

ZA5878

Eurobarometer 81.1

**Country Questionnaire
United Kingdom**

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

EB80.1 A

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

EB80.1 B

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

EB80.1 C

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

EB80.1 D

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,
Croatia	28,
Other countries	29,
DK	30,

EB80.1 Q1 TREND MODIFIED

IF OTHER or DK THEN CLOSE INTERVIEW

A. FUTURE OF EUROPE

QA1	Generally speaking, do you think that the life of those in the EU who are children today will be easier, more difficult or about the same as the life of those from your own generation?
-----	--

(SHOW SCREEN - SINGLE CODE)

	(187)
Easier	1
More difficult	2
About the same	3
DK	4

EB78.2 QA2 TREND MODIFIED

QA2a	In your opinion, what are the main assets of the EU? Firstly?
------	---

QA2b	And secondly?
------	---------------

(SHOW SCREEN WITH SCALE – SINGLE CODE PER COLUMN)

(READ OUT)	(188-189)	(190-191)
	QA2a FIRSTLY	QA2b SECONDLY
The standard of living of EU citizens	1	1
The economic, industrial and trading power of the EU	2	2
The EU's respect for democracy, human rights and the rule of law	3	3
The skills and talents of EU citizens	4	4
The quality of infrastructure in the EU	5	5
The EU's capacity for research and innovation	6	6
The good relationship between the EU's Member States	7	7
The EU's ability to promote peace and democracy outside its borders	8	8
The EU's commitment to environmental responsibility	9	9
Other (SPONTANEOUS)	10	10
None (SPONTANEOUS)	11	11
DK	12	12

NEW (BASED ON EB78.2 QA11)

QA3 And which of the following do you think are the two main challenges for the EU?

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

(192-202)

The ageing of the EU's population	1,
Social inequalities	2,
Competition from emerging countries	3,
Insufficient economic growth	4,
The public debt of EU Member States	5,
Unemployment	6,
Instability in the regions bordering the EU	7,
Environmental issues	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

NEW (BASED ON EB78.2 QA13)

QA4 From the following items, which two should our society emphasise in order to face major global challenges?

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

(203-211)

Protecting the environment	1,
Social equality and solidarity	2,
Free trade /market economy	3,
Cultural diversity and openness to others	4,
Progress and innovation	5,
Traditions	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

EB78.2 QA12

QA5	For each of the following areas, please tell me if you believe that more or less decision-making should take place at a European level.
-----	---

(SHOW SCREEN WITH SCALE)

	(READ OUT)	More decision-making at a European level	Less decision-making at a European level	No change is needed (SPONTANEOUS)	DK
--	------------	--	--	-----------------------------------	----

(212)	1	Economic policy and taxation	1	2	3	4
(213)	2	Health and social security	1	2	3	4
(214)	3	Tackling unemployment	1	2	3	4
(215)	4	Immigration issues	1	2	3	4
(216)	5	Protecting the environment	1	2	3	4

EB78.2 QA15 TREND MODIFIED

QA6	Thinking about the future of the EU, please tell me whether you are in favour or opposed to each of the following.
-----	--

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Strongly in favour	Fairly in favour	Fairly opposed	Strongly opposed	DK
--	------------	--------------------	------------------	----------------	------------------	----

(217)	1	The creation of an EU army	1	2	3	4	5
(218)	2	The President of the European Commission being elected directly by EU citizens	1	2	3	4	5
(219)	3	The designation of a justice minister for the EU	1	2	3	4	5

NEW

QA7 As regards the idea of a "TWO SPEED EUROPE", which of the following comes closest to your personal preference? Those countries which are ready to intensify the development of a common European policy in certain important areas...

(READ OUT – SINGLE CODE)

(220)

Should do so without having to wait for the others	1
Should wait until all Member States of the EU are ready for this	2
DK	3

EB78.2 QA22

QA8 Looking ahead to the year 2020, do you think that the overall influence of the EU will be stronger or weaker than that of...?

(SHOW SCREEN - SINGLE CODE)

(READ OUT)	Much stronger	Somewhat stronger	Somewhat weaker	Definitely weaker	The same (SPONTANEOUS)	DK
------------	---------------	-------------------	-----------------	-------------------	------------------------	----

(221)	1	The United States	1	2	3	4	5	6
(222)	2	Japan	1	2	3	4	5	6
(223)	3	China	1	2	3	4	5	6
(224)	4	India	1	2	3	4	5	6
(225)	5	Brazil	1	2	3	4	5	6
(226)	6	Russia	1	2	3	4	5	6

NEW (BASED ON EB78.2 QA5)

B. e-COMMUNICATIONS

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

D43b Do you own a mobile phone?

