|-----|----|
| write the letter personally..... | 457 | 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.47. Have you ever heard of bodies, such as arbitrators, counsellors, ombudsmen, etc., dealing with consumer disputes?

| | | | |
|-----------|-----|---|-------------------|
| Yes | 463 | 1 | GO TO Q.48 |
| No | | 2 | GO TO Q.50 |
| DK | | 3 | GO TO Q.50 |

(IF "YES", CODE 1 IN Q.47)

Q.48. Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD 'Q.48' - READ OUT - ONE ANSWER ONLY)

| | | |
|---|-----|---|
| No, not willing..... | 464 | 1 |
| Yes, on condition that you may reject their decision..... | | 2 |
| Yes, in all circumstances..... | | 3 |
| DK..... | | 4 |

Q.49. Have you any fears about these arbitration bodies? (IF YES) Which of these? (SHOW CARD 'Q.49' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|--|-----|----|
| No, no fears..... | 465 | 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.50. In the last five years, after buying a product or service, have you ever had problems that you could not settle amicably, that is with the salesman/retailer/service provider?

| | | | |
|--|-----|---|-------------------|
| Yes, I had problems which I could not settle amicably | 475 | 1 | GO TO Q.51 |
| No, settled amicably / No, I never had any problems | | 2 | GO TO Q.53 |
| DK | | 3 | GO TO Q.53 |

(IF "YES", CODE 1 IN Q.50)

Q.51. What kind of products or services were involved ? (SHOW CARD 'Q.51' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|---|-----|----|
| Food products..... | 476 | 1, |
| Car..... | | 2, |
| Insurance..... | | 3, |
| Loans..... | | 4, |
| Other banking services/facilities..... | | 5, |
| Household appliances..... | | 6, |
| TV/Video/Hi-fi..... | | 7, |
| Computers..... | | 8, |
| Clothing..... | | 9, |
| Purchase of property..... | | 10 |
| Renovation/building of a home..... | | 11 |
| Leisure/holidays..... | | 12 |
| Services offered by solicitors/barristers, architects, doctors, etc..... | | 13 |
| Post office/courier services..... | | 14 |
| Air travel..... | | 15 |
| Rail travel..... | | 16 |
| Other forms of travel..... | | 17 |
| Water, gas or electricity services..... | | 18 |
| Telephone services..... | | 19 |
| Other products/services (SPONTANEOUS)..... | | 20 |
| DK..... | | 21 |

Q.52. What did you do when you did not find an amicable solution with the salesman/retailer/service provider? (SHOW CARD 'Q.52- READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | |
|--|-----|----|
| I didn't do anything..... | 497 | 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 arbitration (arbitrator, counsellor)..... | | 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 arbitration..... | | 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.53. If you had a problem with a product or service bought in Northern Ireland, what would be the minimum amount which would make you bring it to court?
(SHOW CARD 'Q.53' - READ OUT - ONE ANSWER ONLY)

| | | | |
|---|-----|---|---------------------|
| Less than £65stg | 506 | 1 | GO TO Q.55 |
| £65stg | | 2 | } GO TO Q.54 |
| £130stg | | 3 | |
| £325stg | | 4 | |
| £650stg | | 5 | |
| I would never go to court, whatever the amount (SPONTANEOUS) | | 6 | } GO TO Q.55 |
| DK | | 7 | |

(IF CODES 2 TO 5 IN Q.53)

Q.54. Why would you not bring the matter to court for a lower amount? Is it because...? **(SHOW CARD 'Q.54' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

| | | |
|--|-----|----|
| ... it is too expensive in relation to what the product or service is worth..... | 507 | 1, |
| ... the legal procedure is too long..... | | 2, |
| ... the legal procedure is 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.55. Do you have an insurance policy that could cover the cost of a legal case concerning disputes about consumer products/services?

| | | |
|----------|-----|---|
| Yes..... | 514 | 1 |
| No..... | | 2 |
| DK..... | | 3 |

Q.56. 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..... | 515 | 1 |
| Yes, probably..... | | 2 |
| No, probably not..... | | 3 |
| No, certainly not..... | | 4 |
| DK..... | | 5 |

- Q.57. Which of the following would most encourage you to defend your rights in court with other consumers? **(SHOW CARD 'Q.57' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|--|-----|---|
| Pay my part of the legal costs only if the court decided in my favour..... | 516 | 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.58. In whom would you have the most confidence to defend several consumers in court? **(SHOW CARD 'Q.58' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|---|-----|---|
| Yourself..... | 517 | 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.59. If someone went to court representing several consumers who were complaining about the same thing, what would you prefer? **(SHOW CARD 'Q.59' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|---|-----|---|
| That the case is publicised and that you can join it from the start..... | 518 | 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 |

