



14/05/03  
03C2353

A. YOUR SURVEY NUMBER

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B. COUNTRY CODE

1	2
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C. OUR SURVEY NUMBER

5	9	2
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D. INTERVIEW NUMBER

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Q.1. What is your nationality? Please tell me the country(ies) that applies(y).  
(MULTIPLE ANSWERS POSSIBLE)

Belgium

1,

Denmark

2,

Germany

3,

Greece

4,

Spain

5,

France

6,

Ireland

7,

Italy

8,

—> Q.2

Luxembourg

9,

Netherlands

10,

Portugal

11,

United Kingdom (Great Britain, Northern Ireland)

12,

Austria

13,

Sweden

14,

Finland

15,

Other countries

16,

—> Close interview

DK

17,

Q.2. What is your opinion on each of the following statements?  
Please tell me for each statement, whether you are for it or against it.

	READ OUT – ROTATE	FOR	AGAINST	DK
1	A European Monetary Union with one single currency, the euro	1	2	3
2	One common foreign policy among the member states of the European Union, towards other countries	1	2	3
3	A common defence and security policy among European Union member states	1	2	3
4	The enlargement of the European Union to include new countries	1	2	3
5	The European Union being responsible for matters that cannot be effectively handled by national, regional and local governments	1	2	3
6	The resignation of the President of the European Commission and the European Commissioners if they do not have the support of a majority in the European Parliament	1	2	3
7	Teaching school children about the way European Union institutions work	1	2	3

Q.3. In your opinion, would you say that the United States tend to play a positive role, a negative role or neither a positive nor a negative role regarding...?

	READ OUT	POSITIVE	NEGATIVE	NEITHER POSITIVE NOR NEGATIVE	DK
1	peace in the world	1	2	3	4
2	the fight against terrorism	1	2	3	4
3	growth of the world economy	1	2	3	4
4	the fight against poverty in the world	1	2	3	4
5	protection of the environment	1	2	3	4

**Now let's talk about agriculture.**

Q.4. European Union agricultural policy aims to benefit consumers as well as farmers. With which of the following statements do you agree? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- It ensures that the food you buy is safe to eat. .... 1,
- It ensures that the food you buy is of good quality..... 2,
- It ensures that the food you buy is healthy ..... 3,
- It ensures that the food you buy is reasonably priced..... 4,
- It ensures that you know enough about where your food comes from (M) ..... 5,
- It ensures that you have enough information about how  
the food was produced and processed ..... 6,
- It ensures that farm animals are well treated ..... 7,
- It favours consumers rather than farmers ..... 8,
- It favours farmers rather than consumers ..... 9,
- It favours equally farmers and consumers ..... 10,
- None of these (SPONTANEOUS) ..... 11,
- DK ..... 12,

Q.5. In your opinion, should the European Union use an agricultural policy to...?

	READ OUT	YES	NO	DK
1	ensure stable and adequate incomes for farmers	1	2	3
2	make European agriculture more competitive on world markets	1	2	3
3	help farmers to adapt their production to consumers' expectations	1	2	3
4	defend farmers' interests in their dealings with intermediaries and distributors	1	2	3
5	favour and improve life in the countryside	1	2	3
6	reduce development gaps between regions	1	2	3
7	encourage the diversification of agricultural products and activities	1	2	3
8	favour methods of organic production	1	2	3
9	promote the respect of the environment	1	2	3
10	protect the specificity of European agricultural products	1	2	3
11	protect the taste of European agricultural products	1	2	3
12	protect medium or small sized farms	1	2	3
13	ensure that agricultural products are healthy and safe	1	2	3
14	ensure that the well-being of farm animals is respected (N)	1	2	3

Q.6. And do you think that the European Union's agricultural policy currently plays its role rather well or rather badly to...?

	READ OUT	RATHER WELL	RATHER BADLY	DK
1	ensure stable and adequate incomes for farmers	1	2	3
2	make European agriculture more competitive on world markets	1	2	3
3	help farmers to adapt their production to consumers' expectations	1	2	3
4	defend farmers' interests in their dealings with intermediaries and distributors	1	2	3
5	favour and improve life in the countryside	1	2	3
6	reduce development gaps between regions	1	2	3
7	encourage the diversification of agricultural products and activities	1	2	3
8	favour methods of organic production	1	2	3
9	promote the respect of the environment	1	2	3
10	protect the specificity of European agricultural products	1	2	3
11	protect the taste of European agricultural products	1	2	3
12	protect medium or small sized farms	1	2	3
13	ensure that agricultural products are healthy and safe	1	2	3
14	ensure that the well-being of farm animals is respected (N)	1	2	3

Q.7. The European Union is subsidising agricultural products less and less. However, it is granting more funds to the protection and development of the overall rural economy and to direct support to farmers. Do you think that this development is...? (SHOW CARD - READ OUT - ONE ANSWER ONLY )

a very good thing ..... 1  
a fairly good thing ..... 2  
a fairly bad thing ..... 3  
a very bad thing ..... 4  
neither good nor bad thing (SPONTANEOUS) ..... 5  
DK ..... 6

**Let's talk about another topic: immigration and the right of asylum.**

Q.8. How much concern do you feel about each of the following problems? (SHOW CARD WITH SCALE)

