

ZA5931

Eurobarometer 82.2

**Country Questionnaire
United Kingdom**

D10: NO ANSWERS NOT ALLOWED

D10 Gender.

	(2001)
Male	1
Female	2

EB82.1 D10

B Country

(2002-2003)

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EB82.1 B

C our survey number

(2004-2006)

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EB82.1 C

D Interview number

(2007-2012)

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EB82.1 D

Q1: CODE 29 CANNOT BE THE ONLY ANSWER OTHERWISE CLOSE THE INTERVIEW

Q1: CODE 30 IS EXCLUSIVE

Q1: IF CODE 30 THEN CLOSE INTERVIEW

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

(2033-2062)

Belgium	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,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Croatia	28,
Other countries	29,
DK	30,

EB82.1 Q1

A. QUALITY OF TRANSPORT IN THE EU IN 2014

QA1 On a typical day, which mode of transport do you use most often?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2083-2084)

Car	1
Motorbike or moped	2
Train	3
Ship or boat	4
Urban public transport (bus, metro, tram, ferry, etc.)	5
Bicycle	6
Walking	7
Other (SPONTANEOUS)	8
None (SPONTANEOUS)	9
DK	10

NEW

ASK QA2 IF "USE A MODE OF TRANSPORT", CODE 1 TO7 IN QA1 – OTHERS GO TO QA3

QA2: ROTATE ANSWERS 1 TO 6

QA2: CODE 7 IS EXCLUSIVE

QA2: CODE 9 IS EXCLUSIVE

QA2: MAX. 2 ANSWERS (1-6+8)

QA2 What are the reasons for using this mode of transport?

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

(2085-2093)

Price	1,
Environmental reasons	2,
Safety	3,
Convenience	4,
Speed	5,
Available facilities	6,
There is no alternative	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

ASK QA3 IF "USE CAR OR MOTORBIKE\ MOPED AS A MAIN MODE OF TRANSPORT ON A TYPICAL DAY", CODE 1 OR 2 IN QA1 – OTHERS GO TO QA4

QA3: ROTATE ANSWERS 1 TO 13

QA3: CODE 15 IS EXCLUSIVE

QA3: CODE 16 IS EXCLUSIVE

QA3: MAX. 3 ANSWERS (1-14)

QA3 What would encourage you to use public transport more often?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

(2094-2109)

Being able to buy tickets online	1,
Being able to buy a single ticket that can be used with different transport modes	2,
Better public transport coverage	3,
Better connections between stops and stations	4,
Better amenities for passengers at stops and stations (e.g. shelter, seats, etc.)	5,
Timetables that are available and easy to understand	6,
Reliable and punctual services	7,
Frequent public transport service	8,
Cheaper tickets or season tickets	9,
Availability of online public transport route planners	10,
Availability of mobile applications with timetable and other services information	11,
Better accessibility	12,
Improved security and/or safety at stops and stations	13,
Other (SPONTANEOUS)	14,
Nothing (SPONTANEOUS)	15,
DK	16,

NEW

ASK ALL

QA4 How many times have you made journeys of 300 km or more within the EU (including the UK) in the last 12 months?

(READ OUT – SINGLE CODE)

(2110)

None	1
Once	2
Two or three times	3
Four or five times	4
More than five times	5
DK	6

NEW

ASK QA5 TO QA7 IF "HAS MADE JOURNEYS OF 300 KMS OR MORE DURING THE LAST 12 MONTHS", CODE 2 TO 5 IN QA4 – OTHERS GO TO QA8

QA5: CODE 8 IS EXCLUSIVE

QA5 Which mode of transport did you use the last time you made a journey of 300 km or more?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2111-2118)

Car or camper-van	1,
Motorbike or moped	2,
Plane	3,
Train	4,
Ship or boat	5,
Coach	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

QA6: ROTATE ANSWERS 1 TO 6

QA6: CODE 7 IS EXCLUSIVE

QA6: CODE 9 IS EXCLUSIVE

QA6: MAX. 2 ANSWERS (1-6+8)

QA6 What are the reasons for using this mode or these modes of transport?

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

(2119-2127)

Price	1,
Environmental reasons	2,
Safety	3,
Convenience	4,
Speed	5,
Available facilities	6,
There is no alternative	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

QA7 Which of the following applies to the last journey you made of 300 km or more?

(READ OUT – SINGLE CODE)

		Yes	No	DK
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(2128)	1	The journey was good value for money	1	2	3
(2129)	2	Travelling did not take longer than planned	1	2	3
(2130)	3	There were enough amenities for passengers	1	2	3
(2131)	4	The journey was safe	1	2	3

NEW

ASK ALL

QA8.2: DO NOT ASK IN MT AND CY

QA8 In your opinion, has the quality of the following means of transport (services, connections, infrastructures, etc.) improved or deteriorated in the UK in the last 5 years?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Impr oved a lot	Som ewh at impr oved	Som ewh at deter iorat ed	Dete riorat ed a lot	Stay ed the sam e (SP ONT ANE OUS)	DK
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(2132)	1	Air transport	1	2	3	4	5	6
(2133)	2	Rail transport	1	2	3	4	5	6
(2134)	3	Road transport	1	2	3	4	5	6
(2135)	4	Sea or river transport	1	2	3	4	5	6

NEW

DO NOT ASK QA9 IN CY AND MT – CY AND MT GO TO QA10

QA9: ROTATE ANSWERS 1 TO 10

QA9: CODE 12 IS EXCLUSIVE

QA9: CODE 13 IS EXCLUSIVE

QA9: MAX. 3 ANSWERS (1-11)

QA9 Which of the following do you think are the most serious problems affecting rail transport in the UK?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

