

ZA5687

Eurobarometer 79.1

**Country Questionnaire
Great Britain**

A	your survey number (101-105)
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB78.2 A

B	Country code (106-107)
	<input type="text"/> <input type="text"/>

EB78.2 B

C	our survey number (108-110)
	<input type="text"/> <input type="text"/> <input type="text"/>

EB78.2 C

D	Interview number (111-116)
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB78.2 D

ASK ITEM 28 ONLY IN CROATIA

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

(MULTIPLE ANSWERS POSSIBLE)

	(137-166)
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,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	29,
DK	30,

EB78.2 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

A. e-Communications

D43a Is there a fixed telephone (landline) available in the household?

D43b Do you own a mobile phone?

	(187)	(188)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB78.1 D43a D43b

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(189-198)
Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
A flat / a house which you have finished paying for	7,
A flat / a house which you are still paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB78.2 D46

ASK QA1 TO QA3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QA4

QA1 Does your mobile phone subscription allow you to access the Internet for playing or downloading audio\ video content, sending and receiving e-mails?

(SHOW SCREEN - SINGLE CODE)

	(199)
Yes	1
No	2
DK	3

EB76.4 QC1

QA2	Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, tablet or another handheld device?
-----	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(200-206)

Yes	1,
No, you do not need it	2,
No, you do not know it was not possible	3,
No, you cannot run this type of application on your smartphone, a tablet or another handheld device due to restrictions imposed by your mobile network operator	4,
No, you do not know how to do it	5,
No, for other reasons (SPONTANEOUS)	6,
DK	7,

NEW

QA3	Please tell me whether you agree or disagree with each of the following.
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS)	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(207)	1	Your mobile phone calls are never cut off	1	2	3	4	5	6
(208)	2	You are always able to connect to the mobile network to make phone calls	1	2	3	4	5	6
(209)	3	You limit your national calls with your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(210)	4	You limit your international calls from your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(211)	5	You limit your calls to mobile or fixed phones of another network operator because you are concerned about higher communication charges than when making a phone call to others on your own network	1	2	3	4	5	6
(212)	6	(ONLY IF CODE 1 IN QA1) You limit the use of mobile Internet access because you are concerned about charges	1	2	3	4	5	6

EB76.4 QC3 TREND MODIFIED

ASK QA4 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 – OTHERS GO TO QA5

QA4 Does your household receive television via...?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(213-220)

An aerial (for example on the roof or on the top of the TV set)	1,
Digital Terrestrial Television (aerial + decoder) e.g. Freeview\ Digibox	2,
A cable TV network (analogue = directly connected to the TV set)	3,
A cable TV network + decoder (digital TV)	4,
Satellite TV via a satellite dish + decoder/set-top box	5,
The telephone network + modem and\ or decoder	6,
The Internet (Wi-Fi connected TV, PC and\ or a handheld device)	7,
DK	8,

EB76.4 QC4 TREND MODIFIED

ASK QA5 A QA15 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QA16

QA5 How does your household access the Internet at home?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(221-229)

Via a dial-up connection using a standard telephone line or an ISDN line (Narrowband Internet)	1,
Via ADSL, XDSL or similar type of connection on a fixed telephone line using a modem, a box or a router (Broadband Internet)	2,
Via the cable TV network using a cable modem, box or router (Broadband Internet)	3,
Via a mobile phone network (Broadband Internet)	4,
Via the satellite network (Broadband Internet)	5,
Via an optical fibre line (Broadband Internet)	6,
Via an electrical power line (Broadband Internet) (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB76.4 QC5 TREND MODIFIED

QA6a	When subscribing to an Internet connection what are the main factors you consider? Firstly?
------	---

(SHOW CARD – READ OUT – ROTATE - ONE ANSWER ONLY)

(230)

The maximum download speed	1
The maximum amount you can download\ upload	2
The price of the Internet subscription	3
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price)	4
The customer service offered	5
The cost of the equipment	6
The cost of installation	7
Other (SPONTANEOUS)	8
DK	9