	READ OUT	A LOT OF CONCERN	SOME CONCERN	LITTLE CONCERN	NO CONCERN	DK
1	Unemployment	1	2	3	4	5
2	Customs fraud and smuggling	1	2	3	4	5
3	Terrorism	1	2	3	4	5
4	Cheating the consumer	1	2	3	4	5
5	Drug trafficking and usage	1	2	3	4	5
6	Petty crime and urban violence	1	2	3	4	5
7	Organised crime	1	2	3	4	5
8	Abuse of citizens' rights by the state	1	2	3	4	5
9	Corruption	1	2	3	4	5
10	Money laundering and financial crime	1	2	3	4	5
11	War	1	2	3	4	5
12	Illegal immigration	1	2	3	4	5
13	Greater social inequality	1	2	3	4	5
14	Trafficking in human beings	1	2	3	4	5

Q.9. For each of the issues we have just mentioned, could you tell me whether coordinated action at European Union level is very desirable, fairly desirable, not very desirable or not at all desirable? (SHOW CARD WITH SCALE)

	READ OUT	VERY DESIRABLE	FAIRLY DESIRABLE	NOT VERY DESIRABLE	NOT AT ALL DESIRABLE	DK
1	Unemployment	1	2	3	4	5
2	Customs fraud and smuggling	1	2	3	4	5
3	Terrorism	1	2	3	4	5
4	Cheating the consumer	1	2	3	4	5
5	Drug trafficking and usage	1	2	3	4	5
6	Petty crime and urban violence	1	2	3	4	5
7	Organised crime	1	2	3	4	5
8	Abuse of citizens' rights by the state	1	2	3	4	5
9	Corruption	1	2	3	4	5
10	Money laundering and financial crime	1	2	3	4	5
11	War	1	2	3	4	5
12	Illegal immigration	1	2	3	4	5
13	Greater social inequality	1	2	3	4	5
14	Trafficking in human beings	1	2	3	4	5

Q.10. I am going to read out some measures. For each of them, can you please tell me whether it is very important, fairly important, not very important or not at all important to you personally?  
(SHOW CARD WITH SCALE)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	Give more powers to the police	1	2	3	4	5
2	Give more powers to private security companies	1	2	3	4	5
3	Fight corruption	1	2	3	4	5
4	Install surveillance cameras in the streets	1	2	3	4	5
5	Increase checks on anyone wishing to enter the country	1	2	3	4	5
6	Increase civic education in schools	1	2	3	4	5
7	Increase penalties for petty crime	1	2	3	4	5
8	Improve police training about citizens' rights	1	2	3	4	5
9	Fight poverty	1	2	3	4	5
10	Improve the resources available to courts so that they can administer justice more quickly	1	2	3	4	5
11	Have more police	1	2	3	4	5
12	Have more social workers	1	2	3	4	5
13	Give more powers to social workers	1	2	3	4	5
14	Fight local crime	1	2	3	4	5
15	Fight international crime	1	2	3	4	5



Q.11. For each of the issues we have just mentioned, could you tell me whether coordinated action at European Union level is very desirable, fairly desirable, not very desirable or not at all desirable? (SHOW CARD WITH SCALE)

	READ OUT	VERY DESIRABLE	FAIRLY DESIRABLE	NOT VERY DESIRABLE	NOT AT ALL DESIRABLE	DK
1	Give more powers to the police	1	2	3	4	5
2	Give more powers to private security companies	1	2	3	4	5
3	Fight corruption	1	2	3	4	5
4	Install surveillance cameras in the streets	1	2	3	4	5
5	Increase checks on anyone wishing to enter the country	1	2	3	4	5
6	Increase civic education in schools	1	2	3	4	5
7	Increase penalties for petty crime	1	2	3	4	5
8	Improve police training about citizens' rights	1	2	3	4	5
9	Fight poverty	1	2	3	4	5
10	Improve the resources available to courts so that they can administer justice more quickly	1	2	3	4	5
11	Have more police	1	2	3	4	5
12	Have more social workers	1	2	3	4	5
13	Give more powers to social workers	1	2	3	4	5
14	Fight local crime	1	2	3	4	5
15	Fight international crime	1	2	3	4	5

Q.12. For each of the following measures, can you tell me whether you, personally, are completely in favour, somewhat in favour, somewhat against or completely against adopting this measure in all countries of the European Union including our country? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY IN FAVOUR	SOMEWHAT IN FAVOUR	SOMEWHAT AGAINST	COMPLETELY AGAINST	DK
1	Improve police and judicial co-operation between European Union member states	1	2	3	4	5
2	Create a body which can coordinate criminal inquiries throughout all European Union countries	1	2	3	4	5
3	Allow the police of a neighbouring European Union country to chase suspects into the United Kingdom	1	2	3	4	5
4	Create a common European Union database of criminals	1	2	3	4	5
5	Set up a European arrest warrant which simplifies current extradition arrangements	1	2	3	4	5
6	Give the accused the same rights of defence in all member states of the European Union	1	2	3	4	5
7	Strengthen entry controls into European Union member states from other countries	1	2	3	4	5
8	Permit border guards from another European Union member state to guard British frontiers	1	2	3	4	5
9	Make penalties imposed in one European Union member state valid in all others	1	2	3	4	5
10	Allow a person sentenced to prison in another European Union member state to serve their sentence in their own country	1	2	3	4	5
11	Allow a person accused of crimes in another European Union member state to return to their own country while awaiting trial	1	2	3	4	5
12	Take common measures across the European Union to replace prison for minor offences with non-custodial sentences, such as community work	1	2	3	4	5
13	Conclude agreements between the European Union and other countries to fight international crime	1	2	3	4	5

