

NORTHERN IRELAND

YOUR SURVEY NUMBER

2	3	0	L	9
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1-5

COUNTRY CODE

0	9
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6-7

OUR SURVEY NUMBER

5	1	1
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8-10

INTERVIEW NUMBER

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11-16

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

- Belgium..... 17 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

- Q.2.a) Here is a list of things that some people say they are afraid of. Please tell me which one worries you the most? (SHOW CARD 'Q.2' - ONE ANSWER ONLY)
- Q.2b) And next most ? (SHOW CARD 'Q.2' AGAIN- ONE ANSWER ONLY)
- Q.2c) And next ? (SHOW CARD 'Q.2' AGAIN- ONE ANSWER ONLY)
- Q.2d) And next ? (SHOW CARD 'Q.2' AGAIN- ONE ANSWER ONLY)
- Q.2e) And next ? (SHOW CARD 'Q.2' AGAIN- ONE ANSWER ONLY)

READ OUT	a) 1 st	b) 2 nd	c) 3 rd	d) 4 th	e) 5 th
1. Violence	34-35 01	36-37 01	38-39 01	40-41 01	42-43 01
2. Poverty, social exclusion	02	02	02	02	02
3. Unemployment	03	03	03	03	03
4. Underdevelopment in the Third World	04	04	04	04	04
5. Global economic problems	05	05	05	05	05
6. Damage to the environment	06	06	06	06	06
7. Non-respect of human rights	07	07	07	07	07
8. Health problems (AIDS, cancer, epidemics, etc.)	08	08	08	08	08
9. Things being genetically modified	09	09	09	09	09
10. Lower standards of education and training	10	10	10	10	10
11. Drugs	11	11	11	11	11
12. Other (SPONTANEOUS)	12	12	12	12	12
DK	13	13	13	13	13

- Q.3 Some people are concerned about environmental protection and the fight against pollution. In your opinion, is this ... ? (SHOWCARD 'Q.3' - READ OUT - ONE ANSWER ONLY)

... an immediate and urgent problem.....	44	1
... more a problem for the future.....		2
... not really a problem.....		3
DK.....		4

ULSTER MARKETING SURVEYS - 51.1 - SPRING 1999

Q.4a). At present, are you very worried, somewhat worried, not very worried or not at all worried about the following? (SHOW CARD 'Q.4a' WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK
1. The disappearance of certain types of plants, animals and habitats throughout the world	45 1	2	3	4	5
2. Using up natural resources throughout the world	46 1	2	3	4	5
3. The disappearance of tropical forests	47 1	2	3	4	5
4. Global warming (greenhouse effect)	48 1	2	3	4	5
5. Pollution of the air, water, ground	49 1	2	3	4	5
6. The destruction of the ozone layer	50 1	2	3	4	5
7. Urban problems (traffic in towns, noise, pollution)	51 1	2	3	4	5
8. Nuclear power stations and radioactive waste processing	52 1	2	3	4	5
9. The use of genetically modified organisms, like genetically modified corn, in other food products	53 1	2	3	4	5

Q.4. b) And, for each of these, would you say that you are more worried or less worried than 5 years ago?

READ OUT	MORE WORRIED	LESS WORRIED	NEITHER MORE NOR LESS WORRIED (SPONTANEOUS)	DK
1. The disappearance of certain types of plants, animals and habitats throughout the world	54 1	2	3	4
2. Using up natural resources throughout the world	55 1	2	3	4
3. The disappearance of tropical forests	56 1	2	3	4
4. Global warming (greenhouse effect)	57 1	2	3	4
5. Pollution of the air, water, ground	58 1	2	3	4
6. The destruction of the ozone layer	59 1	2	3	4
7. Urban problems (traffic in towns, noise, pollution)	60 1	2	3	4
8. Nuclear power stations and radioactive waste processing	61 1	2	3	4
9. The use of genetically modified organisms, like genetically modified corn, in other food products	62 1	2	3	4

Q.5. Where you live, do you have very much reason, quite a lot of reason, not very much reason or no reason at all to complain about... ? (SHOW CARD 'Q.5' WITH SCALE)

