

**ZA5686**

**Eurobarometer 78.2**

**Country Questionnaire  
Great Britain**

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

EB78.1 A
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B	Country code <b>(106-107)</b>
	<input type="text"/> <input type="text"/>

EB78.1 B
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C	our survey number <b>(108-110)</b>
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EB78.1 C
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D	Interview number <b>(111-116)</b>
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EB78.1 D
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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,

EB77.4 Q1 TREND MODIFIED

IF OTHER or DK THEN CLOSE INTERVIEW

P. THE PARLIAMENT

ASK QUESTIONS P ONLY IN EU27 – OTHERS GO TO QA1

QP1 Have you recently read in the press, seen on the Internet or on television or heard on the radio something about the European Parliament?

(SHOW SCREEN - SINGLE CODE)

	<b>(187)</b>
Yes	1
No	2
DK	3

EB76.3 QP1

QP2 For each of the following words/ expressions, please can you tell me to what extent it describes your perception of the European Parliament. Does it....?

(SHOW SCREEN)

	(READ OUT)	Describe very well	Describe fairly well	Describe fairly badly	Describe very badly	DK
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(188)	1	Dynamic	1	2	3	4	5
(189)	2	Democratic	1	2	3	4	5
(190)	3	Listens to European citizens	1	2	3	4	5
(191)	4	Not well known	1	2	3	4	5
(192)	5	Inefficient	1	2	3	4	5

EB76.3 QP4

QP3 In general, does the European Parliament conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image?

(SINGLE CODE)

	<b>(193)</b>
Very positive	1
Fairly positive	2
Neutral	3
Fairly negative	4
Very negative	5
DK	6

EB76.3 QP5

QP4 And, in your opinion, do members of the European Parliament (MEPs) sit in the European Parliament according to...?

(READ OUT - ONE ANSWER ONLY)

(194)

Their nationality	1
Their political affinity	2
DK	3

EB76.3 QP6

QP5 Would you say that overall the decisions of the European Parliament are made...?

(READ OUT - SINGLE CODE)

(195)

According to the interests of the Member States that the MEPs come from	1
According to the political affinities of the MEPs	2
Both (SPONTANEOUS)	3
DK	4

EB76.3 QP7

QP6 In your opinion, is the role played by the European Parliament in the running of the EU...?

(READ OUT - SINGLE CODE)

(196)

Very important	1
Important	2
Not very important	3
Not at all important	4
DK	5

EB76.3 QP9

QP7 Would you say that over the last 10 years the European Parliament's role within the EU has...?

(READ OUT - ONE ANSWER ONLY)

(197)

Strengthened	1
Weakened	2
Stayed the same	3
DK	4

EB71.1 QB6

QP8	Would you like to see the European Parliament play a more important or less important role than it currently does?
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(SINGLE CODE)

(198)

More important	1
Less important	2
The same (SPONTANEOUS)	3
DK	4

EB76.3 QP10

QP9a	The European Parliament promotes the development of certain policies at EU level. In your opinion which of the following policies should be given priority? Firstly?
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(SHOW SCREEN – READ OUT – ROTATE – SINGLE CODE)

(199-200)

A foreign policy that enables the European Union to speak with one voice on the international stage	1
A security and defence policy that enables the European Union to deal with international crises	2
Combatting climate change	3
A common energy policy intended to ensure the European Union's energy independence	4
Improving consumer and public health protection	5
An agricultural policy that is environmentally friendly and contributes to the global food balance	6
Combating terrorism while respecting individual freedom	7
Coordinating economic, budgetary and taxation policies	8
A research and development (R&D) policy that ensures competitiveness and innovation	9
The assertion of a European social model	10
Tackling poverty and social exclusion	11
An immigration policy implemented in consultation with countries of origin	12
Other (SPONTANEOUS)	13
None (SPONTANEOUS)	14
DK	15

EB77.4 QP6a

QP9b	Any others?
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(SHOW SCREEN - READ OUT- MAX. 3 ANSWERS)
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(201-215)

A foreign policy that enables the European Union to speak with one voice on the international stage	1,
A security and defence policy that enables the European Union to deal with international crises	2,
Combating climate change	3,
A common energy policy intended to ensure the European Union's energy independence	4,
Improving consumer and public health protection	5,
An agricultural policy that is environmentally friendly and contributes to the global food balance	6,
Combating terrorism while respecting individual freedom	7,
Coordinating economic, budgetary and taxation policies	8,
A research and development (R&D) policy that ensures competitiveness and innovation	9,
The assertion of a European social model	10,
Tackling poverty and social exclusion	11,
An immigration policy implemented in consultation with countries of origin	12,
Other (SPONTANEOUS)	13,
None (SPONTANEOUS)	14,
DK	15,

