



**EUROBAROMETER 60.0**

**SEPTEMBER 2003**

**BASIC ENGLISH QUESTIONNAIRE**

**EUROPEAN OPINION RESEARCH GROUP**

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 codebook for changes in coding schemes and for country specific answer categories (political parties, income, regions etc.).

A.	YOUR SURVEY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
B.	COUNTRY CODE	<input type="text"/>	<input type="text"/>				
C.	OUR SURVEY NUMBER	6	0	0			
D.	INTERVIEW NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Belgium	1,	→ Q.2
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,	

EB59.2 - Q.1. - TREND

**First, we are going to talk about the opportunities to amicably settle disputes you could have with a seller or a service provider in (OUR COUNTRY).**

Q.2. Did you ever have to complain to a salesman, retailer or service provider?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Yes, often..... 1
- Yes, sometimes ..... 2
- Yes, rarely..... 3
- No, never ..... 4
- DK ..... 5

EB52.1 - Q.44. - TREND MODIFIED

Q.3. 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 or service provider...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- in person ..... 1,
- by telephone ..... 2,
- by post/fax (N)..... 3,
- by e-mail ..... 4,
- In another way (SPONTANEOUS)..... 5,
- It depends on the product/service (SPONTANEOUS) ..... 6,
- DK..... 7,

EB52.1 - Q.45. - TREND MODIFIED

**IF "BY POST/FAX" OR "BY E-MAIL", CODE 3 OR 4 IN Q.3., OTHERS GO TO Q.5.**

Q.4. If you complain/had to complain in writing, do you...? (M)  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- write the letter yourself (M) ..... 1,
- ask for the assistance of a friend or a family member ..... 2,
- ask for the assistance of a consumer association/a consumer help desk..... 3,
- ask for the assistance of a solicitor ..... 4,
- ask for someone else's assistance (SPONTANEOUS)..... 5,
- DK ..... 6,

EB52.1 - Q.46. - TREND MODIFIED

**ASK ALL**

- Q.5. Have you ever heard of bodies, other than courts, in charge of settling consumer disputes such as arbitrators, ombudsmen, arbitration or conciliation bodies? (M)
- Yes..... 1  
No ..... 2  
DK..... 3

EB52.1 - Q.47. - TREND MODIFIED

**IF "YES", CODE 1 IN Q.5., OTHERS GO TO Q.8.**

- Q.6. When you have to complain about a product or a service, would you be willing to bring your problem to the attention of such a body? Which of the following applies to you? (SHOW CARD - READ OUT - ONE ANSWER ONLY) (M)
- No (M)..... 1  
Yes, on condition that you may reject the decision (M)..... 2  
Yes, in all circumstances ..... 3  
DK..... 4

EB52.1 - Q.48. - TREND MODIFIED

**IF "YES", CODE 1 IN Q.5., OTHERS GO TO Q.8.**

- Q.7. Have you any fears about these arbitration, mediation or conciliation bodies? (IF YES) Which of these? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE) (M)
- No, no fears ..... 1,  
Yes, that they are not competent ..... 2,  
Yes, that they are not impartial ..... 3,  
Yes, not knowing how they work..... 4,  
Yes, not being able to put forward my opinion. .... 5,  
Yes, that the salesman/retailer/service provider does not abide by the decision ..... 6,  
Yes, that these bodies do not respect the law ..... 7,  
Yes, losing my right to go to court..... 8,  
Yes, the cost of the legal procedure..... 9,  
DK..... 10,

EB52.1 - Q.49. - TREND MODIFIED

**ASK ALL**

Q.8. In the last five years, after buying a product or service, have you ever had problems that you could not settle amicably with the salesman, retailer or service provider?

Yes, could not settle amicably .....	1
No, could settle amicably (M).....	2
No, never had any problems (N).....	3
DK.....	4

EB52.1 - Q.50. - TREND MODIFIED

**IF "YES", CODE 1 IN Q.8., OTHERS GO TO Q.11.**

Q.9. What kind of product or service was involved?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Food products .....	1,
Car (purchase, repair, hire) (M).....	2,
Insurance .....	3,
Banking/financial services (loans, etc.) (M).....	4,
Household appliances.....	5,
TV/Video/Hi-fi.....	6,
Computers .....	7,
Telecommunication services (telephone, mobile, Internet connection) (N).....	8,
Clothing.....	9,
Property (rental, purchase, renovation, building) (M).....	10,
Leisure (package holiday, time-share, etc) (M).....	11,
Services offered by solicitors/barristers, architects, doctors, etc.....	12,
Post office/courier services .....	13,
Travel (air, rail, etc.) (M).....	14,
Water, gas or electricity services .....	15,
Other products/services (SPONTANEOUS) .....	16,
DK.....	17,

