

EUROBAROMETER 51.1

APRIL-MAY 1999

BASIC ENGLISH QUESTIONNAIRE

INRA (EUROPE)

Note: The basic questionnaire is provided only as a guide to the survey questions. Please see the SPSS data definitions and document statements or the archival codebook for changes in coding schemes and for country specific answer categories (political parties, income, regions etc.).

YOUR SURVEY NUMBER

+---+---+---+---+---+---+ 1
| | | | | | | |
+---+---+---+---+---+---+

COUNTRY CODE

+---+---+ 2
| | |
+---+---+

OUR SURVEY NUMBER

+---+---+---+---+ 3
| | | | |
+---+---+---+---+

INTERVIEW NUMBER

+---+---+---+---+---+---+ 4
| | | | | | | |
+---+---+---+---+---+---+

Q.1. What is your nationality ? Please tell me the country (or countries) that apply. (MULTIPLE ANSWERS POSSIBLE)

- Belgium..... 5 1,
- Denmark..... 2,
- Germany..... 3,
- Greece..... 4,
- Spain..... 5,
- France..... 6,
- Ireland..... 7,
- Italy..... 8,
- Luxembourg..... 9,
- Netherlands..... 10,
- Portugal..... 11,
- United Kingdom (Great Britain, Northern Ireland)..... 12,
- Austria..... 13,
- Sweden..... 14,
- Finland..... 15,
- Other countries..... 16, CLOSE INTERVIEW
- DK..... 17, CLOSE INTERVIEW

EB51.0 - Q.1 - TREND

- Q.2. a) Here is a list of things that some people say they are afraid of. Please tell me which one worries you the most? (SHOW CARD - ONE ANSWER ONLY)
 b) And next most ? (SHOW CARD - ONE ANSWER ONLY)
 c) And next ? (SHOW CARD - ONE ANSWER ONLY)
 d) And next ? (SHOW CARD - ONE ANSWER ONLY)
 e) And next ? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	a) 1st	b) 2nd	c) 3rd	d) 4th	e) 5th
1. Violence	6 1	7 1	8 1	9 1	10 1
2. Poverty, social exclusion	2	2	2	2	2
3. Unemployment	3	3	3	3	3
4. Underdevelopment in the Third World	4	4	4	4	4
5. Global economic problems	5	5	5	5	5
6. Damage to the environment	6	6	6	6	6
7. Non respect of human rights	7	7	7	7	7
8. Health problems (AIDS, cancer, epidemics, etc.)	8	8	8	8	8
9. Things being genetically modified	9	9	9	9	9
10. Lower standards of education and training	10	10	10	10	10
11. Drugs	11	11	11	11	11
12. Other (SPONTANEOUS)	12	12	12	12	12
DK	13	13	13	13	13

EB51.1 - NEW

- Q.3. Some people are concerned about environmental protection and the fight against pollution. In your opinion, is it... ?
 (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- ...an immediate and urgent problem..... 11 1
 - ...more a problem for the future..... 2
 - ...not really a problem..... 3
 - DK..... 4

EB43.1bis - Q.15 - TREND MODIFIED (Intro)

- Q.4. a) At present, are you very worried, somewhat worried, not very worried or not at all worried about the following? (SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK
1. The disappearance of certain types of plants, animals and habitats throughout the world	12 1	2	3	4	5
2. Using up natural resources throughout the world	13 1	2	3	4	5
3. The disappearance of tropical forests	14 1	2	3	4	5
4. Global warming (greenhouse effect)	15 1	2	3	4	5
5. Pollution of the air, water, ground (N)	16 1	2	3	4	5
6. The destruction of the ozone layer	17 1	2	3	4	5
7. Urban problems (traffic in towns, noise, pollution) (N)	18 1	2	3	4	5
8. Nuclear power stations and radioactive waste processing (N)	19 1	2	3	4	5
9. The use of genetically modified organisms, like genetically modified corn, in other food products (N)	20 1	2	3	4	5

EB43.1bis - Q.16 - TREND MODIFIED

Q.4. b) And, for each of these, would you say that you are more worried or less worried than 5 years ago?

READ OUT	MORE WORRIED	LESS WORRIED	NEITHER MORE NOR LESS WORRIED (SPONTANEOUS)	DK
1. The disappearance of certain types of plants, animals and habitats throughout the world	21 1	2	3	4
2. Using up natural resources throughout the world	22 1	2	3	4
3. The disappearance of tropical forests	23 1	2	3	4
4. Global warming (greenhouse effect)	24 1	2	3	4
5. Pollution of the air, water, ground	25 1	2	3	4
6. The destruction of the ozone layer	26 1	2	3	4
7. Urban problems (traffic in towns, noise, pollution)	27 1	2	3	4
8. Nuclear power stations and radioactive waste processing	28 1	2	3	4
9. The use of genetically modified organisms, like genetically modified corn, in other food products	29 1	2	3	4