	(2136-2148)
Noise pollution	1,
Lack of high-speed lines	2,
Lack of reliable and punctual service	3,
Safety	4,
Lack of railway stations	5,
Missing railway links (between cities or across borders)	6,
Quality of services and facilities on board	7,
Ticket prices	8,
Accessibility	9,
Rail maintenance	10,
Other (SPONTANEOUS)	11,
None (SPONTANEOUS)	12,
DK	13,

NEW

ASK ALL

QA10: ROTATE ANSWERS 1 TO 9

QA10: CODE 11 IS EXCLUSIVE

QA10: CODE 12 IS EXCLUSIVE

QA10: MAX. 3 ANSWERS (1-10)

QA10 Which of the following do you think are the most serious problems affecting air transport in the UK?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

(2149-2160)

Noise pollution	1,
Air pollution	2,
Safety	3,
Lack of airports	4,
Ticket prices	5,
Accessibility of facilities at airports (parking, lifts, toilets etc.)	6,
Airport services (shops, restaurants, lounges)	7,
Lack of destinations from your closest airport	8,
Availability of public transport to or from your closest airport	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

NEW

QA11 After a decade of the ban on liquids, how important would it be for you to be able to bring liquids above the current limit through the security checkpoints at airports, in order to bring them with you on board the plane?

(READ OUT – ONE ANSWER ONLY)

(2161)

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
Not applicable (SPONTANEOUS)	5
DK	6

NEW

QA12: ROTATE ANSWERS 1 TO 7

QA12: CODE 9 IS EXCLUSIVE

QA12: CODE 10 IS EXCLUSIVE

QA12: MAX. 3 ANSWERS (1-8)

QA12 Which of the following do you think are the most serious problems affecting sea or river transport in the UK?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

(2162-2171)

Noise pollution	1,
Water pollution	2,
Safety	3,
Reduced sea or river transport links	4,
Ticket prices	5,
Lack of frequent services	6,
Accessibility	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

QA13: ROTATE ANSWERS 1 TO 7

QA13: CODE 9 IS EXCLUSIVE

QA13: CODE 10 IS EXCLUSIVE

QA13: MAX. 3 ANSWERS (1-8)

QA13 Which of the following do you think are the most serious problems affecting roads in the UK?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

(2172-2181)

Road congestion	1,
Noise pollution	2,
Air pollution	3,
Safety	4,
Missing road links (between cities or across borders)	5,
Road maintenance	6,
The amount of freight being transported by road	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

QA14: ROTATE ANSWERS 1 TO 7

QA14: CODE 9 IS EXCLUSIVE

QA14: CODE 10 IS EXCLUSIVE

QA14: MAX. 3 ANSWERS (1-8)

QA14 Which of the following do you think should be the priorities for improving safety on roads in the UK?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

(2182-2191)

More training for drivers	1,
Stricter speed limits	2,
Stricter control on the use of electronic devices while driving	3,
Easy and timely access to traffic information when travelling	4,
Zero alcohol tolerance	5,
Frequent police controls	6,
Improved road maintenance	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

QA15 With today's technology, vehicles can be connected at all times. On the one hand this would allow a better traffic management and should make the journey easier and safer. On the other hand, it means that the vehicle's location would be available online. Would you agree to have your vehicle connected or not?

(READ OUT – ONE ANSWER ONLY)

(2192)

Yes, at all times	1
Yes, at all times but only if your personal data is anonymised	2
Yes, but only when you decide to	3
No	4
DK	5

NEW

QA16: ROTATE ANSWERS 1 TO 6

QA16: CODE 8 IS EXCLUSIVE

QA16: CODE 9 IS EXCLUSIVE

QA16: MAX. 2 ANSWERS (1-7)

QA16 Although the transport sector offers jobs in Europe for people with different qualifications such as engineers, drivers or pilots, construction workers, commercial profiles, etc. it remains unattractive for many people. In your opinion, what needs to be done to make transport a more attractive sector for job seekers?

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

(2193-2201)

Better working conditions	1,
Higher salaries	2,
Information campaigns to inform the public about possibilities	3,
Increased security in the workplace	4,
Better career prospects	5,
More training and qualifications	6,
Other (SPONTANEOUS)	7,
Nothing can be done to make transport a more attractive sector (SPONTANEOUS)	8,
DK	9,

NEW

QA17 How often do you travel by commercial ship or boat as a passenger?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2202)

Daily	1
Several times per week	2
Once a week	3
Several times per month	4
Several times per year	5
Once a year or less often	6
Never	7
DK	8

NEW

ASK QA18 AND QA19 IF "TRAVELED BY COMMERCIAL SHIP OR BOAT IN THE LAST YEAR", CODES 1 TO 6 IN QA17 – OTHERS GO TO QA20

QA18 What is the most frequent purpose of your travels by ship or boat?

(READ OUT – SINGLE CODE)

	(2203)
Daily commuting	1
Business trips	2
Holidays	3
Other leisure activities	4
Other (SPONTANEOUS)	5
DK	6

NEW

QA19 How important is each of the following elements when planning a journey by ship or boat?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Very important	Fairly important	Not very important	Not at all important	DK
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(2204)	1	Price	1	2	3	4	5
(2205)	2	Timetable (frequency of service)	1	2	3	4	5
(2206)	3	Amenities on board	1	2	3	4	5
(2207)	4	Shipping line	1	2	3	4	5
(2208)	5	Published safety records of the company	1	2	3	4	5
(2209)	6	Availability of the destinations at the closest port	1	2	3	4	5
(2210)	7	Available connections	1	2	3	4	5
(2211)	8	Quality or age of ships or boats	1	2	3	4	5

NEW

ASK ALL

QA20 In your opinion, how safe or not are the following ships or boats?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Very safe	Fairly safe	Not very safe	Not at all safe	DK
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(2212)	1	A cruise ship	1	2	3	4	5
(2213)	2	A ship used for daily commuting	1	2	3	4	5
(2214)	3	A ferry carrying both vehicles and passengers	1	2	3	4	5
(2215)	4	A small ship for sightseeing or excursions	1	2	3	4	5
(2216)	5	A (commercial) sailing ship	1	2	3	4	5

NEW

QA21: ROTATE ANSWERS 1 TO 8

QA21: CODE 10 IS EXCLUSIVE

QA21: CODE 11 IS EXCLUSIVE

QA21: MAX. 2 ANSWERS (1-9)

QA21 What would increase your confidence in the safety of a shipping line while being aboard a ship?