EB77.4 QP6b
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QP10	In your opinion, which of the following values should the European Parliament promote as a matter of priority?
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(SHOW SCREEN – READ OUT – ROTATION - MAX. 3 ANSWERS)
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(216-226)

Equality between men and women	1,
Protection of minorities	2,
Dialogue between cultures and religions	3,
Solidarity between European Union Member States	4,
Solidarity between the European Union and the poor countries of the world	5,
The protection of human rights	6,
Freedom of speech	7,
Abolition of the death penalty throughout the world	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

EB76.3 QP12
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QP11a	On which topic or policy area debated within the European Parliament or on which other topic related to the European Union would you like to have more information? Firstly?
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(SHOW SCREEN – READ OUT - SINGLE CODE)

(227-228)

Euro	1
EU solutions to tackle the crisis (sharing the debt, Eurobonds, tax on financial transactions TFT, etc.)	2
Introduction of a banking union in the EU	3
Maintaining a system for distributing food to the poorest Europeans	4
A European investment plan to create new jobs including jobs for young people.	5
Consumer protection	6
Future of energy within the European Union	7
Immigration, freedom of movement and asylum right	8
Your rights as a European citizen	9
Reform of the common agricultural policy	10
Solidarity with Member States in financial difficulty	11
The European elections	12
Climate change	13
Values defended by the European Union (equality between men and women, protection of human rights, etc.)	14
None\ Don't want to receive more information on these topics (SPONTANEOUS)	15
DK	16

NEW (BASED ON EB76.3 QP13a)



QP11b	Any others?
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(SHOW SCREEN - READ OUT- MAX. 3 ANSWERS)
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(229-244)

Euro	1,
EU solutions to tackle the crisis (sharing the debt, Eurobonds, tax on financial transactions TFT, etc.)	2,
Introduction of a banking union in the EU	3,
Maintaining a system for distributing food to the poorest Europeans	4,
A European investment plan to create new jobs including jobs for young people	5,
Consumer protection	6,
Future of energy within the European Union	7,
Immigration, freedom of movement and asylum right	8,
Your rights as a European citizen	9,
Reform of the common agricultural policy	10,
Solidarity with Member States in financial difficulty	11,
The European elections	12,
Climate change	13,
Values defended by the European Union (equality between men and women, protection of human rights, etc.)	14,
None\ Don't want to receive more information on these topics (SPONTANEOUS)	15,
DK	16,

NEW (BASED ON EB76.3 QP13b)
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QP12	If you were looking for information on the European Parliament, which of the following sources would you use?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(245-260)

Conferences, talks, meetings	1,
Discussions with relatives, friends, colleagues	2,
Television	
TV news	3,
Other shows on TV	4,
The radio	5,
Press	
Daily newspapers	6,
Weekly or monthly press	7,
The Internet	
News websites	8,
Websites of the European Parliament	9,
Blogs	10,
Online social networks	11,
Books	12,
Brochures, information sheets, leaflets	13,
Other (SPONTANEOUS)	14,
Not interested in this kind of information\ Don't seek for such information (SPONTANEOUS)	15,
DK	16,

EB76.3 QP3

QP13a	Would you say that you are very interested, fairly interested, not very interested or not at all interested in European affairs?
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(SHOW SCREEN - SINGLE CODE)

(261)

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

EB66.1 QA52.1

ASK QP13b ONLY IN UK, BE, CY, CZ, FI, EL, SK,HU, RO, EE, IT, PL, DE, FR, BG, IE, LT, AT, LV, LU, MT, SE, AND DK

QP13b For each of the following, please tell me if being aware of it would raise, or not, your interest in the European Parliament and in the next European elections? Knowing that...