EB51.1 - NEW

Q.5. Where you live, do you have very much reason, quite a lot of reason, not very much reason or no reason at all to complain about... ? (SHOW CARD WITH SCALE)

READ OUT	VERY MUCH REASON	QUITE A LOT OF REASON	NOT VERY MUCH REASON	NO REASON AT ALL	DK
1. the quality of tap water (M)	30 1	2	3	4	5
2. the quality of water for swimming (N)	31 1	2	3	4	5
3. noise	32 1	2	3	4	5
4. air pollution	33 1	2	3	4	5
5. waste disposal	34 1	2	3	4	5
6. lack of green spaces	35 1	2	3	4	5
7. damage done to the landscape	36 1	2	3	4	5
8. traffic problems (M)	37 1	2	3	4	5
9. the quality of food products (N)	38 1	2	3	4	5
10. the organisation of civil defence in the face of natural or technological disasters (floods, earthquakes, fires, etc.) (N)	39 1	2	3	4	5

EB43.1bis - Q.17 - TREND MODIFIED

Q.6. Now, thinking about (OUR COUNTRY), are you very worried, somewhat worried, not very worried or not at all worried about the following? (SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	SOMEWHAT WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK
1. Pollution in rivers and lakes	40 1	2	3	4	5
2. Pollution of the sea and coasts	41 1	2	3	4	5
3. Damage to animals, plants and habitats	42 1	2	3	4	5
4. Air pollution	43 1	2	3	4	5
5. Pollution derived from farming (insecticides, weed killers, etc.) (M)	44 1	2	3	4	5
6. Industrial waste	45 1	2	3	4	5
7. The development of biotechnology (M)	46 1	2	3	4	5
8. Hunting and shooting	47 1	2	3	4	5
9. The production of nuclear power (M)	48 1	2	3	4	5
10. Motor sports in natural environment, such as motor boats, motorbike scrambling, off-road vehicles, etc. (M)	49 1	2	3	4	5
11. The damage caused by tourism	50 1	2	3	4	5
12. Urban problems (traffic, noise, pollution) (M)	51 1	2	3	4	5
13. The risks related to industrial activities	52 1	2	3	4	5
14. Natural disasters such as floods, storms, earthquakes, etc. (M)	53 1	2	3	4	5

EB43.lbis - Q.18 - TREND MODIFIED (Intro + items)

Q.7. To what extent do you believe that the following could affect your health in the future? (SHOW CARD WITH SCALE)

READ OUT	NOT AT ALL	A LITTLE	A LOT	DK
1. Air quality	54 1	2	3	4
2. Water quality	55 1	2	3	4
3. Noise	56 1	2	3	4
4. Waste	57 1	2	3	4
5. Quality of food products	58 1	2	3	4
6. Chemicals	59 1	2	3	4
7. Building materials	60 1	2	3	4
8. Climate changes	61 1	2	3	4

EB51.1 - NEW

Q.8. When you are in another European Union country, do you feel less well protected against natural or technological disasters than in (OUR COUNTRY)? (IF YES) For which reasons? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

- No, I do not feel less well protected..... 62 1,
- Yes, because I do not know the language..... 2,
- Yes, because I have the impression that emergency services are less well organised than in (OUR COUNTRY)..... 3,
- Yes, because there are too many people in holiday resorts for an effective response to be possible..... 4,
- Yes, because instructions and signs are different or lacking compared to those used in (OUR COUNTRY)..... 5,
- Yes, because I do not know the specific risks related to the country visited..... 6,
- Other reasons (SPONTANEOUS)..... 7,
- It depends on the country (SPONTANEOUS)..... 8,
- Never go / never been to another European Union country (SPONTANEOUS)..... 9,
- DK..... 10,

EB51.1 - NEW

Q.9. Now, I will read out a list of topics relating to the environment. For each one, please tell me if you feel very well, fairly well, fairly badly or very badly informed? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	VERY WELL INFORMED	FAIRLY WELL INFORMED	FAIRLY BADLY INFORMED	VERY BADLY INFORMED	DK
1. Major global environmental problems, like holes in the ozone layer, global warming, the disappearance of forests, etc.	63 1	2	3	4	5
2. More immediate environmental problems, like water quality, waste processing, chemical pollution, etc.	64 1	2	3	4	5
3. What to do in case of an emergency (natural or technological disaster, etc.)	65 1	2	3	4	5
4. Scientific and technical developments, such as "green" cars, techniques for cleaning up pollution, biotechnology, etc.	66 1	2	3	4	5
5. Steps taken by national and local government in (OUR COUNTRY) to protect the environment	67 1	2	3	4	5
6. Steps taken by the European Union to protect the environment	68 1	2	3	4	5
7. Steps taken by environmental protection organisations	69 1	2	3	4	5