EB76.4 QC6a

QA6b	Any others?
------	-------------

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

(231-239)

The maximum download speed	1,
The maximum amount you can download\ upload	2,
The price of the Internet subscription	3,
The fact that the Internet subscription is part of a bundle (INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price)	4,
The customer service offered	5,
The cost of the equipment	6,
The cost of installation	7,
Other (SPONTANEOUS)	8,
DK	9,

EB76.4 QC6b

QA7	Does any household member, including yourself, use a PC or a Wi-Fi connected device, at home to make phone calls over the Internet?
-----	---

(READ OUT – ONE ANSWER ONLY)

	(240)
No	1
Yes, you or a member of your household call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	2
Yes, you or a member of your household make cheaper international calls to landlines or mobile phones by means of an Internet phone service	3
Yes, both options (SPONTANEOUS)	4
DK	5

EB76.4 QC7

ASK QA8 AND QA9.1 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QA5 – OTHERS GO TO QA9.2

QA8	What is the maximum download speed under the terms of your contract?
-----	--

(INT.: If respondent gives an answer in a different unit than 'Mbps', please recode it as a wrong answer, code '998' - IF "DK", PLEASE CODE '999')

(241-243)

				Mbps
--	--	--	--	------

EB76.4 QC8

ASK QA9.2 TO QA15 IF "INTERNET IN THE HOUSEHOLD", CODE 5 IN D46 – OTHERS GO TO QA16

QA9 Please tell me whether you agree or disagree with each of the following.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(244)	1	(ONLY IF VALID ANSWER IN Q8) The download\upload speed matches the terms of your contract	1	2	3	4	5	6
(245)	2	Your Internet connection never breaks down	1	2	3	4	5	6
(246)	3	In case of problems, your Internet provider gives you a helpful answer	1	2	3	4	5	6

EB76.4 QC9

QA10 Have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

(READ OUT – ONE ANSWER ONLY)

Yes, frequently	(247) 1
Yes, occasionally	2
No, never	3
DK	4

EB76.4 QC10

ASK QA11 TO QA15 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QA5 – OTHERS GO TO QA16

QA11 Would you be prepared to pay more for an Internet connection with a higher speed or greater downloading capacity than your current one without changing your current Internet provider?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(248)

No, you are not prepared to pay more	1
Yes, you would be prepared to pay up to 15% more	2
Yes, you would be prepared to pay 16 to 33% more	3
Yes, you would be prepared to pay more than 33% more	4
DK	5

EB76.4 QC11 TREND MODIFIED

QA12 Would you be prepared to change your Internet provider if you were offered a higher speed or greater downloading capacity for the same price?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(249-254)

Yes	1,
No, because you are satisfied with what you have	2,
No, because switching is too much time and effort	3,
No, because switching is too costly, even if the subscription price remains the same	4,
No, for other reasons (SPONTANEOUS)	5,
DK	6,

NEW

QA13 While surfing on the Internet at home, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications)

(READ OUT - SINGLE CODE)

(255)

Yes, frequently	1
Yes, occasionally	2
No, never	3
DK	4

EB76.4 QC14

ASK QA14 AND QA15 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QA13 – OTHERS GO TO QA16

QA14 In which of the following cases have you experienced the blocking of online content or applications at home? When trying to...

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(256-265)

Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

EB76.4 QC15

QA15 In your opinion, which of the following was responsible for the blocking of online content or applications?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(266-271)

The manufacturer of the device connecting you to the Internet	1,
The application or content provider	2,
Your Internet connection provider	3,
Geographical copyright restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

EB76.4 QC16

ASK QA16 TO QA18 IF "OWN A PERSONAL MOBILE PHONE WITH AN ACCESS TO THE INTERNET", CODE 1 IN QA1 – OTHERS GO TO QA19

QA16 While surfing on the Internet using your mobile phone, have you experienced any kind of blocking of online content or applications? (INT.: Internet blocking, also known as web filtering, prohibits users from accessing online content and applications)

(READ OUT - SINGLE CODE)

(272)

Yes, frequently	1
Yes, occasionally	2
No, never	3
DK	4

EB76.4 QC17

ASK QA17 AND QA18 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QA16 – OTHERS GO TO QA19

QA17 In which of the following cases have you experienced the blocking of online content or applications? When trying to...