(SHOW SCREEN – READ OUT – MAX. 2 ANSWERS)

	(2217-2227)
Competence of the captain and the crew	1,
Quality or age of the ship or boat	2,
Information to passengers prior departure on safety measures	3,
Organisation of an emergency exercise	4,
Information session on emergencies	5,
Facilities for people with restricted mobility	6,
Availability of life-saving appliances	7,
Information on ship tracking	8,
Other (SPONTANEOUS)	9,
Nothing (SPONTANEOUS)	10,
DK	11,

NEW

B. CYBERCRIME

D62.1 + D62.2 + D62.3 HAVE TO BE ASKED BEFORE QB1

D62.1&2&3: "NO ANSWER" NOT ALLOWED

D62 Could you tell me if...?

(SHOW SCREEN WITH SCALE – READ OUT – SINGLE CODE)

		Everyday Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
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(2248)	1	You use the Internet at home, in your home	1	2	3	4	5	6	7
(2249)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(2250)	3	You use the Internet somewhere else (school, university, internet café, etc.)	1	2	3	4	5	6	7

EB82.1 D62

QB1 How well informed do you feel about the risks of cybercrime?

(READ OUT - SINGLE CODE)

Very well informed	(2251)	1
Fairly well informed		2
Not very well informed		3
Not at all informed		4
DK		5

EB79.4 QC8

ASK QB2 TO QB5 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QB6

QB2: CODE 6 IS EXCLUSIVE

QB2 What devices do you use to access the Internet?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2252-2257)

Computer (desktop, laptop, netbook)	1,
Touchscreen tablet	2,
Smartphone	3,
TV	4,
Other (SPONTANEOUS)	5,
DK	6,

EB79.4 QC2 TREND MODIFIED

QB3: CODE 10 IS EXCLUSIVE

QB3 Which of the following activities do you do online?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2258-2267)

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
Watching TV	8,
Other (SPONTANEOUS)	9,
DK	10,

EB79.4 QC3 TREND MODIFIED

QB4: ALL ANSWERS ARE SPONTANEOUS

QB4: CODE 6 IS EXCLUSIVE

QB4: CODE 7 IS EXCLUSIVE

QB4 What concerns do you have, if any, about using the Internet for things like online banking or buying things online?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2268-2274)

You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about it
You are concerned about the security of online payments
You are concerned about someone misusing your personal data
You are concerned about not receiving the goods or services that you buy online
Other
None
DK

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

EB79.4 QC5

QB5: ROTATE ANSWERS 1 TO 11

QB5: CODE 13 IS EXCLUSIVE

QB5: CODE 14 IS EXCLUSIVE

QB5 Has concern about security issues made you change the way you use the Internet in any of the following ways?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2275-2288)

You are less likely to buy goods or services online	1,
You are less likely to bank online	2,
You are less likely to give personal information on websites	3,
You have changed your security settings (e.g. your browser, online social media, search engine, etc.)	4,
You only visit websites you know and trust	5,
You use different passwords for different sites	6,
You do not open emails from people you don't know	7,
You only use your own computer	8,
You have installed anti-virus software	9,
You cancelled an online purchase because of suspicions about the seller or website	10,
You regularly change your passwords	11,
Other (SPONTANEOUS)	12,
None (SPONTANEOUS)	13,
DK	14,

EB79.4 QC6 TREND MODIFIED

ASK ALL

QB6: ALL ANSWERS ARE SPONTANEOUS

QB6: CODE 7 IS EXCLUSIVE

QB6: CODE 8 IS EXCLUSIVE

QB6: CODE 9 IS EXCLUSIVE

QB6 Thinking about online harassment (this can include anything from cyber bullying or blackmailing to more serious Internet dangers), what, if anything, is done in your household to protect children under 16 years old while they are online?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2289-2297)

- Monitor child's Internet usage
- Adjust security settings on browser etc. for use by child
- Limit time spent by child online
- Talk to child about risks on Internet
- You would like to do something, but you do not know how
- Other
- Nothing
- Not applicable
- DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,
- 7,
- 8,
- 9,

NEW

ASK QB7 TO QB11 IF "USE THE INTERNET" CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QC1

QB7: ROTATE ITEMS 1 TO 10

QB7 Cybercrimes can include many different types of criminal activity. How concerned are you personally about experiencing or being a victim of the following cybercrimes?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Very worried	Fairly worried	Not very worried	Not at all worried	DK
(2298)	1 Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
(2299)	2 Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	1	2	3	4	5
(2300)	3 Online fraud where goods purchased are not delivered, counterfeit or not as advertised	1	2	3	4	5
(2301)	4 Accidentally encountering child pornography online	1	2	3	4	5
(2302)	5 Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
(2303)	6 Not being able to access online services (e.g. banking services or public services) because of cyber-attacks	1	2	3	4	5
(2304)	7 Your social media or email account being hacked	1	2	3	4	5
(2305)	8 Being a victim of bank card or online banking fraud	1	2	3	4	5
(2306)	9 Being asked for a payment in return for getting back control of your device	1	2	3	4	5

(2307)	10	Discovered malicious software (viruses, etc.) on your device	1	2	3	4	5
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EB79.4 QC10 TREND MODIFIED