EB51.1 - NEW

Q.10. Do you know enough about what you have to do in your daily life to contribute to protecting the environment?
 Yes, I know enough..... 70 1
 No, I don't know enough..... 2
 DK..... 3

EB51.1 - NEW

Q.11. When you are looking for information on the environment, which of the following sources do you use? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Newspapers and magazines.....	71	1,
The radio.....		2,
Television.....		3,
National or local government publications.....		4,
Publications from environmental protection organisations.....		5,
Books, textbooks.....		6,
The Internet, the World Wide Web.....		7,
Research and information centres.....		8,
Conversations with friends or neighbours.....		9,
Other (SPONTANEOUS).....		10,
None/I never look for information on the environment (SPONTANEOUS).....		11,
DK.....		12,

EB51.1 - NEW

Q.12. Amongst the following sources of information, which would you trust when it comes to environmental issues? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Consumer associations.....	72	1,
Environmental protection organisations.....		2,
Political parties claiming to be for the environment (Greens, Ecologists, etc.).....		3,
Political parties in general.....		4,
Trade unions.....		5,
National or local government.....		6,
Industry.....		7,
Teachers, at school or university.....		8,
Scientists.....		9,
The media.....		10,
None (SPONTANEOUS).....		11,
DK.....		12,

EB43.1bis - Q.26 - TREND MODIFIED (Intro + items)

Q.13. Do you make particular efforts to get information about the environment? (IF YES) Which? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

None, no particular efforts.....	73	1,
Yes, subscription to a specialised magazine.....		2,
Yes, subscription to a consumer magazine.....		3,
Yes, reading specific newspaper articles.....		4,
Yes, watching specific television programmes.....		5,
Yes, following your child(ren)'s school courses.....		6,
Yes, searching for information on a specific environmental topic (from the Internet, in libraries, etc.).....		7,
Other efforts (SPONTANEOUS).....		8,
DK.....		9,

EB51.1 - NEW

- Q.14. a) In your opinion, do public bodies act effectively or not to protect the environment...?
 Q.14. b.1) And, in your opinion, at which of these levels should the authorities get most involved in protecting the environment? (SHOW CARD - ONE ANSWER ONLY)
 Q.14. b.2) And next most? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a)			b)	
	YES, EFFECTIVELY	NO, NOT EFFECTIVELY	DK	1. 1st MOST	2. 2nd MOST
1. At a local level	76 1	2	3	74 1	75 1
2. At a regional level	77 1	2	3	2	2
3. At a a national level	78 1	2	3	3	3
4. At a European Union level (M)	79 1	2	3	4	4
5. At a worldwide level	80 1	2	3	5	5

Q.14.a) EB43.lbis - Q.24 - TREND MODIFIED
 Q.14.b) Eb51.1 - NEW

- Q.15 a) For which, if any, of the following products and services would you be prepared to pay a little more than now so that they are less harmful to the environment? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)
 b) (FOR EACH PRODUCT OR SERVICE QUOTED)
 Would you be prepared to pay 10% more, 20% more or 30% more for it? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	a) PREPARED TO PAY A LITTLE MORE	b) PREPARED TO PAY					
		LESS THAN 10% (SPONTANEOUS)	10%	20%	30%	MORE THAN 30% (SPONTANEOUS)	DK
1. Water	81 1,	82 1	2	3	4	5	6
2. Food products	2,	83 1	2	3	4	5	6
3. Collecting domestic refuse	3,	84 1	2	3	4	5	6
4. Domestic refuse processing (sorting, recycling, etc.)	4,	85 1	2	3	4	5	6
5. Petrol	5,	86 1	2	3	4	5	6
6. Private vehicles (cars, motorbikes, etc.)	6,	87 1	2	3	4	5	6
7. Heating and lighting of your home	7,	88 1	2	3	4	5	6
8. Public transport (train, bus, underground, tram, etc.)	8,	89 1	2	3	4	5	6
9. Flights	9,	90 1	2	3	4	5	6
10. Others (SPONTANEOUS)	10,						
11. None (SPONTANEOUS)	11,						
12. DK	12,						

EB51.1 - NEW

Q.16. Do you regularly... ?

READ OUT	YES	NO	DK
1. Sort your domestic refuse	91 1	2	3
2. Buy organic products	92 1	2	3
3. Buy products with a packaging which can be recycled	93 1	2	3
4. Make compost with your garden or household refuse	94 1	2	3
5. Travel by public transport	95 1	2	3
6. Save water	96 1	2	3
7. Save electricity	97 1	2	3
8. Drive your car slower	98 1	2	3
9. Check the level of gas emission from your car	99 1	2	3
10. Practice emergency procedures (evacuating buildings, checking fire extinguishers, testing alarms)	100 1	2	3