Q.13. For each of the following, could you please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Every individual should have the right to settle in any country they choose in the world	1	2	3
2	The right of asylum is a fundamental human right	1	2	3
3	Border controls should be abolished throughout the world	1	2	3
4	The absence of a coherent immigration and asylum European Union policy drives immigrants and asylum seekers into the hands of criminal networks	1	2	3

Q.14. I am now going to read out some views about immigration and immigrants. For each of these can you tell me whether you completely agree, tend to agree, tend to disagree or completely disagree? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY AGREE	TEND TO AGREE	TEND TO DISAGREE	COMPLETELY DISAGREE	DK
1	Immigrants are fleeing poverty in their own country	1	2	3	4	5
2	There are too many immigrants in the United Kingdom	1	2	3	4	5
3	Immigration makes a positive contribution to the cultural diversity of the United Kingdom	1	2	3	4	5
4	Immigrants are responsible for a lot of petty crime	1	2	3	4	5
5	Legal immigrants should have exactly the same rights as the British	1	2	3	4	5
6	Legal immigrants should have the right to vote in local elections	1	2	3	4	5
7	Immigrants should adapt to the British customs	1	2	3	4	5
8	We need immigrants to work in some sectors of our economy	1	2	3	4	5
9	The United Kingdom should do more to help legal immigrants integrate into British society	1	2	3	4	5
10	We can reduce immigration by increasing aid to poor countries	1	2	3	4	5
11	Poor countries should discourage their people from leaving	1	2	3	4	5
12	Immigration has always existed and will continue to exist	1	2	3	4	5
13	Immigrants who continue to follow customs which are against our British values should be expelled, even if they are legally settled	1	2	3	4	5
14	We should legalise the status of illegal immigrants who have been working in the United Kingdom for several years	1	2	3	4	5
15	Legal immigrants should be allowed to bring in their spouse and children	1	2	3	4	5

Q.15. I am now going to read out some views about asylum and asylum seekers who seek refuge in the United Kingdom. For each of these can you tell me whether you completely agree, tend to agree, tend to disagree or completely disagree? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY AGREE	TEND TO AGREE	TEND TO DISAGREE	COMPLETELY DISAGREE	DK
1	Asylum seekers are treated in a humane manner in the United Kingdom	1	2	3	4	5
2	It takes too long to accept or reject asylum applications	1	2	3	4	5
3	Most people seeking asylum are in fact doing so for economic reasons	1	2	3	4	5
4	Asylum seekers should be permitted to work, while their applications are being considered	1	2	3	4	5
5	Asylum seekers should be allowed to send their children to school, while their applications are being considered	1	2	3	4	5
6	Asylum seekers should be made to stay in detention centres, while their applications are being considered	1	2	3	4	5
7	Asylum seekers should only be given food and shelter	1	2	3	4	5
8	Asylum seekers should be entitled to welfare benefits	1	2	3	4	5
9	Asylum seekers whose applications have been accepted should have exactly the same benefits as British citizens	1	2	3	4	5
10	Asylum seekers should be made to go back to their country, once it is safe for them to do so	1	2	3	4	5
11	Asylum seekers choose countries where they think that their application is most likely to succeed	1	2	3	4	5
12	Asylum seekers choose the most prosperous countries	1	2	3	4	5
13	Asylum seekers choose countries where members of their communities already live	1	2	3	4	5
14	Rules for asylum seekers should be the same throughout the European Union	1	2	3	4	5
15	The acceptance or rejection of an asylum application in one European Union country should apply automatically in all others	1	2	3	4	5

Q.16. I am now going to read out some measures which have been proposed at European Union level to provide better guarantees for the rights of citizens, and to help them with access to courts. For each of the following, can you tell me whether you are, personally, completely in favour, somewhat in favour, somewhat against or completely against? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY IN FAVOUR	SOMEWHAT IN FAVOUR	SOMEWHAT AGAINST	COMPLETELY AGAINST	DK
1	Temporarily exclude from the European Union a member state if it has repeatedly committed human rights abuses	1	2	3	4	5
2	Take common measures to fight racism throughout the European Union	1	2	3	4	5
3	Set up harmonised legislation throughout the European Union to guarantee the rights of minorities	1	2	3	4	5
4	Set up harmonised legislation throughout the European Union to guarantee the rights of immigrants	1	2	3	4	5
5	Guarantee that citizens from any member state can settle freely, without paperwork, in any other member state	1	2	3	4	5
6	Allow European Union citizens who are settled in the United Kingdom to draw the same welfare benefits as us	1	2	3	4	5
7	Guarantee that judicial decisions in civil and family matters, such as divorce, child custody or inheritance, are recognised throughout the European Union	1	2	3	4	5
8	Develop European Union wide legislation in civil and family matters, such as divorce, child custody or inheritance	1	2	3	4	5
9	Guarantee that judicial decisions in commercial matters, such as consumer rights or business disputes, are recognised throughout the European Union	1	2	3	4	5
10	Set up European Union-wide measures to simplify citizens' access to courts	1	2	3	4	5
11	Make eligibility for legal aid in one European Union country valid in all others	1	2	3	4	5
12	Set up a mediation network among European Union countries to make it easier for citizens to resolve cross-border disputes	1	2	3	4	5