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(273-282)

Play online games	1,
Watch a video	2,
Listen to music	3,
Watch live events (sports, news, etc.)	4,
Download video content for free	5,
Download audio content for free	6,
Make phone calls over the Internet	7,
Watch television	8,
Other (SPONTANEOUS)	9,
DK	10,

EB76.4 QC18

QA18	In your opinion, which of the following was responsible for the blocking of online content or applications?
------	---

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(283-288)

The manufacturer of your mobile phone	1,
The application or content provider	2,
Your Internet connection provider	3,
Geographical copyright restrictions	4,
Other (SPONTANEOUS)	5,
DK	6,

EB76.4 QC19

ASK QA19 IF "NO INTERNET ACCESS AT HOME", NO CODE 5 IN D46 – OTHERS GO TO QA20

QA19	You said you do not have Internet access at home. From the following list, which best explain why your household does not have access to the Internet?
------	--

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(289-300)

You and members of your household plan to subscribe\ connect in the next six months	1,
You and members of your household do not know exactly what the Internet is	2,
No one in your household is interested in the Internet	3,
Your household is not located in an area covered by a broadband access network infrastructure	4,
The initial installation cost of broadband Internet is too high	5,
The monthly subscription cost of broadband internet is too high	6,
The cost of buying a personal computer and modem is too high	7,
The monthly subscription cost is too high	8,
The interested members of your household have access at work, school or elsewhere and this is sufficient	9,
You are and members of your household are concerned about access to unsuitable content	10,
Other (SPONTANEOUS)	11,
DK	12,

EB76.4 QC20

ASK ALL

QA20 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Did your household buy two or more of the following services as part of a bundle?

(READ OUT – MIN. 2 ANSWERS)

	(301-307)
No, we did not buy services as part of a bundle	1,
Yes, television channels	2,
Yes, fixed line telephone	3,
Yes, mobile telephone	4,
Yes, Internet access	5,
Other (SPONTANEOUS)	6,
DK	7,

EB76.4 QC21

QA21 Please tell me whether you agree or disagree with each of the following statements.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS)	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(308)

1	You can easily compare the terms of different bundled offers (services and prices)	1	2	3	4	5	6
---	--	---	---	---	---	---	---

(309)

2	You regularly read comparisons of bundled offers	1	2	3	4	5	6
---	--	---	---	---	---	---	---

EB76.4 QC23

ASK QA22 IF "HAVE A BUNDLE", CODE 2 TO 5 IN QA20 – OTHERS GO TO QA23

QA22 Have you or someone in your household ever considered changing your bundle provider?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(310-321)

No, you never considered it	1,
Yes, but you are satisfied with the service you currently get	2,
Yes, but there are no other bundle providers in the area where you live which would provide good value for money	3,
Yes, you have already changed and are bound for the time being by your contract to your current provider	4,
Yes, but eventually your provider offered you better terms and you decided not to switch	5,
Yes, but you didn't want to take the risk of a temporary loss of service during the switching process	6,
Yes, but you didn't want to take the risk of having to pay for more than one service during the switching process	7,
Yes, but it was not clear what steps you would need to take to switch	8,
Yes, but you do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the provider	9,
Yes, but it takes too much effort and time to do it	10,
Other (SPONTANEOUS)	11,
DK	12,

EB76.4 QC24

QA23 When making or receiving phone calls ..., would you say that the sound quality of the phone calls is generally good or bad?