	(247)	(248)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB79.5 D43a D43b

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(249-261)
Television	1,
DVD player	2,
Music CD player	3,
Desk computer	4,
Laptop	5,
Tablet	6,
Smartphone	7,
An Internet connection at home	8,
A car	9,
A flat / a house which you have finished paying for	10,
A flat / a house which you are still paying for	11,
None (SPONTANEOUS)	12,
DK	13,

EB79.5 D46 TREND MODIFIED

QB1 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	1	2	3	4	5	6	7	8	9+	0	DK
--	------------	---	---	---	---	---	---	---	---	----	---	----

(262-263)	1	Mobile phone access on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
(264-265)	2	Mobile phone access on a pre-paid arrangement (pay-as-you-go\top-up cards)	1	2	3	4	5	6	7	8	9	10	11
(266-267)	3	(IF MOBILE PHONE IN ITEM 1 OR 2) Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content or sending and receiving e-mails	1	2	3	4	5	6	7	8	9	10	11

EB76.4 QC2

ASK QB2 AND QB3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QB4

QB2 Does your mobile phone subscription or pre-paid arrangement allow you to access the Internet for playing or downloading audio\ video content, sending and receiving e-mails?

(SHOW SCREEN - SINGLE CODE)

Yes	(268)	1
No		2
DK		3

EB79.1 QA1

QB3	Do you use a mobile phone subscription to make cheaper phone calls over the Internet via a smartphone, a tablet or another handheld device?
-----	---

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(269-275)
Yes	1,
No, you do not need it	2,
No, you did not know it was possible	3,
No, you cannot run this type of application on your smartphone, tablet or other 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,

EB79.1 QA2

ASK QB4.1, QB4.2, QB4.4 AND QB4.5 IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b -
 ASK QB4.3 IF "FIXED TELEPHONE IN THE HOUSEHOLD", CODE 1 IN D43a - OTHERS
 GO TO QB5

QB4 Please tell me whether you agree or disagree with each of the following.

(SHOW SCREEN WITH SCALE – SINGLE CODE)

	(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
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(276)	1	You limit your national calls with your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(277)	2	You limit your calls to other EU countries from your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(278)	3	You limit your calls to other EU countries from your fixed phone because you are concerned about communication charges	1	2	3	4	5	6
(279)	4	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
(280)	5	(IF CODE 1 IN QB2) You limit the use of mobile Internet access because you are concerned about charges	1	2	3	4	5	6

EB79.1 QA3 TREND MODIFIED

ASK QB5 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 – OTHERS GO TO QB6

QB5 Does your household receive television via...?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(281-288)

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, i.e. ADSL or VDSL	6,
The Internet (Wi-Fi connected TV, PC and\ or a handheld device)	7,
DK	8,

EB79.1 QA4

ASK QB6 TO QB8 IF "INTERNET IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QB9

QB6 How does your household access the Internet at home?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(289-297)

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,

EB79.1 QA5

QB7a	When subscribing to an Internet connection what are the main factors you consider? Firstly?
------	---

(SHOW SCREEN – READ OUT – SINGLE CODE)

(298)

The maximum download speed	1
The maximum amount of data (MB, GB) 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

EB79.1 QA6a

QB7b	Any others?
------	-------------

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

(299-307)

The maximum download speed	1,
The maximum amount of data (MB, GB) 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,

EB79.1 QA6b

QB8	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 – SINGLE CODE)

	(308)
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

EB79.1 QA7

ASK QB9 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QB6 – OTHERS GO TO QB10

QB9	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')

(309-311)

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

EB79.1 QA8

ASK QB10 IF "INTERNET IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QB11

QB10 Please tell me whether you agree or disagree with each of the following.

(SHOW SCREEN WITH SCALE – SINGLE CODE)

	(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
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(312)

1	(IF VALID ANSWER IN QB9) The download\ upload speed matches the terms of your contract	1	2	3	4	5	6
---	--	---	---	---	---	---	---

(313)

2	Your Internet connection never breaks down	1	2	3	4	5	6
---	--	---	---	---	---	---	---

(314)

3	You can easily contact your provider in case of Internet connection problems	1	2	3	4	5	6
---	--	---	---	---	---	---	---

(315)

4	The response you receive from helpline staff or support site is helpful	1	2	3	4	5	6
---	---	---	---	---	---	---	---

EB79.1 QA9 (ITEMS 1-2) + EB72.5 QA16 (ITEMS 3-4)

ASK QB11 AND QB12 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QB6 – OTHERS GO TO QB13

QB11 How much do you know about your data consumption limits or any other data volume limitation under the terms of your contract for your household Internet connection?