(SHOW SCREEN)

(READ OUT)	Yes, definitely	Yes, probably	No, probably not	No, definitely not	DK
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(262)	1	The European Parliament, including 73 Britannic MEPs, and the Member States decide on EU spending, including direct farm payments and funding for infrastructure and cohesion projects at regional level	1	2	3	4	5
(263)	2	The European Parliament and the Member States take decisions on food safety and genetically modified foods for the consumer's protection	1	2	3	4	5
(264)	3	The European Parliament and the Member States take decisions on rules governing the European Single Market	1	2	3	4	5
(265)	4	The European Parliament and the Member States take decisions on environmental protection and measures against climate change	1	2	3	4	5
(266)	5	The European Parliament and the Member States take decisions to ensure that EU data protection rules are respected	1	2	3	4	5
(267)	6	The European Parliament and the Member States take decisions on rules governing the free movement of people, services, goods and capital	1	2	3	4	5

NEW

ASK ALL IN EU27

QP14a Can you tell me the TV channels, if any, that you regularly watch, meaning at least five times a week?

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

30 2 (268,269-328)

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EB68.1 D49a

QP14b Can you tell me the radio stations, if any, that you regularly listen to, meaning at least five times a week?

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

30 2 (329,330-389)

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EB68.1 D49b

QP14c	Can you tell me the daily newspapers, if any, that you regularly read, meaning at least three times a week?
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(DO NOT SHOW SCREEN - DO NOT READ OUT - DO NOT SUGGEST – MULTIPLE ANSWERS POSSIBLE)		
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30	2	(390,391-450)
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EB68.1 D49c
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QP14d	Can you tell me which social networking websites, video hosting websites and blogs, if any, that you visit regularly, meaning at least three times a week?
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(DO NOT SHOW SCREEN - DO NOT READ OUT - DO NOT SUGGEST – MULTIPLE ANSWERS POSSIBLE)		
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30	2	(451,452-511)
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NEW
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A. FUTURE OF EUROPE

ASK ALL

QA1 Please tell me to what extent you agree or disagree with the following statements.

(SHOWSCREEN WITH SCALE)

	(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
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(593)	1	You are happy living in the United Kingdom	1	2	3	4	5	6
(594)	2	(ONLY IN EU27) You are happy living in the EU	1	2	3	4	5	6

EB76.4 QA1

QA2 Generally speaking, do you think that the life of those who are children today will be easier, more difficult or neither easier nor more difficult than the life of those from your own generation?

(SHOW SCREEN - SINGLE CODE)

		<b>(595)</b>
Easier		1
More difficult		2
Neither easier nor more difficult		3
DK		4

EB76.4 QA3

QA3 Imagine how the EU will be in 2030. Compared with today, will the life of European citizens be...?

(READ OUT – ONE ANSWER ONLY)

		<b>(596)</b>
Easier		1
More difficult		2
Neither easier nor more difficult		3
DK		4

EB76.4 QA4

QA4	In general, would you say that the quality of life in the EU is currently better or less good than in...?
-----	---

(SHOW SCREEN WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Much better	Somewhat better	Somewhat less good	Definitely less good	The same (SPONTANEOUS)	DK
--	------------	-------------	-----------------	--------------------	----------------------	------------------------	----

(597)	1	the United States	1	2	3	4	5	6
(598)	2	Japan	1	2	3	4	5	6
(599)	3	China	1	2	3	4	5	6
(600)	4	India	1	2	3	4	5	6
(601)	5	Brazil	1	2	3	4	5	6

EB76.4 QA5

QA5	And would you say that the political influence of the EU is currently stronger or weaker than that of...?
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(SHOW SCREEN)

	(READ OUT)	Much stronger	Somewhat stronger	Somewhat weaker	Definitely weaker	The same (SPONTANEOUS)	DK
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(602)	1	the United States	1	2	3	4	5	6
(603)	2	Japan	1	2	3	4	5	6
(604)	3	China	1	2	3	4	5	6
(605)	4	India	1	2	3	4	5	6
(606)	5	Brazil	1	2	3	4	5	6

EB76.4 QA6



QA6	Would you say that the European economy is currently performing better, performing worse or performing as well as the ... economy?
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(SINGLE CODE)
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	(READ OUT)	Performing better	Performing worse	Performing as well as	DK
--	------------	-------------------	------------------	-----------------------	----

(607)	1	American	1	2	3	4
(608)	2	Japanese	1	2	3	4
(609)	3	Chinese	1	2	3	4
(610)	4	Indian	1	2	3	4
(611)	5	Brazilian	1	2	3	4

EB76.4 QA7
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QA7	And in your opinion, in 2030, the European economy will be performing better, performing worse or performing as well as the ... economy?
-----	--

(SINGLE CODE)
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	(READ OUT)	Performing better	Performing worse	Performing as well as	DK
--	------------	-------------------	------------------	-----------------------	----

(612)	1	American	1	2	3	4
(613)	2	Japanese	1	2	3	4
(614)	3	Chinese	1	2	3	4
(615)	4	Indian	1	2	3	4
(616)	5	Brazilian	1	2	3	4

EB76.4 QA8
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QA8	Please tell me if in your opinion, in 2030, the EU will be a leading diplomatic power in the world?
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(READ OUT - SINGLE CODE)
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Yes, probably	(617) 1
No, probably not	2
DK	3

EB76.4 QA9
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QA9 For each of these values, please tell me if they are best embodied by the EU, by other countries (or groups of countries) in the world or by both?

