

**GREAT BRITAIN**

**RESEARCH SURVEY 54.0**

QUOTA NO: (Use leading zeros)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Post Code:

TELEPHONE NUMBER: \_\_\_\_\_

OCCUPATION OF CHIEF INCOME EARNER*	*NB	CODE FOR CLASS												
<b>QA. Which member of your household, either yourself or related to you, would you say is the CHIEF INCOME EARNER, that is the person with the largest income, whether from employment, pensions, state benefits, investments or any other source?</b>  Self <input type="checkbox"/> Spouse/Partner <input type="checkbox"/> Other adult (specify) <input type="checkbox"/> _____														
<b>QB. Is the CHIEF WAGE EARNER</b> Working (either full or part time) ..... 1 Retired/not working with PRIVATE PENSIONS/MEANS..... 2 <i>ASK QC</i> Unemployed less than 6 months ..... 3 Unemployed more than 6 months ..... 4 Retired with STATE BENEFIT/PENSION ONLY ..... 5 <i>CODE SOCIAL GRADE AS "E"</i> Not working with STATE BENEFIT ONLY ..... 6 Student ..... 7 <i>ASK QC</i>	1 If two or more related people in household have equal income, code the person who is the <u>oldest</u> .  2 Treat couples living together as married, therefore related.  3 Take respondent's occupation if <u>not</u> related to others in household.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">A</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">B</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">C1</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="text-align: center;">C2</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">D</td> <td style="text-align: center;">5</td> </tr> <tr> <td style="text-align: center;">E</td> <td style="text-align: center;">6</td> </tr> </table>	A	1	B	2	C1	3	C2	4	D	5	E	6
A	1													
B	2													
C1	3													
C2	4													
D	5													
E	6													
<b>QC. OCCUPATION OF CHIEF INCOME EARNER</b> Job title: _____ Job Description _____ Industry _____ Size of company _____ Qualifications _____ If manager/supervisor/self-employed - Number of people responsible for _____														

**INTERVIEWER'S DECLARATION:**

I declare that the interview was carried out in accordance with the written instructions and within the MRS Code of Conduct, with the person named above who previously was unknown to me.

INTERVIEWER'S SIGNATURE: \_\_\_\_\_

INTERVIEWER'S NAME (PLEASE PRINT) \_\_\_\_\_

INTERVIEWER'S NUMBER:

DATE: \_\_\_\_\_ 2000

CA  SE  
 DP  MB  
 FIELD  SS  
 EXEC  JR

**INTRODUCTION**

Good morning/afternoon/evening. My name is .... from INRA UK, an independent market research company (SHOW ID CARD). We are carrying out a survey in this area, and would be grateful if you could help by answering some questions.

HOUR		MINUTES	

RECORD INTERVIEW START TIME

**CHECK QUOTAS**

**RESPONDENT:**

**Sex:**

Male	1
Female	2

**Age:**

15 - 24	1
25 - 34	2
35 - 54	3
55 +	4

**Working Status:**

Full time	1
Part time/not working	2

Q1. What is your nationality? Please tell me the country (or countries) that apply. **(MULTIPLE ANSWERS POSSIBLE)**

Belgium	1(17)	
Denmark	1(18)	
Germany	1(19)	
Greece	1(20)	
Spain	1(21)	
France	1(22)	
Ireland	1(23)	
Italy	1(24)	
Luxembourg	1(25)	
Netherlands	1(26)	
Portugal	1(27)	
United Kingdom (Great Britain, Northern Ireland)	1(28)	
Austria	1(29)	
Sweden	1(30)	
Finland	1(31)	Q2
Other countries	1(32)	
Don't know	1(33)	CLOSE

EB53.0 Q.1 TREND

Q2. How well informed do you feel about the single European currency, that is the euro? Do you feel you are... **(READ OUT)**

	(34)	
Very well informed	1	
Well informed	2	
Not very well informed	3	
Not at all informed	4	
Don't know	5	

EB52.0 - Q.51 - TREND

Q3. Personally, would you say that the single European currency, the euro, is a topic that you are very interested in, fairly interested in, not very interested in or not at all interested in?