QB8: ROTATE ITEMS 1 TO 10

QB8 And how often have you experienced or been a victim of the following situations?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Often	Occasionally	Never	DK
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(2308)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
(2309)	2	Received emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	1	2	3	4
(2310)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
(2311)	4	Accidentally encountering child pornography online	1	2	3	4
(2312)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
(2313)	6	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks	1	2	3	4
(2314)	7	Your social media or email account being hacked	1	2	3	4
(2315)	8	Being a victim of bank card or online banking fraud	1	2	3	4
(2316)	9	Being asked for a payment in return for getting back control of your device	1	2	3	4
(2317)	10	Discovered malicious software (viruses, etc.) on your device	1	2	3	4

EB79.4 QC9 TREND MODIFIED

QB9: ROTATE ITEMS 1 TO 10

QB9: CODE 5 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 6 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 7 IS NOT SPONTANEOUS AND HAS TO BE READ

QB9: CODE 6 IS EXCLUSIVE

QB9: CODE 7 IS EXCLUSIVE

QB9 If you experienced or were a victim of the following cybercrimes, who would you contact?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS PER LINE)

		The police	Website\ vendor	Your Internet service provider	To a consumer rights protection association	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)
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(2318-232)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6,	7,
(2325-233)	2	Receiving emails or phone calls fraudulently asking for access to your computer, logins or personal details (including banking or payment information)	1,	2,	3,	4,	5,	6,	7,
(2332-233)	3	Online fraud where goods purchased are not delivered, counterfeit or not as advertised	1,	2,	3,	4,	5,	6,	7,
(2339-234)	4	Accidentally encountering child pornography online	1,	2,	3,	4,	5,	6,	7,
(2346-235)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,
(2353-235)	6	Not being able to access online services (e.g. banking services or public services) because of cyber-attacks	1,	2,	3,	4,	5,	6,	7,
(2360-236)	7	Your social media or email account being hacked	1,	2,	3,	4,	5,	6,	7,

(2367-237)	8	Being a victim of bank card or online banking fraud	1,	2,	3,	4,	5,	6,	7,
(2374-238)	9	Being asked for a payment in return for getting back control of your device	1,	2,	3,	4,	5,	6,	7,
(2381-238)	10	Discovered malicious software (viruses, etc.) on your device	1,	2,	3,	4,	5,	6,	7,

EB79.4 QC11 TREND MODIFIED

QB10: ROTATE ITEMS 1 TO 5

QB10 Could you please tell me to what extent you agree or disagree with each of the following statements?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(2388)	1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
(2389)	2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
(2390)	3	You avoid disclosing personal information online	1	2	3	4	5
(2391)	4	You believe the risk of becoming a victim of cybercrime is increasing	1	2	3	4	5
(2392)	5	You are able to protect yourself sufficiently against cybercrime, e.g. by taking precautions or by using antivirus software	1	2	3	4	5

EB79.4 QC12 TREND MODIFIED

QB11: CODE 8 IS EXCLUSIVE

QB11: CODE 9 IS EXCLUSIVE

QB11 Have you changed your password to access any of the following online services during the last 12 months?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2393-2401)

E-mail account	1,
Online social networks	2,
Shopping website	3,
Online banking websites	4,
Online games	5,
Public services websites	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

EB79.4 QC13 TREND MODIFIED

C. PUBLIC PERCEPTION OF VAT

X1: DUMMY QUESTION FOR SPONTANEOUS BUTTONS IN QC1

X1 dummy

dummy

	(2422)
Refusal (SPONTANEOUS)	1
DK	2

NEW

QC1: 4th DIGIT IS THE DECIMAL POINT

QC1: MINIMUM = 000.0

QC1: MAXIMUM = 100.0

QC1 In the UK, when you buy most goods or services, a tax called Value Added Tax (VAT) is added as a percentage to the price of the good or service and is included in the total price you pay. Please tell me what is the standard or normal VAT rate as a percentage in the UK?

(DO NOT SUGGEST ANYTHING - WRITE DOWN)

(2423-2427)

%

NEW

QC2 VAT is added in all countries of the EU and it is one of the revenue sources for public budgets in Europe. In your opinion, how important or not is VAT as a revenue source in the UK?

(READ OUT – SINGLE CODE)

	(2428)
Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

NEW

READ OUT: The normal or standard VAT rate in THE uk is 20%

QC3 In your opinion, is the standard VAT rate in the UK about the same, higher or lower than the standard VAT rate in the other EU Member States overall?

(READ OUT – SINGLE CODE)

	(2429)
About the same	1
Higher	2
Lower	3
DK	4

NEW

QC4 For different reasons (including for social reasons and to promote demand for certain goods and services) the purchase of a number of goods and services benefits from a reduced VAT rate in the UK. Were you aware of the existence of these reduced VAT rates?

(SINGLE CODE)

	(2430)
Yes	1
No	2
DK	3

NEW

QC5 The application of reduced VAT rates leads to a reduction in the revenue collected for public budget in the UK. In your opinion, how important or not is the impact of reduced VAT rates on public budget in the UK?