(SINGLE CODE)

	(READ OUT)	The European Union	Other countries in the world	Both	DK
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(618)	1	Respect for nature and the environment	1	2	3	4
(619)	2	Social equality and solidarity	1	2	3	4
(620)	3	Cultural diversity	1	2	3	4
(621)	4	Peace	1	2	3	4
(622)	5	Progress and innovation	1	2	3	4
(623)	6	Freedom of opinion	1	2	3	4
(624)	7	Tolerance and openness to others	1	2	3	4
(625)	8	Respect for history and what one can learn from it	1	2	3	4

EB76.4 QA10 TREND MODIFIED

QA10a Which of the following do you think is the most positive result of the EU? Firstly?

(SHOW SCREEN – READ OUT – SINGLE CODE)

	(626-627)
Peace among the Member States of the EU	1
The free movement of people, goods and services within the EU	2
Euro	3
Student exchange programmes such as ERASMUS	4
The common agricultural policy	5
The economic power of the EU	6
The political and diplomatic influence of the EU in the rest of the world	7
The level of social welfare in the EU	8
Other (SPONTANEOUS)	9
None (SPONTANEOUS)	10
DK	11

EB76.4 QA11a

QA10b Any others?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(628-638)

Peace among the Member States of the EU	1,
The free movement of people, goods and services within the EU	2,
Euro	3,
Student exchange programmes such as ERASMUS	4,
The common agricultural policy	5,
The economic power of the EU	6,
The political and diplomatic influence of the EU in the rest of the world	7,
The level of social welfare in the EU	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

EB76.4 QA11b

QA11 In your opinion, which two of the following are the main assets of the EU today?

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

(639-650)

The standard of living of EU citizens	1,
The power of EU's trade	2,
The development of high technology	3,
Talents and skills of EU citizens	4,
Infrastructure	5,
Research and innovation	6,
The good relationship between the Member States	7,
Industry	8,
Its environmental responsibility	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

EB76.4 QA12

QA12	Among the following, which two should our society focus on in order to face major global challenges?
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(SHOW SCREEN – READ OUT - MAX. 2 ANSWERS)

**(651-659)**

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,

EB76.4 QA13

QA13	In your opinion, what are the two main challenges for the EU in order to face the future?
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(SHOW SCREEN - READ OUT - MAX. 2 ANSWERS)

**(660-670)**

Ageing population	1,
Social inequalities	2,
Competition from emerging countries	3,
Insufficient growth	4,
Public debt of its Member States	5,
Unemployment	6,
Access to jobs for young people	7,
Environmental issues	8,
Other (SPONTANEOUS)	9,
None (SPONTANEOUS)	10,
DK	11,

EB76.4 QA14

QA14 Which two of the following do you think would be most useful for the future of Europe?

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

(671-679)

Comparable education standards	1,
Well-defined external borders of the EU	2,
The introduction of the euro in all EU countries	3,
Comparable living standards	4,
A common army	5,
An economic government for the EU	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

EB76.4 QA15

QA15 For each of the following areas, please tell me if you believe that more decision-making should take place at a European level or on the contrary that less decision-making should take place at a European level.

(SHOWSCREEN WITH SCALE)

(READ OUT)	More decision-making at a European level	Less decision-making at a European level	No change is needed (SPONTANEOUS)	DK
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(680)	1	Tackling unemployment	1	2	3	4
(681)	2	Protecting social rights	1	2	3	4
(682)	3	Ensuring economic growth	1	2	3	4
(683)	4	Fighting organised crime	1	2	3	4
(684)	5	Fighting terrorism	1	2	3	4
(685)	6	Ensuring food safety	1	2	3	4
(686)	7	Protecting the environment	1	2	3	4
(687)	8	Managing major health issues	1	2	3	4
(688)	9	Equal treatment of men and women	1	2	3	4
(689)	10	Supporting agriculture	1	2	3	4
(690)	11	Promoting democracy and peace in the world	1	2	3	4
(691)	12	Securing energy supply	1	2	3	4

EB76.4 QA16 TREND MODIFIED

QA16 To what extent do you agree or disagree with each of the following statements?

