

**ZA4230**

**Eurobarometer 62.1**

**The Future of the European Union, Vocational Training,  
Environment, IT at Work, and Public Services**

**Country Specific Questionnaire  
United Kingdom**

A | your survey number

**(101-105)**

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EB62.0 A

B | country code

**(106-107)**

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EB62.0 B

C | our survey number

**(108-110)**

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EB62.0 C

D | Interview number

**(111-116)**

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EB62.0 D

E | Split ballot

A
B

**(117)**

1  
2

EB62.0 E

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE) Code respondents OFFICIAL nationality. English, Scottish or Welsh should be coded under United Kingdom. Pakistani and British would be coded as United Kingdom and Other.

	(118-149)
Belgium	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,
Cyprus (South)	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Other countries	31,
DK	32,

EB62.0 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

D11 How old are you?

(150-151)

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EB62.0 D11

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY – CODE 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(152-153)	(154-155)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	1
Student	2	2
Unemployed or temporarily not working	3	3
Retired or unable to work through illness	4	4
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK	19	19

EB62.0 D15a D15b

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

D15c When did you get your first job?

(156)

Less than 1 year ago	1
Between 1 and 3 years ago	2
Between 4 and 7 years ago	3
Between 8 and 15 years ago	4
More than 15 years ago	5
DK	6

EB62.1 NEW

IF "UNEMPLOYED", CODE 3 IN D15a

D15d How long have you been unemployed?

(157)

Less than 1 year	1
Between 1 and 3 years	2
More than 3 years	3
Never did any paid work (SPONTANEOUS)	4
DK/Refusal	5

EB62.1 NEW

Let's talk about the future Constitutional Treaty

ASK ALL

QA1 Have you heard about the draft European Constitution?

(READ OUT – ONE ANSWER ONLY)

(158)

Yes, and overall know its contents	1
Yes, but know very little about its contents	2
No	3

EB62.1 NEW

QA2 According to what you know, would you say that you are in favour of or opposed to the draft European Constitution?

(READ OUT – ONE ANSWER ONLY)

(159)

Totally in favour	1
Rather in favour	2
Rather opposed	3
Totally opposed	4
DK	5

EB62.1 NEW

IF "IN FAVOUR " , CODE 1 OR 2 IN QA2

QA3 What are all the reasons why you are in favour of the draft European Constitution?

(DO NOT READ OUT – CODE ALL SPONTANEOUS ANSWERS)

(160-173)

Essential in order to pursue European construction	1,
Essential in order to manage the integration of the new member states of the European Union	2,
Essential for the smooth running of the European institutions	3,
First steps towards/Symbol of a social Europe	4,
Strengthens the feeling of a European identity	5,
Creates a true European citizenship	6,
First steps towards/Symbol of a political unification of Europe	7,
Strengthens the European Union over the United States	8,
I've always been in favour of the European construction	9,
Strengthens democracy in Europe/consults citizens	10,
Supports the national government/certain political parties	11,
Nothing negative in the draft European Constitution	12,
Other (SPONTANEOUS)	13,
DK	14,

EB62.1 NEW

IF "OPPOSED", CODE 3 OR 4 IN QA2

QA4 What are all the reasons why you are opposed to the draft European Constitution?

(DO NOT READ OUT – CODE ALL SPONTANEOUS ANSWERS)

	<b>(174-188)</b>
The draft goes too far/advances too quickly	1,
Loss of national sovereignty	2,
The draft does not go far enough	3,
Economically speaking, the draft is too liberal	4,
Not enough social Europe	5,
Too technocratic/juridical/too much regulation	6,
Lack of information	7,
Too complex	8,
Does not want Turkey in the European Union/Opposition to further enlargement	9,
Not democratic enough	10,
Opposes the national government/certain political parties	11,
I am against Europe/European construction/European integration	12,
Nothing positive in the draft European Constitution.	13,
Other (SPONTANEOUS)	14,
DK	15,

EB62.1 NEW

QA5 For each of the following statements, tell me if, in your opinion, it is true or false. It is planned in the draft European Constitution that...

	(READ OUT)	TRUE.	FALSE.	DK
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<b>(189)</b>	1	the position of a Foreign Affairs Minister of the European Union will be created	1	2	3
<b>(190)</b>	2	at least one million citizens of the European Union can request the adoption of a European law	1	2	3
<b>(191)</b>	3	the President of the European Council is directly elected by European citizens	1	2	3
<b>(192)</b>	4	a direct European tax will be created	1	2	3
<b>(193)</b>	5	national citizenship will disappear	1	2	3
<b>(194)</b>	6	a member state can leave the European Union if it wishes to do so	1	2	3

EB62.1 NEW

QA6 Who do you trust the most to inform you on the draft European Constitution?

(SHOW CARD – READ OUT - ONE ANSWER ONLY)

<b>(195-196)</b>	
The European Commission	1
The European Parliament	2
The British Government	3
British political parties	4
The local councillors	5
British religious/denominational organisations	6
Journalists	7
Trade unions	8
Consumer organisations	9
Your relatives, your friends	10
Other (SPONTANEOUS)	11
DK	12

EB62.1 NEW

QA7 The draft European Constitution provides that one million citizens of the European Union to request the adoption of a European law. This is known as the citizen's right of initiative. In which of the following areas would you like to use this right?

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

<b>(197-209)</b>	
Employment	1,
Environment	2,
Pensions	3,
Education	4,
Sport	5,
Enlargement of the European Union	6,
Taxation	7,
Mobility of the Union's citizens	8,
Common foreign and security policy	9,
Agriculture	10,
Immigration	11,
Other (SPONTANEOUS)	12,
DK	13,

EB62.1 NEW

QA8 We would like to know the likelihood that you would vote in a referendum that would be organised in the United Kingdom to ratify the text of the European Constitution. On a scale of 1 to 10, where 1 means that you would be definitely not vote, and 10 means that you would definitely vote in this referendum, where would you place yourself? The intermediate scores allow you to qualify your attitude.

(SHOW CARD – RECORD THE NUMBERED ANSWER)

(210-211)

WOULD NOT VOTE										WOULD VOTE			
1	2	3	4	5	6	7	8	9	10				

DK

11

EB62.1 NEW

Now, let's talk about the Lisbon Agenda

ASK ALL

QB1 How would you judge the current situation in each of the following areas?

(SHOW CARD)

	(READ OUT)	VERY GOOD	RATHER GOOD	RATHER BAD	VERY BAD	DK
(212)	1 The state of the British economy	1	2	3	4	5
(213)	2 The state of the European economy	1	2	3	4	5
(214)	3 The state of employment in the United Kingdom	1	2	3	4	5
(215)	4 The state of the environment in the United Kingdom	1	2	3	4	5
(216)	5 The state of social welfare in the United Kingdom	1	2	3	4	5
(217)	6 Your quality of life	1	2	3	4	5
(218)	7 Your financial situation	1	2	3	4	5

EB62.1 NEW

QB2 For each of the following areas, would you say that the situation in the United Kingdom is better or less good than the average across the European Union countries?