**Now we can talk about the place of people belonging to minority groups in terms of race, religion and culture within British society.**

Q.17. For each of the following opinions, could you please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	It is a good thing for any society to be made up of people from different races, religions or cultures	1	2	3
2	The United Kingdom has always consisted of various cultural or religious groups	1	2	3
3	The United Kingdom's diversity in terms of race, religion or culture adds to its strengths	1	2	3
4	In order to be fully accepted members of British society, people belonging to these minority groups must give up their own culture	1	2	3
5	In order to be fully accepted members of British society, people belonging to these minority groups must give up such parts of their religion or culture which may be in conflict with British law	1	2	3
6	In order to be fully accepted members of British society, people belonging to minority groups must give up religious or cultural practices such as polygamy or female circumcision (N)	1	2	3
7	In two or three generations' time, people belonging to these minority groups will be like all other members of society	1	2	3
8	There is a limit to how many people of other races, religions or cultures a society can accept	1	2	3
9	The United Kingdom has reached its limits; if there were to be more people belonging to these minority groups we would have problems	1	2	3
10	Not everybody belonging to these minority groups wants to be a full member of British society	1	2	3
11	Whether people belonging to these minority groups can be fully accepted members of British society depends on which group they belong to	1	2	3
12	People belonging to these minority groups are so different, they can never be fully accepted members of British society	1	2	3

Q.18. For each of the following statements, please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Legally established immigrants from outside the European Union should have the same social rights as the British citizens	1	2	3
2	Legally established immigrants from outside the European Union should have the right to bring members of their immediate family in the United Kingdom	1	2	3
3	Legally established immigrants from outside the European Union should be sent back to their country of origin if they have been convicted of serious offences	1	2	3
4	Legally established immigrants from outside the European Union should be sent back to their country of origin if they are unemployed	1	2	3
5	Legally established immigrants from outside the European Union should all be sent back to their country of origin	1	2	3
6	Legally established immigrants from outside the European Union should be able to become naturalised easily	1	2	3
7	All illegal immigrants should be sent back to their country of origin without exception	1	2	3
8	Employers who hire illegal workers should be punished more severely	1	2	3
9	As regards illegal immigrants, whether they are allowed to stay in the United Kingdom should always depend on their personal circumstances	1	2	3
10	All immigrants, whether legal or illegal, and their children, even those who were born in the United Kingdom, should be sent back to their country of origin	1	2	3
11	The right to asylum in the United Kingdom should be easier to obtain	1	2	3



**Let's move to another topic: rail services.**

- Q.19. a.1) In the last twelve months, on average, how often have you used the train for journeys within the United Kingdom? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

**IF CODE 1 TO 4 IN Q.19.a.1, OTHERS GO TO Q.19.a.2.**

- b.1) For which purpose(s), have you used the train?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Q.19. a.2) In the last twelve months, on average, how often have you used the train for journeys to another country. Whether to be from the United Kingdom or from another EU country?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

**IF CODE 1 TO 4 IN Q.19.a.2, OTHERS GO TO Q.20.a.**

- b.2) For which purpose(s), have you used the train?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	Q.19.a.						Q.19.b.	
		EVERY DAY	ABOUT ONCE OR TWICE A WEEK	ABOUT ONCE OR TWICE A MONTH	LESS THAN ONCE A MONTH	NEVER	DK	FOR BUSINESS, WORK OR STUDY	FOR LEISURE, TOURISM OR OTHER PERSONAL REASONS
1	for journeys within the United Kingdom	1	2	3	4	5	6	1,	2,
2	for journeys to another country	1	2	3	4	5	6	1,	2,

**ASK ALL**

- Q.20. a) Do you tend to agree or tend to disagree with each of the following statements relating to rail services within the United Kingdom?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of rail services is good	1	2	3
2	The trains are frequent enough	1	2	3
3	The trains are punctual	1	2	3
4	Crime in trains is not common	1	2	3
5	There are very few train accidents in the United Kingdom	1	2	3
6	The trains are clean	1	2	3
7	The railway stations are clean	1	2	3
8	It is easy to travel with luggage	1	2	3
9	Information provided in trains is good	1	2	3
10	Catering facilities provided on trains are good	1	2	3
11	Facilities for people with reduced mobility or disabilities are good	1	2	3
12	It is easy to get to the railway stations	1	2	3
13	Ticket prices for trains in the United Kingdom are fair	1	2	3

- Q.20. b) Do you tend to agree or tend to disagree with each of the following statements relating to international rail services?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of international train services is good	1	2	3
2	Trains for international rail services are frequent enough	1	2	3
3	International trains are punctual	1	2	3
4	Crime on international trains is not common	1	2	3
5	There are very few international train accidents	1	2	3
6	International trains are clean	1	2	3
7	Railway stations for international rail services are clean	1	2	3
8	It is easy to travel with luggage on international trains	1	2	3
9	Information provided in international trains is good			
10	Catering facilities provided on international trains are good	1	2	3
11	International trains facilities for people with reduced mobility or disabilities are good	1	2	3
12	Ticket prices for international trains are fair	1	2	3

