GREAT BRITAIN

INRA UK 7321

INTERNATIONAL RESEARCH ASSOCIATES (UK) LTD MONARCH HOUSE VICTORIA ROAD LONDON W3 6RZ

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RESEARCH SURVEY 52.1

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Q1.

INTRODUCTION

Good morning/afternoon. 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

			–
What is your nationality? Please tell me the country (or countries) that apply. (MULTIPLE ANSWERS POSSIBLE)			
Belgium	1(18)		-
Denmark	1(19)		_
Germany	1(20)		
Greece	1(21)		_
Spain	1(22)		
France	1(23)		_
Ireland	1(24)		
Italy	1(25)		-
Luxembourg	1(26)		
Netherlands	1(27)		-
Portugal	1(28)		
United Kingdom (Great Britain, Northern Ireland)	1(29)		-
Austria	1(30)		
Sweden	1(31)		-
Finland	1(32)	Q2	
Other countries	1(33)	CLOSE	-
Don't know	1(34)		
			٠

EB52.0 Q.1 TREND

To start with, let's talk about science and technology.

I am going to read out a list of areas in which new technologies are currently developing. For each of these areas, do you think it will improve our way of life in the next 20 years, it will have no effect, or it will make things worse?

READ OUT	WILL IMPROVE	NO EFFECT	WILL MAKE THINGS WORSE	DON'T KNOW
1. Solar Energy	1	2	3	4
2. Computers & information technology	1	2	3	4
3. Biotechnology	1	2	3	4
4. Telecommunications	1	2	3	4
5. New materials or substances	1	2	3	4
6. Space exploration	1	2	3	4
7. The Internet	1	2	3	4
8. Nuclear energy	1	2	3	4

EB46.1 - Q.6 - TREND MODIFIED

Q3a Please tell me what comes to your mind when you think about modern biotechnology in a broad sense, that is including genetic engineering?

(INT.: WRITE VERBATIM IN FULL, IN GRID BELOW, PROMPT: "ANYTHING ELSE"?, AFTER EACH WORD OR SENTENCE)

EB46.1 - Q7 - TREND

Q3b (INT: READ BACK EACH RESPONSE EXCLUDING 'DON'T KNOW' AND ASK)

Do you have a positive, negative or neutral opinion about it?

Q.3a WRITE IN:		POSITIVE	NEGATIVE	NEUTRAL	DON'T KNOW	
1.						
	(43)	1	•	3		
2.		1	2		4	(48)
	(44)					
3.		1	2	3	4	(49)
3.	(45)					
		1	2	3	4	(50)
4.						
	(46)			2		
		1	2	3	4] (51)
5.	(47)					
		1	2	3	4	(52)

EB52.1 - NEW

For the rest of the interview, we are using the term "modern blotechology" in the broad sense, that is including genetic engineering.

Q4 For each of the following statements, please tell me whether you think it is true or false.

READ OUT	TRUE	FALSE	DON'T KNOW
1. There are bacteria which live from waste water	1	2	3
Ordinary tomatoes do not contain genes while genetically modified tomatoes do	1	2	3
3. The cloning of living things produces exactly identical offspring	1	2	3
 By eating a genetically modified fruit, a person's genes could also become modified 	1	2	3
5. It is the father's genes that determine whether a child is a girl	1	2	3
6. Yeast for brewing beer consists of living organisms	1	2	3
7. It is possible to find out in the first few months of pregnancy whether a child will have Down's Syndrome	1	2	3
 Genetically modified animals are always bigger than ordinary ones 	1	2	3
More than half of the human genes are identical to those of chimpanzees	1	2	3
10. It is impossible to transfer animal genes into plants	1	2	3
11. Criminal tendencies are mainly genetically inherited	1	2	3
12. Musical abilities are mainly learnt	1	2	3

EB46.1 - TREND MODIFIED

And now we will turn to applications which are coming out of modern biotechnology.

Q.5a) Please tell me whether you have heard of this application of biotechnology before, or not?

INT.: READ OUT FIRST ITEM (Use modern biotechnology in the production of foods.........) AND ONLY CIRCLE COLUMN 5a) ROW 1 IN THE GRID IF THE ANSWER IS "YES". NOW READ OUT THE SECOND ITEM (Taking genes from plant species........) AND ONLY CIRCLE COLUMN 5a) ROW 2 IN THE GRID IF THE ANSWER IS "YES". USING THE SAME PROCEDURE READ OUT ITEMS 3-7 AND ASK 5A).

b) Could you please tell me whether you definitely agree, tend to agree, tend to disagree or definitely disagree that this application is useful for society?

NOW SHOW THE RESPONDENT THE SHOW CARD AND ASK b), c), d), e) WITH REGARDS TO ITEM 1 AND CIRCLE THE APPROPRIATE NUMBER IN THE GRID (I.E 1 = DEFINITELY AGREE 2 = TEND TO AGREE 3 = TEND TO DISAGREE 4 = DEFINITELY DISAGREE 5 = DK) IN THE COLUMN/ROW ALLOCATED FOR THAT QUESTION/ITEM I.E. EITHER COLUMN b), c), d), or e)/ROW 1, 2, 3, 4, 5, 6 OR 7

- And to what extent do you agree that this application is a risk for society?
- d) And to what extent do you agree that this application is morally acceptable?
- e) And to what extent do you agree that this application should be encouraged?

TO CLARIFY, YOU SHOULD HAVE ASKED THE QUESTIONS IN THE ORDER BELOW.

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

ITEM 1 b,c,d,e,

ITEM 2 b,c,d,e,

ITEM 3 b,c,d,e

ITEM 4 b,c,d,e,

ITEM 5 b,c,d,e

ITEM 6 b,c,d,e,

ITEM 7 b,c,d,e

ITEM NO:	READ OUT	a) HEARD OF	b) USEFUL	c) IS A RISK	d) NORMALLY ACCEPTABLE	e) ENCOURAGED
1	Use modern biotechnology in the production of foods, for example to make them higher in	1 (65)	(72) 1 2 3 4 5	(73)	(74)	(75)
	protein, keep longer or change the taste			12345	12345	12345
	Taking genes from plant species and		(76)	(77)	(78)	(79)
2	transferring them into crop plants, to make them more resistant to insect pests	1 (66)	12345	1 2 3 4 5	12345	12345
	Introducing human genes into bacteria to	1	(80)	(81)	(82)	(83)
3	produce medicines or vaccines, for example to produce insulin for diabetics	1 (67)	12345	12345	1 2 3 4 5	12345
,,	Cloning human cells or tissues to replace a		(84)	(85)	(86)	(87)
4	patient's diseased cells that are not functioning properly	1 (68)	12345	12345	12345	12345
	Cloning animals such as sheep to get milk		(88)	(89)	(90)	(91)
5	which can be used to make medicines and vaccines	1 (69)	12345	1 2 3 4 5	12345	12345
	Using genetic testing to detect diseases we	1	(92)	(93)	(94)	(95)
6	might have inherited from our parents such as cystic fibrosis	1 (70)	12345	12345	12345	12345
7	Developing genetically modified bacteria to	1	(96)	(97)	(98)	(99)
,	clean up slicks of oil or dangerous chemicals (N)	1 (71)	12345	12345	12345	12345

EB46.1 - Q10 - TREND MODIFIED

0.6. Now let's talk about cloning animals, for instance to get milk which can be used to make medicines and vaccines. From now on I am going to call this cloning. Please tell me whether you strongly agree, somewhat agree, neither agree nor disagree, somewhat disagree or strongly disagree with each of the following statements? (SHOW CARD WITH SCALE)

