

NOP Consumer Market Research  
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 London SE1 9UL

Job No.	Card	Serial No.	Country
(1) - (6)	(7) - (8)	(9)-(12)	(13)-(14)
431179	0 1		1 5

Job No : J 431179  
 Issue : 1  
 Date : 19 January, 2000

**FLASH 75**

**RESPONDENTS NAME:**

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**TELEPHONE NUMBER:**

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**RESULT OF CONTACT**

Call No	Inter-viewers ID	Date	Time	Length	Dispos-ition	Comments	Units
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							

**STANDARD DIAL DISPOSITION CODES**

NR	- No reply	HHR	- Household/Company refusal
ENG	- Circuit Engaged	RR	- Respondent Refusal
NU	- No. unobtainable (Not a working no.)	ANS	- Answerphone
NNAS	- No. Not applicable to study(home telephone if business no. if consumer study)	REJ	- Reject (Respondent who might be otherwise eligible but is deaf, intoxicated, abusive or unwilling or unable to provide usable information)
LB	- Language barrier	COMP	- Completed interviews (segregated by type)
SRNA	- Selected respondent not available	PART	- Partial (interview terminated by respondent before completion)
CUTS	- Contact unable to speak for H.Hold		
INEL	- H.Hold/Business ineligible for specific reason		

Q.No	Question	Answer	Code	Skip to
	Hello, I am... from NOP Research. We are carrying out a survey amongst adults concerning the European Union. Is it convenient to talk to you now, it will take about 10 minutes?			
		OK	1	Q.A
		Not OK	2	Arrange recall
Q.A	<b>RECORD SEX OF RESPONDENT - DO NOT ASK</b>	Male	1	
		Female	2	Q.B
Q.B	First of all could I just check a few details with you. What was your age on your last birthday?  _____	(RECORD ACTUAL AGE)		Q.C
Q.C	And at what age did you finish your full-time education?  _____	Refused	00	
Q.D	And what is your occupation? <b>PROBE TO PRECODES</b>	Farmer/fisherman	01	
		Professional (e.g. Lawyer/ Doctor/ accountant)	02	
		Owner of a shop or company/ craftsman/ proprietor	03	
		General management	04	
		Employed/middle management	05	
		Manual worker	06	
		Retired	07	
		Housewife	08	
		Student/Military Service	09	
		Temporarily not working/ unemployed	10	
		Other (WRITE IN)	11	Q.E
		Refused	12	

Q.No	Question	Answer	Code	Skip to
Q.E	If there were a General Election tomorrow (IF RESPONDENT IS UNDER 18 SAY: "and you had to vote") which PARTY would you support?	Conservative Labour Liberal Democrat Scottish National Party Plaid Cymru Referendum Party (James Goldsmith's party) The Green Party Other Would vote blank Would not vote DK	01 02 03 04 05 06 07 96 97 98 99	Q.1
Q.1	You have recently called the free-phone number of the European Commission's Signpost Service and we would like to ask you a few questions about how you value this service. How did you first hear about the free-phone number you used to make your enquiry? <b>READ OUT EACH PRECODE (EXCEPT OTHER/DK)</b>  <b>ONE ANSWER ONLY</b>	Via publicity Via the Internet Via a friend Other (SPECIFY) _____ DK/NA	1 2 3 4 5	Q.2
		Have not rung the free-phone number	6	Thank & Close
Q.2	Did the Signpost Service answer your enquiry in the agreed time limit?	Yes No DK/NA	1 2 3	Q.3
Q.3	Did the Signpost Service answer your enquiry in a satisfactory way	Yes No DK/NA	1 2 3	Q.4a
Q.4a	Did the Signpost Service advise you to contact an authority or other organisation?	Yes No DK/NA	1 2 3	Q.4b
Q4b	Which authority or organisation did it advise you to contact? <b>DO NOT PROMPT</b>	Department of Education and Employment Department for Social Security Department of Trade & Industry EC Representative in the UK Embassy Home Office Inland Revenue The AIRE Centre/74 Eurolink Business Centre Other (SPECIFY) _____ DK/NA Can't remember	1 2 3 4 5 6 7 8 9 X	Q.4c

Q.No.			Code	Route	
Q.4c	Did this authority/organisation help you find out what you wanted to know?	Yes	1		
		No	2		
		(DK/NA)	3	Q5	
Q.5	How useful is it to have a service such as this one which advises people on their rights in the Internal European Market. Is it ... <b>READ OUT PRECODES</b>	Very useful	1		
		Reasonably useful	2		
		Not useful	3		
		DK/NA	4	QF	
Q.F	Thank you very much for you help today. Before I close could I just check in which region of the country you live? <b>PROBE TO PRECODES</b>			Q.G	
	Cleveland, Durham	01 Kent			25
	Cumbria	02 Avon, Gloucestershire			26
	Northumberland	03 Wiltshire			27
	Tyne and Wear	04 Cornwall, Devon			28
	Humberside	05 Dorset, Somerset			29
	North Yorkshire	06 Hereford & Worcester			30
	South Yorkshire	07 Warwickshire			31
	West Yorkshire	08 Shropshire, Staffordshire			32
	Derbyshire	09 West Midlands(county)			33
	Nottinghamshire	10 Cheshire			34
	Leicestershire	11 Greater Manchester			35
	Northamptonshire	12 Lancashire			36
	Lincolnshire	13 Merseyside			37
	East Anglia	14 Clwyd, Dyfed			38
	Bedfordshire	15 Gwynedd, Powys			39
	Hertfordshire	16 Gwent			40
	Berkshire	17 M-S-W Glamorgan			41
	Buckinghamshire	18 Borders, Central Fife			42
	Oxfordshire	19 Lothian, Tayside			43
	Surrey	20 Dumfries, Galloway			44
	East/West Sussex	21 Strathclyde			45
	Essex	22 Highlands, Island			46
	Greater London	23 Grampians			47
	Hampshire, Isle of Wight	24			

Q.No.		Code	Route
Q.G	Would you say you lived in a .... <b>READ OUT PRECODES</b>  Rural area or village Small or middle size town Large town DK	1 2 3 4	   *See Insts.

**INTERVIEWER RECORD:**

**TOWN LIVED IN** : \_\_\_\_\_

**POST CODE** : \_\_\_\_\_

**(H) LENGTH OF INTERVIEW IN MINUTES** : \_\_\_\_\_