

ZA4534

**Flash Eurobarometer 186
Business attitudes towards cross-border sales and
consumer protection**

**Country Specific Questionnaire
Luxembourg (English)**

FL186

Final Questionnaire for Flash Eurobarometer 2006: B2C Cross Border Trade

INTRODUCTION / RESPONDENT SELECTION / SCHEDULING

<text_4737> <text_4741>

<text_4729>

<text_4738>

When contact person is not listed in sample, interviewer reads

May I speak to the person in charge of your firm please, the one responsible for your firm's marketing decisions, legal aspects included?

Interviewer: when contact person is not listed in sample, try to contact the main person in charge! These are: the general manager, the marketing director or other responsible staff, responsible chiefs of sale, legal aspects included)..

00 - The person responsible is on the phone SKIP SC1

01 - <text_4743> SKIP SC1

<text_4744>: -----

02 - <text_4745> (<text_4734>)

03 - The person is now or later not available, another person responsible is possible

04 - The person is not competent

05 - <text_4748> - <text_4735>

<text_4750>: -----

06 - The person is during the period of this survey not available, no other person available

07 - refused by that person - <text_4736>

08 - <text_4753>

09 - <text_4754>

10 - <text_4755>

IF SC0=1

<text_4731>: _____

<text_4737> <text_4741>

(<text_4733>) _____

SC1. This survey is part of a global EU study, which collects the opinions of all company decision takers about border-crossing retail trade activities as opposed to the consumer, and more specific about the consumer-contract laws and their role in the border-crossing retail trade. This survey will take approximately 10 minutes. Total discretion of your answers will remain. Could you assist me with your answers please?

01 - <text_4759>

02 - <text_4760>

<text_4761>:-----

03 - The person is now or later not available, another person responsible is possible
(Nem on screen)

04 - The person is not competent to answer those questions (Nem on screen)

<text_4764>:-----

04 - The person is during the period of this survey not available, no other person available

05 - refused by that person

06 - <text_4753>

07 - <text_4754>

08 - <text_4755>

SC3. <text_4775>

1 - <text_4776>

2 - Marketing director

3 - the legal advisor

4 - other person in charge who is responsible for company sales.

<text_4782> <text_4783>
Could you give me the telephone number where I can call you back later?
<text_4793>: _____
<text_4791>: _____
<text_4792>: _____
<text_4787> (<text_4784>)
<text_4788>

INTRO FOR THE NEXT CALL BACK

<text_4802>

1 - <text_4803>

2- <text_4804>

<text_4794> <text_4795>

<text_4798>: _____

<text_4799> _____

<text_4800>

<text_4793>: _____

What time should I call back in order to speak to the person in charge? (<text_4784>)

Demo

D1. Let me start by asking a few elementary questions about your firm. How many are employed at your firm?

- Less than 10.....0
- 10-49.....1
- 50-249.....2
- 250-499.....3
- 500 or more.....4
- [WN/KÄ]9

If less than 10, say thank you and hang up

D2. Does your firm sell directly to the end-user, meaning to the general public

- Yes.....1
- No2
- [WN/KÄ]9

If not "YES", say thank you and hang up

D3 Your firm is:

(READ ALOUD – One answer only)

- an independant firm 1
- the mother company of a multinational group 2
- A member of a multinational group, which is authorized by the mother firm to sell to consumers residing in other EU countries 3
- A member of a multinational group, which is NOT authorized to sell to consumers residing in other EU countries..... 4
- [WN/KÄ] 9

WA Q1 = 4, say thank you and hang up

D4. Including Luxemburg, in how many EU countries do you have branches or a store

- Sign up: Countries (1 - 25)
- [WN/KÄ] 99

D5. NOT INTENDED TO ASK, REGISTRATION OF THE DATA BANK
NACE Code of the firm's main activities

D6. NOT INTENDED TO ASK, REGISTRATION OF THE DATA BANK
NUTS Region of the company (NUTS 2 level)

MAIN INTERVIEW

Q1. <text_6430>

(<text_6431>)

- Yes.....	1
- No.....	2
- [WN/KÄ]	9
a) <text_6435>.....	1 2 9
b) <text_6436>.....	1 2 9
c) <text_6437>.....	1 2 9
d) <text_6438>	1 2 9
e) <text_6439>.....	1 2 9

- NEW, 3 QU -

Q2. <text_6440>

(READ ALOUD- One answer only)