EB51.1 - NEW

Q.17. a) In your opinion, which one of these, if any, would make it possible to most effectively solve environmental problems

linked to pollution? (SHOW CARD - ONE ANSWER ONLY)

b) And next most effectively? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	A) MOST EFFECTIVELY	B) NEXT MOST EFFECTIVELY
1. Making regulations stricter, with heavy fines	101 1	102 1
2. Only taxing sources of pollution	2	2
3. Making everyone pay more, in taxes, prices, etc.	3	3
4. Relying on initiatives from the industry, farmers, scientific progress, etc.	4	4
5. Others (SPONTANEOUS)	5	5
6. None (SPONTANEOUS)	6	6
7. DK	7	7

EB51.1 - NEW

- Q.18. a) And, in your opinion, which one of these, if any, would make it possible to most effectively solve environmental problems linked to traffic in towns? (SHOW CARD - ONE ANSWER ONLY)
 b) And next most ? (SHOW SAME CARD - ONE ANSWER ONLY)
 c) And next ? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	A) MOST EFFECTIVELY	B) NEXT MOST	C) NEXT MOST
1. Greatly reduce the number of parking spaces in town centres	103 1	104 1	105 1
2. Greatly reduce car traffic	2	2	2
3. Make motorists pay a toll to enter a town	3	3	3
4. Create more pedestrianised areas	4	4	4
5. Create more cycle lanes	5	5	5
6. Improve public transport	6	6	6
7. Build new express routes within towns	7	7	7
8. Increase the price of fuel	8	8	8
9. Others (SPONTANEOUS)	9	9	9
10. Nothing (SPONTANEOUS)	10	10	10
11. DK	11	11	11

EB51.1 - NEW

- Q.19. I will read you three opinions in connection with the environment. Which of these opinions is closest to yours? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

The current development of human activity is leading to disasters and endangering the environment.....	106 1
It is necessary to fundamentally change our way of life and development if we want to halt the deterioration of the environment.....	2
The current development of human activity is not basically in conflict with the environment.....	3
DK.....	4

EB43.1bis - Q.32 - TREND MODIFIED (Intro + text)

Q.20. In your opinion, does environmental protection policy tend to lead to... ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Less jobs.....	107	1
More jobs.....		2
Neither less nor more (SPONTANEOUS).....		3
DK.....		4

EB51.1 - NEW

Q.21. Do you completely agree, tend to agree, tend to disagree or completely disagree with the following opinion? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Environmental protection policy must also take social and economic effects into account

Completely agree.....	108	1
Tend to agree.....		2
Tend to disagree.....		3
Completely disagree.....		4
DK.....		5

EB51.1 - NEW

Let us now turn to a different topic : consumers associations

Q.22. Generally speaking, do you think that you are well informed about your rights as a consumer, or not? (IF YES) By whom?
(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, not well informed.....	109	1,
Yes, by (NATIONALITY) public bodies/government.....		2,
Yes, by European public bodies.....		3,
Yes, by the media.....		4,
Yes, by consumer associations.....		5,
Yes, by industry and trade associations.....		6,
Yes, by sectoral associations/interest groups such as meat producers, wine producers, etc.....		7,
Yes, by others (SPONTANEOUS).....		8,
DK.....		9,

EB51.1 - NEW

Q.23. Do you know of any consumer associations in (OUR COUNTRY)?
No, don't know of any consumer associations in (OUR COUNTRY)..... 110 1
DK..... 2
Yes..... 3

Q.23. (IF YES) Can you name some of them?

111	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

EB51.1 - NEW

Q.24. a) In your opinion, which one of the following tasks should be a priority for consumer associations?
(SHOW CARD - ONE ANSWER ONLY)
b) And, which are less important tasks? (SHOW SAME CARD - SEVERAL ANSWERS POSSIBLE)

READ OUT	a) Priority	b) Less important
1. Distributing information	112 1	113 1,
2. Giving all consumers practical advice/assistance	2	2,
3. Giving only members of consumer associations practical advice/assistance	3	3,
4. Providing legal advice	4	4,
5. Publishing a magazine	5	5,
6. Lobbying the government	6	6,
7. Protecting the interests of consumers	7	7,
8. Representing consumers' interests	8	8,
9. Other tasks (SPONTANEOUS)	9	9,
DK	10	10,

EB51.1 - NEW

Q.25. a) Would you like to see consumer associations become more influential in (OUR COUNTRY), or not?
Yes..... 114 1 GO TO Q.25b
No..... 2 GO TO Q.25c
DK..... 3 GO TO Q.26

EB51.1 - NEW

Q.25. b) (IF YES, CODE 1 IN Q.25a)
 Is it because... ? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

They currently do not have enough power.....	115	1,
They can protect consumer interests well.....		2,
Consumers are currently not well represented.....		3,
Other reasons (SPONTANEOUS).....		4,
DK.....		5,

EB51.1 - NEW

Q.25. c) (IF NO, CODE 2 IN Q.25a)
 Is it because... ? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

They already have enough power.....	116	1,
They do not represent consumer interests well.....		2,
They are not democratically elected.....		3,
Consumers are already well represented (SPONTANEOUS).....		4,
Other reasons (SPONTANEOUS).....		5,
DK.....		6,

ASK ALL

Q.26. Do you consider each of the following to be a major problem faced by consumer associations?