·	READ OUT	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE NOR DISAGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW	
1.	Cloning animals will bring benefits to a lot of people	1	2	3	4	5	6	(100)
2.	Deciding on the issue of cloning animals is so complex that public consultation about it is a waste of time	1	2	3	4	5	6	(101
3.	Cloning animals threatens the natural order of things	1	2	3	4	5	6	(102
4.	If the majority of people were in favour of cloning animals, then it should be allowed	1	2	3	4	5	6	(103
5.	Cloning animals is simply not necessary	1	2	3	4	5	6	(104
6.	The risks from cloning animals are acceptable	1	2	3	4	5	6	(105
7.	Whatever the risks from cloning animals, you can avoid them if you really want to	1	2	3	4	5	6	(106
8.	Even if cloning animals has benefits it is fundamentally unnatural	1	2	3	4	5	6	(107
9.	If anything went wrong with cloning animals, it would be a worldwide catastrophe	1	2	3	4	5	6	(108
10.	I dread the idea of cloning animals	1	2	3	4	5	6	(109
11.	Cloning animals poses no danger for future generations	1	2	3	4	5	6	(110
12.	Of all the risks we face these days, the risk from cloning animals is quite small	1	2	3	4	5	6	(111
13.	Even if it means missing out on some of its benefits, cloning should be introduced more gradually	1	2	3	4	5	6	(112

EB52.1 - NEW

Q7 For each of the following statements, please tell me if you tend to agree or tend to disagree?

REA	D OUT	TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1.	I would buy genetically modified fruits if they tasted better	1	2	3	(113)
2.	I would pay more for non GM food	1	2	3	(114)
3.	I would sign a petition against biotechnology	1	2	3	(115)
4.	I would be prepared to take part in public discussions or hearing about biotechnology	1	2	3	(116)
5.	I would take time to read articles or watch TV programmes on the advantages and disadvantages of developments in biotechnology	1	2	3	(117)
6.	I feel sufficiently informed about biotechnology	1	2	3	(118)
7.	I would be willing to buy cooking oil that contained a small amount of GM soya	1	2	3	(119)
8.	If they got rid of all traces of genetic modification from GM sugar cane, I would be happy to eat the sugar	1	2	3	(120)
9.	I would be willing to eat the eggs of chickens fed on GM corn	1	2	3	_ (121)

Now I'm going to ask you about different people and groups involved in various applications of modern biotechnology and genetic engineering. Do you think they are doing a good job for society or not doing a good job for society?

READ OUT	DOING A GOOD JOB FOR SOCIETY	NOT DOING A GOOD JOB FOR SOCIETY	DON'T KNOW	
1. Newspapers and magazines reporting on biotechnology	1	2	3	(122
2. Industry developing new products with biotechnology	1	2	3	(123
3. Ethics committees looking at the moral aspects of biotechnology	1	2	3	(124
4. Consumer organisations checking products of biotechnology	1	2	3	(125
5. Environmental groups campaigning against biotechnology	1	2	3	(126
6. Our government making regulations on biotechnology	1	2	3	(127
7. Shops making sure our food is safe	1	2	3	(128
8. Farmers deciding which types of crop to grow	1	2	3	(129
9. The churches giving their points of view on biotechnology	1	2	3	(130
10. Medical doctors keeping an eye on the health implications of biotechnology	1	2	3	(131

EB52.1 - NEW

- Q.9. Now I would like to ask you which of the following sources of information, if any, you trust to tell you the truth about modern biotechnology.
 - a) Please choose the source of information you trust most, if any, from the following list. (SHOW CARD ONE ANSWER ONLY)
 - b) Please indicate also which other sources, if any, you trust to tell you the truth about modern biotechnology. (SHOW SAME CARD SEVERAL ANSWERS POSSIBLE)

READ OUT	a) TRUST MOST	ОТН	b) ER SOURCES
	(145-146)		
1. Consumer organisations	01	1	(147)
2. Environmental organisations	02	1	(148)
3. Animal welfare organisations	03	1	(149)
4. The medical profession	04	1	(150)
5. Farmers' organisations	05	1	(151)
6. Religious organisations	06	1	(152)
7. National government bodies	07	1	(153)
8. International institutions (not companies)	08	1	(154)
9. A particular industry	09	1	(155)
10. Universities	10	1	(156)
11. Political parties	11	1	(157)
12. Television and newspapers	12	1	(158)
None of these (SPONTANEOUS)	13	1	(159)
DK	14	1	(160)

EB46.1 - intro: Q14 (split A) and item list: Q14 (split B) MODIFIED

Q10	Before today had you ever talked about modern biotechnology with anyone? (IF YES) Had you talked about it frequently, occasionally, or only once or twice?	(161	
	No, never	1	
	Yes, frequently	2	
	Yes, occasionally	3	
	Yes, only once or twice	4	
	DK	5	

EB46.1 - Q.17 - TREND

Q.11a) Which, if any, of the following newspapers or magazines have you read most regularly in the past month? (SHOW CARD - ONE ANSWER ONLY - IF "NONE", CODE 10 IN Q.11.A)

Q11b) And, if you were to read one regularly, which one would you prefer? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) READ MOST REGULARLY IN THE PAST MONTH	b) WOULD PREFER
	(162-163)	(164-165)
Daily Mirror/Record or Sunday Mirror	01	01
2. Sun or News of the World	02	02
3. Daily or Sunday Mail	03	03
4. Daily Express, Sunday Express or People	04	04
5. Times or Sunday Times	05	05
6. Daily or Sunday Telegraph	06	06
7. Guardian or Observer	07	07
8. Independent or Sunday Independent	08	08
9. Other	09	09
10. None	10	10
Don't know	11	11

EB52.1 - NEW

ASK ALL

Q.12a) There is a lot of talk these days about what Britain's goals should be for the next ten or fifteen years. On this card are listed some of the goals that different people say should be given top priority. Would you please say which one of them you, yourself, consider to be most important in the long run? (SHOW CARD - ONE ANSWER ONLY)

Q.12b) And what would be your second choice? (SHOW SAME CARD - ONE ANSWER ONLY)

	MOST IMPOR	TANT GOALS
READ OUT	a) FIRST	b) SECOND
	(166)	(167)
1. Maintaining order in the country	1	1
2. Giving the people more say in important government decisions	2	3
3. Fighting rising prices	3	3
4. Protecting freedom of speech	4	4
Don't know	5	5

Q.13. Please tell me whether you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied with each of the following? (SHOW CARD WITH SCALE)

READ OUT	VERY SATISFEID	FAIRLY SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW	
1. Your life in general	1	2	3	4	5	(168)
2. Your own health	1	2	3	4	5	(169)
3. Britain's health care system in general	1	2	3	4	5	(170)
4. Your family life	1	2	3	4	5	(171)
5. Your social life	1	2	3	4	5	(172)
6. Your personal safety	1	2	3	4	5	(173)
7. Your financial situation	1	2	3	4	5	(174)
8. Your employment situation	1	2	3	4	5	(175)
9. Your home	1	2	3	4	5	(176)
10. The area you live in/your neighbourhood	1	2	3	4	5	(177)

EB52.1 - NEW

Q.14a) Compared to two years ago, please tell me for each of the following whether you are now more satisfied, less satisfied or has there been no change? (SHOW CARD WITH SCALE)

Q.14b) And please tell me whether in two years' time you think you will be more satisfied, less satisfied or will there be no change _ with? (SHOW SAME CARD)