(SHOW CARD)

	(READ OUT)	MUCH BETTER	SOMEWHAT BETTER	SOMEWHAT LESS GOOD	DEFINITELY LESS GOOD	IDIOSYNCRATIC (SPONTANEOUS)	DK
(219)	1 The state of the British economy	1	2	3	4	5	6
(220)	2 The state of employment in the United Kingdom	1	2	3	4	5	6
(221)	3 The state of the environment in the United Kingdom	1	2	3	4	5	6
(222)	4 The state of social welfare in the United Kingdom	1	2	3	4	5	6
(223)	5 The quality of life in the United Kingdom	1	2	3	4	5	6

EB62.1 NEW

QB3 Do you think that the situation in each of the following areas will be better or less good in five years time than it is now?

(SHOW CARD)

(READ OUT)	MUC H BET TER	SOM E- WH AT BET TER	SOM E- WH AT LES S GO OD	DEFI NI- TEL Y LES S GO OD	IDE NTI- CAL( SPO NTA- NEO US)	DK
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(224)	1	The state of the British economy	1	2	3	4	5	6
(225)	2	The state of the European economy	1	2	3	4	5	6
(226)	3	The state of employment in the United Kingdom	1	2	3	4	5	6
(227)	4	The state of the environment in the United Kingdom	1	2	3	4	5	6
(228)	5	The state of social welfare in the United Kingdom	1	2	3	4	5	6
(229)	6	Your quality of life	1	2	3	4	5	6

EB62.1 NEW

QB4 In general, would you say that the standard of the quality of life in Europe at the moment is better or less good than in...?

(SHOW CARD)

(READ OUT)	MUC H BET TER	SOM E- WH AT BET TER	SOM E- WH AT LES S GO OD	DEFI NI- TEL Y LES S GO OD	IDE NTI- CAL( SPO NTA- NEO US)	DK
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(230)	1	the United States	1	2	3	4	5	6
(231)	2	Japan	1	2	3	4	5	6
(232)	3	China	1	2	3	4	5	6
(233)	4	India	1	2	3	4	5	6

EB62.1 NEW

QB5 Would you say that the European economy is performing better, performing worse or performing as well as the ... economy?

(SHOW CARD)

	(READ OUT)	PERFOR MING BETTER	PERFOR MING WORSE	PERFOR MING AS WELL AS	DK
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(234)	1	American	1	2	3	4
(235)	2	Japanese	1	2	3	4
(236)	3	Chinese	1	2	3	4
(237)	4	Indian	1	2	3	4

EB62.1 NEW

QB6 The single market increased competition in a number of areas such as transport, telecommunication services, banking services and insurance. In general, would you say that this has a ... effect?

(READ OUT – ONE ANSWER ONLY)

	(238)
Very positive	1
Rather positive	2
Rather negative	3
Very negative	4
Neither positive nor negative (SPONTANEOUS)	5
DK	6

EB62.1 NEW

QB7 In your opinion, which of the following regions or countries makes the best use of the development of new information and communication technologies, such as the Internet, mobile telephones, etc.?

(READ OUT – ONE ANSWER ONLY)

	(239)
Europe	1
the United States	2
China	3
Japan	4
India	5
None (SPONTANEOUS)	6
Other (SPONTANEOUS)	7
DK	8

EB62.1 NEW

SPLIT BALLOT A: ASK TO 50% OF THE SAMPLE

QB8a To which of the following two opinions do you feel the closest to? Are policies aimed at protecting the environment rather...?

(READ OUT – ONE ANSWER ONLY)

	<b>(240)</b>
a motivation to innovate	1
an obstacle for our economic performance	2
DK	3

EB62.1 NEW

SPLIT BALLOT B: ASK TO 50% OF THE SAMPLE

QB8b To which of the following two opinions do you feel the closest to? Environmental protection...?

(READ OUT - ONE ANSWER ONLY)

	<b>(241)</b>
must be given priority over the competitiveness of the economy	1
must not be given priority over the competitiveness of the economy	2
DK	3

EB62.1 NEW

QB9 For each of the following statements, tell me if you totally agree, tend to agree, tend to disagree or totally disagree?

(SHOW CARD)

	(READ OUT)	TOTALLY AGREE	TEND TO AGREE	TEND TO DISAGRE E	TOTALLY DISAGRE E	DK
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<b>(242)</b>	1	We need immigrants to work in certain sectors of our economy	1	2	3	4	5
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<b>(243)</b>	2	The arrival of immigrants in Europe can efficiently solve the problem of Europe's aging population	1	2	3	4	5
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EB62.1 NEW

QB10 There are many consequences of the globalisation of trade. When you hear the word "globalisation", what first comes to mind?

(READ OUT – ONE ANSWER ONLY)

(244)

Opportunities for British companies in terms of new outlets	1
Foreign investments in the United Kingdom	2
Relocation of companies to countries where wage costs are lower	3
Increased competition for British companies	4
Other (SPONTANEOUS)	5
DK	6

EB62.1 NEW

QB11 Which of the following actions would you prioritise to improve the performance of the European economy?

(READ OUT – MAX. 3 ANSWERS)

(245-252)

Increase the legal number of working hours	1,
Improve education and professional training	2,
Invest in research and innovation	3,
Facilitate the creation of companies	4,
Use energy more efficiently	5,
Invest in transport infrastructure (motorways, railways, etc.)	6,
Other (SPONTANEOUS)	7,
DK	8,

EB62.1 NEW

QB12 With which of the following statements do you agree most? The economic situation in the United Kingdom...

(READ OUT – ONE ANSWER ONLY)

(253)

primarily depends on the economic situation of our border or neighbouring countries	1
primarily depends on the economic situation in the whole of the European Union	2
primarily depends on the economic situation of the United States	3
primarily depends on the global economic situation	4
does not depend on the economic situation of other countries	5
DK	6

EB62.1 NEW

QB13 In your opinion, could the European Union become the world's top economic power within the next five years?

(READ OUT – ONE ANSWER ONLY)

(254)

Yes, certainly	1
Yes, probably	2
No, probably not	3
No, certainly not	4
DK	5

EB62.1 NEW

QB14 In your opinion, which two of the following things should one emphasize in order to easily find a job today?