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ASK ALL

- Q.60. To what extent do you have confidence in the courts to settle consumer disputes efficiently? Would you say you have...? **(SHOW CARD 'Q.60' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|--------------------------------------|-----|---|
| ... a great deal of confidence..... | 519 | 1 |
| ... a fair amount of confidence..... | | 2 |
| ... not very much confidence..... | | 3 |
| ... no confidence at all..... | | 4 |
| DK..... | | 5 |
- Q.61. In your opinion, how could the current justice system / the work of the courts be improved? By ensuring... **(SHOW CARD 'Q.61' - READ OUT - SEVERAL ANSWERS POSSIBLE)**
- | | | |
|---|-----|----|
| ... more independent judges..... | 520 | 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 everyone's rights..... | | 8, |
| Other things (SPONTANEOUS) | | 9, |
| DK..... | | 10 |
- Q.62. Who do you think can best protect your interests as a consumer? **(SHOW CARD 'Q.62' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|---|-----|---|
| A court / the justice system..... | 530 | 1 |
| An arbitration body (arbitrator, counsellor)..... | | 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 public organisation in Northern Ireland in charge of consumer protection..... | | 6 |
| A European public organisation in charge of consumer protection..... | | 7 |
| Other(s) (SPONTANEOUS) | | 8 |
| DK..... | | 9 |
- Q.63. If you had a problem with a product or service you bought abroad, and you had not found an amicable solution, what would be the minimum amount which would make you bring it to court? **(SHOW CARD 'Q.63' - READ OUT - ONE ANSWER ONLY)**
- | | | |
|---|-----|---|
| Less £65stg | 531 | 1 |
| £65stg | | 2 |
| £130stg | | 3 |
| £325stg | | 4 |
| £650stg | | 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 |

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Q.64. Have you ever had reasons to complain about a product or service you bought abroad?

| | | | |
|---|-----|---|--------------|
| Yes | 532 | 1 | GO TO Q.65 |
| No | | 2 | } GO TO Q.67 |
| I have never bought anything abroad (SPONTANEOUS) | | 3 | |
| DK | | 4 | |

(IF "YES", CODE 1 IN Q.64)

Q.65. 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 'Q.65' - READ OUT - SEVERAL ANSWERS POSSIBLE)

| | | | |
|---|-----|----|--------------|
| No, I didn't do anything | 533 | 1, | GO TO Q.67 |
| Yes, in person to the salesman/retailer/service provider | | 2 | } GO TO Q.66 |
| Yes, to the salesman/retailer/service provider by telephone | | 3, | |
| Yes, by writing to the salesman/retailer/service provider | | 4, | |
| Yes, by e-mail to the salesman/retailer/service provider | | 5, | |
| Yes, to a consumer association in Northern Ireland | | 6, | |
| Yes, to a consumer association in the country of purchase | | 7, | |
| Yes, to a solicitor | | 8 | |
| Yes, to an arbitration body (arbitrator, counsellor) in Northern Ireland | | 9, | |
| Yes, to an arbitration body (arbitrator, counsellor) in the country of purchase | | 10 | |
| Yes, to a court in Northern Ireland | | 11 | |
| Yes, to a court in the country of purchase | | 12 | |
| Yes, to someone else (SPONTANEOUS) | | 13 | |
| DK. | | 14 | |

(IF "YES", CODES 2 TO 13 IN Q.65)

Q.66. Were you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the result?

| | | |
|---------------------------|-----|---|
| Very satisfied..... | 547 | 1 |
| Fairly satisfied..... | | 2 |
| Not very satisfied..... | | 3 |
| Not at all satisfied..... | | 4 |
| DK..... | | 5 |

ASK ALL

Q.67. In your opinion, who is most capable of settling disputes about consumer products or services bought abroad? (**SHOW CARD 'Q.67' - READ OUT - ONE ANSWER ONLY**)

| | | |
|--|-----|---|
| The courts in each country..... | 548 | 1 |
| Special courts for these disputes..... | | 2 |
| Arbitration bodies in each country..... | | 3 |
| Special arbitration bodies for these disputes..... | | 4 |
| Public organisations in charge of consumer protection in each country..... | | 5 |
| A European public organisation in charge of consumer protection.... | | 6 |
| Other organisations (SPONTANEOUS)..... | | 7 |
| DK..... | | 8 |