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(692)	1	The State intervenes too much in our lives	1	2	3	4	5
(693)	2	Free competition is the best way to guarantee economic prosperity	1	2	3	4	5

EB77.3 QE1 TREND MODIFIED

QA17 Which of the following statements best matches your opinion on how to change our society?

(READ OUT – SINGLE CODE)

	(694)
Important changes in our society have to be achieved little by little, even if this approach takes longer	1
We can only obtain important changes in our society by acting quickly, even if this means sometimes being radical	2
We do not need to change our society (SPONTANEOUS)	3
DK	4

EB76.4 QA18

QA18 And in 2030, in the EU, do you think that people will live in a society where more importance will be given to solidarity or to individualism?

(SINGLE CODE)

	(695)
Solidarity, support for others	1
Individualism	2
Both will have equal importance (SPONTANEOUS)	3
No change, the same as today's society (SPONTANEOUS)	4
DK	5

EB76.4 QA19

QA19 And in 2030, in the European Union, would you prefer a society where more importance is given to solidarity or to individualism?

(SINGLE CODE)

(696)

Solidarity, support for others	1
Individualism	2
A society where both will have equal importance (SPONTANEOUS)	3
No change, the same as today's society (SPONTANEOUS)	4
DK	5

EB76.4 QA20

QA20 In the near future, do you see yourself as...?

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

(697)

[*?Q1FIRST] only	1
[*?Q1FIRST] and European	2
European and [*?Q1FIRST]	3
European only	4
None (SPONTANEOUS)	5
Refusal (SPONTANEOUS)	6
DK	7

EB77.3 QD5

QA21 To what extent do you agree or disagree with each of the following statements?

(SHOW SCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(698)	1	Political leaders in the EU have the ability to face the main global challenges	1	2	3	4	5
(699)	2	Nowadays, there is a big gap between the people's opinion and the decisions taken by the political leaders	1	2	3	4	5
(700)	3	Globalisation is an opportunity for economic growth	1	2	3	4	5

EB76.4 QA23 (items 1-2) + EB78.1 QA20a (item 3)

QA22	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...
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(READ OUT – ONE ANSWER ONLY)

	<b>(701)</b>
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

EB76.4 QA24

QA23	Please tell me for each statement, whether you tend to agree or tend to disagree?
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(SINGLE CODE)

	(READ OUT)	Tend to agree	Tend to disagree	DK
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(702)	1	My voice counts in the European Union	1	2	3
(703)	2	My voice counts in the United Kingdom	1	2	3

EB78.1 QA20a



B. SMALL CLAIMS PROCEDURE

ASK ALL EXCEPT IN DK

QB1 In the last 12 months did you buy or order any goods or services over the Internet for private purposes from...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(724-729)

Sellers based in the UK
Sellers based in other EU countries
Sellers based in the rest of the world
Did not make any purchases on the Internet
Country of origin of sellers not known (SPONTANEOUS)
DK

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

EB73.3 QA23a TREND MODIFIED (+SPLIT REMOVED)

QB2 In the last 12 months, have you...?

(SHOW SCREEN WITH SCALE - SINGLE CODE)

(READ OUT)	Yes, several times	Yes, but only once or twice	No	DK
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(730)

1	Made a trip to another EU Member State, primarily for purchasing goods or services (e.g. Trip made to purchase food and drink)	1	2	3	4
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(731)

2	Purchased goods or services, whilst on holiday or on a business trip in another EU Member State (excluding purchases linked to the trip such as travel, accommodation, leisure activities, meals)	1	2	3	4
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EB69.1 QC2 TREND MODIFIED

QB3	In the last 12 months, have you encountered any problems for which you felt you had legitimate cause for complaint with a good, a service, a retailer, a provider or a business transaction partner?
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(SHOW SCREEN - SINGLE CODE)

(732)

Yes	1
No	2
DK	3

EB73.3 QA27 TREND MODIFIED

ASK QB4 TO QB7b IF "YES, HAS ENCOUNTERED A PROBLEM", CODE 1 IN QB3 – OTHERS GO TO QB8

QB4	As a consequence of the problem(s) you encountered, did you take any of the following actions?
-----	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(733-739)