READ OUT		Q.14(a) NOW				
	MORE SATISFIED	LESS SATISFIED	NO CHANGE	DK		
1. Your life in general	1	2	3	4	(178)	
2. Your own health	1	2	3	4	(180)	
Britain's health care system in general	1	2	3	4	(182)	
4. Your family life	1	2	3	4	(184)	
5. Your social life	1	2	3	4	(186)	
6. Your personal safety	1	2	3	4	(188)	
7. Your financial situation	1	2	3	4	(190)	
Your employment situation	1	2	3	4	(192)	
9. Your home	1	2	3	4	(194)	
10.The area you live in/your neighbourhood	1	2	3	4	(196)	

ı	Q.14(b) IN TWO YEARS					
	MORE SATISFIED	LESS SATISFIED	NO CHANGE	DK		
	1	2	3	4	(1794	
	1	2	3	4	(181	
	1	2	3	4	(183)_	
	1	2	3	4	(185	
	1	2	3	4	(187 <u>)</u>	
	1	2	3	4	(189	
	1	2	3	4	(191)	
	1	2	3	4	(193	
	1	2	3	4	(195)	
	1	2	3	4	(197	
			50504	415141	•	

EB52.1 - NEW

,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Q15	In your opinion, which three of these factors contribute most to your current quality of life? (SHOW CARD - READ OUT - THREE ANSWERS MAXIMUM)		
		Being in good health	1 (198)	
		Having little stress or worry	1 (199)	
,		Having sufficient income to meet my needs	1 (200)	
		Having a nice home	1 (201)	
		Having a satisfactory environment	1 (202)	
		Having a satisfactory job	1 (203)	
		Having family members who are there when I need them	1 (204)	
		Having friends who are there when I need them	1 (205)	
		Having access to good transport facilities	1 (206)	
		Having access to good educational or training facilities	1 (207)	
_		Having access to good health services	1 (208)	
		Living in a safe area	1 (209)	
		Having enough free time for myself and my family	1 (210)	
		Having access to new information technologies	1 (211)	
_		Having access to social and cultural activities	1 (212)	
		None of these (SPONTANEOUS)	1 (213)	
		DK	1 (214)	50.4.4/5114
	Q16	And which three of these factors would most improve your current quality of life? (SHOW CARD - READ OUT - THREE ANSWERS MAXIMUM)	EB	52.1 - NEW
		Being in better health	1 (215)	
_		Having less stress or less worry	1 (216)	
		Having a higher income	1 (217)	
_		Better housing conditions	1 (218)	
		Having a better environment	1 (219)	
		Having a job or a better job	1 (220)	
			1 (220)	
		More support from my family	1 (221)	
		More support from my family More support from friends		
_			1 (221)	
-		More support from friends	1 (221)	
_		More support from friends Better transport facilities	1 (221) 1 (222) 1 (223)	
_		More support from friends Better transport facilities Better educational or training facilities	1 (221) 1 (222) 1 (223) 1 (224)	
_		More support from friends Better transport facilities Better educational or training facilities Better health services	1 (221) 1 (222) 1 (223) 1 (224) 1 (225)	
_		More support from friends Better transport facilities Better educational or training facilities Better health services Living in a safer area	1 (221) 1 (222) 1 (223) 1 (224) 1 (225) 1 (226)	
		More support from friends Better transport facilities Better educational or training facilities Better health services Living in a safer area More free time for myself and my family	1 (221) 1 (222) 1 (223) 1 (224) 1 (225) 1 (226) 1 (227)	
		More support from friends Better transport facilities Better educational or training facilities Better health services Living in a safer area More free time for myself and my family Better access to new information technologies	1 (221) 1 (222) 1 (223) 1 (224) 1 (225) 1 (226) 1 (227) 1 (228)	
		More support from friends Better transport facilities Better educational or training facilities Better health services Living in a safer area More free time for myself and my family Better access to new information technologies Better access to social and cultural activities	1 (221) 1 (222) 1 (223) 1 (224) 1 (225) 1 (226) 1 (227) 1 (228) 1 (229) 1 (230) 1 (231)	352.1 - NEW

Q18

OUT - ONE ANSWER ONLY)

Q.17a) If you had to go to each of the following places from home, how long would it take you? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

Q.17b) And to which of them could you walk to within an hour? (SHOW CARD - SEVERAL ANSWERS POSSIBLE)

		Q.17	(a)	a)		Q.17(b)	
READ OUT	LESS THAN 20 MINUTES	20-59 MINUTES	ONE HOUR OR MORE	DON'T KNOW			OULD LK TO
The place where you work or study	1	2	3	4	(242)	1	(232)
Your general practitioner / health centre	1	2	3	4	(243)	1	(233)
3. The nearest hospital	1	2	3	4	(244)	1	(234)
4. The nearest shop/supermarket	1	2	3	4	(245)	1	(235)
The nearest place to get money: cash dispenser, bank, post office	1	2	3	4	(246)	1	(236)
6. The nearest stop for public transport	1	2	3	4	(247)	1	(237)
7. The nearest crèche	1	2	3	4	(248)	1	(238)
8. The nearest primary school	1	2	3	4	(249)	1	(239)
9. The nearest police station	1	2	3	4	(250)	1	(240)
10. The nearest cinema	1	2	3	4	(251)	1	(241)

EB52.1 - NEW

(252)

		1	Rich
-		2	Very comfortable
		3	Comfortable
_		4	Average
		5	Just getting along
_	1	1	

Which of the following comes closest to your present standard of living? (SHOW CARD - READ

Very poor

Poor

DK

EB37.1 - Q.66 - TREND

Q19 Are you currently able to save or invest part of your monthly income?

	(253)		
Yes	1		
No	2		
Don't know	3		
Refusal	4		
	L	 FR52 1 - NFW	

7

Q20a Thinking about improving your standard of living, please tell me which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(254)	
I am already trying to improve my standard of living	1	Q20b
I plan to try to improve my standard of living	2	Q20c
I cannot do anything to improve my standard of living	3	
It is not a priority for me to improve my standard of living	4	Q.21
There is no need for me to improve my standard of living	5	
Don't know	6	
	EB.	52.1 - NE
Q20b (IF "ALREADY TRYING", CODE 1 AT Q.20a) Which of the following are you doing to improve your current standard of living? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		
I had no job and I have just found one / I have no job and I am looking for one	1 (255)	
I have just found a better job / I am looking for a better job	1 (256)	
I have just moved to another area / I am going to move to another area	1 (257)	
I have just gone back to school, university / I am going to go back to school, university	1 (258)	
I am taking a training course / I am going to take a training course	1 (259)	
I am setting up my own business / I am going to set up my own business	1 (260)	
I am doing something else / I am going to do something else (SPONTANEOUS)	1 (261)	GO TO
DK	1 (262)	Q21
	EE	352.1 - NE
Q20c (IF "PLANNING TO TRY TO IMPROVE", CODE 2 AT Q.20a) Which of the following do you think you could do to improve your current standard of living? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		
I have no job and I could look for one	1 (263)
I could change jobs to a better one	1 (264)
I could move to another area	1 (265)
I could go back to school / university	1 (266)
·I could take a training course	1 (267)
I could set up my own business	1 (268)
I could do something else (SPONTANEOUS)	1 (269)
DK	1 (270	GO TO
		EB52.1 - I

ASK ALL

21. Now, let's talk about your lifestyle. Do you or don't you...?

READ OUT	YES	NO	DON'T KNOW	
1. Consider your lifestyle to be healthy	1	2	3	(271)
2. Eat a good, balanced diet	1	2	3	(272)
3. Exercise at least twice a week	1	2	3	(273)
4. Regularly drink alcohol	1	2	3	(274)
5. Smoke	1	2	3	(275)
6. Regularly feel stressed	1	2	3	(276)

Q.22. In the last twelve months, have you or haven't you...?