READ OUT	VERY MUCH REASON	QUITE A LOT OF REASON	NOT VERY MUCH REASON	NO REASON AT ALL	DK
1. the quality of tap water	63 1	2	3	4	5
2. the quality of water for swimming	64 1	2	3	4	5
3. noise	65 1	2	3	4	5
4. air pollution	66 1	2	3	4	5
5. waste disposal	67 1	2	3	4	5
6. lack of green spaces	68 1	2	3	4	5
7. damage done to the landscape	69 1	2	3	4	5
8. traffic problems	70 1	2	3	4	5
9. the quality of food products	71 1	2	3	4	5
10. the organisation of civil defence in the face of natural or technological disasters (floods, earthquakes, fires, etc.)	72 1	2	3	4	5

Q.6. Now, thinking about Northern Ireland, are you very worried, somewhat worried, not very worried or not at all worried about the following?
(SHOW CARD 'Q.6' WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK	
1. Pollution in rivers and lakes	73	1	2	3	4	5
2. Pollution of the sea and coasts	74	1	2	3	4	5
3. Damage to animals, plants and habitats	75	1	2	3	4	5
4. Air pollution	76	1	2	3	4	5
5. Pollution derived from farming (insecticides, weedkillers, etc.)	77	1	2	3	4	5
6. Industrial waste	78	1	2	3	4	5
7. The development of biotechnology	79	1	2	3	4	5
8. Hunting and shooting	80	1	2	3	4	5
9. The production of nuclear power	81	1	2	3	4	5
10. Motor sports in the natural environment such as motor boats, motorbike scrambling, off-road vehicles, etc.	82	1	2	3	4	5
11. The damage caused by tourism	83	1	2	3	4	5
12. Urban problems (traffic, noise pollution)	84	1	2	3	4	5
13. The risks related to industrial activities	85	1	2	3	4	5
14. Natural disasters such as floods, storms, earthquakes, etc.	86	1	2	3	4	5

Q.7. To what extent do you believe that the following could affect your health in the future? (SHOW CARD 'Q.7' WITH SCALE)

READ OUT	NOT AT ALL	A LITTLE	MUCH	DK	
1. Air quality	87	1	2	3	4
2. Water quality	88	1	2	3	4
3. Noise	89	1	2	3	4
4. Waste	90	1	2	3	4
5. The quality of food products	91	1	2	3	4
6. Chemicals	92	1	2	3	4
7. Building materials	93	1	2	3	4
8. Climate changes	94	1	2	3	4

Q.8. When you are in another European Union country, do you feel less well protected against natural or technological disasters than in Northern Ireland? **(IF YES) For which reasons? (SHOW CARD 'Q.8' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

No, I do not feel less well protected.....	95	1
Yes, because I do not know the language.....	2,	
Yes, because I have the impression that emergency services are less well organised than in Northern Ireland.....	3,	
Yes, because there are too many people in holiday resorts for an effective response to be possible.....	4,	
Yes, because instructions and signs are different or lacking compared to those used in Northern Ireland.....	5,	
Yes, because I do not know the risks related to the country visited.....	6,	
Other reasons (SPONTANEOUS)	7,	
It depends on the country (SPONTANEOUS)	8,	
Never go / never been to another European Union country (SPONTANEOUS)	9,	
DK.....	10,	

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Q.9. Now, I will read out a list of topics relating to the environment. For each one, please tell me if you feel very well, fairly well, fairly badly or very badly informed? (SHOW CARD 'Q.9' WITH SCALE - ONE ANSWER ONLY)

READ OUT	VERY WELL INFORMED	FAIRLY WELL INFORMED	FAIRLY BADLY INFORMED	VERY BADLY INFORMED	DK
1. Major global environmental problems, like holes in the ozone layer, global warming, the disappearance of forests, etc.	105 1	2	3	4	5
2. More immediate environmental problems, like water quality, waste processing, chemical pollution, etc.	106 1	2	3	4	5
3. What to do in case of an emergency (natural or technological disaster, etc.)	107 1	2	3	4	5
4. Scientific and technical developments, such as "green" cars, techniques for cleaning up pollution, biotechnology, etc.	108 1	2	3	4	5
5. Steps taken by national and local government in Northern Ireland to protect the environment	109 1	2	3	4	5
6. Steps taken by the European Union to protect the environment	110 1	2	3	4	5
7. Steps taken by environmental protection organisations	111 1	2	3	4	5

Q.10. Do you know enough about what you have to do in your daily life to contribute to protecting the environment?