(READ OUT – SINGLE CODE)

	(2431)
Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

NEW

QC6 Thinking about reduced VAT rates, which one of the following statements is closest to your opinion?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2432)

Reduced VAT rates should continue unchanged	1
Reduced VAT rates should be abolished and replaced by a system where every household receives an annual fixed cash allowance	2
Reduced VAT rates should be abolished and replaced by a system where only the poorer households receive an annual fixed cash allowance	3
Reduced VAT rates should be abolished to enable lowering the standard VAT rate on all goods and services	4
You don't know about\ don't understand\ take no interest in these matters (SPONTANEOUS)	5
DK	6

NEW

ASK QC7 IF "USE THE INTERNET", CODE 1 TO 5 IN D62.1 OR D62.2 OR D62.3 – OTHERS GO TO QC8

QC7: CODE 4 IS EXCLUSIVE

QC7: CODE 5 IS EXCLUSIVE

QC7: CODE 6 IS EXCLUSIVE

QC7 In the last 12 months, have you bought or ordered any goods or services over the Internet for private purposes from any of the following?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2433-2438)

Sellers based in the UK	1,
Sellers based in other EU countries	2,
Sellers based outside the EU	3,
You have not made any purchases on the Internet	4,
Country of origin of sellers not known (SPONTANEOUS)	5,
DK	6,

EB78.2 QB1 TREND MODIFIED

QC8 In the last 12 months, have you...?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Yes, several times	Yes, but only once or twice	No	DK
--	--	--------------------------	-----------------------------------	----	----

(2439)	1	Made a trip to another EU Member State primarily in order to purchase goods or services (e.g. trip made for this purpose, for purchasing clothes, electronics, etc. – ADAPT EXAMPLE TO YOUR COUNTRY)	1	2	3	4
--------	---	--	---	---	---	---

(2440)	2	Purchased goods or services, while on holiday or on a business trip in another EU Member State (excluding expenditures linked to the trip such as travel, accommodation, leisure activities, meals)	1	2	3	4
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EB78.2 QB2

ASK QC9 IF "BOUGHT A GOOD OR A SERVICE FROM ANOTHER EU MEMBER STATE IN THE LAST 12 MONTHS", CODE 2 IN QC7 OR CODE 1 OR 2 IN QC8.1 OR QC8.2 – OTHERS GO TO QD1

QC9: CODE 5 IS EXCLUSIVE

QC9 In the last 12 months, have you at least bought one good or service from another EU Member State for any of the following reasons?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(2441-2445)
Because the prices were lower than in the UK	1,
Because the quality was better than in the UK	2,
Because the choice was bigger than in the UK	3,
Other (SPONTANEOUS)	4,
DK	5,

NEW

D. PATIENT RIGHTS IN THE EU

QD1: ROTATE ITEMS 1 AND 2

QD1 Overall, to what extent do you think that you are well informed about what healthcare you have the right to get reimbursed for...?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Very well informed	Fairly well informed	Not very well informed	Not at all informed	DK
--	--	--------------------	----------------------	------------------------	---------------------	----

(2466)	1	In the UK	1	2	3	4	5
(2467)	2	In another EU country	1	2	3	4	5

NEW

QD2: ROTATE ANSWERS 1 TO 8

QD2: CODE 10 IS EXCLUSIVE

QD2 If you were looking for information regarding what healthcare you have the right to get reimbursed for in another EU country, which of the following sources would you use?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Friends or family	(2468-2477)	1,
Patient or consumer organisations or other NGOs		2,
Your health insurer or National Health Service		3,
Your general practitioner (GP) or another doctor or specialist		4,
Staff at hospitals		5,
Regional or local authorities		6,
The UK Ministry of Health		7,
Internet (information websites, blogs or social media)		8,
Other (SPONTANEOUS)		9,
DK		10,

NEW

QD3: ROTATE ANSWERS 1 TO 7

QD3: CODE 9 IS EXCLUSIVE

QD3: CODE 10 IS EXCLUSIVE

QD3 If you were considering receiving healthcare in another EU country, what kind of information would you look for that would help to make your decision? Information on...

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2478-2487)

Your rights to receive healthcare in other EU countries in general	1,
The level of reimbursement you would receive	2,
The standards of quality applied in healthcare	3,
The reputation of the healthcare providers who offer the treatment you are looking for	4,
The opinions of other patients	5,
Waiting times to get the treatment you are looking for	6,
Information on healthcare providers	7,
Other (SPONTANEOUS)	8,
You do not consider receiving healthcare in another EU country (SPONTANEOUS)	9,
DK	10,

NEW

QD4: ROTATE ITEMS 1 TO 3

QD4 Here are some statements related to healthcare received in another EU country. For each of the following, could you please tell me whether you think it is true or false?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		True	False	DK
--	--	------	-------	----

(2488)

1	You have the right to receive medical treatment in another EU country and be reimbursed for that treatment by your national health authority or healthcare insurer	1	2	3
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(2489)

2	You cannot get a prescription from your doctor to use in another EU country	1	2	3
---	---	---	---	---

(2490)

3	You have the right to receive a copy of your medical record from your doctor when you seek to receive healthcare in another EU country	1	2	3
---	--	---	---	---

NEW

QD5	If you were travelling to have medical treatment in another EU country, do you think you would need to get prior authorisation from your health authority or health insurer to have those treatments reimbursed?
-----	--

(READ OUT – SINGLE CODE)

(2491)

Yes, for all kind of treatments	1
Yes, but only for hospital care	2
Yes, but only for highly specialised healthcare	3
No	4
DK	5

NEW

QD6: CODE 3 IS EXCLUSIVE

QD6: CODE 4 IS EXCLUSIVE

QD6	Have you received any medical treatment in another EU country in the last 12 months?
-----	--

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2492-2495)

Yes, a medical treatment that was not planned	1,
Yes, a medical treatment that was planned	2,
No	3,
DK	4,

FL210 Q2 TREND MODIFIED

ASK QD7 IF "RECEIVED MEDICAL TREATMENT IN ANOTHER EU COUNTRY", CODE 1 OR 2 IN QD6 – OTHERS GO TO QD8

QD7	Thinking about the last time you had a treatment in another EU country, did you encounter any problems getting reimbursement from your national health service or health insurer?
-----	---

(SINGLE CODE)

(2496)

Yes	1
No	2
Not applicable because the treatment was covered by the European Health Insurance Card or a travel insurance (SPONTANEOUS)	3
Not applicable for this treatment (SPONTANEOUS)	4
DK	5

NEW

ASK ALL

QD8 Would you be willing to travel to another EU country to receive medical treatment?

