

**ZA6282**

**Flash Eurobarometer 403  
(Citizens' Perception about Competition Policy, wave 2)**

**Country Questionnaire  
United Kingdom**

**FL 403 - EU citizens' perceptions about competition policy - UK**

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

EU citizens' perceptions about competition policy

ASK ALL

Q1: ROTATE ITEMS 1 TO 4

INTERVIEWER: READ OUT: I would like to ask for your views on competition policy. The key idea behind competition policy is that companies compete with each other, for example, by providing lower prices or a better quality for their goods or services, in order to become more attractive to consumers than their competitors. Therefore, any agreement that would limit such competition between companies is prohibited.

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Q1 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
1	Competition between companies allows for better prices for consumers	1	2	3	4	5
2	Competition between companies allows for more choice for consumers	1	2	3	4	5
3	Competition between companies allows for higher quality goods and services	1	2	3	4	5
4	Competition between companies encourages innovation and economic growth	1	2	3	4	5

FL264 Q1 TREND MODIFIED

Q2A: ROTATE ANSWERS 1 TO 6

Q2A Have you ever experienced a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, lower quality, etc.? Firstly?

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet	1
Energy (gas, electricity, etc.)	2
Financial services (banks, insurance, etc.)	3
Transport services (railways, airlines, etc.)	4
Food distribution (supermarkets, etc.)	5
Pharmaceutical products (medicines, health-related products, etc.)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

NEW BASED ON FL264 Q3

Q2B: ASK IF Q2A IS 1-7, OTHERS GO TO Q5

Q2B: EXCLUDE CODES 1-6 GIVEN IN Q2A

Q2B: ROTATE ANSWERS 1 TO 6

Q2B Any other?

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet	1
Energy (gas, electricity, etc.)	2
Financial services (banks, insurance, etc.)	3
Transport services (railways, airlines, etc.)	4
Food distribution (supermarkets, etc.)	5
Pharmaceutical products (medicines, health-related products, etc.)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

NEW BASED ON FL264 Q3

Q3: ASK IF Q2A IS 1-6

Q3: THE ANSWER GIVEN BY RESPONDENT IN Q2A NEEDS TO BE INCLUDED IN THE QUESTION TEXT

Q3: ROTATE ANSWERS 1 TO 6

Q3 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER OF Q2A) sector. What do you think are the main problems in this sector?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- |  |    |
|--|----|
| Prices are too high  | 1, |
| There are no significant differences in prices for similar goods or services | 2, |
| It is difficult for consumers to compare prices                              | 3, |
| The quality of the goods or services is not satisfactory                     | 4, |
| There is too little choice or no choice at all                               | 5, |
| It is difficult or impossible to change suppliers                            | 6, |
| Other (DO NOT READ OUT)  | 7, |
| DK/NA (DO NOT READ OUT)  | 8, |

NEW BASED ON FL264 Q4

Q4: ASK IF Q2B IS 1-6

Q4: THE ANSWER GIVEN BY RESPONDENT IN Q2B NEEDS TO BE INCLUDED IN THE QUESTION TEXT

Q4: ROTATE ANSWERS 1 TO 6

Q4 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER OF Q2B) sector. What do you think are the main problems in this sector?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- |  |    |
|--|----|
| Prices are too high  | 1, |
| There are no significant differences in prices for similar goods or services | 2, |
| It is difficult for consumers to compare prices                              | 3, |
| The quality of the goods or services is not satisfactory                     | 4, |
| There is too little choice or no choice at all                               | 5, |
| It is difficult or impossible to change suppliers                            | 6, |
| Other (DO NOT READ OUT)  | 7, |
| DK/NA (DO NOT READ OUT)  | 8, |

NEW BASED ON FL264 Q4

ASK ALL

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?

INTERVIEWER: If needed, read out as a reminder: Prices are too high, there are no significant differences in prices, it is difficult for consumers to compare prices, the quality of the goods or services is not satisfactory, there is too little choice or no choice at all, it is difficult or impossible to change suppliers

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

NEW

ASK Q6 IF Q5= ANSWER 1 ('Yes'), OTHERS GO TO Q7

Q6: ROTATE ANSWERS 1 TO 6

Q6: ANSWER 8 ('Not interested-Wouldn't turn to anyone) IS A SINGLE CODE

Q6 Where or who would you turn to?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Your national competition authority - the Competition & Markets Authority	1,
Other authorities in the UK (for example, the telecom or energy regulator)	2,
Consumer organisations in the UK	3,
The police	4,
A court	5,
The European Commission	6,
Other (DO NOT READ OUT)	7,
Not interested – Wouldn't turn to anyone (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW

ASK ALL

Q7 Within the last 12 months, have you heard or read about competition policies, such as cartels, merger or state aid control, etc.?

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

NEW BASED ON FL264 Q2

ASK Q8 IF Q7= ANSWER 1 ('Yes'), OTHERS GO TO Q9

Q8: ROTATE ANSWERS 1 TO 4

Q8 Where did you hear or read about these policies?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Newspapers or magazines (including online)	1,
TV	
	2,
Radio	3,
Online social networks	4,
Internet	5,
Other (DO NOT READ OUT)	6,
DK/NA (DO NOT READ OUT)	7,

NEW

ASK ALL

Q9 What impact does effective competition have on you as a consumer?

(READ OUT - ONE ANSWER ONLY)

Very positive impact	1
Fairly positive impact	2
Fairly negative impact	3
Very negative impact	4
DK/NA (DO NOT READ OUT)	5

NEW

Q10 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?

(READ OUT - ONE ANSWER ONLY)

Yes, once	1
Yes, more than once	2
Never	3
DK/NA (DO NOT READ OUT)	4

NEW

ASK Q11 IF Q10= ANSWER 1 ('Yes, once') OR ANSWER 2 ('Yes, more than once'), OTHERS GO TO END

Q11: ROTATE ANSWERS 1 AND 2

Q11 Do you know who made this decision?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

The Competition & Markets Authority	1,
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The European Commission	2,
Other (DO NOT READ OUT)	3,
DK/NA (DO NOT READ OUT)	4,

NEW

D4 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')

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D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

		Number of people aged 15 or more in the household
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