(SHOW SCREEN)

(READ OUT)	Very good	Fairly good	Fairly bad	Very bad	Not applicable (SPONTANEOUS)	DK
------------	-----------	-------------	------------	----------	------------------------------	----

(322)	1	(IF D43a=1) On your landline phone	1	2	3	4	5	6
(323)	2	(IF D43b=1) On your mobile phone	1	2	3	4	5	6
(324)	3	(IF QA7=2,3 OR 4) Over the Internet	1	2	3	4	5	6

NEW

B. CORRUPTION

ASK ALL

QB1 Have you been to a public healthcare practitioner such as a GP (general practitioner) or a public healthcare institution such as a public hospital in the past 12 months? (INT.: If needed, explain to the respondent that a public healthcare institution includes all medical practices where the treatment is largely paid by the public social security funds or from taxes)

(SHOW SCREEN - SINGLE CODE)

(345)

Yes	1
No	2
DK	3

NEW

ASK QB2 AND QB3 IF "HAS HAD CONTACT WITH PUBLIC HEALTHCARE SECTOR IN THE LAST 12 MONTHS", CODE 1 IN QB1 – OTHERS GO TO QB4

QB2 Apart from official fees did you have to give an extra payment or a valuable gift to a nurse or a doctor, or make a donation to the hospital?

(SHOW SCREEN - SINGLE CODE)

(346)

Yes	1
No	2
Refusal (SPONTANEOUS)	3
DK	4

NEW

ASK QB3 IF "EXTRA PAYMENT", CODE 1 IN QB2 – OTHERS GO TO QB4

QB3 Which of the following describe what happened?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(347-356)

You felt that you had to give an extra payment or a valuable gift and you did so before the care was given	1,
You felt that you had to give an extra payment or a valuable gift and you did so after the care was given	2,
The doctor\ nurse requested an extra payment or a valuable gift in advance	3,
The doctor\ nurse expected an extra payment or a valuable gift following the procedure	4,
You were asked to go for a private consultation in order to be treated in a public hospital	5,
You were asked to pay for a privileged treatment	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
Refusal (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL

QB4 Talking more generally, if you wanted to get something from the public administration or a public service, to what extent do you think it is acceptable to do any of the following?

(SHOW SCREEN)

(READ OUT)	Always acceptable	Sometimes acceptable	Never acceptable	DK
------------	-------------------	----------------------	------------------	----

(357)	1	To give money	1	2	3	4
(358)	2	To give a gift	1	2	3	4
(359)	3	To do a favour	1	2	3	4

NEW

ASK ALL

From now on, when we mention corruption, we mean it in a broad sense, including offering, giving, requesting or accepting bribes or kickbacks, valuable gifts or important favours, as well as any abuse of power for private gain. Please note, it is important that you consider the following answers based on your own experience.

QB5 How widespread do you think the problem of corruption is in the UK?

(READ OUT - SINGLE CODE)

	(360)
Very widespread	1
Fairly widespread	2
Fairly rare	3
Very rare	4
There is no corruption in the UK (SPONTANEOUS)	5
DK	6

NEW

QB6 In the past three years, would you say that the level of corruption in the United Kingdom has...?

(READ OUT - ONE ANSWER ONLY)

	(361)
Increased a lot	1
Increased a little	2
Stayed the same	3
Decreased a little	4
Decreased a lot	5
There is no corruption in the UK (SPONTANEOUS)	6
DK	7

EB76.1 QC2

QB7	In the UK, do you think that the giving and taking of bribes and the abuse of power for personal gain are widespread among any of the following?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)
--

	(362-378)
Police, customs	1,
Tax authorities	2,
The Courts (tribunals)	3,
Social security and welfare authorities	4,
Public prosecution service (INT.: By this we mean a government or public official who prosecutes criminal actions on behalf of the state or community)	5,
Politicians at national, regional or local level	6,
Political parties	7,
Officials awarding public tenders	8,
Officials issuing building permits	9,
Officials issuing business permits	10,
Healthcare	11,
The education sector	12,
Inspectors (health and safety, construction, labour, food quality, sanitary control and licensing)	13,
Private companies	14,
Banks and financial institutions	15,
None (SPONTANEOUS)	16,
DK	17,