(READ OUT – MAX. 2 ANSWERS)

(255-263)

Level of qualifications	1,
Professional experience	2,
Language skills	3,
Computer skills	4,
Ability to adapt	5,
Willingness to work abroad	6,
None of these (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a -OTHERS GO TO QB16b

QB15 Would you say that you are very confident, rather confident, rather not confident or not at all confident in your ability to keep your job in the coming months?

(READ OUT – ONE ANSWER ONLY)

(264)

Very confident	1
Rather confident	2
Rather not confident	3
Not at all confident	4
DK	5

EB62.1 NEW

QB16a Thinking about you personally, do you think that in order for you to progress in your career...?

(READ OUT – ONE ANSWER ONLY)

(265)

your education and training to date is sufficient	1
you should follow a more specialised training but you cannot currently do this	2
you should follow a more specialised training and you intend doing this	3
DK	4

EB62.1 NEW

IF "NOT CURRENTLY WORK" AND "NOT RETIRED", CODE 1 TO 3 IN D15a

QB16b Thinking about you personally, do you think that in order to find a job soon...?

(READ OUT – ONE ANSWER ONLY)

(266)

your education and training to date is sufficient	1
you should follow a more specialised training but you cannot currently do this	2
you should follow a more specialised training and you intend doing this	3
You are not looking for a job (SPONTANEOUS)	4
DK	5

EB62.1 NEW

ASK ALL

QB17 At the moment, when you think of the future of pensions, would you say that you are ...?

(READ OUT – ONE ANSWER ONLY)

(267)

Very confident	1
rather confident	2
rather not confident	3
Not at all confident	4
DK	5

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

QB18a If you had to choose from the following options aimed at guaranteeing the financing of the pension system in the United Kingdom, which one would be most acceptable for you?

(READ OUT – ONE ANSWER ONLY)

(268)

Work and contribute for longer	1
Maintain the retirement age and increase your social security contributions	2
Maintain the current retirement age and accept that you will receive less	3
None of these (SPONTANEOUS)	4
A combination of all three (SPONTANEOUS)	5
DK	6

EB62.1 NEW

IF "NOT CURRENTLY WORK", CODE 1 TO 4 IN D15a

QB18b According to you, which of the following options aimed at guaranteeing the financing of the pension system in the United Kingdom, would be most acceptable for someone working?

(READ OUT – ONE ANSWER ONLY)

(269)

Work and contribute for longer	1
Maintain the retirement age and increase social security contributions paid by the workers	2
Maintain the current retirement age and accept that one will receive less	3
None of these (SPONTANEOUS)	4
A combination of all three (SPONTANEOUS)	5
DK	6

EB62.1 NEW

ASK ALL

QB19 In your opinion, which level is best placed to provide solutions for the following issues?

(SHOW CARD)

	(READ OUT)	THE EUROPEAN UNION	THE BRITISH GOVERNMENT	THE REGIONS	DK
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(270)	1	Financing pensions	1	2	3	4
(271)	2	Reducing unemployment	1	2	3	4
(272)	3	Protection of the environment	1	2	3	4
(273)	4	Supporting economic growth	1	2	3	4
(274)	5	Development of continuous professional training	1	2	3	4
(275)	6	Access to new information and communication technologies	1	2	3	4
(276)	7	Development of research and innovation	1	2	3	4

EB62.1 NEW

QB20 Which of the following powers contributes most to...?

	(READ OUT)	EUROPE	THE UNITED STATES	JAPAN	CHINA	DK
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(277)	1	promoting democracy	1	2	3	4	5
(278)	2	defending peace	1	2	3	4	5
(279)	3	helping development	1	2	3	4	5
(280)	4	promoting free trade	1	2	3	4	5
(281)	5	protecting the environment	1	2	3	4	5

EB62.1 NEW

ASK QC1 TO QC17 TO PEOPLE 18-64 ONLY -OTHERS GO TO QD1

Now, let's talk about vocational training

QC1 Nowadays, which of the following would you recommend to a young person who is finishing compulsory education or secondary education?

(READ OUT – ONE ANSWER ONLY)

(282)

General or academic studies	1
Vocational training or apprenticeship	2
It depends on the person (SPONTANEOUS)	3
Other (SPONTANEOUS)	4
DK	5

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a -OTHERS GO TO QC5

QC2 Which two of the following types of training would you choose in order to further your career and update your skills during working time?

(SHOW CARD – READ OUT - MAX. 2 ANSWERS)

(283-288)

Group training in your workplace provided by your employer	1,
Individual training at your workplace provided by mentor/tutor/colleague	2,
Course provided by a training centre/organisation/institution outside your workplace	3,
Course provided by a training centre/organisation/ institution at your workplace	4,
Individual training via the Internet or audio-visual material	5,
DK	6,

EB62.1 NEW

QC3 And which two of the following types of training would you choose in order to further your career and update your skills outside working time?

(SHOW CARD - READ OUT - MAX. 2 ANSWERS)

(289-294)

Seminars, conferences	1,
Training leave from work to pursue new career interest	2,
Correspondence courses	3,
Course provided by training centre/organisation/institution	4,
Individual training via the Internet or audio-visual material	5,
DK	6,

EB62.1 NEW

QC4 Would you be willing to attend training activities in your free time?

(READ OUT – ONE ANSWER ONLY)

(295)

Yes, certainly	1
Yes, probably	2
No, probably not	3
No, certainly not	4
DK	5

EB62.1 NEW

ASK ALL 18-64

QC5 How many days of training per year do you think each individual should be entitled to?

(READ OUT – ONE ANSWER ONLY)

(296)

0 days	1
1 to 3 days	2
4 to 8 days	3
9 to 15 days	4
16 to 30 days	5
more than 30 days	6
DK	7

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

QC6 In your present job, are your knowledge and skills based mainly on...?

(READ OUT – MAX. 2 ANSWERS)

(297-303)

your studies or initial training	1,
additional continuous training in your current work	2,
self-directed learning, inside or outside the workplace	3,
learning through work	4,
learning through life experience	5,
None of these (SPONTANEOUS)	6,
DK	7,

EB62.1 NEW

ASK ALL 18-64

QC7 During the last twelve months, have you participated in any of the following types of training courses?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(304-311)

Vocational training courses related to your work	1,
Vocation training courses not related to your work	2,
Training courses other than vocational	3,
Training for unemployed people, aimed at getting a job	4,
Informal training in your workplace	5,
None (SPONTANEOUS)	6,
Other (SPONTANEOUS)	7,
DK	8,

EB62.1 NEW

IF "HAVE PARTICIPATED IN AT LEAST ONE TRAINING COURSE", CODE 1 TO 5 IN QC7 - OTHERS GO TO QC10

QC8 Thinking about your recent training, did you undertake this for any of the following reasons?