(SINGLE CODE)

	(2497)
Yes	1
No	2
It depends on the EU country (SPONTANEOUS)	3
It depends on the type of medical treatment (SPONTANEOUS)	4
DK	5

FL210 Q3 TREND MODIFIED

ASK QD9 AND QD10 IF "WILLING TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT", CODE 1 OR 3 OR 4 IN QD8 – OTHERS GO TO QD11

QD9: ROTATE ANSWERS 1 TO 6

QD9: CODE 8 IS EXCLUSIVE

QD9 For which of the following reasons, would you be willing to travel to another EU country to receive medical treatment?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(2498-2505)
To receive treatment more quickly	1,
To receive cheaper treatment	2,
To receive better quality treatment	3,
To receive treatment from a renowned specialist	4,
To receive treatment that is not available in the UK	5,
To receive treatment from a provider that is closer to your home	6,
Other (SPONTANEOUS)	7,
DK	8,

FL210 Q4 TREND MODIFIED

QD10: ROTATE ANSWERS 1 TO 9

QD10: CODE 11 IS EXCLUSIVE

QD10 Which of the following treatments would you be willing to receive in another EU country?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2506-2516)

Diagnostic treatment	1,
Dental treatment	2,
Hip replacement	3,
Treatment for kidney stones	4,
Knee prostheses	5,
Hernia repair	6,
Heart surgery	7,
Cancer treatment	8,
Cataract treatment	9,
Other (SPONTANEOUS)	10,
DK	11,

NEW

ASK QD11 IF "NOT WILLING TO TRAVEL TO ANOTHER EU COUNTRY TO RECEIVE MEDICAL TREATMENT", CODE 2 IN QD8 – OTHERS GO TO QD12

QD11: ROTATE ANSWERS 1 TO 8

QD11: CODE 10 IS EXCLUSIVE

QD11 For which of the following reasons are you unwilling to go to another EU country to receive medical treatment?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2517-2526)

You are satisfied with the medical treatments you receive in the UK	1,
It is more convenient to be treated near your home	2,
You do not have enough information about the availability and quality of medical treatments abroad	3,
You would have issues to understand the language	4,
You cannot afford to receive medical treatment abroad	5,
You are not aware of your rights in case things should go wrong	6,
You have no information on patient safety and quality of care abroad	7,
You are not sure that you would be reimbursed	8,
Other (SPONTANEOUS)	9,
DK	10,

FL210 Q5 TREND MODIFIED

ASK ALL

QD12 In each EU Member State, there is a National Contact Point that provides information about cross-border healthcare inside the EU. Did you know that it existed?

(SINGLE CODE)

(2527)

Yes
No
DK

1
2
3

NEW

ASK QD13 IF "AWARE OF NATIONAL CONTACT POINTS", CODE 1 IN QD12 – OTHERS GO TO QE1

QD13: CODE 3 IS EXCLUSIVE

QD13: CODE 4 IS EXCLUSIVE

QD13 And have you ever contacted a National Contact Point about healthcare?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2528-2531)

Yes, in the UK
Yes, in other EU Member States
No
DK

1,
2,
3,
4,

NEW

E. BLOOD, CELL AND TISSUE DONATIONS

ASK ALL

QE1.5: ASK ONLY TO MEN

QE1.6: ASK ONLY TO WOMEN

QE1 During the lifetime of a person it is possible to donate different body substances (blood or cells) to help other people. Could you please indicate which ones you have or would be prepared to donate yourself?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Yes, you have donated in the past and you would be prepared to donate in the future	Yes, you have donated in the past but you would not be prepared to donate in the future	No, you have not donated in the past but you would be prepared to donate in the future	No, you have not donated in the past and you would not be prepared to donate in the future	DK
--	--	---	---	--	--	----

(2552)	1	Blood	1	2	3	4	5
(2553)	2	Plasma	1	2	3	4	5
(2554)	3	Bone marrow	1	2	3	4	5
(2555)	4	Umbilical cord blood after birth	1	2	3	4	5
(2556)	5	Sperm	1	2	3	4	5
(2557)	6	Eggs	1	2	3	4	5

NEW

QE2: ROTATE ITEMS 1 TO 4

QE2 As well as body organs, it is also possible to donate certain body substances after death (tissues) to help other people. Please tell me if you would be prepared to donate each of the following.

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Yes	No	DK
--	--	-----	----	----

(2558)	1	Bone	1	2	3
(2559)	2	Skin	1	2	3
(2560)	3	Parts of the eye such as the cornea	1	2	3
(2561)	4	Heart valves or blood vessels	1	2	3

NEW

ASK QE3 IF "HAVE DONATED OR WOULD BE PREPARED TO DONATE DURING LIFETIME OR AFTER DEATH", AT LEAST ONE CODE 1, 2 OR 3 IN QE1 OR AT LEAST ONE CODE 1 IN QE2 - OTHERS GO TO QE4

QE3: CODE 7 IS EXCLUSIVE

QE3 You said that you have or would be prepared to donate certain body substances during your lifetime (blood or cells) or after death (tissues). For which of the following reasons have you or would you donate any of the body substances mentioned earlier?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(2562-2568)
To help a family member, relative or friend	1,
To help other people in need	2,
To alleviate shortages of these substances	3,
To support medical research	4,
To receive something in return for you or your relatives	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

ASK QE4 IF AT LEAST ONE CODE 1 IN QE2 OR CODE 1 OR 3 IN QE1.3 - OTHERS GO TO QE5a

QE4: ASK ANSWER 4 ONLY IF CODE 1 OR 3 IN QE1.3

QE4: ROTATE ANSWERS 1 TO 4

QE4: CODE 6 IS EXCLUSIVE

QE4: CODE 7 IS EXCLUSIVE

QE4 You said that you would be prepared to donate certain body substances during your lifetime (bone marrow) or after death (tissues). Have you done any of the following to make your position known?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2569-2575)