READ OUT	Yes	No	DK
1. Lack of money	117 1	2	3
2. Lack of experienced staff	118 1	2	3
3. No consumer magazine	119 1	2	3
4. Too few members	120 1	2	3
5. Too little power	121 1	2	3
6. Not being taken seriously	122 1	2	3

EB51.1 - NEW

Q.27. a) Are you currently a member of a consumer association, or not?

Yes.....	123	1	GO TO Q.27b
No.....		2	GO TO Q.27c
DK.....		3	GO TO Q.28

EB51.1 - NEW

Q.27. b) (IF YES, CODE 1 IN Q.27a)
 Why are you a member of that particular association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I did not know of any others.....	124	1,
It is the biggest one.....		2,
It is closest one.....		3,
It is the cheapest one.....		4,
It provides the best service.....		5,
It has the best reputation.....		6,
I knew some members.....		7,
Other reasons (SPONTANEOUS).....		8,
I belong to several associations (SPONTANEOUS).....		9,
DK.....		10

EB51.1 - NEW

Q.27. c) (IF NO, CODE 2 IN Q.27a)
 Why are you not a member of a consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I do not know of any.....	125	1,
I do not need them.....		2,
It is too expensive.....		3,
These organisations are too far away.....		4,
They do not provide a good service.....		5,
I am not interested.....		6,
I do not have the time.....		7,
I cancelled my membership (SPONTANEOUS).....		8,
Other reasons (SPONTANEOUS).....		9,
DK.....		10

EB51.1 - NEW

ASK ALL

Q.28. Can you name any magazines from consumer associations?
No..... 126 1
Yes..... 2

Q.28. Magazines

127	1,	4,	7,	10	13	16	19	22	25	28	31	34
	2,	5,	8,	11	14	17	20	23	26	29	32	35
	3,	6,	9,	12	15	18	21	24	27	30	33	36

EB51.1 - NEW

Q.29. Do you read any magazines from consumer associations? (IF YES) Do you read every issue of them or only some issues?
No, I never read such magazines..... 128 1
Yes, every issue..... 2
Yes, some issues..... 3

EB51.1 - NEW

Q.30. In what circumstances would you like the assistance of a consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Never.....	129	1,
When I need information.....		2,
When I need practical advice/assistance.....		3,
When I need legal advice.....		4,
In other circumstances (SPONTANEOUS).....		5,
DK.....		6,

EB51.1 - NEW

Q.31. In general, do you think that a consumer association should... ? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

...distribute information.....	130	1,
...give practical advice/assistance to all consumers.....		2,
...give practical advice/assistance only to its members.....		3,
...provide legal advice.....		4,
...publish a magazine.....		5,
...lobby the government.....		6,
...protect the interests of consumers.....		7,
...represent consumers' interests.....		8,
It should do other things (SPONTANEOUS).....		9,
DK.....		10

EB51.1 - NEW

Q.32. For each of the following, please tell me if you think it should be done by public services or private services?

READ OUT	Public services	Private services	Both (SPONTANEOUS)	DK
1. Distributing information	131 1	2	3	4
2. Giving all consumers practical advice/assistance	132 1	2	3	4
3. Giving only members of consumers associations practical advice/assistance	133 1	2	3	4
4. Providing legal advice	134 1	2	3	4
5. Publishing a magazine	135 1	2	3	4
6. Lobbying the government	136 1	2	3	4
7. Protecting the interests of consumers	137 1	2	3	4
8. Representing consumers' interests	138 1	2	3	4

EB51.1 - NEW

Q.33. a) Have you ever asked a consumer association for advice/assistance ?

Yes.....	139 1	GO TO Q.33b
No.....	2	GO TO Q.33d
DK.....	3	GO TO Q.34

EB51.1 - NEW

Q.33. b) (IF YES, CODE 1 IN Q.33a)
For what? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

General advice/assistance.....	140 1,
Information on products or services.....	2,
Legal advice.....	3,
Advice on purchases.....	4,
Insurance advice.....	5,
Other financial advice.....	6,
Other reasons (SPONTANEOUS).....	7,

EB51.1 - NEW

Q.33. c) How would you describe your experience with that particular consumer association? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I got the advice/assistance I needed.....	141 1,
I got some of the advice/assistance I needed.....	2,
I did not get the advice/assistance I needed.....	3,
The advice/assistance given was useful.....	4,
The advice/assistance given was partly useful.....	5,
The advice/assistance given was not useful at all.....	6,
DK.....	7,