- Q.21. In general, when you plan to take the train, where do you get information about timetables?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

On the Internet..... 1,  
 By phone..... 2,  
 From a travel agency ..... 3,  
 In a railway station ..... 4,  
 Other (SPONTANEOUS) ..... 5,  
 I never get information about train timetables (SPONTANEOUS) ..... 6,  
 DK..... 7,

Q.22. For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of information about <u>domestic</u> rail services is good	1	2	3
2	Information about timetables for <u>domestic</u> rail services is good	1	2	3
3	Information about <u>domestic</u> train delays and cancellations is good	1	2	3
4	Information about the rights and obligations of <u>domestic</u> rail users is good	1	2	3
5	Information about <u>domestic</u> train fares is good	1	2	3
6	Information about booking <u>domestic</u> rail services is good	1	2	3
7	Information about luggage on <u>domestic</u> rail services is good	1	2	3
8	Information about complaint handling regarding <u>domestic</u> rail services is good	1	2	3
9	The overall quality of information about <u>international</u> rail services is good	1	2	3
10	Information about timetables for <u>international</u> rail services is good	1	2	3
11	Information about <u>international</u> train delays and cancellations is good	1	2	3
12	Information about the rights and obligations of <u>international</u> trains users is good	1	2	3
13	Information about <u>international</u> train fares is good	1	2	3
14	Information about booking <u>international</u> rail services is good	1	2	3
15	Information about luggage on <u>international</u> rail services is good	1	2	3
16	Information about complaint handling regarding <u>international</u> rail services is good	1	2	3

Q.23. In the last twelve months, have you personally made a complaint about the quality of the rail services, either to the railway company itself or to a complaint-handling body?

Yes ..... 1  
No ..... 2  
DK ..... 3

**IF "YES", CODE 1 IN Q.23., OTHERS GO TO Q.26.**

Q.24. Would you say that your complaint was handled very well, fairly well, neither well nor badly, fairly badly or very badly?

Very well ..... 1  
Fairly well ..... 2  
Neither well nor badly ..... 3  
Fairly badly ..... 4  
Very badly ..... 5  
DK ..... 6

**IF "FAIRLY BADLY" OR "VERY BADLY", CODE 4 OR 5 IN Q.24., OTHERS GO TO Q.26.**

Q.25. Why do you consider that your complaint was badly handled?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I got no reply ..... 1,  
I only got a reply after a long delay ..... 2,  
The reply did not address my complaint ..... 3,  
The reply did not accept my complaint ..... 4,  
My problem was not resolved ..... 5,  
Other reason (SPONTANEOUS) ..... 6,  
DK ..... 7,

**ASK ALL**

Q.26. For each of the following, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	If safety standards are met, competition is the best way to make the railways more efficient	1	2	3
2	As with air transport, low cost carriers should be able to operate international train services, if they comply with strict rules	1	2	3
3	Railway companies should co-operate more to improve international rail services	1	2	3
4	For all European high speed train services you should always be able to get a single ticket even if this involves several companies	1	2	3
5	International trains should be more frequent	1	2	3
6	If sleeping berths were offered at comparable prices as air transport, I would consider using trains for long trips	1	2	3
7	If the costs for car-sleeper trains were comparable to transport by car, I would consider using trains for long trips	1	2	3
8	If trains could carry multi purpose vehicles and caravans, I would consider using trains for long trips	1	2	3
9	The European Union should subsidise unprofitable international rail services	1	2	3

**Let's move to another topic: consumers but we are not talking here about food safety.**

- Q.27. a) Do you think that, as a consumer, you have a high level of protection in the United Kingdom?  
b) And, you, as a consumer in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4
b	in the other countries of the European Union	1	2	3	4

**The Single European Market allows free movement of products and services.**

- Q.28. As a consumer, do you think the Single European Market has a very positive, fairly positive, fairly negative, very negative or no effect on...? (SHOW CARD WITH SCALE)

	READ OUT	VERY POSITIVE	FAIRLY POSITIVE	FAIRLY NEGATIVE	VERY NEGATIVE	NO EFFECT	DK
1	the price of non-food products	1	2	3	4	5	6
2	the price of food products	1	2	3	4	5	6
3	the price of services	1	2	3	4	5	6
4	the quality of non-food products	1	2	3	4	5	6
5	the quality of services	1	2	3	4	5	6
6	the choice of non-food products	1	2	3	4	5	6
7	the choice of food products	1	2	3	4	5	6
8	the choice of services	1	2	3	4	5	6

- Q.29. Over the last 12 months, have you bought or ordered products or services for private use from shops or sellers located in another European Union country, or not?