You have discussed this in person with relatives or friends so that they are aware of your intentions

1,

You have made your intentions public on online social networks

2,

You have officially registered on a public register for donors of organs and tissues and cells after death

3,

You have officially registered on a register for bone marrow donors

4,

Other (SPONTANEOUS)

5,

None (SPONTANEOUS)

6,

DK

7,

NEW

ASK ALL

QE5a: CODE 10 IS EXCLUSIVE

QE5a For donating blood or plasma during someone's lifetime, do you consider it acceptable...?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2576-2585)

To receive refreshments (e.g. coffee, soft drinks, snacks, etc.)	1,
To benefit from a free physical check-up (e.g. blood pressure, pulse, body temperature)	2,
To receive free testing	3,
To receive free medical treatments	4,
To receive non-cash items (e.g. first aid kits, etc.)	5,
To receive reimbursement of travel costs	6,
To receive cash amounts additional to the reimbursement of the costs related to the donation	7,
To receive time off work (for the time needed for the donation and/or for recovery)	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

QE5b: CODE 11 IS EXCLUSIVE

QE5b: CODE 12 IS EXCLUSIVE

QE5b Thinking now about other body substances (bone marrow, umbilical cord blood, sperm or eggs), for donating these substances during someone's lifetime, do you consider it acceptable...?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2586-2597)

To receive refreshments (e.g. coffee, soft drinks, snacks, etc.)	1,
To benefit from a free physical check-up (e.g. blood pressure, pulse, body temperature)	2,
To receive free testing	3,
To receive free medical treatments except for fertility treatments	4,
To receive free or less expensive fertility treatments	5,
To receive non-cash items (e.g. first aid kits, etc.)	6,
To receive reimbursement of travel costs	7,
To receive cash amounts additional to the reimbursement of the costs related to the donation	8,
To receive time off work (for the time needed for donation and/or recovery)	9,
Other (SPONTANEOUS)	10,
It depends on the type of body substance (SPONTANEOUS)	11,
DK	12,

NEW

QE6: ROTATE ANSWERS 1 TO 10

QE6: CODE 11 IS EXCLUSIVE

QE6: CODE 12 IS EXCLUSIVE

QE6 If you personally had a medical need, would you accept to be treated with the following body substances coming from a donation?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2598-2609)

Yes, blood	1,
Yes, plasma	2,
Yes, bone marrow	3,
Yes, umbilical cord blood	4,
Yes, sperm	5,
Yes, eggs	6,
Yes, bone	7,
Yes, skin	8,
Yes, parts of the eye such as the cornea	9,
Yes, heart valves or blood vessels	10,
No, you would not accept any donations	11,
DK	12,

NEW

QE7: ROTATE ITEMS 1 AND 2

QE7 As far as you know, do you think that ... is safe for the recipients in the UK?

(SHOW SCREEN – READ OUT – SINGLE CODE)

		Yes, definitely	Yes, to some extent	No, not really	No, definitely not	DK
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(2610)	1	Blood transfusion	1	2	3	4	5
(2611)	2	Cell or tissue transplantation	1	2	3	4	5

NEW

QE8: ROTATE ANSWERS 1 TO 8

QE8: CODE 10 IS EXCLUSIVE

QE8: CODE 11 IS EXCLUSIVE

QE8 Which of the following concerns would you have if you were treated with donated blood, cells or tissues?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2612-2622)

It is against your religion	1,
Complications as a result of the medical procedure (e.g. rejecting a tissue, etc.)	2,
The risk of contracting a disease (e.g. HIV, hepatitis, etc.)	3,
Lack of effectiveness of the treatment	4,
Medical errors (e.g. being administered the wrong blood type)	5,
Receiving a donation from a paid donor	6,
Receiving a donation from another EU Member State	7,
Receiving a donation from a country outside the EU	8,
Other (SPONTANEOUS)	9,
None\ No concerns (SPONTANEOUS)	10,
DK	11,

NEW

QE9: CODE 12 IS EXCLUSIVE

QE9: CODE 13 IS EXCLUSIVE

QE9 Do you know someone who has received any of the following donated body substances?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2623-2635)

Yes, blood	1,
Yes, plasma	2,
Yes, bone marrow	3,
Yes, sperm	4,
Yes, eggs	5,
Yes, umbilical cord blood	6,
Yes, bone	7,
Yes, skin	8,
Yes, parts of the eye such as the cornea	9,
Yes, heart valves or blood vessels	10,
Yes, other (SPONTANEOUS)	11,
No	12,
DK	13,

NEW

QE10: ROTATE ANSWERS 1 TO 7

QE10: CODE 9 IS EXCLUSIVE

QE10: CODE 10 IS EXCLUSIVE

QE10 In which of the following areas, would you support EU legislation for blood transfusion and cell and tissue transplantation?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(2636-2645)

To ensure the safety and quality of these body substances	1,
To increase the availability of these body substances	2,
To protect donors	3,
To ensure that the public is well-informed about the risks and benefits of donation and treatment with these body substances	4,
To ensure that substances imported from outside the EU respect the safety and quality rules of the EU	5,
To develop initiatives that help increase donation	6,
To ensure that donated body substances are only used where necessary	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

DEMOGRAPHICS

ASK ALL

D1: CODE "NO ANSWER" IN CODE 11

D1 In political matters people talk of "the left" and "the right". Thinking about your views, how would you place yourself on this scale?

(SHOW SCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, TRY AGAIN)

(2666-2667)

1 Left	2	3	4	5	6	7	8	9	10 Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS)

11

DK

12

EB82.1 D1

NO QUESTIONS D2 TO D6

D7: NO ANSWERS TO BE CODED IN CODE 16

D7 Could you tell me which of these best describes your own current situation?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2668-2669)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this partnership	6
Living with the children of a previous marriage/partnership	7
Living with the children of this partnership and of a previous marriage/partnership	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW/ER	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB82.1 D7

D8: NO ANSWERS TO BE CODED 98

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(2670-2671)

EB82.1 D8

NO QUESTION D9

D11: NO ANSWERS NOT ALLOWED

D11 How old are you?