EB51.1 - NEW

Q.33. d) (IF NO, CODE 2 IN Q.33a)
Why have you never asked a consumer association for assistance? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I never needed the assistance of a consumer association.....	142 1,
I do not know how to contact them.....	2,
They do not give the type of advice/assistance I need.....	3,
They are too expensive.....	4,
They do not provide a good service.....	5,
They do not understand my problems.....	6,
I am not a member.....	7,
They are too far away.....	8,
For other reasons (SPONTANEOUS).....	9,
DK.....	10

EB51.1 - NEW

ASK ALL

Q.34. How do you think a consumer association can best communicate with the public? Is it by... ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

A magazine.....	143	1
The Internet.....		2
A free-phone number.....		3
A paying phone number.....		4
CDS.....		5
Other means (SPONTANEOUS).....		6
DK.....		7

EB51.1 - NEW

Q.35. Do you think that some services provided by consumer associations should be paid for, or not ?

Yes.....	144	1	GO TO Q.36
No.....		2	GO TO Q.38
It depends (SPONTANEOUS).....		3	GO TO Q.39
DK.....		4	GO TO Q.39

EB51.1 - NEW

Q.36. (IF YES, CODE 1 IN Q.35)

For which of the following? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

Distributing information.....	145	1,
Giving all consumers practical advice/assistance.....		2,
Giving only members of consumer associations practical advice/assistance.....		3,
Providing legal advice.....		4,
Publishing a magazine.....		5,
Lobbying the government.....		6,
Protecting the interests of consumers.....		7,
Representing consumer's interests.....		8,
Other ways (SPONTANEOUS).....		9,
DK.....		10

EB51.1 - NEW

Q.37. How much and how would you be prepared to pay? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

A set payment for each service provided.....	146	1,
Annual fee of 40 euro (EQUIVALENT IN NATIONAL CURRENCY).....		2,
Annual fee of 80 euro (EQUIVALENT IN NATIONAL CURRENCY).....		3,
Annual fee of 100 euro (EQUIVALENT IN NATIONAL CURRENCY).....		4,
It depends on the type of service (SPONTANEOUS).....		5,
DK.....		6,

EB51.1 - NEW

Q.38. (IF NO, CODE 2 IN Q.35)

Would you be willing to pay for certain services if you really needed them?

Yes.....	147	1
No.....		2
It depends for which service (SPONTANEOUS).....		3
DK.....		4

EB51.1 - NEW

ASK ALL

Q.39. How do you think consumer associations should be funded? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

From membership fees.....	148	1
From payment of services.....		2
From public authorities/the government.....		3
Mixed financing: initiatives of public interest being financed by public authorities and services of private interest being financed by interested people.....		4
Other (SPONTANEOUS).....		5
DK.....		6

EB51.1 - NEW

Q.40 a) Compared to other interest groups in (OUR COUNTRY) representing industry, business, farming, banks, etc., how would you rate the consumer associations' influence? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)
 b) And compared to politicians? (SHOW SAME CARD - ONE ANSWER ONLY)
 c) And compared to the media? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	Very influential	Fairly influential	Not very influential	Not at all influential	DK
a. Compared to other interest groups	149 1	2	3	4	5
b. Compared to politicians	150 1	2	3	4	5
c. Compared to the media	151 1	2	3	4	5

EB51.1 - NEW

Q.41. Q.20 Compared to other Non-Governmental-Organisations, such as environmental groups, women's groups, animal welfare groups, etc., how effective do you think consumer associations are in influencing public debate, politicians, etc. ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Very influential.....	152	1
Fairly influential.....		2
Not very influential.....		3
Not at all influential.....		4
DK.....		5

EB51.1 - NEW

DEMOGRAPHICS

NO QUESTIONS D1 TO D6

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

Married.....	153	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

EB51.0 - D.7 - DEMO TREND

D.8. How old were you when you stopped full-time education ? (IF STILL STUDYING : CODE 00 - GO TO D.10)

```

+-----+ 154
|   |   |
|   |   |
+-----+
    
```

EB51.0 - D.8 - DEMO TREND

NO QUESTION D9

D.10. SEX

Male.....	155	1
Female.....		2

EB51.0 - D.10 - DEMO TREND

D.11. How old are you ?

```

+-----+ 156
|   |   |
|   |   |
+-----+
    
```

EB51.0 - 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 ?

	D.12 PEOPLE		D.13 CHILDREN	
1	157	1	158	1
2		2		2
3		3		3
4		4		4
5		5		5
6		6		6
7		7		7
8		8		8
9 or more		9		9
None				10

EB51.0 - D.12 & D.13 - DEMO TREND

NO QUESTION D14

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

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	159 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	160 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
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, ...)	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

EB51.0 - D.15 - DEMO TREND

NO QUESTIONS D16 TO D18

D.19. Are you ... ?