Q.68. 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 'Q.68' - READ OUT - ONE ANSWER ONLY**)

| | | |
|----------------------------|-----|---|
| ... very useful..... | 549 | 1 |
| ... fairly useful..... | | 2 |
| ... not very useful..... | | 3 |
| ... not at all useful..... | | 4 |
| DK..... | | 5 |

Q.69. The European Commission 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..... | 550 | 1 |
| No..... | | 2 |
| DK..... | | 3 |

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 'D1'- DO NOT PROMPT. IF CONTACT HESITATES, ASK TO TRY AGAIN)

| | | | | | | | | | | | |
|---------|------|---|---|---|---|---|---|---|---|----|-------|
| | Left | | | | | | | | | | Right |
| 551-552 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

Refusal..... 553 1
 DK..... 2

NO QUESTIONS D2 TO D6

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

554-555
 Married..... 01
 Remarried..... 02
 Unmarried. Currently living with partner..... 03
 Unmarried. Having never lived with a partner..... 04
 Unmarried. Having previously lived with a partner, but now on my own.. 05
 Divorced..... 06
 Separated..... 07
 Widowed..... 08
 Other (SPONTANEOUS)..... 09
 Refusal (SPONTANEOUS)..... 10

D.8. How old were you when you stopped full-time education ?
 (IF STILL STUDYING : CODE 00 - GO TO D.10)

| | | |
|--|--|---------|
| | | 556-557 |
|--|--|---------|

NO QUESTION D.9

D.10. **SEX**
 Male..... 558 1
 Female..... 2

D.11. How old are you ?

| | | |
|--|--|---------|
| | | 559-560 |
|--|--|---------|

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D.12. How many people live in your household, including yourself, all adults and children?

D.13. How many children under 15 are currently living at home ?

| | D.12 PEOPLE | D.13 CHILDREN |
|-----------|-------------|---------------|
| 1 | 561 1 | 562-563 01 |
| 2 | 2 | 02 |
| 3 | 3 | 03 |
| 4 | 4 | 04 |
| 5 | 5 | 05 |
| 6 | 6 | 06 |
| 7 | 7 | 07 |
| 8 | 8 | 08 |
| 9 or more | 9 | 09 |
| None | ----- | 10 |

D.14. Do you or anyone else in your household own .. ? (READ OUT - CODE IF YES)

| | | |
|---|-----|-----|
| A colour TV set..... | 564 | 1, |
| A video recorder..... | | 2, |
| A video camera..... | | 3, |
| A radio-clock..... | | 4, |
| A PC/home computer..... | | 5, |
| A still camera..... | | 6, |
| An electric drill..... | | 7, |
| An electric deep fat fryer..... | | 8, |
| 2 or more cars..... | | 9, |
| A second home or a holiday home/flat..... | | 10, |

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D.15. a) What is your current occupation ?
 b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 01 TO 04 IN D.15a) Did you do any paid work in the past ?
 What was your last occupation ?

| | a) CURRENT OCCUPATION | b) LAST OCCUPATION |
|--|-----------------------|--------------------|
| NOT WORKING | 574-575 | ----- |
| Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 01 | ----- |
| Student | 02 | ----- |
| Unemployed or temporarily not working | 03 | ----- |
| Retired or unable to work through illness | 04 | ----- |
| SELF EMPLOYED | | 576-577 |
| 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 |

NO QUESTIONS D.16 TO D.18

ASK ALL

D.19. Are you ... ?

| READ OUT | Yes | No |
|---|------------|-----------|
| a) In your household the person mainly responsible for ordinary shopping and looking after the home | 578 1 | 2 |
| b) In your household the person who contributes most to the household income | 579 1 | 2 |

NO QUESTION D20

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IF CODE 2 AT D.19b), ASK

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

D.21.b) **(IF NOT DOING ANY PAID WORK CURRENTLY - CODE 01 TO 04 IN D.21a)**
Did he/she do any paid work in the past ?
What was his/her last occupation ?

| | CURRENT OCCUPATION | LAST OCCUPATION |
|--|-----------------------|--------------------|
| NOT WORKING | 580-581 | ----- |
| Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 01 | ----- |
| Student | 02 | ----- |
| Unemployed or temporarily not working | 03 | ----- |
| Retired or unable to work through illness | 04 | ----- |
| SELF EMPLOYED | | 582-583 |
| 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 |