READ OUT	YES	NO	DON'T KNOW	
Consulted a family doctor or general practitioner	1	2	3	(277)
2. Consulted a dentist	1	2	3	(278)
3. Consulted another medical specialist	1	2	3	(279)
4. Been in a hospital or clinic as a patient overnight or longer	1	2	3	(280)

EB52.1 - NEW

Q23 Do you have any long-standing illness, disability or infirmity, that limits your activities in any way? By long-standing, I mean anything that has troubled you over a period of time or that is likely to affect you for a period of time.

es in natis	(281)		_
Yes	1		
No	2		-
DK	3		
ļ	- 	0 17 - TREND	<u></u>

EB37.1 - Q.17 - TREND

Q.24a) Now let's talk about your leisure time. Please tell me which three of the following activities you spend most of your free time on? (SHOW CARD - MAXIMUM THREE ANSWERS)

Q.24b) If you had an extra 4 or 5 hours of free time in a week, which one of these activities would you choose to do or to do more? (SHOW SAME CARD - ONE ANSWER ONLY)

REA	D OUT		TIVITIES RE TIME	b) ACTIVITI MORE LEIS TIME	
				(295-29	6)
1.	Family activities	1	(282)	01	
2.	Sports and physical activities	1	(283)	02	
3.	Social activities (e.g. seeing friends)	1	(284)	03	
4.	Cultural activities	1	(285)	04	
5.	Educational activities	1	(286)	05	
6.	Charitable activities	1	(287)	06	
7.	Political activities	1	(288)	07	
8.	Religious activities	1	(289)	08	
9.	Relaxing	1	(290)	09	
10.	Work-related activities	1	(291)	10	
11.	Household chores	1	(292)	11	Q.25
Oth	er things (SPONTANEOUS)	1	(293)	12	Q.26
DK		1	(294)	13	

EB52.1 - NEW

	Q25	(IF CODE 1 TO 11 IN Q.24.b, ASK Q.25) Whom would you most prefer to share this activity with? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(297)	
,,,,,,,		With my partner/spouse	1	
		With relatives	2	
		With friends	3	
		Within organisations / associations / clubs	4	
		With others (SPONTANEOUS)	5	
		With nobody / alone (SPONTANEOUS)	6	
		DK	7	
				EB52.1 - NEW

ASK ALL

Q.26. Now thinking about poor or socially excluded people, in the last twelve months, have you done the following at least once a month, less often or have you not done it?

RE	AD OUT	AT LEAST ONCE A MONTH	LESS OFTEN	NOT DONE IT	DON'T KNOW	
1.	Given money or goods to poor or socially excluded people	1	2	3	4	(298)
2.	Given up some of your time to help poor or socially excluded people	1	2	3	4	(299)

EB52.1 - NEW

Q.27a) In your opinion, which of the following currently provide most of the help to poor or socially excluded people in Britain (SHOW CARD - THREE ANSWERS MAXIMUM)

Q.27b) And which of the following do you think should provide most of the help? (SHOW SAME CARD - THREE ANSWERS MAXIMUM)

READ OUT	a) CURRENTLY	b) SHOULD
1. Local/national government housing authorities	1 (300)	1 (312)
2. Local/national government employment services	1 (301)	1 (313)
3. Local/national government social services	1 (302)	1 (314)
4. Religious institutions	1 (303)	1 (315)
5. Charitable or voluntary organisations	1 (304)	1 (316)
6. Businesses, companies	1 (305)	1 (317)
7. Trade unions	1 (306)	1 (318)
8. Their family	1 (307)	1 (319)
9. The European Union	1 (308)	1 (320)
10. Poor or socially excluded people themselves	1 (309)	1 (321)
11. Others (SPONTANEOUS)	1 (310)	1 (322)
DK	1 (311)	1 (323)

EB52.1 - NEW

Q28 Please tell me to what extent you agree or disagree with each of the following statements. (SHOW CARD WITH SCALE)

	READ OUT	STRONGLY AGREE	SOMEWHAT AGREE	NEITHER AGREE	SOMEWHAT DISAGREE	STRONGLY	DON'T KNOW]	
1.	In British society, the rich get richer and the poor get poorer	1	2	3	4	5	6	(324)	
2.	The government should spend more on social welfare	1	2	3	4	5	6	(325)	
3.	The differences in income in Britain are too wide	1	2	3	4	5	6	(326)	
4.	The government has to guarantee the same opportunities (education, health, etc.) for everyone	1	2	3	4	5	6	(327)	
5.	There is not enough government support for poor or socially excluded people	1	2	3	4	5	6	(328)	
	It is the responsibility of the government to reduce the differences in income between people with high incomes and those with low incomes	1	2	3	4	5	6	(329)	-
	Wide differences in income are not good for British society	1	2	3	4	5	6	(330)	_

EB52,1 - NEW

Let's talk about new information technologies such as the Internet, personal computers or mobile phones

	phones			
Q29	Thinking about the impact of these new technologies on your quality of life, do you think it will be? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(331)		_
	very positive	1		
	fairly positive	2		-
	fairly negative	3		
	very negative	4		-
	No impact (SPONTANEOUS)	5		
	DK	6		-
020			B52.1 - NEW	<u>,</u>
Ω30	Do you think that the national/local government should spend more money to ensure that everyone can have access to these new technologies, or not?	(332)		_
	Yes	1		
	No	2		-
	DK	3		
021		E	B52.1 - NEW	,
Q31	In the last two years, have you participated in training activities related to these new technologies? (IF YES) Was it related to your job or your personal development?	(333)		
	No	1	GO TO Q32	-
	Yes, job	2		
	Yes, personal development	3	go то азз	-
	Yes, both (SPONTANEOUS)	4	GO 10 U33	
	DK	5		-
		Ė	B52.1 - NEW	'

-	Q32	(IF "NO", CODE 1 IN Q.31)			· · · · · · · · · · · · · · · · · · ·
		Why not? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)			
_		I am not interested	1 (3	334)	
		I have not had enough time	1 (3	335)	
_		I was not given the opportunity	1 (3	336)	
		I could not afford it	1 (3	337}	
		Other reasons (SPONTANEOUS)	1 (3	38)	
		DK	1 (3	39)	
				EB5	52.1 - NEW
	Q33	ASK ALL And in the last two years, have you participated in other training activities? (IF YES) Was it related to your job or your personal development?	(34)	0)	
_		No	1		GO TO Q34
_		Yes, job	2		
		Yes, personal development	3		go то
		Yes, both (SPONTANEOUS)	4		Q35
		DK	5		
	Q34	(IF "NO", CODE 1 IN Q.33) Why not? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		EB5	2.1 - NEW
		I am not interested	1 (34	41)	
_		I have not had enough time	1 (34	42)	
		I was not given the opportunity	1 (34	43)	
		I could not afford it	1 (34	44)	
		Other reasons (SPONTANEOUS)	1 (34	45)	
		DK	1 (34	46)	
		ACK ALL		EB5	2.1 - NEW
	Q35	ASK ALL Now, let's turn to another topic: logos / symbols. Have you ever seen this symbol on products that you buy? (SHOW CARD WITH EC LOGO)	(347))	
		Yes	1	G	0 ТО Q36
		No	2		0.70.007
		DK	3	ا	0 ТО Q37
			.,	EB5	2.1 - NEW
_					

ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (360) 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets technical standards Others (SPONTANEOUS) 1 (365) DK Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) Yes, by a consumer association Yes, by the British government/the State/a Ministry 3			(IF "YES", CODE 1 IN Q.35) On which products, other than food, have you ever seen this symbol? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)	Q36
Computer equipment 1 (350) Telecommunications equipment 1 (351) 1 (351) DIY tools 1 (352) Safety equipment for sport and hobbies 1 (353) Fressure cookers 1 (354) Gas appliances 1 (355) Weighing scales 1 (355) Use Use	-	1 (348)	Toys	
Telecommunications equipment 1 (351) DIY tools 1 (352) Safety equipment for sport and hobbies 1 (353) Pressure cookers 1 (354) Gas appliances 1 (355) Weighing scales 1 (356) Other appliance products (SPONTANEOUS) 1 (357) I don't remember (SPONTANEOUS) 1 (358) DK 1 (359) ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) ASK ALL was manufactured in Europe 1 (360) is not dangerous 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT : DO NOT PROMPT - ONE ANSWER ONLY) Yes, by the British government/the State/a Ministry 3		1 (349)	Electrical appliances	
Safety equipment for sport and hobbies 1 (352) Safety equipment for sport and hobbies 1 (353) Pressure cookers 1 (354) Gas appliances 1 (355) Weighing scales 1 (356) Other appliance products (SPONTANEOUS) 1 (357) I don't remember (SPONTANEOUS) 1 (358) DK 1 (359) ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (366) is a high quality product 1 (362) meets legal requirements 1 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by the British government/the State/a Ministry 3	-	1 (350)	Computer equipment	
ASK ALL Q37 ASK ALL Q37 ASK ALL Q38 ANSWERS POSSIBLE) ASK ALL Q37 D you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous is a high quality product meets legal requirements meets legal requirements meets legal requirements meets technical standards Others (SPONTANEOUS) 1 (363) meets legal requirements 0 (364) Others (SPONTANEOUS) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (351)	Telecommunications equipment	
Pressure cookers Gas appliances Weighing scales 1 (355) Weighing scales 1 (356) Other appliance products (SPONTANEOUS) I don't remember (SPONTANEOUS) I (357) I don't remember (SPONTANEOUS) DK ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous is a high quality product meets legal requirements 1 (362) meets legal requirements 0 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) DK The second of the second o	_	1 (352)	DIY tools	
Gas appliances Weighing scales Other appliance products (SPONTANEOUS) I (356) Other appliance products (SPONTANEOUS) I (357) I don't remember (SPONTANEOUS) DK ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (360) 1 (361) meets legal requirements 1 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) DK Others (SPONTANEOUS) DK Teb52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by the British government/the State/a Ministry 3		1 (353)	Safety equipment for sport and hobbies	
Weighing scales 1 (356) 1 (357) 1 (357) 1 (357) 1 (357) 1 (358) DK 1 (358) DK 1 (359)		1 (354)	Pressure cookers	
Other appliance products (SPONTANEOUS) I (357) I don't remember (SPONTANEOUS) DK ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets technical standards 1 (364) Others (SPONTANEOUS) 1 (365) DK Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by the British government/the State/a Ministry 3		1 (355)	Gas appliances	
ASK ALL Q37 Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous is not dangerous meets legal requirements 1 (360) meets legal requirements 1 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) No 1 Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3		1 (356)	Weighing scales	
ASK ALL Q37 Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets legal requirements 1 (364) Others (SPONTANEOUS) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (357)	Other appliance products (SPONTANEOUS)	
ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (360) is a high quality product 1 (362) meets legal requirements 1 (363) meets technical standards Others (SPONTANEOUS) 1 (366) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by a consumer association Yes, by the British government/the State/a Ministry 3	_	1 (358)	I don't remember (SPONTANEOUS)	
ASK ALL Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (360) 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets technical standards Others (SPONTANEOUS) 1 (365) DK Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (359)	DK	
Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) was manufactured in Europe is not dangerous 1 (360) 1 (361) is a high quality product 1 (362) meets legal requirements 1 (363) meets technical standards Others (SPONTANEOUS) 1 (365) DK 1 (366) EB52.1 - NE O38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No 1 Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3	2.1 - NEW —	EB		
is not dangerous is a high quality product meets legal requirements meets legal requirements meets technical standards Others (SPONTANEOUS) DK 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No 1 Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3			Do you think these letters mean that the product? (SHOW CARD - READ OUT - SEVERAL	Q37
is a high quality product meets legal requirements 1 (362) 1 (363) meets technical standards Others (SPONTANEOUS) DK 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (360)	was manufactured in Europe	
meets legal requirements meets technical standards Others (SPONTANEOUS) DK 1 (364) 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3		1 (361)	is not dangerous	
meets technical standards Others (SPONTANEOUS) DK 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (362)	is a high quality product	
Others (SPONTANEOUS) DK 1 (365) DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (363)	meets legal requirements	
DK 1 (366) EB52.1 - NE Q38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No 1 Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3		1 (364)	meets technical standards	
Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (365)	Others (SPONTANEOUS)	
O38 Do you think a product carrying this symbol has been subject to specific checks, or not? (IF YES) By whom? (INT. : DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry 3		1 (366)	DK	
(IF YES) By whom? (INT.: DO NOT PROMPT - ONE ANSWER ONLY) No Yes, by a consumer association Yes, by the British government/the State/a Ministry (367)	2.1 - NEW	EB5		
Yes, by a consumer association 2 Yes, by the British government/the State/a Ministry 3		(367)		Q38
Yes, by the British government/the State/a Ministry 3	_	1	No	
		2	Yes, by a consumer association	
	_	3	Yes, by the British government/the State/a Ministry	
Yes, by the European Community/The European Union/Europe 4		4	Yes, by the European Community/The European Union/Europe	
Yes, by the manufacturer himself 5	_	5	Yes, by the manufacturer himself	
Yes, by an independent standards authority 6		6	Yes, by an independent standards authority	
Yes, by someone else 7		7	Yes, by someone else	
DK 8		8	DK	
EB52.1 - NE	2.1 - NEW _	EB5		

	039	ONLY)	(368)	
		A consumer association	1	
		The British government/the State/a Ministry	2	
		The European Community/The European Union/Europe	3	
		The manufacturer himself	4	
_		An independent standards authority	5	
		Someone else	6	
_		DK	7	
	0.40		<i>E</i>	B52.1 - NEW
	Q40	Do you take the EC symbol into account always, often, sometimes, rarely or never when buying products?	(369)	
		Always	1	
		Often	2	
		Sometimes	3	
		Rarely	4	
		Never	5	
		It depends on the product (SPONTANEOUS)	6	
		DK	7	
				B52.1 - NEW

Q.41a) Which of the following symbols have you ever seen on products that you buy? (SHOW CARD WITH LOGOS)Q.41b) And which ones do you take into account when buying products? (SHOW SAME CARD)

	a) EVER SEEN	b) TAKE INT		
Logo 1	1 (370)	1	(401)	
Logo 2	1 (371)	1	(402)	
Logo 3	1 (372)	1	(403)	
Logo 4	1 (373)	1	(404)	
Logo 5	1 (374)	1	(405)	
Logo 6	1 (375)	1	(406)	
Logo 7	1 (376)	1	(407)	
Logo 8	1 (377)	1	(408)	
Logo 9	1 (378)	1	(409)	
Logo 10	1 (379)	1	(410)	
Logo 11	1 (380)	1	(411)	
Logo 12	1 (381)	1	(412)	
Logo 13	1 (382)	1	(413)	
Logo 14	1 (383)	1	(414)	
Logo 15	1 (384)	1	(415)	
Logo 16	1 (385)	1	(416)	
Logo 17	1 (386)	1	(417)	
Logo 27	1 (396)	1	(427)	
Logo 28	1 (397)	1	(428)	
None of these	1 (398)	1	(429)	
Others (SPONTANEOUS)	1 (399)	1	(430)	
DK	1 (400)	1	(431)	

EB52.1 - NEW

NOTE: NO LOGO'S 18-26

Now, let's turn to another topic: your rights as a consumer.