(SHOW CARD - READ OUT - MAX.3 ANSWERS)

(312-325)

Career advancement or promotion	1,
Better pay	2,
To perform new tasks or more demanding tasks in your current job	3,
To develop your skills generally	4,
To prepare you for a new job	5,
To prepare you for an entirely new career	6,
To develop your computer skills	7,
To develop your foreign language skills	8,
To obtain unemployment benefits that depend on training attendance	9,
To find a new job	10,
I was required to by my employer	11,
None of these (SPONATNEOUS)	12,
Other (SPONTANEOUS)	13,
DK	14,

EB62.1 NEW

QC9 Overall, would you say that your most recent training has met your needs...?

READ OUT –ONE ANSWER ONLY)

	<b>(326)</b>
Completely	1
Fairly well	2
Fairly badly	3
Not at all	4
DK	5

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

QC10 For each of the following statements, please tell me if you totally agree, tend to agree, tend to disagree or totally disagree. Your employer or the organisation where you work...

(SHOW CARD)

	(READ OUT)	TOTALLY AGREE	TEND TO AGREE	TEND TO DISAGRE E	TOTALLY DISAGRE E	DK
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<b>(327)</b>	1	encourages and facilitates continuous training of staff as a priority compared to day to day tasks	1	2	3	4	5
<b>(328)</b>	2	provides relevant and useful training courses for employees	1	2	3	4	5
<b>(329)</b>	3	provides enough time for training during working time	1	2	3	4	5

EB62.1 NEW

ASK ALL 18-64

QC11 Have you received help, advice or guidance on training and job issues in the past twelve months?

(READ OUT – ONE ANSWER ONLY)

	<b>(330)</b>
Yes	1
No	2
DK	3

EB62.1 NEW

IF "YES", CODE 1 IN QC11

QC12 Why did you receive help, advice or guidance on training and job issues?

(SHOW CARD – READ OUT - ONE ANSWER ONLY)

(331)

To learn new skills	1
To get a new job	2
To find out about a specific job or career	3
To prepare a CV, to make a job application or to learn job interview techniques	4
To help resume work after a period of unemployment	5
Other (SPONTANEOUS)	6
DK	7

EB62.1 NEW

ASK ALL 18-64

QC13 Compared to the last twelve months, do you think you will undertake more or less training in the next twelve months?

(READ OUT –ONE ANSWER ONLY)

(332)

More	1
Less	2
Same as last year (SPONTANEOUS)	3
DK	4

EB62.1 NEW

IF "MORE TRAINING", CODE 1 IN QC13 -OTHERS GO TO QC16

QC14 Why do you think you will undertake more training in the next 12 months?

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

(333-346)

Career advancement or promotion	1,
Better pay	2,
To perform new tasks or more demanding tasks in your current job	3,
To develop your skills generally	4,
To prepare you for a new job	5,
To prepare you for an entirely new career	6,
To develop your computer skills	7,
To develop your foreign language skills	8,
To obtain unemployment benefits that depend on training attendance	9,
To find a new job	10,
I will be required to by my employer	11,
None of these (SPONTANEOUS)	12,
Other (SPONTANEOUS)	13,
DK	14,

EB62.1 NEW

QC15 In what way is your future training likely to be paid for?

(SHOW CARD – READ OUT - ONE ANSWER ONLY)

(347)

From your income or savings	1
By obtaining a loan or by other borrowings	2
By an unemployment scheme	3
By a learning account, voucher, tax relief	4
By a grant	5
Mostly by your employer	6
Mostly by your family	7
DK	8

EB62.1 NEW

IF "LESS TRAINING", CODE 2 IN QC13

QC16 Why do you think you will undertake less training in the next twelve months?

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

(348-356)

You do not see the need for new skills or qualifications for your work	1,
You plan to stop working shortly	2,
Your employer does not give you the time or funding	3,
You do not have the time	4,
You cannot afford it	5,
There is no suitable training available	6,
You are afraid of failure	7,
Other (SPONTANEOUS)	8,
DK	9,

EB62.1 NEW

ASK ALL 18-64

QC17 Which two of the following things would most encourage you to undertake more training?

(SHOW CARD – READ OUT - MAX. 2 ANSWERS)

(357-364)

Time made available during working hours by your employer	1,
Financial support	2,
Tax relief schemes	3,
Availability of child care	4,
Career guidance	5,
Official recognition of skills obtained outwith formal studies and training	6,
Other (SPONTANEOUS)	7,
DK	8,

EB62.1 NEW

Now, let's talk about the attitudes of Europeans towards environment

ASK ALL

QD1 When people talk about "Environment", which of the following do you think of first?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(365-366)

Pollution in towns and cities	1
Green and pleasant landscapes	2
Earthquakes, floods and other natural disasters	3
Protecting nature	4
The state of the environment our children will inherit	5
The quality of life where I live	6
The responsibility of the individuals for improving the environment	7
Using up natural resources to provide a comfortable way of life	8
None of these (SPONTANEOUS)	9
DK	10

EB58.0 Q37 TREND

QD2 From the following list, please list the five environmental issues that you are most worried about?

(SHOW CARD - READ OUT - MAX. 5 ANSWERS)

(367-383)

Climate change	1,
Loss in biodiversity (extinction of animal species, flora and fauna, etc.)	2,
Natural disasters (earthquakes, floods, etc.)	3,
Man made disasters (major oil spills or industrial accidents, etc.)	4,
Water pollution (seas, rivers, lakes and underground sources)	5,
Agricultural pollution (use of pesticides, fertilizers, etc.)	6,
The use of genetically modified organisms in farming	7,
The impact on our health of chemicals used in everyday products	8,
Air pollution	9,
Noise pollution	10,
Urban problems (traffic jams, pollution, lack of green spaces, etc.)	11,
Depletion of natural resources	12,
Our consumption habits	13,
Increases in the amount of waste	14,
Consequences of current transport modes (increased use of individual cars, motorways, increased air traffic, etc.)	15,
None of these (SPONTANEOUS)	16,
DK	17,

EB62.1 NEW

QD3 In general, how informed do you feel you are about environmental issues? Are you...

(READ OUT – ONE ANSWER ONLY)

(384)

Very well informed	1
Fairly well informed	2
Fairly badly informed	3
Very badly informed	4
DK	5

EB62.1 NEW

QD4 From the following list, please tell me the five main issues about which you feel you lack information in particular?