	(35)	
Very interested in	1	
Fairly interested in	2	
Not very interested in	3	
Not at all interested in	4	
Don't know	5	

EB52.0 - Q.53 - TREND

Q4. From what you have heard or read, has the value of the euro been irreversibly fixed against the pound?

	(36)	
Yes	1	
No	2	
Don't know	3	

EB52.0 - Q.54 - TREND

**NO Q.5**

BLANK (37-45)

ASK ALL

Q6a) From what you have heard or read, when will it be possible to pay in euro by cheque or by card in the UK? (SHOW CARD - ONE ANSWER ONLY)

Q6b) And in other European Union countries participating in the euro? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a. in the UK	b. in other European Union countries participating in the euro
	(46)	(47)
A. It has been possible, since the 1 <sup>st</sup> of January 1999	1	1
B. It has been possible, since the 1 <sup>st</sup> of January 2000	2	2
C. From 1 <sup>st</sup> January 2001	3	3
D. From 1 <sup>st</sup> January 2002	4	4
E. Later	5	5
F. Never (SPONTANEOUS)	6	6
G. Don't know	7	7

EB52.0 - Q.56 - TREND

Q7. From which month in which year do you think it will no longer be possible to pay in pounds? (IF "DK", CODE: 00.0000; IF "ALWAYS POSSIBLE TO PAY IN POUNDS. CODE: 99.9999)

		•				
MONTH (48-49)			YEAR (50-52)			

EB54.0 - NEW

**NO Q8 - Q22**

BLANK (53-102)

Q23. For each of the following aspects linked to the introduction of euro coins and notes, would you say you are very worried, fairly worried, not very worried or not at all worried? (SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	FAIRLY WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DON'T KNOW	
1. Not recognising the different euro coins and notes	1	2	3	4	5	(103)
2. Being cheated when getting your change	1	2	3	4	5	(104)
3. Being cheated by retailers when they set prices in euro	1	2	3	4	5	(105)
4. Having difficulties in comparing prices in euro between shops	1	2	3	4	5	(106)
5. Having difficulties in remembering prices in euro	1	2	3	4	5	(107)
6. Making a mistake in mentally converting euro into pounds	1	2	3	4	5	(108)
7. Having difficulties in understanding your bills, your pay slip or your statements in euro	1	2	3	4	5	(109)
8. Making a mistake in mentally converting pounds into euro	1	2	3	4	5	(110)

EB52.0 - Q.75 - TREND MODIFIED

Q24. 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	DON'T KNOW	
1. Banks give enough information about management of bank accounts	1	2	3	(111)
2. Having a bank account is very expensive	1	2	3	(112)
3. It is very difficult to win in a dispute with a bank	1	2	3	(113)
4. Buying on credit is more useful than dangerous	1	2	3	(114)
5. You never know beforehand how much it is going to cost to borrow money	1	2	3	(115)
6. You can borrow as much as you like, there are no real checks	1	2	3	(116)
7. The problem of borrowing more than you can pay back does not exist in the UK	1	2	3	(117)
8. Financial institutions clearly explain the way their mortgages work and the risks involved	1	2	3	(118)
9. It is very difficult to compare the conditions linked to different mortgage options	1	2	3	(119)
10. It is very difficult to win in a dispute with insurance companies	1	2	3	(120)
11. With insurance policies, you never know in advance how well you are covered	1	2	3	(121)

EB52.0 - Q.76 - TREND MODIFIED

Q25. In your opinion, in general, does the current UK legislation ensure or not .....?

READ OUT	YES	NO	DON'T KNOW	
1. The transparency of financial information	1	2	3	(122)
2. The protection of consumers' rights	1	2	3	(123)
3. A possible recovery action against banks and insurance companies	1	2	3	(124)
4. Security when making a transaction	1	2	3	(125)
5. The protection of confidential information	1	2	3	(126)

EB52.0 - Q.77 - TREND SLIGHTLY MODIFIED

Q26. Each member state has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not? (IF YES) Totally or in part?

	(127)	
No	1	
Yes, totally	2	
Yes, in part	3	
Don't know	4	

EB52.0 - Q.78 - TREND MODIFIED

Q27 The opening up of markets and technological developments such as Telephone Banking, the Internet, etc. allows us increasingly to use remote banking and financial services. In your opinion, does the current UK legislation ensure or not ?