Yes, you took the business(es) concerned to an out-of-court dispute settlement body (ADR)	1,
Yes, you took the business(es) concerned to court	2,
Yes, you made a complaint to the retailer\ provider\ business transaction partner	3,
Yes, you negotiated with the retailer\ provider\ business transaction partner by yourself	4,
Yes, you negotiated with the retailer\ provider\ business transaction partner with the assistance of a consumer organisation or a professional association	5,
No, you did not do anything	6,
DK	7,

EB73.3 QA31 TREND MODIFIED

ASK QB5 IF "YES, YOU TOOK THE BUSINESS(ES) TO COURT", CODE 2 IN QB4 – OTHERS GO TO QB6

QB5	Thinking about the last time you took a business to court, what was the outcome?
-----	--

(READ OUT - SINGLE CODE)

(740)

The court ruled in your favour	1
The court ruled against you	2
A compromise (SPONTANEOUS)	3
The case is still on-going (SPONTANEOUS)	4
DK	5

NEW

ASK QB6 IF "THE COURT RULED IN YOUR FAVOUR OR IT WAS A COMPROMISE",  
CODE 1 OR 3 IN QB5 – OTHERS GO TO QB7a

QB6 You said that the last time you took a business to court, the decision was ruled in your favour.  
Was the judgement successfully implemented or not?

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

	<b>(741)</b>
Yes, the other party paid voluntarily	1
Yes, the judgement was successfully implemented in the UK	2
No, the judgement was not successfully implemented in the UK	3
Yes, the judgement was successfully implemented in another EU Member State	4
No, the judgement was not successfully implemented in another EU Member State	5
DK	6

NEW

ASK QB7a AND QB7b IF "YES, HAS ENCOUNTERED A PROBLEM", CODE 1 IN QB3 –  
OTHERS GO TO QB8

QB7a Thinking about any problem you have encountered in the last 12 months, how many were  
under 2.000 euros?

(WRITE DOWN - ONE ANSWER ONLY) (IF "NONE" CODE '000' - IF "REFUSAL" CODE  
'998' - IF "DK" CODE '999')

**(742-744)**

problems under the amount of 2.000 euros

NEW

QB7b Thinking about any problems you've encountered in the last 12 months, how many were  
2.000 euros or more?

(WRITE DOWN - ONE ANSWER ONLY) (IF "NONE" CODE '000' - IF "REFUSAL" CODE  
'998' - IF "DK" CODE '999')

**(745-747)**

problems 2.000 euros or more

NEW

ASK ALL EXCEPT IN DK

QB8 Would you be willing to go to court in the UK over a disagreement\ dispute for under 2.000 euros with a retailer, provider or business transaction partner located...?

(SHOW SCREEN – SINGLE CODE)

(READ OUT)	Yes, definitely	Yes, probably	No, probably not	No, definitely not	DK
------------	-----------------	---------------	------------------	--------------------	----

(748)	1	The United Kingdom	1	2	3	4	5
(749)	2	In another EU Member State	1	2	3	4	5

NEW

QB9 And would you be willing to go to court in another EU Member State over a disagreement\ dispute for under 2.000 euros with a retailer, provider or business transaction partner?

(READ OUT - SINGLE CODE)

	(750)
Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

NEW

ASK QB10a IF "YES, WILLING TO GO TO COURT IN THE UK WITH A RETAILER, PROVIDER OR BUSINESS TRANSACTION PARTNER LOCATED IN THE UK FOR A DISAGREEMENT\ DISPUTE FOR UNDER 2.000 EUROS", CODE 1 OR 2 IN QB8.1 – OTHERS GO TO QB10b

QB10a What would be the minimum amount for which you would be willing to go to court in the UK over a disagreement\ dispute with a retailer, provider or business transaction partner located in the UK?

(WRITE DOWN - ONE ANSWER ONLY) (IF "ZERO" CODE '000000' - IF "IT DEPENDS" CODE '999997' - IF "REFUSAL" CODE '999998' - IF "DK" CODE '999999')

(751-756)

£

NEW

ASK QB10b IF "YES, WILLING TO GO TO COURT IN THE UK WITH A RETAILER, PROVIDER OR BUSINESS TRANSACTION PARTNER LOCATED IN ANOTHER EU MEMBER STATE FOR A DISAGREEMENT\ DISPUTE FOR UNDER 2.000 EUROS", CODE 1 OR 2 IN QB8.2 – OTHERS GO TO QB11

QB10b What would be the minimum amount for which you would be willing to go to court in the UK over a disagreement\ dispute with a retailer, provider or business transaction partner located in another EU Member State?