Yes ..... 1  
No ..... 2  
DK ..... 3

**IF YES, CODE 1 IN Q.29., OTHERS GO TO Q.31.**

- Q.30. a) How did you buy or order them?  
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

**FOR EACH WAY IDENTIFIED IN Q.30.a.**

- b) What was the approximate total value of what you bought or ordered?  
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT		a) WAYS	b) TOTAL AMOUNT				
			LESS THAN £35	FROM £35 TO £70	FROM £70 TO £140	£140 OR MORE	DK
1	On a trip or trips primarily for shopping purposes	1,	1	2	3	4	5
2	On holiday or on a business trip, excluding items such as travel, accommodation, meals, leisure activities	2,	1	2	3	4	5
3	On the Internet	3,	1	2	3	4	5
4	By mail order, catalogue, telephone sales	4,	1	2	3	4	5
5	From a sales representative located in another European Union country, who came to visit you at home or your place of work	5,	1	2	3	4	5
6	DK	6,					



**ASK ALL**

- Q.31. a) In the last 12 months, have you seen or heard advertising or information coming from shops or sellers located in another European Union country in any of these ways?  
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
- b) Was it requested or not?

	READ OUT	Q.31.a.	Q.31.b.		
		SEEN OR HEARD ADVERTISING OR INFORMATION	REQUESTED	NOT REQUESTED	DK
1	No, I have not seen or heard advertising or information	1,			
2	Yes, by e-mail	2,	1	2	3
3	Yes, by post, personally addressed to you	3,	1	2	3
4	Yes, through leaflets left in your post box	4,	1	2	3
5	Yes, by telephone	5,	1	2	3
6	Yes, on the Internet (N)	6,	1	2	3
7	Yes, on television	7,	1	2	3
8	Yes, on the radio	8,			
9	Yes, in newspapers or magazines	9,			
10	Yes, other way (SPONTANEOUS)	10,			
11	DK	11,			

**ASK ALL**

- Q.32. Has the introduction of euro notes and coins made you more interested in buying from shops or sellers located in another European Union country, or not?

Yes..... 1

No ..... 2

DK..... 3

- Q.33. a) Do you think that the safety of non-food products is guaranteed or not in the United Kingdom?  
b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

- Q.34. a) Do you think that the safety of services offered to consumers is guaranteed or not in the United Kingdom?  
b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

- Q.35. a) Do you think that the legislation on consumer protection is applied in practice or not in the United Kingdom?  
b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

- Q.36. a) Do you think that, as a consumer, you have a high level of protection or not when you buy something on the Internet from a seller/company located in the United Kingdom?  
b) And, from a seller/company located in another country of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	NOT APPLICABLE (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4	5
b	in another country of the European Union	1	2	3	4	5

- Q.37. a) Do you think you can have access to ways of settling disputes or not when you buy products or services in the United Kingdom?
- b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in the United Kingdom	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

- Q.38. Are you aware of ways to settle disputes between consumers and suppliers of products or services other than going to Court? By this, I mean mediation, conciliation and arbitration.

Yes..... 1

No ..... 2

DK..... 3

- Q.39. a) Do you think you know enough about your rights, as a consumer, under British laws?
- b) And, as a consumer, under European laws?

	READ OUT	YES	NO	DK
a	British laws	1	2	3
b	European laws	1	2	3

- Q.40. a) Do you think that consumer associations have enough involvement in or should be more involved in formulating consumer protection policy in the United Kingdom?
- b) And, in the other countries of the European Union?

	READ OUT	ENOUGH INVOLVEMENT	MORE INVOLVED	DK
a	in the United Kingdom	1	2	3
b	In the other countries of the European Union	1	2	3

Q.41. Other than in consumer policy, do you think that your rights, as a consumer, are sufficiently taken into account in European policies such as agricultural policy, transport policy, energy policy, telecommunication policy or competition policy?

Yes ..... 1  
 No ..... 2  
 It depends (SPONTANEOUS) ..... 3  
 DK ..... 4

Q.42. In the last 3 years, have you bought any financial services from a firm located in another country of the European Union, or not? (INT.: BANK ACCOUNT, CREDIT CARD, CAR INSURANCE, HOME INSURANCE, LIFE INSURANCE, MORTGAGE, PERSONAL LOAN, STOCKS / SHARES, PRIVATE PENSION PLAN)

Yes ..... 1  
 No ..... 2  
 DK ..... 3

#### RE-CONTACT INFORMATION

##### IF "YES", CODE 1 IN Q.42.

A. Would you agree to being contacted by other researchers from Andrew Irving Associates to ask you further questions about financial services bought from a firm located in another country of the European Union?

Yes ..... 1  
 No ..... 2  
 DK ..... 3

##### IF YES, CODE 1 IN A.

B. In order to do this, we would need to pass on your name and telephone number to Andrew Irving Associates. They would only use it for research on this topic. Do you agree that we can pass your name and telephone number to Andrew Irving Associates?