(READ OUT - SINGLE CODE)

You know what the data consumption limits are under the terms of your contract	(316) 1
You know there are data consumption limits under the terms of your contract, but you do not really know what they are	2
You are not aware of any data consumption limits under the terms of your contract	3
DK	4

NEW

QB12 Have you ever had to pay extra money, on top of your regular monthly bill for additional data consumption by your household Internet connection?

(READ OUT - SINGLE CODE)

(317)

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

NEW

ASK QB13 IF "INTERNET IN THE HOUSEHOLD", CODE 8 IN D46 - OTHERS GO TO QB14

QB13 When using your household Internet subscription, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

(READ OUT - SINGLE CODE)

(318)

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

NEW (BASED ON EB79.1 QA10)

ASK QB14 AND QB15 IF "BROADBAND INTERNET ACCESS AT HOME", CODES 2 TO 7 IN QB6 - OTHERS GO TO QB16

QB14 When using your household Internet subscription, have you experienced any kind of blocking of online content or applications?

(READ OUT - SINGLE CODE)

(319)

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

EB79.1 QA13 (FILTER MODIFIED)

ASK QB15 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QB14 – OTHERS GO TO QB16

QB15 In which of the following cases have you experienced the blocking of online content or applications at home using your household Internet subscription? When trying to...

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(320-330)

Play online games	1,
Watch a video (video streaming)	2,
Listen to music (audio streaming, podcasts)	3,
Watch live events (sports, news, etc.)	4,
Download video content for free (e.g. sharing via peer to peer)	5,
Download audio content for free (e.g. sharing podcasts via peer to peer)	6,
Make phone calls over the Internet using dedicated VoIP applications	7,
Watch television	8,
Upload content on social networks, blogs and forums	9,
Other (SPONTANEOUS)	10,
DK	11,

EB79.1 QA14 TREND MODIFIED

ASK QB16 TO QB18 IF "OWNS A PERSONAL MOBILE PHONE WITH ACCESS TO THE INTERNET", CODE 1 IN QB2 – OTHERS GO TO QB19

QB16 When using the Internet on your mobile phone, have you experienced difficulties accessing online content and applications due to insufficient speed or downloading capacity?

(READ OUT - SINGLE CODE)

(331)

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

NEW

QB17	When using the Internet on your mobile phone, have you experienced any kind of blocking of online content or applications?
------	--

(READ OUT - SINGLE CODE)

(332)

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

EB79.1 QA16

ASK QB18 IF "EXPERIENCED BLOCKING", CODES 1 OR 2 IN QB17 – OTHERS GO TO QB19

QB18	In which of the following cases have you experienced the blocking of online content or applications? When trying to...
------	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(333-343)

Play online games	1,
Watch a video (video streaming)	2,
Listen to music (audio streaming, podcasts)	3,
Watch live events (sports, news, etc.)	4,
Download video content for free (e.g. sharing via peer to peer)	5,
Download audio content for free (e.g. sharing podcasts via peer to peer)	6,
Make phone calls over the Internet using a dedicated VoIP applications	7,
Watch television	8,
Upload content on social networks, blogs and forums	9,
Other (SPONTANEOUS)	10,
DK	11,

EB79.1 QA17 TREND MODIFIED

ASK ALL

QB19 By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?

(READ OUT – MIN. 2 ANSWERS)

	(344-350)
No, we have not bought 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,

EB79.1 QA20

ASK QB20 IF "HAVE A BUNDLE", CODES 2 TO 5 IN QB19 - OTHERS GO TO QB21

QB20 Please tell me whether you agree or disagree with each of the following statements.

(SHOW SCREEN WITH SCALE – SINGLE CODE)

	(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
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(351)	1	You can easily compare the services and prices offered by your current bundle with other bundled offers	1	2	3	4	5	6
(352)	2	You regularly read comparisons of bundled offers	1	2	3	4	5	6
(353)	3	Your bundle provider regularly gives you updated information about changes to tariffs and packages	1	2	3	4	5	6

EB79.1 QA21 TREND MODIFIED (FILTER MODIFIED)

ASK ALL

QB21 Have you or someone in your household changed service provider for the following services?