Yes, I know enough..... 112 1
 No, I don't know enough..... 2
 DK..... 3

- Q.11. When you are looking for information on the environment, which of the following sources do you use? **(SHOW CARD 'Q.11' - READ OUT - SEVERAL ANSWERS POSSIBLE)**
- | | | |
|--|-----|-----|
| Newspapers and magazines..... | 113 | 1, |
| The radio..... | | 2, |
| Television..... | | 3, |
| National or local government publications..... | | 4, |
| Publications from environmental protection organisations..... | | 5, |
| Books, textbooks..... | | 6, |
| The Internet, the World Wide Web..... | | 7, |
| Research and information centres..... | | 8, |
| Conversations with friends or neighbours..... | | 9, |
| Others (SPONTANEOUS) | | 10, |
| None, I never look for information on the environment (SPONTANEOUS) | | 11, |
| DK..... | | 12, |
- Q.12. Amongst the following sources of information, which would you trust when it comes to environmental issues? **(SHOW CARD 'Q.12' - READ OUT - SEVERAL ANSWERS POSSIBLE)**
- | | | |
|--|-----|-----|
| Consumer associations..... | 125 | 1, |
| Environmental protection organisations..... | | 2, |
| Political parties claiming to be for the environment (Greens, ecologists, etc...)..... | | 3, |
| Political parties in general..... | | 4, |
| Trade unions..... | | 5, |
| National or local government..... | | 6, |
| Industry..... | | 7, |
| Teachers, at school or university..... | | 8, |
| Scientists..... | | 9, |
| The media..... | | 10, |
| None (SPONTANEOUS) | | 11, |
| DK..... | | 12, |
- Q.13. Do you make particular efforts to get information about the environment? **(IF YES)** Which efforts do you make? **(SHOW CARD 'Q.13' - READ OUT - SEVERAL ANSWERS POSSIBLE)**
- | | | |
|---|-----|----|
| No, no particular efforts..... | 137 | 1, |
| Yes, subscription to a specialised magazine..... | | 2, |
| Yes, subscription to a consumer magazine..... | | 3, |
| Yes, reading specific newspaper articles..... | | 4, |
| Yes, watching specific television programmes..... | | 5, |
| Yes, following your child(ren)'s school courses..... | | 6, |
| Yes, searching for information on a specific environmental topic (from the Internet, in libraries, etc.)..... | | 7, |
| Other efforts (SPONTANEOUS) | | 8, |
| DK..... | | 9, |

Q.14.a) In your opinion, do public bodies act effectively or not to protect the environment...?

Q.14.b.1) And, in your opinion, at which of these levels should the authorities get most involved in protecting the environment? (SHOW CARD 'Q.14' - ONE ANSWER ONLY)

Q.14.b.2) And next most? (SHOW CARD 'Q.14' AGAIN - ONE ANSWER ONLY)

READ OUT	A)			B)	
	YES, EFFECTIVELY	NO, NOT EFFECTIVELY	DK	1. 1 st MOST	2. 2 nd MOST
1. At a local level	148 1	2	3	146 1	147 1
2. At a regional level	149 1	2	3	2	2
3. At a national level	150 1	2	3	3	3
4. At a European Union level	151 1	2	3	4	4
5. At a worldwide level	152 1	2	3	5	5



PUNCHER NOTE ORDER OF COLUMNS

Q.15a) For which, if any, of the following products and services would you be prepared to pay a little more than now so that they are less harmful to the environment? (SHOW CARD 'Q.15a)' - READ OUT - SEVERAL ANSWERS POSSIBLE)

(FOR EACH PRODUCT OR SERVICE QUOTED)

Q.15b) Would you be prepared to pay 10% more, 20% more or 30% more for it? (SHOW CARD 'Q.15b)' WITH SCALE - ONE ANSWER ONLY)