READ OUT	YES	NO	DON'T KNOW	
1. The transparency of financial information	1	2	3	(128)
2. The protection of consumers' rights	1	2	3	(129)
3. The protection of confidential information	1	2	3	(130)
4. Security when making a transaction	1	2	3	(131)
5. A possible recovery action against banks and insurance companies	1	2	3	(132)

EB52.0 - Q.79 - TREND

Q28. The marketing of financial services in the market implies continuously introducing new technologies and techniques. In your opinion, is it necessary or not to take measures in the European Union to protect consumers in the use of these new technologies? (IF YES) Totally or in part?

No	1	(133)
Yes, totally	2	
Yes, in part	3	
Don't know	4	

EB52.0 - Q.80 - TREND MODIFIED

Q29. In your opinion, are there obstacles preventing consumers from using financial services anywhere in the European Union?

(IF YES) Which ones? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, no obstacles	1(134)
Yes, lack of information	1(135)
Yes, bad information	1(136)
Yes, too risky	1(137)
Yes, necessary to have large amounts to invest	1(138)
Yes, difficulties due to distance	1(139)
Yes, poor legal protection in the event of problems	1(140)
Yes, language problems	1(141)
Others (SPONTANEOUS)	1(142)
Don't know	1(143)

EB52.0 - Q.81 - TREND

Q30a) Which one of the following means of payment do you prefer to use to pay for an important purchase in the UK? By important purchase, I mean a purchase of at least £65.00 (SHOW CARD - ONE ANSWER ONLY)

Q30b) And what means of payment do you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	a. in the UK	b. in another member country
	(144)	(145)
1. Cash	1	1
2. Electronic purse	2	2
3. Cheque	3	3
4. Credit Card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or debit card (SUCH AS: SWITCH CARD)	4	4
5. Bank transfer	5	5
6. Postal transfer	6	6
7. Other form of payment (SPONTANEOUS)	7	7
8. Don't know	8	8
9. Never bought anything in another member country (SPONTANEOUS)		9

EB52.0 - Q.82a&b - TREND MODIFIED (LIST ITEMS)

**Q31 a) (IF CODES 1,2,3,4,5 OR 6 IN Q.30a)**

For which reasons do you prefer to use this means of payment in the UK?  
**(SHOW CARD - SEVERAL ANSWERS POSSIBLE)**

**Q31 b) (IF CODES 1,2,3,4,5, OR 6 IN Q.30b)**

Why do you prefer to use this means of payment in another member country of the European Union ?  
**(SHOW CARD - SEVERAL ANSWERS POSSIBLE)**

	a. in the UK	b. in another member country
1. Because the price is good	1 (146)	1 (154)
2. Because it is easy	1 (147)	1 (155)
3. To avoid the risks of a dispute	1 (148)	1 (156)
4. To avoid the risk of loss or theft	1 (149)	1 (157)
5. To avoid being attacked	1 (150)	1 (158)
6. For safety reasons, for example, because there is a confidential code or a PIN code	1 (151)	1 (159)
7. Other (SPONTANEOUS)	1 (152)	1 (160)
8. Don't know	1 (153)	1 (161)

EB52.0 - Q.83 - TREND SLIGHTLY MODIFIED

**ASK ALL**

**Q32.** Have you ever made payments, by telephone, by computer, by Internet, etc.? **(IF YES)** Have you ever made such payments using a card with a confidential code, for example, a PIN code or not?

	(162)
No	1
-----	-----
Yes, already paid this way BUT WITHOUT a card using a confidential code	2
Yes, already paid this way WITH a card using a confidential code	3
Don't know	4

EB52.0 - Q.84 - TREND

**(IF 'NO', CODE 1 IN Q.32)**

**Q33** Why have you never made such payments this way? **(SHOW CARD - READ OUT - ONE ANSWER ONLY)**

	(163)
I do not have a payment card	1
I have never had the opportunity to	2
I do not think it's safe	3
I am not interested in paying that way	4
I can't remember my confidential code, or PIN code (SPONTANEOUS)	5
Other (SPONTANEOUS)	6
Don't know	7

EB47.0 - Q.61 - TREND MODIFIED

**ASK ALL**

**Q34a)** Would you be ready to use a pre-paid card, an electronic purse such as ELECTRON CARD to pay for a minor purchase in the UK, such as a newspaper or a loaf of bread?

