

NOP Consumer Market Research  
 Ludgate House  
 Blackfriars Road  
 London SE1 9UL

Job No.	Card	Serial No.	Country
(1) - (6)	(7) - (8)	(9)-(12)	(13)-(14)
433115	0 1		1 5

No : J 433115  
 Issue : 1  
 Date : 25 October, 2001

**FLASH 109 – Citizens First**

+456.0

**RESPONDENTS NAME:**

\_\_\_\_\_

**TELEPHONE NUMBER:**

\_\_\_\_\_

**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	Card 01	
			Code	Sk t
	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	Arra reca
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
		Refused	00	
Q.C	And at what age did you finish your full-time education?  (RECORD ACTUAL AGE)			Q.D
		Did not go to school	01	
		Still studying	99	
		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	Sl 1
Q.1	How well informed do you feel about your rights to work, live and study in another country of the European Union? Would you say that you are ....READ OUT PRECODES	Very well informed Well informed Not very well informed Not at all informed (DK/NA)	1 2 3 4 5	Q.
Q.2	As a European Union citizen, do you need a work permit to work in another European Union country?	Yes No (DK/NA)	1 2 3	Q.
Q.3	As a European Union citizen, do you have the right to vote at local elections in another country of the European Union if you are resident there?	Yes No (DK/NA)	1 2 3	Q.
Q.4	As a European Union citizen, can you take out an insurance policy for your car in another European Union country apart from the one you live in?	Yes No (DK/NA)	() 1 2 3	Q.
Q.5	As a European Union citizen you have the right to make a complaint in the case of mal-administration by European Union institutions. To whom should the complaints be addressed - <b>READ OUT EACH PRECODE. ONE ANSWER ONLY</b>	The mayor of your town The European Foreign affairs Ministry in this country The European Commission The European Ombudsman The European Parliament The European Court of Justice (DK/NA)	() 1 2 3 4 5 6 7	Q.
Q.6	Do you think of yourself as being a European Union citizen ... <b>READ OUT EACH PRECODE. ONE ANSWER ONLY</b>	Very often Often Not very often Never (DK/NA)	() 1 2 3 4 5	Q.
Q.7	The European Commission has developed an initiative called "Dialogue with Citizens" to allow European Union citizens to know better and exercise their rights to live, travel, study, buy goods or services and assert their rights. Do you know that, in the context of "Dialogue with Citizens", the European Commission keeps up-to-date guides and practical fact sheets to inform the European Union citizens of their rights?	Yes No (DK/NA)	() 1 2 3	Q. Q1

Q.No.		Code	Route
Q.8	Have you already consulted any of these publications?	()	
		Yes 1	Q.9
		No 2	
		(DK/NA) 3	Q.10
Q.9	Where did you get the publications from? Was it from ... <b>READ OUT ECH PRECODE.</b>	()	
	<b>MULTI ANSWERS ALLOWED</b>		
	A local administrative office	1	
	A university/school	1	
	A library	1	
	The Internet	1	
	A Ministry	1	
	A Commission's office in this country	1	
	The European Commission	1	
	The European Commission's call centre "Europe Direct"	1	
	From an "Info Point Europe" or "Carrefour's" Information Centre	1	
	From an "Internal Market" contact point	1	
	From somewhere else (SPECIFY)	1	
	_____		
	(DK/NA)	1	Q.10
Q.10	<b>ASK ALL</b>	()	
	Still in the context of "Dialogue with Citizens", the European Commission also keeps an up-to-date website. Have you consulted this web site?	Yes 1	
		No 2	
		(DK/NA) 3	Q.11
	<b>IF REQUESTED GIVE RESPONDENT WEB SITE DETAILS:</b>		
	< <a href="http://europa.eu.int/europedirect/phones_fr.html">http://europa.eu.int/europedirect/phones fr.html</a> >		
Q.11a	All EU citizens have rights and opportunities in the European Union and its Internal Market. Difficulties may sometimes arise when people try to exercise these rights and take advantage of these opportunities in the Member States. Should you encounter difficulties in exercising your rights, which is the first authority or body you would contact?		
	.....		
	<b>DO NOT PROMPT. ONE ANSWER ONLY</b>		
	The local or national authority	1	
	A lawyer	2	
	The National Ombudsman	3	
	The European Commission	4	
	The network of the "Internal Market" Contact Points	5	
	The European Parliament	6	
	(Other (SPECIFY)	7	
	_____	8	
	(DK/NA)		Q11b

Q.No.		Code	Route
Q.11b	<p>I am now going to read out the names of some authorities that may inform you in the case of difficulties in exercising your rights. Which of them would you do first .... <b>READ OUT EACH PRECODE ONE ANSWER ONLY ALLOWED</b></p> <p>Contact your local or national authority and make a complaint</p> <p>Contact a lawyer</p> <p>Contact the National Ombudsman</p> <p>Write to the European Commission</p> <p>Try to solve your problem through the network of the "Internal Market" contact points</p> <p>Contact the European Parliament</p> <p>(Other (SPECIFY)) _____</p> <p>(DK/NA)</p>	<p>()</p> <p>1</p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6</p> <p>7</p> <p>8</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>Q.12</p>
Q.12	<p>Have you heard about the signpost service to citizens, within which legal experts give you personal advice should you encounter difficulties in exercising your rights?</p>	<p>()</p> <p>Yes 1</p> <p>No 2</p> <p>(DK/NA) 3</p>	<p></p> <p></p> <p>Q.13</p>
Q.13	<p>Do you know that you can contact the signpost service to citizens by calling the free phone number or via the "Dialogue with Citizens" website?</p> <p><b>N.B. IF RESPONDENT REQUESTS THE NUMBER PLEASE GIVE IT TO THEM : 0800 581591</b></p>	<p>()</p> <p>Yes 1</p> <p>No 2</p> <p>(DK/NA) 3</p>	<p></p> <p></p> <p>Q.F</p>

Q.No.		Code	Roi
Q.F	Thank you very much for your help today. Before I close could I just check in which region of the country you live? <b>PROBE TO PRECODES</b>		
	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		Q.G
	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.G	Would you say you lived in a .... <b>READ OUT PRECODES</b>		
	Large town / city	1	
	Small or middle size town	2	
	Rural area or village	3	
	DK	4	*See Inst

**INTERVIEWER RECORD:**

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

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

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