READ OUT	a) Prepared to Pay a Little More	b) Prepared to Pay					
		Less than 10% more (SPONTANEOUS)	10% More	20% More	30% More	More than 30% more (SPONTANEOUS)	DK
1. Water	153 1,	165 1	2	3	4	5	6
2. Food products	2,	166 1	2	3	4	5	6
3. Collecting domestic refuse	3,	167 1	2	3	4	5	6
4. Domestic refuse processing (sorting, recycling, etc.)	4,	168 1	2	3	4	5	6
5. Petrol	5,	169 1	2	3	4	5	6
6. Private vehicles (cars, motorbikes, etc.)	6,	170 1	2	3	4	5	6
7. Heating and lighting of your home	7,	171 1	2	3	4	5	6
8. Public transport (train, bus, underground, tram, etc.)	8,	172 1	2	3	4	5	6
9. Flights	9,	173 1	2	3	4	5	6
10. Others (SPONTANEOUS)	10,	-----					
11. None (SPONTANEOUS)	11,	-----					
12. DK	12,	-----					

Q.16. Do you regularly... ?

READ OUT	YES	NO	DK
1. Sort your domestic refuse	174 1	2	3
2. Buy organic products	175 1	2	3
3. Buy products with a packaging which can be recycled	176 1	2	3
4. Make compost with your garden or household refuse	177 1	2	3
5. Travel by public transport	178 1	2	3
6. Save water	179 1	2	3
7. Save electricity	180 1	2	3
8. Drive your car slower	181 1	2	3
9. Check the level of gas emission from your car	182 1	2	3
10. Practice emergency procedures (evacuating buildings, checking fire extinguishers, testing alarms)	183 1	2	3

Q.17.a) In your opinion, which one of these would make it possible to most effectively solve environmental problems linked to pollution? (SHOW CARD 'Q.17' - ONE ANSWER ONLY)

Q.17.b) And next most effectively? (SHOW CARD 'Q.17' AGAIN - ONE ANSWER ONLY)

READ OUT	A) MOST EFFECTIVELY		B) NEXT MOST EFFECTIVELY	
1. Making regulations stricter, with heavy fines	184	1	185	1
2. Only taxing sources of pollution		2		2
3. Making everyone pay more in taxes, prices, etc.		3		3
4. Relying on initiatives from industry, farmers, scientific progress, etc.		4		4
5. Others (SPONTANEOUS)		5		5
6. None (SPONTANEOUS)		6		6
7. DK		7		7

Q.18.a) And, in your opinion, which one of these, if any, would make it possible to most effectively solve environmental problems linked to traffic in towns? (SHOW CARD 'Q.18' - ONE ANSWER ONLY)

Q.18.b) And next most ? (SHOW CARD 'Q.18' AGAIN - ONE ANSWER ONLY)

Q.18.c) And next ? (SHOW CARD 'Q.18' AGAIN - ONE ANSWER ONLY)

READ OUT	A) MOST EFFECTIVELY	B) NEXT MOST	C) NEXT MOST
	186-187	188-189	190-191
1. Greatly reduce the number of parking spaces in town centres	01	01	01
2. Greatly reduce car traffic	02	02	02
3. Make motorists pay a toll to enter a town	03	03	03
4. Create more pedestrianised areas	04	04	04
5. Create more cycle lanes	05	05	05
6. Improve public transport	06	06	06
7. Build new express routes within towns	07	07	07
8. Increase the price of fuel	08	08	08
9. Others (SPONTANEOUS)	09	09	09
10. Nothing (SPONTANEOUS)	10	10	10
11. DK	11	11	11

Q.19. I will read you three opinions in connection with the environment. Which of these opinions is closest to yours? (SHOW CARD 'Q.19' - READ OUT - ONE ANSWER ONLY)

The current development of human activity is leading to disasters and endangering the environment.....	192	1
It is necessary to fundamentally change our way of life and development if we want to halt the deterioration of the environment.....		2
The current development of human activity is not basically in conflict with the environment.....		3
DK.....		4

Q.20. In your opinion, does environmental protection policy tend to lead to... ? (SHOW CARD 'Q.20' - READ OUT - ONE ANSWER ONLY)

Less jobs.....	193	1
More jobs.....		2
Neither less nor more (SPONTANEOUS).....		3
DK.....		4

Q.21. Do you completely agree, tend to agree, tend to disagree or completely disagree with the following opinion? (SHOW CARD 'Q.21' - READ OUT - ONE ANSWER ONLY)

Environmental protection policy must also take social and economic effects into account

Completely agree.....	194	1
Tend to agree.....		2
Tend to disagree.....		3
Completely disagree.....		4
DK.....		5