READ OUT	Yes	No
a) In your household the person mainly responsible for ordinary shopping and looking after the home	161 1	2
b) In your household the person who contributes most to the household income	162 1	2

EB51.0 - D.19a/b - DEMO TREND

NO QUESTION D20

D.21. (IF CODE 2 AT D19b)

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

	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	163 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	164 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
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, ...)	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

EB51.0 - D.21 - DEMO TREND

NO QUESTIONS D22 TO D23

D.24. Do you live in a house or an apartment? And do you or your family own or rent your home? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Own outright or have mortgage on a house.....	165	1
Own outright or have mortgage on an apartment.....		2
Rent a privately owned house.....		3
Rent a privately owned apartment.....		4
Rent a Council, Municipal or Corporation house.....		5
Rent a Council, Municipal or Corporation apartment.....		6
Other (rent a room, live as a lodger, squatter, etc.).....		7
DK.....		8

EB37.0 - D.24 - TREND

NO QUESTIONS D25 TO D28

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.....	166	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

EB51.0 - D.29 - DEMO TREND

INTERVIEW PROTOCOLE

P.1. - Date of interview	DAY	MONTH
	_ _ 167	_ _ 168

P.2. - Time of the beginning of the interview	HOUR	MINUTES
USE 24 HOUR CLOCK	_ _ 169	_ _ 170

P.3. - Number of minutes the interview lasted	MINUTES
	_ _ _ 171

P.4. - Number of persons present during the interview, including interviewer.

Two (interviewer and respondent).....	172	1
Three.....		2
Four.....		3
Five or more.....		4

P.5. - Respondent cooperation

Excellent.....	173	1
Fair.....		2
Average.....		3
Bad.....		4

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

+	+	+	+
+	+	+	+

174

P.7. - Region (LOCAL CODES)

+	+	+	+
+	+	+	+

175

P.8. - Postal code

+	+	+	+	+	+	+	+	+	+
+	+	+	+	+	+	+	+	+	+

176

P.9. - SAMPLE POINT NUMBER

+	+	+	+	+	+	+	+	+	+
+	+	+	+	+	+	+	+	+	+

177

P.10. - INTERVIEWER NUMBER

+	+	+	+	+	+	+	+	+	+
+	+	+	+	+	+	+	+	+	+

178

P.11. - WEIGHTING FACTOR

+	+	+	+	+	+	+	+	+	+
+	+	+	+	+	+	+	+	+	+

179

P.12. - Telephone available in the household ?

Yes.....	180	1
No.....		2

P.13. - Language of interview (Luxembourg, Belgium, Finland)

+--+ 181
| |
| |
+--+

STANDARD EUROBAROMETER 51.1

TECHNICAL SPECIFICATIONS

Between 12 April and 18 May 1999, INRA (EUROPE), a European Network of Market and Public Opinion Research agencies, carried out wave 51.1 of the standard Eurobarometer, on request of the EUROPEAN COMMISSION, DGX : PUBLIC OPINION ANALYSIS UNIT.

The Standard EUROBAROMETER 51.1 covers the population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Member States according to the EUROSTAT-NUTS II (or equivalent) and according to the distribution of the resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language.

COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+ (x 000)
Belgium	INRA BELGIUM	1054	12/04 – 30/04	8,326
Denmark	GfK DANMARK	1000	17/04 – 13/05	4,338
Germany(East)	INRA DEUTSCHLAND	1007	14/04 – 30/04	13,028
Germany(West)	INRA DEUTSCHLAND	1011	14/04 – 30/04	55,782
Greece	KEME	1012	13/04 – 11/05	8,793
Spain	INRA ESPAÑA	1000	14/04 – 05/05	33,024
France	CSA-TMO	1005	12/04 – 30/04	46,945
Ireland	LANSDOWNE Market Research	1004	16/04 – 05/05	2,980
Italy	PRAGMA	1014	15/04 – 05/05	49,017
Luxembourg	ILReS	610	19/04 – 18/05	364
The Netherlands	NIPO	1005	22/04 – 16/05	12,705
Austria	SPECTRA	1002	14/04 – 05/05	6,668
Portugal	METRIS	1000	14/04 – 09/05	8,217
Finland	MDC MARKETING RESEARCH	1026	12/04 – 16/05	4,165
Sweden	GfK SVERIGE	1014	15/04 – 09/05	7,183
Great Britain	INRA UK	1070	15/04 – 14/05	46,077
Northern Ireland	ULSTER MARKETING SURVEYS	310	16/04 – 05/05	1,273
	TOTAL NUMBER OF INTERVIEWS	16144		

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics. For all EU member-countries a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, minimum sex, age, region NUTS II were introduced in the iteration procedure. For international weighting (i.e. EU averages), INRA (EUROPE) applies the official population figures as provided by EUROSTAT in the Regional Statistics Yearbook (data for 1997 or 1996). The total population figures for input in this post-weighting procedure are listed above.