(2672-2673)

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EB82.1 D11

NO QUESTIONS D12 TO D14

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a

D15a&b: NO ANSWERS NOT ALLOWED

D15a&b: DO NOT SHOW SCREEN

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(2674-2675)	(2676-2677)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB82.1 D15a D15b

NO QUESTIONS D16 TO D24

D25: NO ANSWERS TO BE CODED IN CODE 4

D25 Would you say you live in a...?

(READ OUT)

(2678)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK	4

EB82.1 D25

NO QUESTIONS D26 TO D39

D40a: MINIMUM = 01

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN)

(2679-2680)

--	--

EB82.1 D40a

D40b: MINIMUM = 00

D40b Could you tell me how many children less than 10 years old live in your household

(WRITE DOWN)

(2681-2682)

--	--

EB82.1 D40b

D40c: MINIMUM = 00

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(WRITE DOWN)

(2683-2684)

--	--

EB82.1 D40c

NO QUESTIONS D41 AND D42

D43a&b: "NO ANSWER" NOT ALLOWED

D43a Is there a fixed telephone (landline) available in the household?

D43b Do you own a mobile phone?

	(2685)	(2686)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB82.1 D43a D43b

NO QUESTIONS D44 AND D45

D46: CODE "NO ANSWER" IN CODE 13

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(2687-2699)
Television	1,
DVD player	2,
Music CD player	3,
Desk computer	4,
Laptop	5,
Tablet	6,
Smartphone	7,
An Internet connection at home	8,
A car	9,
A flat / a house which you have finished paying for	10,
A flat / a house which you are still paying for	11,
None (SPONTANEOUS)	12,
DK	13,

EB82.1 D46

NO QUESTIONS D47 TO D59

D60: CODE "NO ANSWER" IN CODE 4

D60 During the last twelve months, how often have you had difficulties in paying your bills at the end of the month...?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2700)

Most of the time	1
Occasionally	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB82.1 D60

D61: CODE "NO ANSWER" IN CODE 11

D61 Could you please tell me where you would place yourself on the following scale? Where '1' corresponds to "the lowest level in society" and '10' corresponds to "the highest level in society."

(SHOW SCREEN – SINGLE CODE)

(2701-2702)

1 The lowest level in society	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 The highest level in society	10
Refusal (SPONTANEOUS)	11

EB82.1 D61

D63: CODE "NO ANSWER" IN CODE 6

D63 Do you see yourself and your household belonging to...?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(2703)

The working class of society	1
The middle class of society	2
The higher class of society	3
Other (SPONTANEOUS)	4
None (SPONTANEOUS)	5
Refusal (SPONTANEOUS)	6
DK	7

EB82.1 D63

D70: CODE "NO ANSWER" IN CODE 5

D70 On the whole, how satisfied or not are you with the life you lead? Are you...?

(SINGLE CODE)

(2704)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB82.1 D70

D71.1&2&3: CODE "NO ANSWER" IN CODE 4

D71 When you get together with friends or relatives, how often would you say you discuss...?

(READ OUT – SINGLE CODE)

		Frequently	Occasiona lly	Never	DK
--	--	------------	------------------	-------	----

(2705)

1	National political matters	1	2	3	4
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(2706)

2	European political matters	1	2	3	4
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(2707)

3	Local political matters	1	2	3	4
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EB82.1 D71

D72.1&2: CODE "NO ANSWER" IN CODE 5

D72 Please tell me to what extent you agree or disagree with each of the following statements.

(SHOW SCREEN WITH SCALE – READ OUT – SINGLE CODE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	--	---------------	---------------	------------------	------------------	----

(2708)	1	My voice counts in the European Union	1	2	3	4	5
(2709)	2	My voice counts in the United Kingdom	1	2	3	4	5

EB82.1 D72

D73.1&2: CODE "NO ANSWER" IN CODE 4

D73 At the moment, would you say that things are generally going in the right direction or the wrong direction, in...?

(READ OUT – SINGLE CODE)

		Things are going in the right direction	Things are going in the wrong direction	Neither one nor the other (SPONTANEOUS)	DK
--	--	---	---	---	----

(2710)	1	The United Kingdom	1	2	3	4
(2711)	2	The European Union	1	2	3	4

EB82.1 D73

INTERVIEW PROTOCOL

P1 DATE OF INTERVIEW

(2732-2733) (2734-2735)
[] [] DAY [] [] MONTH

EB82.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(2736-2737) (2738-2739)
[] [] HOUR [] [] MINUTES

EB82.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(2740-2742)
[] [] MINUTES

EB82.1 P3

P4: NO ANSWERS NOT ALLOWED

P4 Number of persons present during the interview, including interviewer

	(2743)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB82.1 P4

P5: NO ANSWERS NOT ALLOWED

P5 Respondent cooperation

	(2744)
Excellent	1
Fair	2
Average	3
Bad	4

EB82.1 P5

P6 Size of locality

Local Codes
(2745-2746)
[] []

EB82.1 P6

P7 Region

NUTS Level 2 Regions (See
www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)
(2747-2748)

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EB82.1 P7

P8 Postal code

(2749-2756)

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EB82.1 P8

P9 Sample point number

(2757-2764)

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EB82.1 P9

P10 Interviewer number

(2765-2772)

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EB82.1 P10

P11 LEAVE BLANK

(2773-2780)

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EB82.1 P11

NO QUESTION P12

ASK P13 ONLY IN LU, BE, ES, FI, EE, LV AND MT