Let us now turn to a different topic : consumer associations

Q.22. Generally speaking, do you think that you are well informed about your rights as a consumer, or not? (IF YES) By whom? (SHOW CARD 'Q.22' - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, not well informed.....	195	1,
Yes, by public bodies/government.....		2,
Yes, by European public bodies.....		3,
Yes, by the media.....		4,
Yes, by consumer associations.....		5,
Yes, by industry and trade associations.....		6,
Yes, by sectoral associations/interest groups such as meat producers, wine producers, etc.....		7,
Yes, by others (SPONTANEOUS).....		8,
DK.....		9,

Q.23. Do you know of any consumer associations in Northern Ireland? IF YES. Can you name them?

No, don't know of any consumer associations in Northern Ireland...	204	1
DK.....		2

Yes (PLEASE SPECIFY _____)

_____ & CODE)..... 3

205	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

Q.24.a) In your opinion, which one of the following tasks should be a priority for consumer associations? (SHOW CARD 'Q.24' - ONE ANSWER ONLY)

Q.24.b) And which are less important tasks? (SHOW CARD 'Q.24' AGAIN - SEVERAL ANSWERS POSSIBLE)

READ OUT	A) PRIORITY	B) LESS IMPORTANT
1. Distributing information	241-242 01	243 1,
2. Giving all consumers practical advice/assistance	02	2,
3. Giving only members of consumer associations practical advice/assistance	03	3,
4. Providing legal advice	04	4,
5. Publishing a magazine	05	5,
6. Lobbying the government	06	6,
7. Protecting the interests of consumers	07	7,
8. Representing the interests of consumers	08	8,
9. Other tasks (SPONTANEOUS)	09	9,
DK	10	10,

Q.25.a) Would you like to see consumer associations become more influential in Northern Ireland, or not?

Yes..... 253 1 → GO TO Q.25b
 No..... 2 → GO TO Q.25c
 DK..... 3 → GO TO Q.26

(IF YES, CODE 1 IN Q.25a)

Q.25.b) Is it because... ? (SHOW CARD 'Q.25b' - READ OUT - SEVERAL ANSWERS POSSIBLE)

They currently do not have enough power..... 254 1,
 They can protect consumer interests well..... 2,
 Consumers are currently not well represented..... 3,
 Other reasons (SPONTANEOUS)..... 4,
 DK..... 5,

(IF NO, CODE 2 IN Q.25a)

Q.25.c) Is it because... ? (SHOW CARD 'Q.25c' - READ OUT - SEVERAL ANSWERS POSSIBLE)

They already have enough power..... 259 1,
 They do not represent consumer interests well..... 2,
 They are not democratically elected..... 3,
 Consumers are already well represented (SPONTANEOUS) 4,
 Other reasons (SPONTANEOUS)..... 5,
 DK..... 6,

ASK ALL

Q.26. Do you consider each of the following to be a major problem faced by consumer associations?

READ OUT	YES	NO	DK
1. Lack of money	265 1	2	3
2. Lack of experienced staff	266 1	2	3
3. No consumer magazine	267 1	2	3
4. Too few members	268 1	2	3
5. Too little power	269 1	2	3
6. Not being taken seriously	270 1	2	3

Q.27.a) Are you currently a member of a consumer association, or not?

Yes..... 271 1 → GO TO Q.27b
 No..... 2 → GO TO Q.27c
 DK..... 3 → GO TO Q.28

(IF YES, CODE 1 IN Q.27a)

Q.27.b Why are you a member of that particular association? **(SHOW CARD 'Q.27b' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

I did not know of any others..... 272 1,
 It is the biggest one..... 2,
 It is closest one..... 3,
 It is the cheapest one..... 4,
 It provides the best service..... 5,
 It has the best reputation..... 6,
 I knew some members..... 7,
 Other reasons **(SPONTANEOUS)**..... 8,
 I belong to several associations **(SPONTANEOUS)**..... 9,
 DK..... 10

(IF NO, CODE 2 IN Q.27a)

Q.27.c) Why are you not a member of a consumer association? **(SHOW CARD 'Q.27c' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

I do not know of any..... 282 1,
 I do not need them..... 2,
 It is too expensive..... 3,
 These organisations are too far away..... 4,
 They do not provide a good service..... 5,
 I am not interested..... 6,
 I do not have the time..... 7,
 I cancelled my membership **(SPONTANEOUS)** 8,
 Other reasons **(SPONTANEOUS)** 9,
 DK..... 10

ASK ALL

Q.28. Can you name any magazines from consumer associations?