(SHOW CARD - READ OUT - MAX.5 ANSWERS)

(385-401)

Climate change	1,
Loss in biodiversity (extinction of animal species, flora and fauna, etc.)	2,
Natural disasters (earthquakes, floods, etc.)	3,
Man made disasters (major oil spills or industrial accidents, etc.)	4,
Water pollution (seas, rivers, lakes and underground sources)	5,
Agricultural pollution (use of pesticides, fertilizers, etc.)	6,
The use of genetically modified organisms in farming	7,
The impact on our health of chemicals used in everyday products	8,
Air pollution	9,
Noise pollution	10,
Urban problems (traffic jams, pollution, lack of green spaces, etc.)	11,
Depletion of natural resources	12,
Our consumption habits	13,
Increases in the amount of waste	14,
Consequences of current transport modes (increased use of individual cars, motorways, increased air traffic, etc.)	15,
None of these (SPONTANEOUS)	16,
DK	17,

EB62.1 NEW

QD5 Would you like to know more about environmental problems or more about solutions to environmental problems?

(READ OUT - ONE ANSWER ONLY)

(402)

More about environmental problems	1
More about solutions to environmental problems	2
Both (SPONTANEOUS)	3
None of these (SPONTANEOUS)	4
DK	5

EB62.1 NEW

QD6 In your opinion, to what extent do the following factors influence your "quality of life"?

(SHOW CARD)

	(READ OUT)	VERY MUCH	QUITE A LOT	NOT MUCH	NOT AT ALL	DK
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(403)	1	State of the environment	1	2	3	4	5
(404)	2	Economic factors	1	2	3	4	5
(405)	3	Social factors	1	2	3	4	5

EB62.1 NEW

QD7 In your opinion, should policy makers consider the environment to be just as important as economic and social policies?

(READ OUT – ONE ANSWER ONLY)

	(406)
Yes	1
No	2
DK	3

EB62.1 NEW

QD8 In your opinion, should policy makers take into account environmental concerns when deciding policy in other areas such as the economy and employment?

(READ OUT – ONE ANSWER ONLY)

	(407)
Very much	1
Quite a lot	2
Not much	3
Not at all	4
DK	5

EB62.1 NEW

QD9 Would you say that, you personally make an effort to protect the environment?

(READ OUT- ONE ANSWER ONLY)

	(408)
Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

EB62.1 NEW

IF "OFTEN" OR "SOMETIMES", CODE 1 OR 2 IN QD9

QD10 Which of these statements best reflects your own position in relation to your efforts to take care of the environment?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(409)

I take care of the environment and it is having an impact	1
I would like to do more but it brings too many disadvantages (time consuming, more costly, etc.)	2
I take care of the environment but it does not have much of an impact as long as other citizens do not do the same	3
I take care of the environment but it does not have much of an impact as long as the big polluters (corporations and industry) don't do the same	4
I would like to do more but I don't know what to do	5
DK	6

EB62.1 NEW

IF "RARELY" OR "NEVER", CODE 3 OR 4 IN QD9

QD11 Why don't you do more efforts to take care of the environment?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(410)

I do not care about the environment	1
It brings too many disadvantages (time consuming, more costly, etc.)	2
It does not have an impact as long as other citizens do not do the same	3
It does not have an impact as long as the big polluters (corporations and industry) do not do the same	4
I don't believe the environment is in danger	5
DK	6

EB62.1 NEW

ASK ALL

QD12 From the following list, which are your three main sources of information about the environment?

(ROTATION - SHOW CARD - READ OUT - MAX. 3 ANSWERS)

(411-423)

Newspapers	1,
Magazines	2,
Television news	3,
The radio	4,
Films and documentaries on television	5,
Conversations with relatives/family/friends/neighbours/colleagues	6,
Books	7,
The Internet	8,
Publications/Brochures/information and material	9,
Events (conferences, fairs/exhibitions, festivals, etc.)	10,
I am not interested in environment (SPONTANEOUS)	11,
Other (SPONTANEOUS)	12,
DK	13,

EB58.0 Q44 TREND MODIFIED

QD13 From the following list, who do you trust most when it comes to environmental issues?

(ROTATION - SHOW CARD - READ OUT - MAX. 3 ANSWERS)

(424-440)

National government	1,
Regional/local government	2,
European Union	3,
Companies	4,
Trade unions	5,
Political parties standing for environment (Greens, etc.)	6,
Environmental protection associations (Green Peace, World Wildlife Fund, etc.)	7,
Consumer associations and other citizens' organizations	8,
Scientists	9,
Teachers at school or university	10,
Family/neighbours/friends/colleagues	11,
Television	12,
The radio	13,
Newspapers	14,
None of them (SPONTANEOUS)	15,
Other (SPONTANEOUS)	16,
DK	17,

EB58.0 Q45 TREND SLIGHTLY MODIFIED

QD14	Which level do you think is the most effective for taking decisions about protecting the environment?
------	---

(SHOW CARD – READ OUT - MAX. 2 ANSWERS)

	<b>(441-447)</b>
Local government	1,
Regional government	2,
National government	3,
European Union	4,
United Nations (U.N.)	5,
Other (SPONTANEOUS)	6,
DK	7,

EB58.0 Q46 TREND

QD15	In your opinion, which three of the following would make it possible to most effectively solve environmental problems?
------	--

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

	<b>(448-458)</b>
Making national/European Union regulations stricter, with heavy fines for offenders	1,
Better enforcement of existing environmental legislation	2,
Making everyone pay more in taxes, prices, etc. to cover environmental costs	3,
Only taxing those who cause environmental problems	4,
Relying on initiatives from industry, farmers, etc.	5,
Giving environmental NGOs/associations seeking to protect the environment more say in decisions about protecting the environment	6,
Higher financial incentives (tax breaks, subsidies, etc.) to industry, commerce and to citizens	7,
Raising general environmental awareness	8,
None of these (SPONTANEOUS)	9,
Other (SPONTANEOUS)	10,
DK	11,

EB58.0 Q47 TREND SLIGHTLY MODIFIED

QD16	Which three of the following things would you be ready to do first, in order to help protect the environment?
------	---

(SHOW CARD - READ OUT - MAXIMUM 3 ANSWERS)

(459-468)

Use public transport as much as possible instead of using your own car	1,
Not have a car	2,
Purchase ecologically friendly products for your daily needs even if you have to pay a little more for them	3,
Sort waste so that it can be recycled	4,
Reduce waste by buying bigger sizes, concentrated products, second hand items or avoid buying over packaged products, etc.	5,
Reduce your home energy consumption (electricity, heating, household appliances)	6,
Consider environmental aspects when you make large purchases (buying a car, heating systems, build a house, etc.)	7,
Pay a little more in taxes to help protect the environment	8,
None of these (SPONTANEOUS)	9,
DK	10,

EB62.1 NEW

Now, let's talk about information and communication technologies and the workplace

QE1 Among the following items, which three are the most important for your personal life?