**Q34b)** And when you travel abroad?

READ OUT	YES	NO	DOES NOT EXIST (SPONTANEOUS)	DON'T KNOW	
a) In the UK	1	2	3	4	(164)
b) Abroad	1	2	3	4	(165)

EB47.0 - Q.62 - TREND

- 2.35. a) Do you have a savings account, that is a deposit account which pays interest but does not have a payment card or a cheque book, with ...? (IF "YES", GO TO NEXT OUTLET)  
b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	YES	IF NO				
		NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/DON'T KNOW	
1. A bank	1	2	3	4	5	(166)
2. A savings bank	1	2	3	4	5	(167)
3. A building society	1	2	3	4	5	(168)
4. The post office	1	2	3	4	5	(169)

EB54.0 - NEW

- Q36. a) Do you have a current account, that is an account with a payment card or a cheque book, with ...?  
(IF "YES", GO TO NEXT OUTLET)  
b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	YES	IF NO				
		NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/DON'T KNOW	
1. A bank	1	2	3	4	5	(170)
2. A savings bank	1	2	3	4	5	(171)
3. A building society	1	2	3	4	5	(172)
4. The post office	1	2	3	4	5	(173)

EB54.0 - NEW

- 2.37. Do you have a ...?

READ OUT	YES	NO	DON'T KNOW	
1. Cheque Book	1	2	3	(174)
2. Credit Card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3	(175)
3. Another type of bank card (e.g. SWITCH CARD)	1	2	3	(176)

EB54.0 - NEW

- Q38. a) Do you have a mortgage lasting...?

READ OUT	YES	NO	DON'T KNOW	
1. Less than 10 years	1	2	3	(177)
2. 10 to 20 years	1	2	3	(178)
3. More than 20 years	1	2	3	(179)

EB52.0 - Q.88.b - TREND MODIFIED

- Q38. b) Do you personally have .....

READ OUT	YES	NO	DON'T KNOW	
1. A loan lasting more than 12 months to buy a car	1	2	3	(180)
2. A loan lasting more than 12 months to buy something else	1	2	3	(181)
3. An overdraft facility on a current account	1	2	3	(182)

EB 52.0 - Q.88 - TREND MODIFIED

D15a) What is your current occupation? **MUST BE ONE CODE**b) **(IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15a )** Did you do any paid work in the past? What was your last occupation? **MUST BE ONE CODE**

	D15(a) CURRENT OCCUPATION	D15(b) LAST OCCUPATION
<b>NOT WORKING</b>	(183-184)	(185-186)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.15b	
Retired or unable to work through illness	04	
<b>SELF EMPLOYED</b>		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
<b>NEVER DID ANY PAID WORK</b>		15

## NOW, LET'S TALK ABOUT ANOTHER TOPIC.

- Q.39. Do you use a computer ...
- ... (IF CODE 5 TO 18 IN D.15.a ON PAGE 8) at work?
  - ... (IF CODE 5 TO 18 IN D.15.a ON PAGE 8) and at home, for your work?
  - ... (ASK ALL) at home, but for other reasons than for your work?
  - ... (ASK ALL) at school or university?

	Yes	No	Don't Know	
a. At work	1	2	3	(187)
b. At home, for your work	1	2	3	(188)
c. At home, but for other reasons than for your work	1	2	3	(189)
d. At school or university	1	2	3	(190)

EB54.0 NEW

IF "NO" OR "DK" IN Q.39.a AND Q.39.b AND Q.39.c AND Q.39.d, GO TO Q.46  
 IF AT LEAST ONCE "YES", CODE 1 IN Q.39.a OR Q.39.b OR Q.39.c OR Q.39.d, GO TO Q.39.e