No.....292 1

Yes (PLEASE SPECIFY _____

_____ & CODE)..... 2

293	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

Q.29. Do you read any magazines from consumer associations? **(IF YES)** Do you read every issue of them or only some issues?

No, I never read such magazines..... 329 1
 Yes, every issue..... 2
 Yes, some issues..... 3

Q.30. In what circumstances would you like the assistance of a consumer association? **(SHOW CARD 'Q.30' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

Never..... 330 1,
 When I need information..... 2,
 When I need practical advice/assistance..... 3,
 When I need legal advice..... 4,
 In other circumstances **(SPONTANEOUS)**..... 5,
 DK..... 6,

Q.31. In general, do you think that a consumer association should... ? **(SHOW CARD 'Q.31' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

...distribute information..... 336 1,
 ...give practical advice/assistance to all consumers..... 2,
 ...give practical advice/assistance only to its members..... 3,
 ...provide legal advice..... 4,
 ...publish a magazine..... 5,
 ...lobby the government..... 6,
 ...protect the interests of consumers..... 7,
 ...represent the interests of consumers..... 8,
 It should do other things **(SPONTANEOUS)** 9,
 DK..... 10

Q.32. For each of the following, please tell me if you think it should be done by public services or private services?

READ OUT	PUBLIC SERVICES	PRIVATE SERVICES	BOTH (SPONTANEOUS)	DK
1. Distributing information	346 1	2	3	4
2. Giving all consumers practical advice/assistance	347 1	2	3	4
3. Giving only members of consumers associations practical advice/assistance	348 1	2	3	4
4. Providing legal advice	349 1	2	3	4
5. Publishing a magazine	350 1	2	3	4
6. Lobbying the government	351 1	2	3	4
7. Protecting the interests of consumers	352 1	2	3	4
8. Representing the interests of consumers	353 1	2	3	4

Q.33.a) Have you ever asked a consumer association for advice/assistance ?

Yes..... 354 1 → GO TO Q.33b
 No..... 2 → GO TO Q.33d
 DK..... 3 → GO TO Q.34

(IF YES, CODE 1 IN Q.33a)

Q.33.b) For what? (SHOW CARD 'Q.33b' - READ OUT - SEVERAL ANSWERS POSSIBLE)

General advice/assistance..... 355 1,
 Information on products or services..... 2,
 Legal advice..... 3,
 Advice on purchases..... 4,
 Insurance advice..... 5,
 Other financial advice..... 6,
 Other reasons (SPONTANEOUS)..... 7,

Q.33.c) How would you describe your experience with that particular consumer association? (SHOW CARD 'Q.33c' - READ OUT - SEVERAL ANSWERS POSSIBLE)

I got the advice/assistance I needed..... 362 1,
 I got some of the advice/assistance I needed..... 2,
 I did not get the advice/assistance I needed..... 3,
 The advice/assistance given was useful..... 4,
 The advice/assistance given was partly useful..... 5,
 The advice/assistance given was not useful at all..... 6,
 DK..... 7,

(IF NO, CODE 2 IN Q.33a)

Q.33.d) Why have you never asked a consumer association for assistance? **(SHOW CARD 'Q.33d' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

I never needed the assistance of a consumer association.....	369	1,
I do not know how to contact them.....		2,
They do not give the type of advice/assistance I need.....		3,
They are too expensive.....		4,
They do not provide a good service.....		5,
They do not understand my problems.....		6,
I am not a member.....		7,
They are too far away.....		8,
For other reasons (SPONTANEOUS)		9,
DK.....		10

ASK ALL

Q.34. How do you think a consumer association can best communicate with the public? Is it by... ? **(SHOW CARD 'Q.34' - READ OUT - ONE ANSWER ONLY)**

A magazine.....	379	1
The Internet.....		2
A freephone number.....		3
A phone number you have to pay for.....		4
CDs.....		5
Other means (SPONTANEOUS)		6
DK.....		7

Q.35. Do you think that some services provided by consumer associations should be paid for, or not ?