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

(469-481)

Telephone (fixed line)	1,
Mobile phone	2,
SMS (text messaging) on mobile phone	3,
Fax	4,
Desk Computer	5,
Laptop computer	6,
The Internet	7,
e-mail	8,
Television	9,
Video/DVD player	10,
Personal organiser/PDA	11,
None of these (SPONTANEOUS)	12,
DK	13,

EB62.1 NEW

IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a

QE2 Among the following items, which three are the most important for your professional life?

(SHOW CARD – READ OUT - MAX. 3 ANSWERS)

(482-494)

Telephone (fixed line)	1,
Mobile phone (GSM, Handy, etc.)	2,
SMS (text messaging) on mobile phone	3,
Fax	4,
Desk computer	5,
Laptop computer	6,
The Internet	7,
E-mail	8,
Television	9,
Video/DVD player	10,
Personal organiser/PDA	11,
None of these (SPONTANEOUS)	12,
DK	13,

EB62.1 NEW

IF "DESK COMPUTER" OR "LAPTOP COMPUTER" OR "THE INTERNET" OR "E-MAIL",  
CODE 5, 6, 7 OR 8 IN QE1 OR QE2 -OTHERS GO TO QE10

QE3 Where do you use a computer (incl. E-mail and/or the Internet)?

(SHOW CARD – READ OUT - MULTIPLE ANSWERS POSSIBLE)

(495-504)

At work	1,
At home, for your work	2,
At home, for your private life	3,
At school	4,
At university	5,
In a friend's house	6,
At a public place	7,
In Internet cafés/cybercafés	8,
Elsewhere (SPONTANEOUS)	9,
DK	10,

EB62.1 NEW

QE4 Among the following, what do you use a computer for?

(SHOW CARD – READ OUT - ROTATION - MULTIPLE ANSWERS POSSIBLE)

(505-512)

Word processing	1,
Spreadsheet and database management (accounting, statistics, calculating, etc.)	2,
Graphical applications (presentations, designing, desk top publishing, photo/image editing, etc.)	3,
Programming	4,
Communication (e-mails, newsgroups, chat rooms, etc.)	5,
The Internet	6,
Leisure (playing games, entertainment, music, video, etc. - online or offline)	7,
DK	8,

EB62.1 NEW

QE5 Among the following, what do you use the Internet for?

(SHOW CARD – READ OUT - MULTIPLE ANSWERS POSSIBLE)

(513-523)

Looking for information	1,
Consulting public services	2,
Looking for health-related information and services	3,
Communication (e-mails, newsgroups, virtual communities, etc.)	4,
Booking, buying online, etc. (e-commerce)	5,
Education and/or training	6,
Leisure (playing games, entertainment, music, video, etc.)	7,
Looking for a job	8,
Internet banking	9,
You do not use the Internet (SPONTANEOUS)	10,
DK	11,

EB62.1 NEW

QE6 Where did you acquire the most important skills to use Information and Communication Technologies (computer, the Internet, e-mail, etc.)?

(SHOW CARD – READ OUT - MULTIPLE ANSWERS POSSIBLE)

(524-538)

In a training course paid for by your employer	1,
In a training course paid for by a government agency	2,
In a training course paid for by yourself	3,
At work, in a training course organised inside the company/organisation	4,
At work, on your own or with the assistance of colleagues	5,
In a job placement	6,
At a public access point (a local agency, a library, etc.)	7,
In an Internet café/a cybercafé	8,
On your own at home	9,
At school	10,
At university	11,
With friends/relatives	12,
At a club or in an association	13,
Other (SPONTANEOUS)	14,
DK	15,

EB62.1 NEW

IF "RECEIVED FORMAL TRAINING", CODE 1 TO 4 IN QE6

QE7 Thinking about your last specific Information and Communication Technology training, e.g. computer training, the internet, email etc. when did it take place?

(SHOW CARD – READ OUT - ONE ANSWER ONLY)

	<b>(539)</b>
last month	1
2-3 months ago	2
4-5 months ago	3
6 months – 1 year ago	4
1-2 years ago	5
more than 2 years ago	6
I did not receive any specific training (SPONTANEOUS)	7
DK	8

EB62.1 NEW

IF USE A COMPUTER "AT WORK" OR "AT HOME FOR WORK", CODE 1 OR 2 IN QE3 - OTHERS GO TO QE10

QE8 I am going to read out a number of statement relating to the impact of the use of Information and Communication Technology, e.g. computers, the internet, email etc. on your work. Could you tell me to what extent you agree or disagree?

(SHOW CARD)

	(READ OUT)	FULLY AGREE	TEND TO AGREE	TEND TO DISAGRE E	FULLY DISAGRE E	DK
--	------------	-------------	---------------	-------------------	-----------------	----

(540)	1	You have more skills in your job	1	2	3	4	5
(541)	2	You have more responsibilities in your job	1	2	3	4	5
(542)	3	You carry out your job more effectively	1	2	3	4	5
(543)	4	It is easier to combine work and personal life	1	2	3	4	5
(544)	5	You have less stress in your job	1	2	3	4	5
(545)	6	You experience more job satisfaction	1	2	3	4	5
(546)	7	You have a better chance of being rewarded or promoted	1	2	3	4	5

EB62.1 NEW

QE9 Which of the following would be most useful for you to work more efficiently?

(SHOW CARD – READ OUT - MULTIPLE ANSWER POSSIBLE)

	(547-557)
Basic training for computer skills	1,
Advanced training for computer skills	2,
Training for e-mail and Internet use	3,
Specific training on how computers can help me in my job	4,
Specific software to help me in my job	5,
Networking facilities and software for project management	6,
Software which is easier to use	7,
Better hardware	8,
Better internet security (less spam, viruses, etc.)	9,
Other (SPONTANEOUS)	10,
DK	11,

EB62.1 NEW

IF "WORK CURRENTLY", CODE 5 TO 18 IN D15a

Telework is when paid workers (employees or self-employed) carry out all, or part of, their work away from their employer's normal places of activity, for example from home or on the move, using information and communication technologies.

QE10 Do you currently telework?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(558)
Yes, occasionally/in addition to my normal working hours	1
Yes, 1 day per week from home	2
Yes, 1 day per week from another location	3
Yes, 2-3 days per week from home	4
Yes, 2-3 days per week from another location	5
Yes, more than 3 days per week from home	6
Yes, more than 3 days per week from another location	7
No	8
DK	9

EB62.1 NEW

IF "DO NOT TELEWORK", CODE 8 IN QE10

QE11 Which of the following best explain why you do not telework?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(559)

Because this option is not available from my employer	1
Because my work is not suitable for teleworking	2
I am not interested in teleworking	3
I never really thought about it	4
Other (SPONTANEOUS)	5
DK	6

EB62.1 NEW

IF "DO TELEWORK", CODE 1 TO 7 IN QE10

QE12 What are the three most important advantages of teleworking for you?