Q39e What do you use a computer for? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Word processing	1 (191)
Accounting, statistics, calculations, etc.	1 (192)
Preparing presentations	1 (193)
Other graphics or visual applications	1 (194)
Playing games	1 (195)
Buying or booking something on-line	1 (196)
E-mail	1 (197)
Chatrooms and forums	1 (198)
Multimedia like CD-Rom or DVD	1 (199)
Watching TV or listening to radio via the Internet	1 (200)
Building your own Website	1 (201)
Looking for a job on the Internet	1 (202)
Searching for information about local or national government or about public utilities and services via the Internet	1 (203)
Searching for other information via the Internet	1 (204)
Other (SPONTANEOUS)	1 (205)
Don't know	1 (206)

EB54.0 NEW

Q40 Where did you learn how to use a computer? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At school	1 (207)
At university	1 (208)
At work on your own or with the assistance of colleagues	1 (209)
At work in a training course organised in-house	1 (210)
In a job placement	1 (211)
At a meeting of a club or special interest group	1 (212)
At a friend's place	1 (213)
At home on your own	1 (214)
In a training course paid for by your employer	1 (215)
In a training course paid for by a government agency	1 (216)
In a training course paid for by yourself	1 (217)
In an Internet café/ a cybercafé	1 (218)
In a public office or place like a library	1 (219)
Other (SPONTANEOUS)	1 (220)
Don't know	1 (221)

EB34.2 - Q.59 - TREND MODIFIED

Q41 Why did you learn how to use a computer? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do my job	1 (222)
To keep my job	1 (223)
To get a job	1 (224)
To get a promotion in my job	1 (225)
To search for educational material and documents	1 (226)
To communicate by e-mail with family or friends	1 (227)
To buy products and services on the Internet	1 (228)
To get free products, free services or free softwares via the Internet	1 (229)
To get access to local or national administrations or public utilities via the Internet	1 (230)
To get access to other information via the Internet	1 (231)
Other (SPONTANEOUS)	1 (232)
Don't know	1 (233)

EB54.0 - NEW

**Q42** Which, if any, of these computer training qualifications do you have? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Degree in computer science	1 (234)
School certificate in the use of computers	1 (235)
Certificate in the use of computers from a public training institution	1 (236)
Certificate in the use of computers from a private company	1 (237)
Certificate in the use of computers as a result of distance learning	1 (238)
Other (SPONTANEOUS)	1 (239)
None (SPONTANEOUS)	1 (240)
Don't know	1 (241)

EB54.0 - NEW

**Q43a** (IF CODE 5 TO 18 IN D.15.a PAGE 8 ASK Q.43.a, OTHERS GO TO Q.46) Have you ever had computer training for your job, or not? IF "YES", CONTINUE WITH Q.43.b, IF "NO" GO TO Q.44)

	(242)
Yes	1
No	2
Don't know	3

EB54.0 - NEW

IF "YES", CODE 1 IN Q.43.a, ASK Q.43.b,c,d,e

- Q.43.**
- b) Did your last computer training take place in your work place, or not?
  - c) Was your last computer training organised by an external training institute, or not?
  - d) Was it organised within your normal working hours, or not?
  - e) Was it paid for by your employer, or not?

READ OUT	YES	NO	DON'T KNOW	
b. In your work place	1	2	3	(243)
c. Organised by an external training institute	1	2	3	(244)
d. Within your normal working hours	1	2	3	(245)
e. Paid for by your employer	1	2	3	(246)

EB54.0 - NEW

**Q44** (IF CODE 5 TO 18 IN D.15.a ON PAGE 8) In your opinion, how important is it to be able to use a computer in your job? Is it very important, fairly important, not very important or not at all important?

	(247)
Very important	1
Fairly important	2
Not very important	3
Not at all important	4
Don't know	5

EB54.0 - NEW

**Q45a (IF CODE 5 TO 18 IN D.15.a ON PAGE 8) Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not? (IF YES) Regularly or occasionally?**

- No
- Yes, regularly
- Yes, occasionally
- Don't know

(248)	
1	
2	
3	
4	

EB54.0 - NEW

**Q45b (IF "REGULARLY" OR "OCCASIONALLY", CODE 2 OR 3 IN Q.45.a) In what ways does telework affect you personally? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)**

- You are more productive in your job
- You are less productive in your job
- It increases the sense of autonomy in your job
- It decreases the sense of autonomy in your job
- You have more social interaction
- You have less social interaction
- It is easier to combine work and private life
- It is more difficult to combine work and private life
- It reduces the need to commute
- It increases the need to commute
- Other (SPONTANEOUS)
- Don't know