Yes ..... 1  
 No ..... 2

**ASK ALL**

**Let's end the questionnaire with a final topic: Internet.**

Q.43. Which of the following do you use? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- A computer (N) ..... 1,  
The Internet, including emails..... 2,  
A mobile phone..... 3,  
A mobile phone with access to Internet (INT.: WAP) (N)..... 4,  
A Personal Organizer, Personal Digital Assistant (PDA ) such as Psion, Palm Pilot, etc. .... 5,  
TV ..... 6,

**IF "USE TV", ASK ITEMS 7, 8 AND 9, OTHERS GO TO Q.44.**

- (IF "USE TV") Cable TV..... 7,  
(IF "USE TV") Satellite TV ..... 8,  
(IF "USE TV") Digital TV ..... 9,  
None of these (SPONTANEOUS) ..... 10,  
DK ..... 11,

**IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.**

Q.44. Where do you use the Internet? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- At work..... 1,  
At home, for work purposes..... 2,  
At home, for other reasons ..... 3,  
At school..... 4,  
At university. .... 5,  
In a friend's house ..... 6,  
At a public Internet access point such as: a public office, a library,  
an Internet centre in the street..... 7,  
In Internet cafés/cyber cafés..... 8,  
Elsewhere (SPONTANEOUS) ..... 9,  
DK ..... 10,

**IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.**

- Q.45. How often do you use the Internet, including e-mail?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)
- Every day or nearly every day ..... 1
  - Several times a week ..... 2
  - Approximately once a week ..... 3
  - Approximately once a month ..... 4
  - Less often ..... 5
  - Other (SPONTANEOUS) (N) ..... 6
  - DK ..... 7

**IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.**

- Q.46. On average, how many hours per week do you spend on the Internet, including e-mail?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)
- Less than one hour ..... 1
  - Between 1 hour and up to 2 hours ..... 2
  - Over 2 hours and up to 5 hours ..... 3
  - Over 5 hours and up to 10 hours ..... 4
  - Over 10 hours and up to 20 hours ..... 5
  - Over 20 hours ..... 6
  - It depends (SPONTANEOUS) ..... 7
  - DK ..... 8

**IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.**

- Q.47. Why don't you use the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- I don't know exactly what it is ..... 1,
  - I have no time ..... 2,
  - I have no computer at home ..... 3,
  - I have no computer at work. .... 4,
  - The Internet connection is too expensive ..... 5,
  - Computers are too expensive ..... 6,
  - There is no public Internet access ..... 7,
  - Internet is too complicated ..... 8,
  - I don't know how to use a computer ..... 9,
  - There are technical barriers ..... 10,
  - The content is not useful for me ..... 11,
  - The Internet is not secure enough ..... 12,
  - There are language barriers ..... 13,
  - Problems with service provider ..... 14,
  - Other reasons (SPONTANEOUS) ..... 15,
  - Don't want to, not interested ..... 16,
  - DK ..... 17,

IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.

- Q.48. For you personally, what would encourage you to use the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- If computer training was offered that meets my needs ..... 1,
  - If free computer training was provided ..... 2,
  - If computers cost less ..... 3,
  - If there were subsidies or tax incentives for computer purchase. .... 4,
  - If Internet connection cost less ..... 5,
  - If there were public Internet access points in my area..... 6,
  - If there were free public Internet access points ..... 7,
  - If technical barriers were removed..... 8,
  - If I could find useful information more easily about the Internet..... 9,
  - If the Internet provided useful information for me ..... 10,
  - If more on-line government/public utilities were available..... 11,
  - If more on-line information about my local community was available ..... 12,
  - If more information was available in my native language ..... 13,
  - Nothing (SPONTANEOUS) ..... 14,
  - DK ..... 15,



**IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.**

- Q.49. In what way do you think the Internet would change your daily life?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- I would have more contact with people..... 1,
  - I would have less contact with people ..... 2,
  - I would feel more integrated where I live ..... 3,
  - I would feel less integrated where I live. .... 4,
  - I would be better informed about the relevant issues for my daily life..... 5,
  - I would be less informed about the relevant issues for my daily life ..... 6,
  - It would be easier for me to use public services/utilities ..... 7,
  - It would be more difficult for me to use public services/utilities..... 8,
  - I would save money..... 9,
  - I would spend more money..... 10,
  - I would participate in more groups or associations, including virtual communities (N) ..... 11,
  - I would participate in fewer groups or associations (N) ..... 12,
  - I would feel more included in society ..... 13,
  - I would feel less included in society..... 14,
  - Others (SPONTANEOUS)..... 15,
  - The Internet would not change my daily life (SPONTANEOUS)..... 16,
  - DK ..... 17,

**ASK ALL**

- Q.50. Which of the following information and services would you like to find on the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- |   |     |
|---|-----|
| How to contact different government offices.....          | 1,  |
| Recruitment services .....                                | 2,  |
| Educational tools .....                                   | 3,  |
| Health information and services. ....                     | 4,  |
| Housing information.....                                  | 5,  |
| Equal opportunity information .....                       | 6,  |
| Services and assistance to families and the youth .....   | 7,  |
| Services and assistance to people with disabilities ..... | 8,  |
| Services and assistance for low-income groups (M) .....   | 9,  |
| Information on pensions .....                             | 10, |
| Information about my local community .....                | 11, |
| Information about transport (N).....                      | 12, |
| Cultural items.....                                       | 13, |
| Tourism information.....                                  | 14, |
| Other (SPONTANEOUS).....                                  | 15, |
| None.....   | 16, |
| DK .....  | 17, |

**ASK ALL**

Q.51. Why do you or would you mainly use the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do my job.....	1,
To get a job or improve my job .....	2,
To search for and/or use educational and learning material .....	3,
To sell/buy or find information on products and services.....	4,
To get other information on free services, including tourism .....	5,
To read or listen to the news .....	6,
To access cultural sites .....	7,
To access local or national administration or public utilities .....	8,
To access health information and services .....	9,
To contact family and friends.....	10,
To get in contact with new people, chatrooms, forums.....	11,
For leisure activities, games .....	12,
To connect to communities/organisations on-line .....	13,
Nothing (I have/would have no reason) .....	14,
For other reasons (SPONTANEOUS).....	15,
DK .....	16,

**ASK ALL**

Q.52. Have you ever had any kind of computer training?