(SHOW CARD - READ OUT – MAX. 3 ANSWERS)

(560-570)

You have more skills in your job	1,
You have more responsibilities in your job	2,
You carry out your job more effectively	3,
It is easier to combine work and personal life	4,
It reduces the need to commute	5,
You have less stress in your job	6,
You experience more job satisfaction	7,
You have a better chance of being rewarded or promoted	8,
You have more independence in your work	9,
Other (SPONTANEOUS)	10,
DK	11,

EB62.1 NEW

Let's finish with some questions about services of general interest

ASK ALL

QF1 In general, would you say that access to ... is easy or difficult for you?By that, I do not mean "financial access".

(SHOW CARD)

	(READ OUT)	EASY ACCESS	DIFFICULT ACCESS	NO ACCESS (SPONTANEOUS)	DK
--	------------	-------------	------------------	-------------------------	----

(571)	1	mobile telephone services	1	2	3	4
(572)	2	fixed telephone services	1	2	3	4
(573)	3	electricity supply services	1	2	3	4
(574)	4	gas supply services	1	2	3	4
(575)	5	water supply services	1	2	3	4
(576)	6	postal services	1	2	3	4
(577)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(578)	8	rail services between towns/cities	1	2	3	4

EB58.0 Q2 TREND SLIGHTLY MODIFIED

IF "ACCESS", CODE 1 OR 2 FOR AT LEAST ONE SERVICE IN QF1

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE EASY OR DIFFICULT ACCESS TO IT

QF2 And could you tell me which of the following services do you use?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(579-588)
Mobile telephone services	1,
Fixed telephone services	2,
Electricity supply services	3,
Gas supply services	4,
Water supply services	5,
Postal services	6,
Transport services within towns/cities (bus, tram, underground, etc.)	7,
Rail services between towns/cities	8,
None of these (SPONTANEOUS)	9,
DK	10,

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF3a In general, would you say that the price you pay for ... you use is affordable or not? By that, I mean that I would like to know if the price you pay for the service is reasonable in relation with your budget or not?

(SHOW CARD)

	(READ OUT)	AFFOR-DABLE	NOT AFFOR-DABLE	EXCESSI-VE (SPONTA-NEOUS)	DK
--	------------	-------------	-----------------	---------------------------	----

(589)	1	mobile telephone services	1	2	3	4
(590)	2	fixed telephone services	1	2	3	4
(591)	3	electricity supply services	1	2	3	4
(592)	4	gas supply services	1	2	3	4
(593)	5	water supply services	1	2	3	4
(594)	6	postal services	1	2	3	4
(595)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(596)	8	rail services between towns/cities	1	2	3	4

EB58.0 Q3 TREND MODIFIED

IF "HAVE ACCESS", CODE 1 OR 2 IN QF1 AND IF "DO NOT USE", NOT CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE ACCESS TO IT BUT DO NOT USE IT

QF3b In general, would you say that the price for ... is affordable or not? By that, I mean that I would like to know if, according to you, the price for the service is reasonable in relation with your budget or not?

(SHOW CARD)

	(READ OUT)	AFFOR-DABLE	NOT AFFOR-DABLE	EXCESSI-VE (SPONTA-NEOUS)	DK
--	------------	-------------	-----------------	---------------------------	----

(597)	1	mobile telephone services	1	2	3	4
(598)	2	fixed telephone services	1	2	3	4
(599)	3	electricity supply services	1	2	3	4
(600)	4	gas supply services	1	2	3	4
(601)	5	water supply services	1	2	3	4
(602)	6	postal services	1	2	3	4
(603)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4
(604)	8	rail services between towns/cities	1	2	3	4

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF4a And in general, would you say that the price you pay for the ... you use is justified or not? By that, I mean that I would like to know if the price you pay for the service is value for money or not?

(SHOW CARD)

	(READ OUT)	JUSTIFIED	NOT JUSTIFIED	DK
--	------------	-----------	---------------	----

(605)	1	mobile telephone services	1	2	3
(606)	2	fixed telephone services	1	2	3
(607)	3	electricity supply services	1	2	3
(608)	4	gas supply services	1	2	3
(609)	5	water supply services	1	2	3
(610)	6	postal services	1	2	3
(611)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3
(612)	8	rail services between towns/cities	1	2	3

EB62.1 NEW

IF "HAVE ACCESS", CODE 1 OR 2 IN QF1 AND IF "DO NOT USE", NOT CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO HAVE ACCESS TO IT BUT DO NOT USE IT

QF4b And in general, would you say that the price for ... is justified or not? By that, I mean that I would like to know if, according to you, the price for the service is value for money or not?

(SHOW CARD)

	(READ OUT)	JUSTIFIED	NOT JUSTIFIED	DK
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(613)	1	mobile telephone services	1	2	3
(614)	2	fixed telephone services	1	2	3
(615)	3	electricity supply services	1	2	3
(616)	4	gas supply services	1	2	3
(617)	5	water supply services	1	2	3
(618)	6	postal services	1	2	3
(619)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3
(620)	8	rail services between towns/cities	1	2	3

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2 -OTHERS GO TO QF9

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF5 Overall, what do you think of the quality of ... that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

(SHOW CARD)

	(READ OUT)	VERY GOOD	FAIRLY GOOD	FAIRLY BAD	VERY BAD	DK
--	------------	-----------	-------------	------------	----------	----

(621)	1	mobile telephone services	1	2	3	4	5
(622)	2	fixed telephone services	1	2	3	4	5
(623)	3	electricity supply services	1	2	3	4	5
(624)	4	gas supply services	1	2	3	4	5
(625)	5	water supply services	1	2	3	4	5
(626)	6	postal services	1	2	3	4	5
(627)	7	transport services within towns/cities (bus, tram, underground, etc.)	1	2	3	4	5
(628)	8	rail services between towns/cities	1	2	3	4	5

EB58.0 Q4 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF6 In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from ... is satisfactory or not satisfactory?

(SHOW CARD)

	(READ OUT)	VERY SATISFACTORY	FAIRLY SATISFACTORY	FAIRLY NOT SATISFACTORY	NOT AT ALL SATISFACTORY	DK
--	------------	-------------------	---------------------	-------------------------	-------------------------	----

(629)	1	your mobile telephone service provider	1	2	3	4	5
(630)	2	your fixed telephone service provider	1	2	3	4	5
(631)	3	your electricity supply service provider	1	2	3	4	5
(632)	4	your gas supply service provider	1	2	3	4	5
(633)	5	your water supply service provider	1	2	3	4	5
(634)	6	your postal service provider(s)	1	2	3	4	5
(635)	7	providers of transport services within towns/cities	1	2	3	4	5
(636)	8	providers of rail services between towns/cities	1	2	3	4	5

EB58.0 Q5 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF7 In general, would you say that the terms and conditions of your contract with your ... are fair or unfair?