NEW (BASED ON EB76.1 QC4)

QB8	Do you personally know anyone who takes or has taken bribes?
-----	--

(SHOW SCREEN - SINGLE CODE)

	(379)
Yes	1
No	2
Refusal (SPONTANEOUS)	3
DK	4

NEW

ASK QB9b FOR EACH ANSWER GIVEN IN QB9a – OTHERS GO TO QB10

QB9a Over the last 12 months, have you had any contact with any of the following in the UK?

QB9b Thinking about these contacts in the past 12 months has anyone in the UK asked you or expected you to pay a bribe for his or her services?

(SHOW CARD – MULTIPLE ANSWERS POSSIBLE PER COLUMN)

(READ OUT)	(380-397)	(398-415)
	QB9a	QB9b
	HAS HAD CONTACT	ASKED OR EXPECTED YOU TO PAY A BRIBE
Police, customs	1,	1,
Tax authorities	2,	2,
The Courts (tribunals)	3,	3,
Social security and welfare authorities	4,	4,
Public prosecution service (INT.: By this we mean a government or public official who prosecutes criminal actions on behalf of the state or community)	5,	5,
Politicians at national, regional or local level	6,	6,
Political parties	7,	7,
Officials awarding public tenders	8,	8,
Officials issuing building permits	9,	9,
Officials issuing business permits	10,	10,
Healthcare	11,	11,
The education sector	12,	12,
Inspectors (health and safety, construction, labour, food quality, sanitary control and licensing)	13,	13,
Private companies	14,	14,
Banks and financial institutions	15,	15,
None (SPONTANEOUS)	16,	16,
Refusal (SPONTANEOUS)	17,	17,
DK	18,	18,

NEW (BASED ON EB76.1 QC5)

ASK QB9c1 IF CODE 1 IN QB9b

QB9c1 How much of a bribe was asked for or expected by your contact in the police or customs?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(416-423)

									£
--	--	--	--	--	--	--	--	--	---

NEW

ASK QB9c6 IF CODE 6 IN QB9b

QB9c6 How much of a bribe was asked for or expected by your contact in politicians at national, regional or local level?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(456-463)

£

NEW

ASK QB9c7 IF CODE 7 IN QB9b

QB9c7 How much of a bribe was asked for or expected by your contact in political parties?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(464-471)

£

NEW

ASK QB9c8 IF CODE 8 IN QB9b

QB9c8 How much of a bribe was asked for or expected by your contact in officials awarding public tenders?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(472-479)

£

NEW

ASK QB9c9 IF CODE 9 IN QB9b

QB9c9 How much of a bribe was asked for or expected by your contact in officials issuing building permits?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(480-487)

£

NEW

ASK QB9c10 IF CODE 10 IN QB9b

QB9c10 How much of a bribe was asked for or expected by your contact in officials issuing business permits?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(488-495)

£

NEW

ASK QB9c11 IF CODE 11 IN QB9b

QB9c11 How much of a bribe was asked for or expected by your contact in the healthcare system?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(496-503)

£

NEW

ASK QB9c12 IF CODE 12 IN QB9b

QB9c12 How much of a bribe was asked for or expected by your contact in the education sector?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(504-511)

£

NEW

ASK QB9c13 IF CODE 13 IN QB9b

QB9c13 How much of a bribe was asked for or expected by your contact in inspectors (health and safety, construction, labour, food quality, sanitary control and licensing)?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(512-519)

£

NEW

ASK QB9c14 IF CODE 14 IN QB9b

QB9c14 How much of a bribe was asked for or expected by your contact in private companies?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(520-527)

£

NEW

ASK QB9c15 IF CODE 15 IN QB9b

QB9c15 How much of a bribe was asked for or expected by your contact in banks and financial institutions?