(SHOW SCREEN - SINGLE CODE)

(READ OUT)	Yes, within the last year	Yes, between more than one and two years ago	Yes, between more than two and five years ago	Yes, more than five years ago	No, never	DK
------------	---------------------------	--	---	-------------------------------	-----------	----

(354)	1	(IF TELEVISION AT HOME) Television	1	2	3	4	5	6
	2	(IF FIXED TELEPHONE AT HOME) Fixed line telephone	1	2	3	4	5	6
(355)	3	(IF PERSONAL MOBILE PHONE) Mobile telephone	1	2	3	4	5	6
(356)	4	(IF INTERNET AT HOME) Internet	1	2	3	4	5	6
(357)	5	(IF HAVE A BUNDLE) Bundles	1	2	3	4	5	6

NEW

ASK QB22 IF "HAS CHANGED SERVICE OR BUNDLE PROVIDER", CODES 1 TO 4 IN QB21.1 TO QB21.5 – OTHERS GO TO QB23

QB22 Thinking about the last time you changed your service or bundle provider, how easy was it?

(READ OUT - SINGLE CODE)

	(359)
Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
DK	5

NEW

ASK QB23 IF "DID NOT CHANGE BUNDLE PROVIDER", CODE 5 IN QB21.5 -OTHERS GO TO QB24

QB23 Have you or someone in your household ever considered changing your bundle provider?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(360-373)
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	3,
Yes, but there are no other bundle providers which would provide good value for money	4,
Yes, but you are currently bound by your contract with your current provider	5,
Yes, but eventually your provider offered you better terms and you decided not to switch	6,
Yes, but you didn't want to take the risk of a temporary loss of service during the switching process	7,
Yes, but you didn't want to take the risk of having to pay for more than one service during the switching process	8,
Yes, but it was not clear what steps you would need to take to switch	9,
Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server	10,
Yes, but it takes too much effort and time to do it	11,
Yes, but some services of the bundle could not be cancelled at the same time	12,
Other (SPONTANEOUS)	13,
DK	14,

EB79.1 QA22 TREND MODIFIED (FILTER MODIFIED)

ASK ALL

QB24 How often do you travel abroad...?

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	Seve ral time s a mont h	Onc e a mont h	Seve ral time s a year	Onc e ever y year	Onc e over the last 2 year s	Onc e over the last 3 to 5 year s	Less often	Neve r	DK
--	------------	---	-------------------------	------------------------------------	-------------------------------	---	---	---------------	-----------	----

(374)

1	To other countries within the EU	1	2	3	4	5	6	7	8	9
---	----------------------------------	---	---	---	---	---	---	---	---	---

(375)

2	To other countries outside the EU	1	2	3	4	5	6	7	8	9
---	-----------------------------------	---	---	---	---	---	---	---	---	---

NEW

ASK QB25a AND QB25b IF "HAS VISITED ANOTHER EU COUNTRY", CODES 1 TO 6 IN QB24.1 AND IF "OWNS A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QB26

QB25a When visiting another EU country, you generally...?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(376-382)

Switch off your mobile phone and never use it	1,
Switch off the data roaming capabilities of your mobile phone or smartphone	2,
(IF DOES NOT SWITCH OFF DATA ROAMING CAPABILITIES) Activate a special data roaming plan offered by your network operator	3,
Purchase or use a SIM card in the EU country you are visiting	4,
Connect to the Internet using public or private Wi-Fi access with your mobile phone	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

QB25b	When visiting another EU country, how often do you use the following services on your mobile phone...?
-------	--

(SHOW SCREEN - SINGLE CODE)

	(READ OUT)	As often as in the UK	Less often than in the UK	Never in another EU country	Never - Neither in the UK nor in another EU country	DK
--	------------	-----------------------	---------------------------	-----------------------------	---	----

(383)	1	Making voice calls	1	2	3	4	5
(384)	2	Receiving voice calls	1	2	3	4	5
(385)	3	Sending text messages	1	2	3	4	5
(386)	4	Receiving text messages	1	2	3	4	5
	5	(IF MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS) Sending and receiving e-mails excluding Wi-Fi access	1	2	3	4	5
(387)	6	(IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using social media excluding Wi-Fi access	1	2	3	4	5
(388)	7	(IF "MOBILE SUBSCRIPTION ALLOWS INTERNET ACCESS") Using messaging services like Viber or Skype excluding Wi-Fi access	1	2	3	4	5
(389)							

NEW

ASK ALL

QB26 Can you tell me what telephone number you would call in the event of an emergency in the UK; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(390-393)