(SHOW CARD)

(READ OUT)	FAIR	UNFAIR	DK
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(637)	1	mobile telephone service provider	1	2	3
(638)	2	fixed telephone service provider	1	2	3
(639)	3	electricity supply service provider	1	2	3
(640)	4	gas supply service provider	1	2	3
(641)	5	water supply service provider	1	2	3
(642)	6	postal service provider	1	2	3
(643)	7	provider of transport services within towns/cities	1	2	3
(644)	8	provider of rail services between towns/cities	1	2	3

EB58.0 Q6 TREND MODIFIED

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF8 In general, would you say that customer service from your ... is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in particular in urgent situations.

(SHOW CARD)

(READ OUT)	VERY GOOD	FAIRLY GOOD	FAIRLY BAD	VERY BAD	DK
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(645)	1	mobile telephone service provider	1	2	3	4	5
(646)	2	fixed telephone service provider	1	2	3	4	5
(647)	3	electricity supply service provider	1	2	3	4	5
(648)	4	gas supply service provider	1	2	3	4	5
(649)	5	water supply service provider	1	2	3	4	5
(650)	6	postal service provider	1	2	3	4	5
(651)	7	provider of transport services within towns/cities	1	2	3	4	5
(652)	8	provider of rail services between towns/cities	1	2	3	4	5

EB62.1 NEW

ASK ALL

QF9 In general, would you say that the ... is/are safe or not safe?

(SHOW CARD)

	(READ OUT)	VERY SAFE	FAIRLY SAFE	FAIRLY NOT SAFE	NOT AT ALL SAFE	DK
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(653)	1	mobile telephone service	1	2	3	4	5
(654)	2	electricity supply service	1	2	3	4	5
(655)	3	gas supply service	1	2	3	4	5
(656)	4	water supply service	1	2	3	4	5
(657)	5	transport services within towns/cities	1	2	3	4	5
(658)	6	rail services between towns/cities	1	2	3	4	5

EB62.1 NEW

IF "USE AT LEAST ONE SERVICE", CODE 1 TO 8 IN QF2

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT

QF10a In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...?

	(READ OUT)	YES	NO	DK
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(659)	1	mobile telephone services	1	2	3
(660)	2	fixed telephone services	1	2	3
(661)	3	electricity supply services	1	2	3
(662)	4	gas supply services	1	2	3
(663)	5	water supply services	1	2	3
(664)	6	postal services	1	2	3
(665)	7	transport services within towns/cities	1	2	3
(666)	8	rail services between towns/cities	1	2	3

EB58.0 Q7 TREND MODIFIED

IF "YES" CODE 1 IN QF10a

FOR EACH SERVICE, ASK ONLY TO THOSE WHO USE IT AND HAVE MADE A COMPLAINT

QF10b Would you say your complaint with each of the following services was dealt with very well, fairly well, fairly badly or very badly?

(SHOW CARD)

	(READ OUT)	VERY WELL	FAIRLY WELL	FAIRLY BADLY	VERY BADLY	DK
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(667)	1	Mobile telephone services	1	2	3	4	5
(668)	2	Fixed telephone services	1	2	3	4	5
(669)	3	Electricity supply services	1	2	3	4	5
(670)	4	Gas supply services	1	2	3	4	5
(671)	5	Water supply services	1	2	3	4	5
(672)	6	Postal services	1	2	3	4	5
(673)	7	Transport services within towns/cities	1	2	3	4	5
(674)	8	Rail services between towns/cities	1	2	3	4	5

EB58.0 Q7 TREND MODIFIED

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". Thinking about your views, how would you place yourself on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, READ OUT AGAIN)

(675-676)

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

Refusal 11

DK 12

EB62.0 D1

NO QUESTIONS D2 TO D6

D7 Could you give which of these best describes your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(677-678)

Married	1
Remarried	2
Unmarried, currently living with partner	3
Unmarried, having never lived with a partner	4
Unmarried, having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB62.0 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')

(679-680)

EB62.0 D8

NO QUESTION D9

D10 Gender.

(681)

Male	1
Female	2

EB62.0 D10

QUESTION D11 ASKED AFTER Q1

NO QUESTION D12 TO D14

QUESTIONS D15a & b & c & d ASKED AFTER D11

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

(682)

rural area or village	1
small or middle sized town	2
large town	3
DK	4

EB62.0 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

INT.: READ OUT - WRITE DOWN)

(683-684)

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EB62.0 D40a

D40b Could you tell me how many children less than 10 years old live in your household

INT.: READ OUT - WRITE DOWN)

(685-686)

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EB62.0 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

INT.: READ OUT - WRITE DOWN)

(687-688)

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EB62.0 D40c

D41 Which of the following statements best describes where you were born. Were you born...

READ OUT - ONE ANSWER ONLY

(689)

in the United Kingdom	1
in another member country of the European Union	2
in Europe, but not in a member country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB62.0 D41

D42 And which of these statements best describes where your parents were born?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(690)

Your mother and your father were born in the United Kingdom	1
One of your parents was born in the United Kingdom and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
At least one of your parents was born outside of the European Union	4
DK/Refusal (SPONTANEOUS)	5

EB62.0 D42

D43a Fixed telephone available in the household?

D43b Mobile telephone available in the household?

	(691)	(692)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB62.0 P12a P12b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(693-694)

		DAY
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(695-696)

		MONTH
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EB62.0 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(697-698)

		HOUR
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(699-700)

		MINUTES
--	--	---------

EB62.0 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(701-703)

		MINUTES
--	--	---------

EB62.0 P3

P4 Number of persons present during the interview, including interviewer

(704)

Two (interviewer and respondent)
Three
Four
Five or more

1  
2  
3  
4

EB62.0 P4

P5 Respondent cooperation

(705)

Excellent
Fair
Average
Bad

1  
2  
3  
4

EB62.0 P5

P6 Size of locality

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(706-707)

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EB62.0 P6

P7 | Region

NUTS Level 2 Regions (See [www.wordiq.com/definition/Nomenclature\\_of\\_Territorial\\_Units\\_for\\_Statistics](http://www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics))

**(708-709)**

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EB62.0 P7

P8 | Postal code

**(710-717)**

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EB62.0 P8

P9 | Sample point number

**(718-725)**

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EB62.0 P9

P10 | Interviewer number

**(726-733)**

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EB62.0 P10

P11 | Weighting factor

**(734-741)**

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EB62.0 P11

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