(WRITE DOWN THE EXACT AMOUNT WITH DECIMALS - IF "DO NOT REMEMBER" CODE '99999997' - IF "REFUSAL" CODE '99999998' - IF "DK" CODE '99999999')

(528-535)

£

NEW

ASK ALL

QB10 If you were to experience or witness a case of corruption, would you know where to report it to?

(SHOW SCREEN - SINGLE CODE)

(536)

Yes	1
No	2
DK	3

NEW

ASK ITEM 7 ONLY IN AT, BG, ES, FR, IT, LT, LV, PL, PT, RO AND SI

QB11 And if you wanted to complain about this case of corruption, whom would you trust most to deal with it?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(537-548)
The police	1,
The Justice (courts, tribunals, or public prosecution services)	2,
Non-governmental organisations (NGOs) or other associations	3,
Media, newspapers, journalists	4,
National Ombudsman (Parliamentary and Health Service Ombudsman/ Northern Ireland Ombudsman)	5,
A political representative (Member of the Parliament, of the local council)	6,
Trade Unions	8,
EU Institutions	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

EB76.1 QC9 TREND MODIFIED

ASK ALL

QB12 In the last 12 months, have you experienced or witnessed any cases of corruption?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(549-553)
Yes, experienced	1,
Yes, witnessed	2,
No	3,
Refusal (SPONTANEOUS)	4,
DK	5,

NEW

ASK QB13 IF "HAS EXPERIENCED OR WITNESSED A CASE OF CORRUPTION", CODE 1 OR 2 IN QB12 – OTHERS GO TO QB14

QB13 Did you report it to anyone or not?

(SHOW SCREEN - SINGLE CODE)

(554)

Yes	1
No	2
Refusal (SPONTANEOUS)	3
DK	4

NEW

ASK ALL

QB14 I am going to read out some possible reasons why people may decide not to report a case of corruption. Please tell me those which you think are the most important?

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

(555-565)

Do not know where to report it to	1,
Difficult to prove anything	2,
Reporting it would be pointless because those responsible will not be punished	3,
Those who report cases get into trouble with the police or other authorities	4,
Everyone knows about these cases and no one reports them	5,
It is not worth the effort of reporting it	6,
There is no protection for those who report corruption	7,
No one wants to betray anyone	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

NEW

QB15 Please tell me whether you agree or disagree with each of the following?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(566)	1 There is corruption in the local or regional public institutions in the UK	1	2	3	4	5
(567)	2 There is corruption in the national public institutions in the UK	1	2	3	4	5
(568)	3 There is corruption within the institutions of the European Union	1	2	3	4	5
(569)	4 Corruption is part of the business culture in the UK	1	2	3	4	5
(570)	5 You are personally affected by corruption in your daily life	1	2	3	4	5
(571)	6 There are enough successful prosecutions in the UK to deter people from corrupt practices	1	2	3	4	5
(572)	7 High-level corruption cases are not pursued sufficiently in the UK	1	2	3	4	5
(573)	8 British Government efforts to combat corruption are effective	1	2	3	4	5
(574)	9 EU institutions help in reducing corruption in the UK	1	2	3	4	5
(575)	10 Too close links between business and politics in the UK lead to corruption	1	2	3	4	5
(576)	11 Bribery and the use of connections is often the easiest way to obtain certain public services in the UK	1	2	3	4	5
(577)	12 There is sufficient transparency and supervision of the financing of political parties in the UK	1	2	3	4	5
(578)	13 In the UK the only way to succeed in business is to have political connections	1	2	3	4	5

(579)	14	In the UK, favouritism and corruption hamper business competition	1	2	3	4	5
(580)	15	In the UK, measures against corruption are applied impartially and without ulterior motives	1	2	3	4	5

EB76.1 QC1 + QC7 TREND MODIFIED

DEMOGRAPHICS

ASK ALL

NO QUESTIONS D1 TO D6

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

(SHOW SCREEN - READ OUT)