112
National number(s)
Other number(s)
DK

- 1,
- 2,
- 3,
- 4,

NEW

QB27 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(394-396)

112
Other number(s)
No

- 1,
- 2,
- 3,

EB68.2 QD16

QB28 Do you use a public payphone in the UK for one or more of the following reasons?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(397-403)

No, you never use a public payphone
Yes, when the mobile phone is out of range or out of credit or out of battery
Yes, to make an international call
Yes, because there is no fixed telephone at home
Yes, because you do not have mobile phone access and need to make a phone call while away from home
No public payphone in the UK (SPONTANEOUS)
DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,
- 7,

NEW

QB29	When did you last use a telephone directory enquiry service?
------	--

(SHOW SCREEN – READ OUT – SINGLE CODE)
--

(404)

Six months ago or earlier	1
Between more than six months ago and a year	2
Between more than a year ago and two years	3
More than two years ago	4
Never	5
DK	6

NEW

NO QUESTIONS D4 TO D6

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

(SHOW SCREEN - READ OUT)

(429-430)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this partnership	6
Living with the children of a previous marriage/partnership	7
Living with the children of this partnership and of a previous marriage/partnership	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW/ER	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB80.2 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')

(431-432)

EB80.2 D8

NO QUESTION D9

D10 Gender.

(433)

Male	1
Female	2

EB80.2 D10

D11	How old are you? (434-435)
	<input type="text"/>

EB80.2 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?
------	--

	(436-437)	(438-439)
	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

EB80.2 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(440)

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

EB80.2 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)

(441-442)

--	--

EB80.2 D40a

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

(INT.: READ OUT – WRITE DOWN)

(443-444)

--	--

EB80.2 D40b

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

(INT.: READ OUT – WRITE DOWN)

(445-446)

--	--

EB80.2 D40c

NO QUESTIONS D41 AND D42

D43a&b ARE ASKED BEFORE QB1

NO QUESTIONS D44 AND D45

D46 IS ASKED BEFORE QB1

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)

(447)

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

EB80.2 D60

D62 Could you tell me if...?

(SHOW SCREEN)

	(READ OUT)	Everyday Almo st ever yday	Two or three time s a wee k	Abou t once a wee k	Two or three time s a mont h	Less often	Never	No Inter net acce ss (SP ONT ANE OUS)
--	------------	--	---	------------------------------------	--	---------------	-------	---

(448)	1	You use the Internet at home	1	2	3	4	5	6	7
(449)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(450)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB80.2 D62

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

(SHOW SCREEN – READ OUT – SINGLE CODE)

(451)

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

EB80.2 D63

D70 On the whole, how satisfied or not are you with the life you lead? Are you...?

(SINGLE CODE)

(452)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB80.2 QA1

D71 When you get together with friends or relatives, how often would you say you discuss...?

(SHOW SCREEN)

(READ OUT)	Frequently	Occasionally	Never	DK
------------	------------	--------------	-------	----

(453)	1	National political matters	1	2	3	4
(454)	2	European political matters	1	2	3	4
(455)	3	Local political matters	1	2	3	4

EB80.2 QA2

D72	Please tell me to what extent you agree or disagree with each of the following statements.
-----	--

(SHOW SCREEN – SINGLE CODE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(456)	1	My voice counts in the European Union	1	2	3	4	5
(457)	2	My voice counts in the United Kingdom	1	2	3	4	5

EB80.2 Q28 TRENBD MODIFIED

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(478-479) (480-481)
 DAY MONTH

EB80.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(482-483) (484-485)
 HOUR MINUTES

EB80.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(486-488)
 MINUTES

EB80.2 P3

P4 Number of persons present during the interview, including interviewer

	(489)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB80.2 P4

P5 Respondent cooperation

	(490)
Excellent	1
Fair	2
Average	3
Bad	4

EB80.2 P5

P6 Size of locality

Local Codes
(491-492)

EB80.2 P6

P7	Region
----	--------

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

(493-494)

<input type="text"/>	<input type="text"/>
----------------------	----------------------

EB80.2 P7

P8	Postal code
----	-------------

(495-502)

<input type="text"/>									
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

EB80.2 P8

P9	Sample point number
----	---------------------

(503-510)

<input type="text"/>									
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

EB80.2 P9

P10	Interviewer number
-----	--------------------

(511-518)

<input type="text"/>									
----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------	----------------------

EB80.2 P10

NO QUESTIONS P11 AND P12