	Q.42	Do you feel very well, fairly well, not very well or not at all well informed on your rights as a consumer?	(432)	
		Very well informed	1	
		Fairly well informed	2	
		Not very well informed	3	
		Not at all well informed	4	
******		DK	5	
_				EB52.1 - NEW
(Q.43	Generally speaking, how would you prefer to get information on your rights as a consumer? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		
		A small folder giving just an outline	1 (43	13)
		A more detailed booklet	1 (43	(4)
		A book giving a complete description	1 (43	(5)
-		A video tape	1 (43	(6)
		On the Internet	1 (43	(7)
_		A CD-ROM	1 (43	(8)
		A computer terminal enabling you to consult data banks	1 (43	(9)
		On television	1 (44	.0)
		On the radio	1 (44	.1)
-		In daily newspapers	1 (44	2)
		In other newspapers, magazines	1 (44	.3)
-		At school, university, etc	1 (44	.4)
		Through a consumer association / an information centre for consumers	1 (44	.5)
_		I do not wish to get information on my rights as a consumer (SPONTANEOUS)	1 (44	6)
		By none of these ways (SPONTANEOUS)	1 (44	.7)
-		DK	1 (44	.8)
	2.44	EB51.0 -TREND MO Did you ever have to complain about a product or service that you bought? (IF YES) Would you say that it has happened to you very often, fairly often, not very often or not at all often?	<i>DIFIED (i</i> (449)	ntro + 2 items)
		No, never	1	
-		Yes, very often	2	
		Yes, fairly often	3	
_		Yes, not very often	4	
		Yes, not at all often	5	
-		DK	6	
			E	B52.1 - NEW

Q.45	When you have had to complain/if you had to complain about a product or service, did you complain/would you complain to the salesman/retailer/service provider? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)			
	in person	1 (450)		_
	by telephone	1 (451	GO TO Q47	
	by writing	1 (452	GO TO Q46	_
	by e-mail	1 (453)	
	In another way (SPONTANEOUS)	1 (454	1 1	_
	It depends on the product / service (SPONTANEOUS)	1 (455	GO TO Q47	
	DK	1 (456)	
0.40	IS HOW MOSTINGS COOK 2 IN C. 45)	E.	B52.1 - NEW	
Q.46	IF "BY WRITING", CODE 3 IN Q.45) If you complain in writing, do you? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)			
	write the letter personally	1 (457)	_
	ask for the assistance of a friend or a family member	1 (458)	
	ask for the assistance of a consumer association / a consumer help desk	1 (459)	_
	ask for the assistance of a solicitor	1 (460)	
	ask for someone else's assistance (SPONTANEOUS)	1 (461)	-
		1		
	DK	1 (462)	
			B52.1 - NEW	_
Q.47	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with			_
Q.47	ASK ALL			_
Q.47	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes?	(463)	GO TO Ω48	_
Q.47	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes	(463)	EB52.1 - NEW	_
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK	(463)	GO TO Ω48	_
Q.47 Q.48	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD -	(463)	GO TO Q48	
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to	(463) 1 2 3	GO TO Q48	
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(463) 1 2 3 E (464)	GO TO Q48	
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY) No, not willing	(463) 1 2 3 E (464)	GO TO Q48	
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY) No, not willing Yes, on condition that you may refuse the decision	(463) 1 2 3 E (464) 1 2	GO TO Q48	
	ASK ALL Have you ever heard of bodies, such as arbitrators, counsellor, ombudsmen, etc., dealing with consumer disputes? Yes No DK (IF "YES", CODE 1 IN Q.47) Would you be willing to bring your problem to the attention of such a body, when you have to complain about a product or a service? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY) No, not willing Yes, on condition that you may refuse the decision Yes, in all circumstances	(463) 1 2 3 E (464) 1 2 3 4	GO TO Q48 GO TO Q50 B52.1 - NEW	

	Q.49	Have you any fears about these arbitration bodies?		
		(IF YES) Which of these? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		
p-man,		No, no fears	1 (465)	
		Yes, that they are not competent	1 (466)	
-		Yes, that they are not impartial	1 (467)	
		Yes, not knowing how they work	1 (468)	
		Yes, not being able to put forward my opinion	1 (469)	
		Yes, that the salesman/retailer/service provider does not abide by the decision	1 (470)	
		Yes, that these bodies do not respect the law	1 (471)	
		Yes, losing my right to go to court	1 (472)	
		Yes, the cost of the legal procedure	1 (473)	
		DK	1 (474)	GO TO Q50
				B52.1 - NEW
	Q.50	ASK ALL In the last five years, after buying a product or service, have you ever had problems that you could not settle amicably, that is with the salesman/retailer/service provider?	(475)	
_		Yes, could not settle amicably	1	GO TO Q51
		No, could settle amicably/No, never had any problems	2	
_		DK	3	GO TO Q53
	0.54		E	B52.1 - NEW
_	Q.51	(IF "YES", CODE 1 IN Q.50) What kinds of product or service were involved ? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)		
		Food products	1 (476)	
		Car	1 (477)	
		Insurance Loans	1 (478) 1 (479)	
		Other banking services/facilities	1 (480)	
		Household appliances	1 (481)	
_		TV/Video/Hi-fi	1 (482)	1
		Computers	1 (483)]
-		Clothing	1 (484)	
		Purchase of property	1 (485)	
		Renovation/building of a home	1 (486)	
,		Leisure/holidays	1 (487)	
		Services offered by solicitors/barristers, architects, doctors, etc.	1 (488)	1
-		Post office/courier services	1 (489)	1
		Air travel	1 (490)	
		Rail travel	1 (491)	
		Other forms of travel	1 (492)	
		Water, gas or electricity services	1 (493)	
_		Telephone services Other products/services (SPONTANEOUS)	1 (494) 1 (495)	
		DK	1 (496)	1
				Q52 B52.1 - NEW
			E.	UJZ.I - IVEVV

Q.52	What did you do when you did not find an amicable solution with the salesman/retailer/service provider? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)				
	I didn't do anything	1	(497)		
	I went to see a solicitor who brought the matter to court	1	(498)		
	I brought the matter to court myself	1	(499)		_
	I brought the matter to arbitration (arbitrator, counsellor)	1	(500)		
	I asked for the advice of a consumer association / a consumer help desk, and I brought the matter to court	1	(501)		_
	I asked for the advice of a consumer association / a consumer help desk, and I brought the matter to arbitration	1	(502)		
	I asked for the advice of a solicitor/consumer association but did not pursue the matter	1	(503)		
	Others (SPONTANEOUS)	1	(504)		
	DK	1	(505)	GO TO Ω53	
			EB	52.1 - NEW	
Q.53	ASK ALL If you had a problem with a product or service bought in Britain, what would be the minimum amount which would make you bring it to court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(5	506)		
	Less than £65		1	GO TO Q55	
	£65		2		
	£130		3	GO TO Q54	
	£325 £650		4 5		
	I would never go to court, whatever the amount (SPONTANEOUS)		6	GO TO Q55	_
	DK		7	GO 10 Q33	
			EB	52.1 - NEW	
Q.54	(IF CODE 2 TO 5 IN Q.53) Why would you not bring the matter to court for a lower amount? Is it because? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)				_
	it is too expensive in relation to what the product or service is worth	1	(507)		
	the legal procedure is too long	1	(508)		_
	the legal procedure is too complicated	1	(509)		
	I would not know who to talk to	1	(510)		_
	it would be useless/I would not win	1	(511)		
	For other reasons (SPONTANEOUS)	1	(512)		_
	DK	1	(513)		
	ASK ALL		EB	52.1 - NEW	_
Q.55	Do you have an insurance policy that could cover the cost of a legal case concerning disputes about consumer products/services?	(5	14)		
	Yes	}	1		-
	No		2		
	DK		3		_
			EB	52.1 - NEW	