Yes.....	1
No .....	2
DK .....	3

**IF "YES", CODE 1 IN Q.52.**

**Q.53. Which kind? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)**

- At school..... 1,
- At university ..... 2,
- Paid for by employer..... 3,
- By public employment service. .... 4,
- At a vocational training institute ..... 5,
- In a centre for adult education ..... 6,
- At another public Internet centre/access point..... 7,
- Offered by a private sector training institute ..... 8,
- By family or friends ..... 9,
- By colleagues at work..... 10,
- Other training (SPONTANEOUS) ..... 11,
- DK ..... 12,

## DEMOGRAPHICS

- D.1. In political matters people talk of "the left" and "the right".  
How would you place your views on this scale? (SHOW CARD)  
(INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal ..... 11

DK ..... 12

### NO QUESTIONS D.2. TO D.6.

- D.7. Could you give me the letter which corresponds best to your own current situation?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married ..... 1  
Remarried ..... 2  
Unmarried, currently living with partner ..... 3  
Unmarried, having never lived with a partner ..... 4  
Unmarried, having previously lived with a partner, but now on my own ..... 5  
Divorced ..... 6  
Separated ..... 7  
Widowed ..... 8  
Other (SPONTANEOUS) ..... 9  
Refusal (SPONTANEOUS) ..... 10

- D.8. How old were you when you stopped full-time education? (INT.: IF "STILL STUDYING", CODE '00')

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### NO QUESTION D.9.

- D.10. Gender.

Male ..... 1  
Female ..... 2

- D.11. How old are you?

--	--

### NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

**IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.**

b) Did you do any paid work in the past? What was your last occupation?

	D.15.a. CURRENT OCCUPATION	D.15.b. LAST OCCUPATION
<b>NON-ACTIVE</b>	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>	5	1
Farmer		
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
<b>EMPLOYED</b>	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

**NO QUESTIONS D.16. TO D.18.**

D.19. Are you in your household, the person who contributes most to the household income?  
(READ OUT)

Yes..... 1

No ..... 2

Both equally ..... 3

DK..... 4

**NO QUESTION D.20.**

**IF "NO", CODE 2 IN D.19.**

D.21. a) What is the current occupation of the person who contributes most to the household income?

**IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.**

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness		
SELF EMPLOYED	5	1
Farmer		2
Fisherman		3
Professional (lawyer, medical practitioner, accountant, architect, etc.)		4
Owner of a shop, craftsmen, other self-employed person		5
Business proprietors, owner (full or partner) of a company	10	6
EMPLOYED		7
Employed professional (employed doctor, lawyer, accountant, architect)		8
General management, director or top management (managing directors, director general, other director)		9
Middle management, other management (department head, junior manager, teacher, technician)		10
Employed position, working mainly at a desk	15	11
Employed position, not at a desk but travelling (salesmen, driver, etc.)		12
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)		13
Supervisor		14
Skilled manual worker		15
Other (unskilled) manual worker, servant		16
NEVER DID ANY PAID WORK		15

**NO QUESTIONS D.22. TO D.24.**

- D.25. Would you say you live in a...? (READ OUT)
- |                                 |   |
|---------------------------------|---|
| rural area or village .....     | 1 |
| small or middle sized town..... | 2 |
| large town .....                | 3 |
| DK .....                        | 4 |

**NO QUESTIONS D.26. TO D.28.**

- D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)  
Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.
- |               |    |
|---------------|----|
| B.....        | 1  |
| T .....       | 2  |
| P .....       | 3  |
| F .....       | 4  |
| E .....       | 5  |
| H.....        | 6  |
| L .....       | 7  |
| N.....        | 8  |
| R.....        | 9  |
| M.....        | 10 |
| S .....       | 11 |
| K.....        | 12 |
| Refusal. .... | 13 |
| DK .....      | 14 |



## INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR	MINUTES
(INT.:USE 24 HOUR CLOCK)		

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent) ..... 1
- Three ..... 2
- Four ..... 3
- Five or more ..... 4

- P.5. Respondent cooperation
- Excellent ..... 1
- Fair ..... 2
- Average ..... 3
- Bad ..... 4

- P.6. Size of locality (LOCAL CODES)

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- P.7. Region (LOCAL CODES)

--	--

- P.8. Postal code

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

P.9. Sample point number

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

P.10. Interviewer number

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

P.11. Weighting factor

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

P.12. a) Fixed telephone available in the household?

Yes..... 1

No ..... 2

b) Mobile telephone available in the household?

Yes..... 1

No ..... 2

**NO P.13.**

**DO NOT ASK - OFFICE CODING**

P.14. Record the distance between the respondent's home and the nearest international border to get in the nearest country.

Less than 50 km..... 1

51 - 99 km ..... 2

100 - 199 km ..... 3

More than 200 km ..... 4