(WRITE DOWN - ONE ANSWER ONLY) (IF "ZERO" CODE '000000' - IF "IT DEPENDS" CODE '999997' - IF "REFUSAL" CODE '999998' - IF "DK" CODE '999999')

**(757-762)**

£

NEW

ASK QB11 IF "YES, WILLING TO GO TO COURT IN ANOTHER EU MEMBER STATE WITH A RETAILER, PROVIDER OR BUSINESS TRANSACTION PARTNER FOR A DISAGREEMENT\ DISPUTE FOR UNDER 2.000 EUROS", CODE 1 OR 2 IN QB9 – OTHERS GO TO QB12

QB11 What would be the minimum amount for which you would be willing to go to court in another EU Member State over a disagreement\ dispute with a retailer, provider or business transaction partner?

(WRITE DOWN - ONE ANSWER ONLY) (IF "ZERO" CODE '000000' - IF "IT DEPENDS" CODE '999997' - IF "REFUSAL" CODE '999998' - IF "DK" CODE '999999')

**(763-768)**

£

NEW

ASK ALL EXCEPT IN DK

QB12 If you get free legal assistance would you be more likely or not to go to court over a disagreement\ dispute for under 2.000 euros?

(SHOW SCREEN - SINGLE CODE)

**(769)**

Yes	1
No	2
DK	3

NEW

QB13	If you were to have a disagreement\ dispute with a retailer, provider or business transaction partner located in another EU Member State in the future, which of the following would encourage you to go to court in the UK? The ability ...
------	--

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(770-775)

To carry out proceedings without necessity of instructing a lawyer by yourself	1,
To carry out the proceedings only in writing, without physically going to court	2,
To carry out the proceedings on line	3,
To get formal ("sworn") translations online at low cost	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

QB14	If you were to have a disagreement\ dispute with a retailer, provider or business transaction partner located in another EU Member State in the future, which of the following would encourage you to go to court in another EU Member State? The ability...
------	--

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(776-782)

To carry out proceedings without necessity of instructing a lawyer by yourself	1,
To carry out the proceedings only in writing, without physically going to court	2,
To carry out the proceedings on line	3,
To get formal ("sworn") translations online at low cost	4,
To carry out the proceedings in English	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

QB15	Have you ever heard of a simplified procedure for small claims in the UK or not?
------	--

(READ OUT - SINGLE CODE)

(783)

Yes, you heard about it and used it	1
Yes, you have heard about it but never used it	2
No, you have not heard about it	3
DK	4

NEW

The European Small Claims Procedure is intended to improve access to justice by simplifying cross-border small claims litigation and by reducing costs. "Small claims" are cases about amounts under 2.000 euros, excluding interest, expenses and disbursements.

QB16 Before this interview, have you ever heard of the European Small Claim Procedure or not?

(READ OUT - SINGLE CODE)

(784)

Yes, you heard about it and used it	1
Yes, you have heard about it but never used it	2
No, you have not heard about it	3
DK	4

NEW

ASK QB17 IF "HAS HEARD ABOUT THE EUROPEAN SMALL CLAIMS PROCEDURE",  
CODE 1 OR 2 IN QB16 – OTHERS GO TO QB18

QB17 How did you hear about it?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(785-795)

A lawyer\ office giving legal advice	1,
Through consumer organisations, advice bodies	2,
Through national or local authorities	3,
On European Commission webpages	4,
Through Internet sites, blogs, social networks	5,
Through friends\ family\ colleagues	6,
Radio	7,
Television	8,
Through newspapers or magazines	9,
Other (SPONTANEOUS)	10,
DK	11,

NEW

ASK QB18 TO QB22 IF "HAS ALREADY USED THE EUROPEAN SMALL CLAIMS PROCEDURE", CODE 1 IN QB16 – OTHERS GO TO QB23

QB18 Overall were you satisfied or not with the European Small Claims Procedure?

(READ OUT - SINGLE CODE)

(796)

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

NEW

QB19 How informed do you think the court was about the procedure?

(READ OUT - SINGLE CODE)

(797)

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

NEW

QB20 How easy or difficult was it to fill in the application form?

(READ OUT - SINGLE CODE)

(798)

Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
DK	5

NEW



QB21 Did you seek assistance in filling in the application form?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(799-803)

Yes, and you received it from the court	1,
Yes, and you received it from someone else	2,
Yes, but you did not receive it	3,
No	4,
DK	5,

NEW

QB22 Did you use a legal representative or did you do the procedure yourself?