Q.56	Would you be more willing to defend your rights in court if you could join with other consumers who were complaining about the same thing? (IF YES) Certainly or probably? (IF NO) Certainly not or probably not?	(515)	
ero talle	Yes, certainly	1	
	Yes, probably	2	
	No, probably not	3	
	No, certainly not	4	
yelentiy.	DK	5	
			EB52.1 - NEW
Q.57 —	Which of the following would most encourage you to defend your rights in court with other consumers? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(516)	
	Pay my part of the legal costs only if the court decided in my favour	1	
	Not to be bound by the decision of the court, even if I had asked to take part in the case	2	
_	Benefit from a favourable decision of the court, even if I had not asked to take part in the case	3	
	Be personally and individually informed about the way the case is developing	4	
	I would not go to court with other consumers (SPONTANEOUS)	5	
	DK	6	
-			EB52.1 - NEW
Q.58	In whom would you have the most confidence to defend several consumers in court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(517)	
	Yourself	1	
	Another consumer who would represent all those who were complaining about the same thing	2	
_	A consumer association	3	
	A barrister / barristers	4	
****	A public service	5	
	Others (SPONTANEOUS)	6	
_	Nobody (SPONTANEOUS)	7	
	DK	8	
-			B52.1 - NEW
Q.59	If someone went to court representing several consumers who were complaining about the same thing, what would you prefer? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(518)	
-	That the case is publicised and that you can join it from the start	1	
	That the case is publicised and that you can join it later, at any time	2	
_	Being automatically considered as one of the consumers represented by the case, except if you state that you do not want to be	3	
	I prefer to defend myself / be defended on my own (SPONTANEOUS)	4	
nan.	DK	5	
			EB52.1 - NEW

Q.60	ASK ALL			
4.60	To what extent do you have confidence in the courts to settle consumer disputes efficiently? Would you say you have? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(519))	
	a great deal of confidence	1		-
	a fair amount of confidence	2		
	not very much confidence	3		-
	no confidence at all	4		
	DK	5		_
		<u>. </u>	EB52.1 - N	ΕW
Q.61	In your opinion, how could the current justice system / the work of the courts be improved? By ensuring (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)			_
	more independent judges	1	(520)	
	faster judgements	1	(521)	-
	simpler procedures	1	(522)	
	more transparent costs	1	(523)	-
	lower costs	1	(524)	
	that all the costs are reimbursed if I win	1	(525)	-
	more extensive legal assistance	1	(526)	
	better information on everyone's rights	1	(527)	-
	Other things (SPONTANEOUS)	1	(528)	
	DK	1	(529)	
			EB52.1 - NI	EW
Q.62	Who do you think can best protect your interests as a consumer ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(530)	7
	A court / the justice system	1		
	An arbitration body (arbitrator, counsellor)	2		-
	A body equally made up of consumers and salesmen/retailers/service providers	3		
	A body set up by associations of salesmen/retailers/service providers	4		
	A body set up by consumer associations	5		_
	A British public organisation in charge of consumer protection	6		
	A European public organisation in charge of consumer protection	7		
	Other(s) (SPONTANEOUS)	8		
	DK	9		
			EDES 1 NE	1/1/

	Q.63	If you had a problem with a product or service you bought abroad, and you had not found an amicable solution, what would be the minimum amount which would make you bring it to court?	(5	31)	
,		(SHOW CARD - READ OUT - ONE ANSWER ONLY) Less than £65			
		£65		1	
		£130		2	
		£130		3	
		£325		4	
		£650		5	
		I would never go to court, whatever the amount (SPONTANEOUS)		6	
		I would never buy a product or service abroad (SPONTANEOUS)		7	
		DK		8	
_	Q.64	Have you age had recease to complein about a readuct or any increase to the bounds.			352.1 - NEW
	Q.04	Have you ever had reasons to complain about a product or service you bought abroad?	(5	32)	
		Yes		1	GO TO Q65
_		No		2	
		I have never bought anything abroad (SPONTANEOUS)			GO TO Ω67
_		DK		4	352.1 - NEW
	Q.65	(IF "YES", CODE 1 IN Q.64)			392.1 - IVEVV
Prima		When you have had reasons to complain about a product or service you bought abroad, did you do anything? (IF YES) Did you complain ? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)			
_		No, I didn't do anything	1	(533)	GO TO Q67
		Yes, in person to the salesman/retailer/service provider	1	(534)	
		Yes, to the salesman/retailer/service provider by telephone	1	(535)	
_		Yes, by writing to the salesman/retailer/service provider	1	(536)	
		Yes, by e-mail to the salesman/retailer/service provider	1	(537)	
		Yes, to a British consumer association	1	(538)	
		Yes, to a consumer association in the country of purchase	1	(539)	GO TO Q66
_		Yes, to a solicitor	1	(540)	40 10 Q66
		Yes, to a British arbitration body (arbitrator, counsellor)	1	(541)	
		Yes, to an arbitration body (arbitrator, counsellor) in the country of purchase	1	(542)	
_		Yes, to a British court	1	(543)	
		Yes, to a court in the country of purchase	1	(544)	
		Yes, to someone else (SPONTANEOUS)	1	(545)	
		DK	1	(546)	GO TO Q67
_	Q.66	(IF "YES", CODE 2 TO 13 IN Q.65)		<u>EB</u>	352.1 - NEW
		Were you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the result?	(5	47)	
		Very satisfied		1	
		Fairly satisfied		2	
_		Not very satisfied		3	
		Not at all satisfied		4	
		DK		5	GO TO Q67
				EB	352.1 - NEW

	ASK ALL		
Q.67	In your opinion, who is most capable of settling disputes about consumer products or services bought abroad? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(548)	
	The courts in each country	1	-
	Special courts for these disputes	2	
	Arbitration bodies in each country	3	-
	Special arbitration bodies for these disputes	4	
	Public organisations in charge of consumer protection in each country	5	-
	A European public organisation in charge of consumer protection	6	
	Other organisations (SPONTANEOUS)	7	-
	DK	8	
			EB52.1 - NEW
Q.68	If consumers in any country of the European Union could use the same form to complain about a product or service, would this be? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(549)	
	very useful	1	_
	fairly useful	2	
	not very useful	3	
	not at all useful	4	
	DK	5	_
			EB52.1 - NEW
Q.69	The European Commission has created a single form available in each language of the European Union to help consumers who wish to complain about a product or a service in any European Union country. Have you ever seen it, or heard about it, or not?	(550)	_
	Yes	1	
	No	2	

DK

EB52.1 - NEW __

DEMOGRAPHICS

D1. In political matters people talk of "the left" and "the right". How would you place your views on this scale? (SHOW CARD - DO NOT PROMPT. IF CONTACT HESITATES, ASK TO TRY AGAIN)

LEFT			·						RIGHT]		(553)	
01	02	03	04	05	06	07	08	09	10	(551-552)	Refusal	1	
											Don't know	2	

NO QUESTIONS D2 TO D6

Could you give me the letter which corresponds (554best to your current situation. (SHOW CARD 555) READ OUT (ONE ANSWER ONLY) Married 01 Remarried 02 Unmarried. Currently living with partner 03 Unmarried. Having never lived with a partner 04 Unmarried. Having previously lived with a partner, 05 but now on my own Divorced 06 Separated Widowed 80 Other (SPONTANEOUS) 09 10 Refusal (SPONTANEOUS)