Yes.....	380	1	→	GO TO Q.36
No.....		2	→	GO TO Q.38
It depends (SPONTANEOUS)		3] →	GO TO Q.39
DK.....		4		GO TO Q.39

(IF YES, CODE 1 IN Q.35)

Q.36. For which, if any, of the following? **(SHOW CARD 'Q.36' - READ OUT - SEVERAL ANSWERS POSSIBLE)**

Distributing information.....	381	1,
Giving all consumers practical advice/assistance.....		2,
Giving only members of consumer associations practical advice/assistance.....		3,
Providing legal advice.....		4,
Publishing a magazine.....		5,
Lobbying the government.....		6,
Protecting the interests of consumers.....		7,
Representing the interests of consumers.....		8,
Other ways (SPONTANEOUS)		9,
DK.....		10

Q.37. How much would you be prepared to pay, and how? (SHOW CARD 'Q.37' - READ OUT - ONE ANSWER ONLY)

A set payment for each service provided.....	391	1,
Annual fee of £25stg.....		2,
Annual fee of £55stg.....		3,
Annual fee of £70stg.....		4,
It depends on the type of service (SPONTANEOUS).....		5,
DK.....		6,

(IF NO, CODE 2 IN Q.35)

Q.38. Would you be willing to pay for certain services if you really needed them?

Yes.....	397	1
No.....		2
It depends for which service (SPONTANEOUS).....		3
DK.....		4

ASK ALL

Q.39. How do you think consumer associations should be mainly funded? (SHOW CARD 'Q.39' - READ OUT - ONE ANSWER ONLY)

From membership fees.....	398	1
From payment for services.....		2
From public authorities/the government.....		3
Mixed financing: initiatives of public interest being financed by public authorities and services of private interest being financed by interested people.....		4
Other (SPONTANEOUS).....		5
DK.....		6

- Q.40a) Compared to other interest groups in Northern Ireland representing industry, business, farming, banks, etc., how would you rate the consumer associations' influence? **(SHOW CARD 'Q.40' WITH SCALE - ONE ANSWER ONLY)**
- Q.40b) And compared to politicians? **(SHOW CARD 'Q.40' AGAIN - ONE ANSWER ONLY)**
- Q.40c) And compared to the media? **(SHOW CARD 'Q.40' AGAIN - ONE ANSWER ONLY)**

READ OUT	VERY INFLUENTIAL	FAIRLY INFLUENTIAL	NOT VERY INFLUENTIAL	NOT AT ALL INFLUENTIAL	DK
a. Compared to other interest groups	399 1	2	3	4	5
b. Compared to politicians	400 1	2	3	4	5
c. Compared to the media	401 1	2	3	4	5

- Q.41. Compared to other Non-Governmental Organisations, such as environmental groups, women's groups, animal welfare groups, etc., how effective do you think consumer associations are in influencing public debate, politicians, etc. ? **(SHOW CARD 'Q.41' - READ OUT - ONE ANSWER ONLY)**

Very influential.....	402	1
Fairly influential.....		2
Not very influential.....		3
Not at all influential.....		4
DK.....		5

DEMOGRAPHICS

NO QUESTIONS D1 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)

	403-404
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)

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405-406

NO QUESTION D.9

D.10. **SEX**

Male.....	407	1
Female.....		2

D.11. How old are you ?

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408-409

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
		411-412
1	410 1	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

THERE IS NO D.14

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	413-414	-----
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		415-416
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	417 1	2
b) In your household the person who contributes most to the household income	418 1	2

NO QUESTION D20

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	419-420	-----
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		421-422
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 TO D23

D.24 Do you live in a house or an apartment? And do you or your family own or rent your home? (**SHOW CARD 'D24' READ OUT - ONE ANSWER ONLY**)

Own outright or have mortgage on a house	423	1
Own outright or have mortgage on an apartment		2
Rent a privately owned house		3
Rent a privately owned apartment		4
Rent a Council, Municipal or Corporation house		5
Rent a Council, Municipal or Corporation apartment		6
Other (rent a room, live as a lodger, squatter, etc.)		7
DK		8

NO QUESTIONS D25 TO D28**ASK ALL**

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.

	424-425
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

P.10. - INTERVIEWER NUMBER

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459-466

P.11. - WEIGHTING FACTOR

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467-474

P.12 - Telephone available in household ?

Yes475 1
No 2