NO QUESTIONS D22 AND D23

D.24a) Do you live in ... ? (SHOW CARD 'D24a' READ OUT - ONE ANSWER ONLY)

| | | |
|---|-----|---|
| A house that you own outright or have a mortgage on | 584 | 1 |
| An apartment that you own outright or have a mortgage on | | 2 |
| A house that you rent from a private owner | | 3 |
| An apartment that you rent from a private owner | | 4 |
| A house that you rent from a Council, Municipal or Corporation ... | | 5 |
| An apartment that you rent from a Council, Municipal or Corporation | | 6 |
| Other (rent a room, live as a lodger, squatter, etc.) | | 7 |
| DK | | 8 |

D.24.b) What size is your home in square feet ? (SHOW CARD 'D.24b)

| | | |
|-----------------|-----|---|
| < 500 | 585 | 1 |
| 500-999 | | 2 |
| 1000-1499 | | 3 |
| 1500-1999 | | 4 |
| 2000-2499 | | 5 |
| 2500-2999 | | 6 |
| 3000 > | | 7 |
| DK | | 8 |

NO QUESTIONS D25 AND D26

D.27. Would you describe yourself as ... ? (READ OUT - SHOW CARD 'D.27 - ONE ANSWER ONLY)

| | | |
|---|---------|----|
| | 586-587 | |
| Extremely religious..... | | 01 |
| Very religious..... | | 02 |
| Somewhat religious..... | | 03 |
| Neither religious, nor non-religious..... | | 04 |
| Somewhat non-religious..... | | 05 |
| Very non-religious..... | | 06 |
| Extremely non-religious..... | | 07 |
| An agnostic..... | | 08 |
| An atheist..... | | 09 |
| Anti-religious | | 10 |
| DK..... | | 11 |

NO QUESTION D28

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 INCOME CARD 'D.29')** 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.

| | |
|--------------|---------|
| | 588-589 |
| 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 |
| DK..... | 14 |

NO QUESTION D30

D.31a) From which of the following sources, did your household receive income in the last twelve months? **(SHOW CARD 'D.31' - SEVERAL ANSWERS POSSIBLE)**

D.31b) And from this list, which was the most important source of income for your household in the last twelve months? **(SHOW CARD 'D.31' AGAIN - ONE ANSWER ONLY)**

| READ OUT | a. Source of income | b. Most important source |
|--|---------------------|--------------------------|
| 1. Work | 590 1, | 600-601 01 |
| 2. Pensions | 2, | 02 |
| 3. Unemployment allowance/benefit | 3, | 03 |
| 4. Sickness / invalidity allowance/benefit | 4, | 04 |
| 5. Social welfare payments | 5, | 05 |
| 6. Money from family members | 6, | 06 |
| 7. Income from savings, investments or rents | 7, | 07 |
| 8. Other (SPONTANEOUS) | 8, | 08 |
| 9. Refusal (SPONTANEOUS) | 9, | 09 |
| DK | 10, | 10 |

PUNCHER NOTE: NO COLS. 602-609

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INTERVIEW PROTOCOL

| P.1. - Date of interview | DAY | MONTH |
|--------------------------|---------------|---------------|
| | __ __ 610-611 | __ __ 612-613 |

| P.2. - Time of the beginning of the interview | HOUR | MINUTES |
|---|---------------|---------------|
| USE 24 HOUR CLOCK | __ __ 614-615 | __ __ 616-617 |

| P.3. - Number of minutes the interview lasted | MINUTES |
|---|------------------|
| | __ __ __ 618-620 |

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

| | | |
|---------------------------------------|-----|---|
| Two (interviewer and respondent)..... | 621 | 1 |
| Three..... | | 2 |
| Four..... | | 3 |
| Five or more..... | | 4 |

P.5. - Respondent cooperation

| | | |
|----------------|-----|---|
| Excellent..... | 622 | 1 |
| Fair..... | | 2 |
| Average..... | | 3 |
| Bad..... | | 4 |

P.6. - Size of locality

| | | |
|------------------------------|-----|---|
| Less than 2,000 people..... | 623 | 1 |
| 2,001 - 20,000 people..... | | 2 |
| 20,001 - 100,000 people..... | | 3 |
| 100,001 people and more..... | | 4 |

PUNCHER NOTE: NO COLS. 624-626

INTERVIEWER: THERE IS NO P.7

P.8. - Postal code

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

627-634

P.9. - SAMPLE POINT NUMBER

| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|
| | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|

635-642

P.10. - INTERVIEWER NUMBER

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

643-650

P.11. - WEIGHTING FACTOR

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

651-658

P.12 - Telephone available in household ?

Yes659 1
No 2