- 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
	(561)	(562-563)
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

D8.	How old were you when you stopped full-time education? (IF STILL STUDYING: CODE 00 - GO TO D.10)	(556-557)
	NO QUESTION D9		
D10.	SEX:		(558)
		Male	1
		Female	2
		(559-560	·)
D11	How old are you? IF REFUSED, ESTIMATE AGE		

D14	Do you or anyone else in your household own? (READ OUT - CODE IF YES)		
	A colour TV set	1	(564)
	A video recorder	1	(565)
	A video camera	1	(566)
	A radio-clock	1	(567)
	A PC/home computer	1	(568)
	A still camera	1	(569)
	An electric drill	1	(570)
	An electric deep fat fryer	1	(571)
	2 or more cars	1	(572)
	A second home or a holiday home/flat	1	(573)

D15a)

What is your current occupation? MUST BE ONE CODE
(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 b)

		D15(a) CURRENT CUPATION	D16(b) LAST OCCUPATION
NOT WORKING		74-575)	(576-577
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	оз	Q.15b	
Retired or unable to work through illness	04		
SELF EMPLOYED			
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
EMPLOYED			
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
NEVER DID ANY PAID WORK			15

No	Questions	D16	to	D18
140	Ques nons	\mathbf{D}	w	\mathbf{D}

D19. Are you ...?

	READ OUT	YES	NO]
a)	In your household the person mainly responsible for ordinary shopping and looking after the home	1	2	(578
b)	In your household the person who contributes most to the household income	1	2	(579

D21. (IF CODE 2 AT D19b)

a) What is the current occupation of the person who contributes most to the household income? MUST BE ONE CODE
b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D.21a) Did he/she do any paid work in the past? What was his/her last occupation? MUST BE ONE CODE

	D21 CURR OCCUP	ENT	D21(b) LAST OCCUPATION
	(580-	581)	(707.517.6)
NON ACTIVE			
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.21b	
Retired or unable to work through illness	04		
SELF EMPLOYED			
Farmer	05	5	01
Fisherman	06	3	02
Professional (lawyer, medical practitioner, accountant, architect,)	07	7	03
Owner of a shop, craftsmen, other self employed person	08	3	04
Business proprietors, owner (full or partner) of a company	09	•	05
EMPLOYED			
Employed professional (employed doctor, lawyer, accountant, architect)	10)	06
General management, director or top management (managing directors, director general, other director)	11	1	07
Middle management, other management (department head, junior manager, teacher, technician)	12	2	08
Employed position, working mainly at a desk	13	3	09
Employed position, not at a desk but travelling (salesmen, driver,)	14	1	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman,)	15	5	11
Supervisor	16	3	12
Skilled manual worker	17	7	13
Other (unskilled) manual worker, servant	18	3	14
NEVER DID ANY PAID WORK			15

No Questions D22 to D23

D24a	Do you live in? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(584)	
	A house that you own outright or have a mortgage on	1	
	An apartment that you own outright or have a mortgage on	2	į
	A	3	
	house that you rent from a private owner An apartment that you rent from a private owner	4	İ
	A house that you rent from a Council, Municipality or Corporation	5	
	An apartment that you rent from a Council, Municipality or Corporation	6	
	Other (rent a room, live as a lodger, squatter, etc.)	7	
	DK		ı

EB37.0 - D.24 - DEMO TREND

D24b. What size is the floor space INSIDE your home in square feet?

INFORM RESPONDENTS IF NECESSARY THAT THEY SHOULD EXCLUDE THE SPACE OUTISDE

THEIR HOME I.E. GARDEN, SHED, BALCONY AND/OR ANY OTHER OUSIDE SPACE
(SHOW CARD – READ OUT – ONE ANSWER ONLY)

< 500 s

ACE		ĺ
< 500 sq ft	1	
500 - 999 sq ft	2	
1000 - 1499 sq ft	3	
1500 - 1999 sq ft	4	ļ
2000 - 2499 sq ft	5	İ
2500 - 2999 sq ft	6	
3000 > sq ft	7	
DK	8	
		 Ĺ

(586-587)

(585)

EB51.1 - NEW

No Questions D25 AND D26

D27. Would you describe yourself as ...? (READ OUT - SHOW CARD - ONE ANSWER ONLY)

·	,,		
Extremely religious	1		
Very religious	2		•
Somewhat religious	3		
Neither religios, nor non-religious	4		•
Somewhat non-religious	5		
Very non-religious	6		
Extremely non-religious	7		
An agnostic	8		
An atheist	9		
Anti-religious	10		
DK	11		-

EB46.1 - D.27 - DEMO TREND MODIFIED

No Questions D28

D29. 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.

the survey Please count ind social ur answer as your Id falls into	(588-589)	-
В	01	-
Т	02	
Р	03	_
F	04	
E	05	
н	06	-
L	07	
N	08	-
R	09	
М	10	_
s	11	
κ	12	
Refusal	13	_
Don't know	14	
		_

No Questions D30

D31a From which of the following sources did your household receive income in the last twelve months? (SHOW CARD - SEVERAL ANSWERS POSSIBLE)

D31b And from this list, which was the most important source of income for your household in the last twelve months? (SHOW CARD - ONE ANSWER ONLY)

	READ OUT		URCE OF COME	b) MOST IMPORTANT SOURCE	
				(600-601)	
1.	Work	1	(590)	01	
2.	Pensions	1	(591)	02	
3.	Unemployment allowance/benefit	1	(592)	03	
4.	Sickness/invalidity allowance/benefit	1	(593)	04	
5.	Social welfare payments	1	(594)	05	
6.	Money from family members	1	(595)	06	
7.	Income from savings, investments or rents	1	(596)	07	
8.	Other (SPONTANEOUS)	1	(597)	08	
9.	Refusal (SPONTANEOUS)	1	(598)	09	
Dk		1	(599)	10	

EB52.1 - NEW

				AY	MONTH	
				DAY D-611)	MONTH 1) (612-613)	
			,,,,,]	(012-013)	
. Date of interview						
			Н	OUR	MINUTES	
			(61	4-615)	(616-617)	
2. Time of the beginning of the interview	USE 24 HOUI	R CLOCK				
		I	MINUTE	<u> </u>	1	
		(618)	(619)	(620)	1	
3. Number of minutes the interview lasted				(323)	_	
		1	<u></u>	<u> </u>	J	
Number of persons present during the interview, including i	nterviewer.			(621)		
	Two (interview	er and resp	ondent)	1		
			Three	2		
			Four	3		
		Five	or more	4		
5. Respondent co-operation				(622)		
		Ε	xcellent	1		
•			Fair	2		
		•	Average	3		
			Bad	4		
RVIEWER: PLEASE LEAVE P6 AND P7 BLANK						
5. Size of locality (LOCAL CODES)				(623 –	624)	
				(525		
7. Region (LOCAL CODES)				(625 –	626)	
					_	
11. Weighting Factor (INTERVIEWER					(051 050)	
11. Weighting Factor (INTERVIEWER PLEASE LEAVE BLANK)					(651 - 658)	
PLEASE LEAVE BLANK)				(659)	(651 - 658)	
PLEASE LEAVE BLANK)			Yes	(659)	(651 - 658)	
PLEASE LEAVE BLANK) Telephone available in the household?			Yes No		(651 – 658)	
PLEASE LEAVE BLANK) 2. Telephone available in the household?	surveys?			1	(651 - 658)	
PLEASE LEAVE BLANK) 12. Telephone available in the household?	surveys?			1 2	(651 - 658)	

THANK RESPONDENT AND CLOSE