The results of the Eurobarometer studies are reported in the form of tables, datafiles and analyses. Per question a table of results is given with the full question text in English, French and German. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the "Public Opinion Analysis" Unit of DGX of the European Commission, Rue de la Loi 200, B-1049 Brussels. The results are published on the internet server of the European Commission : <http://www.europa.eu.int/en/comm/dg10/infcom/epo/polls.html>. All Eurobarometer datafiles are stored at the Zentral Archiv (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

**STANDARD EUROBAROMETER 51.1
CO-OPERATING AGENCIES AND RESEARCH EXECUTIVES**

**INRA (EUROPE) - European Coordination Office SA/NV
Dominique VANCRAEYNST
Avenue R. Vandendriessche, 18
B -1150 BRUSSELS – BELGIUM**

E-mail : dominique.Vancraeynest@inra.com – christine.Kotarakos@inra.com – anne.Gislain@inra.com

Tel. ++/32/2/775 01 11 - Fax. ++/32/2/772 40 79

BELGIQUE	INRA BELGIUM 430, Avenue Louise B-1050 BRUXELLES	Mrs Eléonore SNOY inra.belgium@skynet.be	tel. fax.	++/32 2 648 80 10 ++/32 2 648 34 08
DANMARK	GfK DANMARK Sylows Allé, 1 DK-2000 FREDERIKSBERG	Mr Erik CHRISTIANSEN erik.christiansen@gfk.dk	tel. fax.	++/45 38 32 20 00 ++/45 38 32 20 01
DEUTSCHLAND	INRA DEUTSCHLAND Papenkamp, 2-6 D-23879 MÖLLN	Ms Christina OLTMANN Christina.Oltmann@inra.de	tel. fax.	++/49 4542 801 0 ++/49 4542 801 201
ELLAS	KEME Ippodamou Street, 24 GR-11635 ATHENA	Ms Fotini PANOUTSOU memrbgre@hol.gr	tel. fax.	++/30 1 701 80 82 ++/30 1 701 78 37
ESPAÑA	INRA ESPAÑA C/Alberto Aguilera, 7-5° E-28015 MADRID	Ms Carmen MOZO inra-espana@xpress.es	tel. fax.	++/34 91 594 47 93 ++/34 91 594 52 23
FRANCE	CSA-TMO 22, rue du 4 Septembre F-75002 PARIS	Mrs Isabelle CREBASSA Crebassa@tmo.fr	tel. fax.	++/33 1 44 94 40 00 ++/33 1 44 94 40 01
IRELAND	LANSDOWNE Market Research 49, St. Stephen's Green IRL-DUBLIN 2	Mr Roger JUPP roger@lmr.ie	tel. fax.	++/353 1 661 34 83 ++/353 1 661 34 79
ITALIA	PRAGMA Via Salaria, 290 I-00199 ROMA	Mrs Maria-Adelai de SANTILLI pragma.inter@iol.it	tel. fax.	++/39 06 84 48 81 ++/39 06 84 48 82 98
LUXEMBOURG	ILReS 46, rue du Cimetière L-1338 LUXEMBOURG	Mr Charles MARGUE charles.margue@ilres.com	tel. fax.	++/352 49 92 91 ++/352 49 92 95 555
NEDERLAND	NIPO Grote Bickersstraat 74 NL - 1013 KS AMSTERDAM	Mr Vincent GROEN vincent.groen@nipo.nl	tel. fax.	++/31 20 522 54 44 ++/31 20 522 53 33
AUSTRIA	SPECTRA Brucknerstrasse, 3-5/4 A-4020 LINZ	Ms Jitka NEUMANN neji@spectra.at	tel. fax.	++/43/732/6901 ++/43/732/6901-4
PORTUGAL	METRIS Av. Eng. Arantes e Oliveira, 3-2° P-1900 LISBOA	Ms Mafalda BRASIL mbrasil.metris@mail.telepac.pt	tel. fax.	++/351 1 846 12 02 ++/351 1 846 12 03
FINLAND	MDC MARKETING RESEARCH Ltd Itätuulenkujja 10 A FIN-02100 ESPOO	Mr Juhani PEHKONEN Juhani.Pehkonen@mdc.fi Jaana.Reiju@mdc.fi	tel. fax.	++/358 9 613 500 ++/358 9 613 50 423
SWEDEN	GfK SVERIGE S:t Lars väg 46 S-221 00 LUND	Mr Rikard EKDAHL rikard.ekdahl@gfksverige.se	tel. fax.	++/46 46 18 16 00 ++/46 46 18 16 11
GREAT BRITAIN	INRA UK Monarch House, Victoria Road UK-London W3 6RZ	Mr Paul DURRANT paul.durrant@inra.co.uk	tel. fax.	++/44 181 993 22 20 ++/44 181 993 11 14

© European Communities
The Eurobarometer questionnaires are reproduced
by permission of its publishers,
the Office for Official Publications of the European Communities,
2 rue Mercier, L-2985 Luxembourg