- Sign up.....	Countries (1 - 25)
- [WN/KÄ]	99

- 1 QU -

Q3. <text_6445>

<text_6446>

<text_6447>

-	%
- [<text_6448>]	998
- [WN/KÄ]	999

- 1 QU -

<text_6450>

Q4. <text_6451>

-	%
- [<text_6452>]	998
- [WN/KÄ]	999

- 1 QU -

Q5. <text_6455>

(READ ALOUD- One answer only)

- <text_6457>	01
- Sign up:	<text_6700> (02 -98)
- [WN/KÄ]	99

- 1 QU -

I <text_6460>

<text_6461>

- 0,5 QU -

Q6. <text_6462>

(READ ALOUD- One answer only)

- <text_6465> 00
- Sign up: Countries (01 - 24)
- [WN/KÄ] 99

- 1 QU -

Q7. <text_6468>

- <text_6469> 1
- <text_6470> 2
- <text_6471> 3
- <text_6472> 4
- [WN/KÄ] 9

- 1 QU -

<text_6474>

<text_6475>

Q8. <text_6476>

-%
- [<text_6477>] 998
- [WN/KÄ] 999

- 1 QU -

<text_6479>

Q9. <text_6480>

-%
- [<text_6481>] 998
- [WN/KÄ] 999

- 1 QU -

<text_6483>

Q10. <text_6484>

-%
- [<text_6485>] 998
- [WN/KÄ] 999

- 1 QU -

<text_6487>
Q11. <text_6696>

-%
- [<text_6488>] 998
- [WN/KÄ] 999

- 1 QU -

<text_6490>
Q12. <text_6697>

-%
- [<text_6491>] 998
- [WN/KÄ] 999

- 1 QU -

II. <text_6493>

Q13.

[<text_6494>
<text_6495>

[<text_6496>
<text_6497>

[<text_6498>
<text_6499>

<text_6500>

(READ ALOUD– One answer only – <text_6503>)

- <text_6504>1
- <text_6505>2
- <text_6506>3
- <text_6507>4
- [<text_6508>]8
- [WN/KÄ]9

A – <text_6510>
..... 1 2 3 4 9
<text_6511>

B – <text_6542>
..... 1 2 3 4 9
<text_6543>

C – <text_6589>
..... 1 2 3 4 9
<text_6590>

D – <text_6591>
..... 1 2 3 4 9
<text_6593>

E– <text_6594>
..... 1 2 3 4 9
<text_6595>

F – <text_6596>
..... 1 2 3 4 9
<text_6597>

G – <text_6598>
..... 1 2 3 4 9
<text_6599>

- 3.5 QU + 7 X 0,5 QU for the explanations: 8 QU –

Q14. <text_6601>

(READ ALOUD– One answer only)

- <text_6603> 4
- <text_6604> 3
- <text_6605> 2
- <text_6606> 1
- [WN/KÄ] 9

- 1 QU -

Q15.

[<text_6692>

<text_6691>]

[<text_6693>

<text_6694>

<text_6695>

(READ ALOUD– <text_6677>)

- <text_6678>1
 - <text_6679>2
 - <text_6680>3
 - <text_6681>4
 - [<text_6682>]8
 - [WN/KÄ]9
- a) <text_6684> 1 2 3 4 9
 - b) <text_6685> 1 2 3 4 9
 - c) <text_6686> 1 2 3 4 9
 - d) <text_6687> 1 2 3 4 9
 - e) <text_6688> 1 2 3 4 9
 - f) <text_6689> 1 2 3 4 9
 - g) <text_6690> 1 2 3 4 9

- 4 QU -

III. <text_6609>

Q16 <text_6610>

(READ ALOUD– <text_6612>)

- <text_6613> 4
 - <text_6614>3
 - <text_6615>2
 - <text_6616>1
 - [<text_6617>]8
 - [WN/KÄ]9
- A. <text_6619> 1 2 3 4 9
- B. <text_6620> 1 2 3 4 9
- C. <text_6621> 1 2 3 4 9

- 2 QU -

Q17 <text_6623>

(READ ALOUD– One answer only)

- <text_6626> 1
- <text_6627> 2
- <text_6628> 3
- <text_6659> 4
- <text_6660> 5
- [WN/KÄ] 9

- 1 QU -

Q18 <text_6663>

(READ ALOUD – One answer only)

- Yes 1
- No 2
- [<text_6666>] 7
- [<text_6667>] 8
- [WN/KÄ] 9

- 1QU -

Q19 <text_6671>

(READ ALOUD – One answer only)

- <text_6672> 1
- <text_6673> 2
- <text_6674> 3
- <text_6675> 4
- [WN/KÄ] 9

- 1QU -