(SHOW SCREEN - SINGLE CODE)

(804)

You used a legal representative	1
You did the procedure yourself	2
DK	3

NEW

ASK QB23 IF "HAD HEARD ABOUT THE EUROPEAN SMALL CLAIMS PROCEDURE BUT HAS NOT USED IT", CODE 2 IN QB16 – OTHERS GO TO QB24

QB23 Why have you not used the European Small Claims Procedure?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(805-814)

Because it applies only to parties domiciled in another EU Member State	1,
Because the maximum value of the claim is €2000	2,
You did not find the necessary information to start the procedure	3,
You did not feel confident enough to start this procedure on your own	4,
The procedure seemed to be too complicated	5,
The sums involved were too small	6,
You believed you were unlikely to get a satisfactory result	7,
You never needed it	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL EXCEPT IN DK

QB24	If you were to have a disagreement\ dispute with a retailer, provider or business transaction partner (for example in relation to payment, quality of goods or services provided) located in another EU Member State where would you go for advice or information?
------	--

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(815-823)</b>
A lawyer\ office giving legal advice	1,
Advice bodies, consumer organisations	2,
National or local authorities	3,
European Commission webpages (for example "Your Europe Advice")	4,
Internet sites, blogs, social networks	5,
Friends\ family\ colleagues	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

QB25	Do you think that the maximum amount of a claim considered as a small cross-border claim eligible for a simplified court procedure should be...?
------	--

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

	<b>(824)</b>
1.000 euros	1
2.000 euros	2
5.000 euros	3
10.000 euros	4
20.000 euros	5
More than 20.000 euros	6
Other (SPONTANEOUS)	7
DK	8

NEW

ASK ALL

NO QUESTIONS D4 TO D6

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

(SHOW SCREEN - READ OUT)

(851-852)

<b>MARRIED OR REMARRIED</b>	
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
<b>SINGLE LIVING WITH A PARTNER</b>	
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
<b>SINGLE</b>	
Living without children	9
Living with children	10
<b>DIVORCED OR SEPARATED</b>	
Living without children	11
Living with children	12
<b>WIDOW/ER</b>	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB78.1 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')

(853-854)

EB78.1 D8

NO QUESTION D9

D10 Gender.

(855)

Male	1
Female	2

EB78.1 D10

D11	How old are you? <b>(856-857)</b>
	<input type="text"/>

EB78.1 D11
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NO QUESTIONS D12 TO D14
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ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a
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D15a	What is your current occupation?
------	----------------------------------

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

	<b>(858-859)</b>	<b>(860-861)</b>
	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	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	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

EB78.1 D15a D15b
------------------

NO QUESTIONS D16 TO D24

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

(READ OUT)

(862)

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

EB78.1 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)

(863-864)

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EB78.1 D40a

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

(INT.: READ OUT – WRITE DOWN)

(865-866)

--	--

EB78.1 D40b

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

(INT.: READ OUT – WRITE DOWN)

(867-868)

--	--

EB78.1 D40c

NO QUESTIONS D41 TO D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(869-878)

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,

EB78.1 D46

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)

(879)

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

EB78.1 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)

	(880-881)
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

EB78.1 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)

(882)	1	You use the Internet at home	1	2	3	4	5	6	7
(883)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(884)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB78.1 D62

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

(SHOW SCREEN – READ OUT – SINGLE CODE)
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(885)

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

EB77.3 D63
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INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(906-907) (908-909)  
[ ] [ ] DAY [ ] [ ] MONTH

EB78.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)  
(910-911) (912-913)  
[ ] [ ] HOUR [ ] [ ] MINUTES

EB78.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(914-916)  
[ ] [ ] MINUTES

EB78.1 P3

P4 Number of persons present during the interview, including interviewer

	(917)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB78.1 P4

P5 Respondent cooperation

	(918)
Excellent	1
Fair	2
Average	3
Bad	4

EB78.1 P5

P6 Size of locality

Local Codes  
(919-920)  
[ ] [ ]

EB78.1 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))  
**(921-922)**

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EB78.1 P7

P8 Postal code

**(923-930)**

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EB78.1 P8

P9 Sample point number

**(931-938)**

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EB78.1 P9

P10 Interviewer number

**(939-946)**

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EB78.1 P10

P11 LEAVE BLANK

**(947-954)**

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EB78.1 P11

NO QUESTION P12

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