1 (249)	
1 (250)	
1 (251)	
1 (252)	
1 (253)	
1 (254)	
1 (255)	
1 (256)	
1 (257)	
1 (258)	
1 (259)	
1 (260)	

EB54.0 - NEW

**Q45c (IF "NO", CODE 1 IN Q.45.a) In what ways do you think teleworking would affect you personally? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)**

- You would be more productive in your job
- You would be less productive in your job
- It would increase the sense of autonomy in your job
- It would decrease the sense of autonomy in your job
- You would have more social interaction
- You would have less social interaction
- It would be easier to combine work and private life
- It would be more difficult to combine work and private life
- It would reduce the need to commute
- It would increase the need to commute
- Other (SPONTANEOUS)
- Don't know

1 (261)	
1 (262)	
1 (263)	
1 (264)	
1 (265)	
1 (266)	
1 (267)	
1 (268)	
1 (269)	
1 (270)	
1 (271)	
1 (272)	

EB54.0 - NEW

**ASK ALL**

Q46. In your opinion, how important is it to be able to use a computer in your daily life? Is it very important, fairly important, not very important or not at all important?

	(273)	
Very important	1	
Fairly important	2	
Not very important	3	
Not at all important	4	
Don't know	5	

EB54.0 - NEW

Q47a Do you use e-mail and/or the Internet, or not?

	(274)	
Yes	1	
No	2	
Don't know	3	

EB54.0 - NEW

Q47b IF "YES", CODE 1 IN Q.47.a) Where do you use it? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At home	1 (275)	
At work	1 (276)	
At school	1 (277)	
At university	1 (278)	
In a friend's house	1 (279)	
In a public office or place like a library	1 (280)	
In Internet cafés/cybercafés	1 (281)	
Elsewhere (SPONTANEOUS)	1 (282)	
Don't know.	1 (283)	

EB54.0 - NEW

Q48a (IF USING E-MAIL/THE INTERNET AT WORK, CODE 2 IN Q.47.b) Has using a computer, the e-mail/the Internet changed the way you work, or not?

	(284)	
Yes	1	
No	2	
Don't know	3	

EB54.0 - NEW

Q48b (IF "YES", CODE 1 IN Q.48.a) In what way? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You have more contacts with people outside your company	1 (285)
You have less contacts with people outside your company	1 (286)
You work more closely with your colleagues	1 (287)
You work less closely with your colleagues	1 (288)
You use more skills in your job	1 (289)
You use less skills in your job	1 (290)
You have more responsibilities in your job	1 (291)
You have less responsibilities in your job	1 (292)
You carry out more tasks in one day	1 (293)
You carry out less tasks in one day	1 (294)
It is easier to combine work and private life	1 (295)
It is more difficult to combine work and private life	1 (296)
You made savings, notably on mail	1 (297)
Other (SPONTANEOUS)	1 (298)
Don't know	1 (299)

EB54.0 - NEW

**DEMOGRAPHICS**

NO QUESTIONS D1 TO D7

D8. How old were you when you stopped full-time education? (IF STILL STUDYING : CODE 00 - GO TO D.10)

(300-301)

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*EB52.1 - D.8 - DEMO TREND*

NO QUESTION D9

D10. SEX:

(302)	
Male	1
Female	2

*EB52.1 - D.10 - DEMO TREND*

D11 How old are you? IF REFUSED, ESTIMATE AGE

(303-304)

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*EB52.1 - D.11 - DEMO TREND*

D.12. How many people live in your household, including yourself, all adults and children?

D.13. How many children under 15 are currently living at home?

	D12 PEOPLE	D13 CHILDREN
	(305)	(306-307)
1	1	01
2	2	02
3	3	03
4	4	04
5	5	05
6	6	06
7	7	07
8	8	08
9 or more	9	09
None		10

*EB52.1 - D.12 & D.13- DEMO TREND*

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.

(308-309)	
B	01
T	02
P	03
F	04
E	05
H	06
L	07
N	08
R	09
M	10
S	11
K	12
Refusal	13
Don't know	14

*EB52.1 - D.29 - DEMO TREND*

NO QUESTION D14 AND D16 TO D28