(601-602)

MARRIED OR REMARRIED
Living without children
Living with the children of this marriage
Living with the children of a previous marriage
Living with the children of this marriage and of a previous marriage
SINGLE LIVING WITH A PARTNER
Living without children
Living with the children of this partnership
Living with the children of a previous marriage/partnership
Living with the children of this partnership and of a previous marriage/partnership
SINGLE
Living without children
Living with children
DIVORCED OR SEPARATED
Living without children
Living with children
WIDOW/ER
Living without children
Living with children
Other (SPONTANEOUS)
Refusal (SPONTANEOUS)

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15
- 16

EB78.2 D7

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

(INT.: IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(603-604)

EB78.2 D8

NO QUESTION D9

D10 Gender.

(605)

Male

1

Female

2

EB78.2 D10

D11 How old are you?

(606-607)

EB78.2 D11

NO QUESTIONS D12 TO D14

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 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?

	(608-609)	(610-611)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
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
EMPLOYED		
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

EB78.2 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(612)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK	4

EB78.2 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)

(613-614)

--	--

EB78.2 D40a

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

(INT.: READ OUT – WRITE DOWN)

(615-616)

--	--

EB78.2 D40b

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

(INT.: READ OUT – WRITE DOWN)

(617-618)

--	--

EB78.2 D40c

NO QUESTIONS D41 AND D42

D43a AND D43b ASKED BEFORE QUESTIONS A

NO QUESTIONS D44 AND D45

D46 ASKED BEFORE QUESTIONS A

NO QUESTIONS D47 TO D59

D60 During the last twelve months, how often have you had difficulties in paying your bills at the end of the month...?

(SHOW SCREEN - READ OUT)

(619)

Most of the time	1
Occasionally	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB78.2 D60

D61 Could you please tell me where you would place yourself on the following scale? Where '1' corresponds to "the lowest level in society" and '10' corresponds to "the highest level in society."

(SHOW SCREEN)

(620-621)

1 The lowest level in society	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 The highest level in society	10
Refusal (SPONTANEOUS)	11

EB78.2 D61

D62 Could you tell me if...?

(SHOW SCREEN)

(READ OUT)	Everyday \ Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
------------	----------------------------	---------------------------	-------------------	----------------------------	------------	-------	----------------------------------

(622)	1	You use the Internet at home	1	2	3	4	5	6	7
(623)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(624)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB78.2 D62

D63 Do you see yourself and your household belonging to...?

(SHOW SCREEN – READ OUT – SINGLE CODE)

	(625)
The working class of society	1
The middle class of society	2
The higher class of society	3
Other (SPONTANEOUS)	4
None (SPONTANEOUS)	5
Refusal (SPONTANEOUS)	6
DK	7

EB78.2 D63

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(646-647) (648-649)
[] [] DAY [] [] MONTH

EB78.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(650-651) (652-653)
[] [] HOUR [] [] MINUTES

EB78.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(654-656)
[] [] MINUTES

EB78.2 P3

P4 Number of persons present during the interview, including interviewer

	(657)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB78.2 P4

P5 Respondent cooperation

	(658)
Excellent	1
Fair	2
Average	3
Bad	4

EB78.2 P5

P6 Size of locality

Local Codes
(659-660)
[] []

EB78.2 P6

P7 | Region

NUTS Level 2 Regions (See
www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)

(661-662)

--	--

EB78.2 P7

P8 | Postal code

(663-670)

--	--	--	--	--	--	--	--	--	--

EB78.2 P8

P9 | Sample point number

(671-678)

--	--	--	--	--	--	--	--	--	--

EB78.2 P9

P10 | Interviewer number

(679-686)

--	--	--	--	--	--	--	--	--	--

EB78.2 P10

P11 | LEAVE BLANK

(687-694)

--	--	--	--	--	--	--	--	--	--

EB78.2 P11

NO QUESTION P12

ASK ONLY in LU, BE, ES, FI, EE, LV AND MT