EB52.1 - Q.51. - TREND MODIFIED

**IF "YES", CODE 1 IN Q.8., OTHERS GO TO Q.11.**

Q.10. What did you do when you did not find an amicable solution with the salesman, retailer or service provider? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I didn't do anything ..... 1,
- I went to see a solicitor who brought the matter to court ..... 2,
- I brought the matter to court myself..... 3,
- I brought the matter to an arbitration, mediation, conciliation body (M)..... 4,
- I asked for the advice of a consumer association/a consumer help desk, and I brought the matter to court. .... 5,
- I asked for the advice of a consumer association/a consumer help desk, and I brought the matter to an arbitration, mediation, conciliation body (M)..... 6,
- I asked for the advice of a solicitor/consumer association but did not pursue the matter..... 7,
- Others (SPONTANEOUS)..... 8,
- DK..... 9,

EB52.1 - Q.52. - TREND SLIGHTLY MODIFIED

**ASK ALL**

Q.11. If you had a problem with a product or service bought in (OUR COUNTRY), what would be the minimum amount which would make you bring it to court? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- Less than 100 euros..... 1 GO TO Q.13.
- 100 euros ..... 2 GO TO Q.12.a.
- 200 euros ..... 3 GO TO Q.12.a.
- 500 euros ..... 4 GO TO Q.12.a.
- 1000 euros ..... 5 GO TO Q.12.a.
- I would never go to court, whatever the amount (SPONTANEOUS)..... 6 GO TO Q.12.b.
- DK..... 7 GO TO Q.13.

EB52.1 - Q.53. - TREND

**IF CODE 2 TO 5 IN Q.11., OTHERS GO TO Q.12b.**

- Q.12. a) Why would you not bring the matter to court for a lower amount? Is it because...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- it would be too expensive in relation to what the product or service is worth ..... 1,
  - the legal procedure would be too long..... 2,
  - the legal procedure would be too complicated ..... 3,
  - I would not know who to talk to ..... 4,
  - it would be useless/I would not win ..... 5,
  - For other reasons (SPONTANEOUS) ..... 6,
  - DK ..... 7,

EB52.1 - Q.54. - TREND

**IF CODE 6 IN Q.11., OTHERS GO TO Q.13.**

- b) Why would you not bring the matter to court?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- It would be too expensive in relation to what the product or service is worth ..... 1,
  - The legal procedure would be too long ..... 2,
  - The legal procedure would be too complicated ..... 3,
  - I would not know who to talk to ..... 4,
  - It would be useless/I would not win ..... 5,
  - For other reasons (SPONTANEOUS) ..... 6,
  - DK ..... 7,

EB60.0 - NEW

**ASK ALL**

- Q.13. Do you have an insurance policy that could cover the cost of a legal case concerning disputes about consumer products/services?
- Yes ..... 1
  - No..... 2
  - DK ..... 3

EB52.1 - Q.55. - TREND



Q.14. 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?

Yes, certainly .....	1
Yes, probably.....	2
No, probably not.....	3
No, certainly not.....	4
DK.....	5

EB52.1 - Q.56. - TREND

Q.15. Which of the following would most encourage you to defend your rights in court with other consumers? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

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 - Q.57. - TREND

Q.16. In whom would you have the most confidence to defend several consumers in court?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

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

EB52.1 - Q.58. - TREND

- Q.17. 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)
- 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
  - DK..... 5

EB52.1 - Q.59. - TREND

- Q.18. 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)
- a great deal of confidence..... 1
  - a fair amount of confidence..... 2
  - not very much confidence ..... 3
  - no confidence at all ..... 4
  - DK..... 5

EB52.1 - Q.60. - TREND

- Q.19. In your opinion, how could the current justice system/the work of the courts be improved? By ensuring... (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- more independent judges ..... 1,
  - faster judgements ..... 2,
  - simpler procedures ..... 3,
  - more transparent costs ..... 4,
  - lower costs ..... 5,
  - that all the costs are reimbursed if I win..... 6,
  - more extensive legal assistance ..... 7,
  - better information on individuals' rights ..... 8,
  - Other things (SPONTANEOUS)..... 9,
  - DK..... 10,

EB52.1 - Q.61. - TREND

Q.20. Who do you think can best protect your interests as a consumer?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

A court/the justice system .....	1
An arbitration, mediation, conciliation body (M) .....	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 (NATIONALITY) public organisation in charge of consumer protection.....	6
A European public organisation in charge of consumer protection .....	7
Other(s) (SPONTANEOUS).....	8
DK.....	9

EB52.1 - Q.62. - TREND SLIGHTLY MODIFIED

Q.21. If you had a problem with a product or service you bought abroad, for example on a trip, by mail-order, through a teleshopping program or on the Internet and you had not found an amicable solution, what would be the minimum amount which would make you bring it to court?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY) (M)

Less than 100 euros .....	1
100 euros.....	2
200 euros.....	3
500 euros.....	4
1000 euros.....	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

EB52.1 - Q.63. - TREND MODIFIED

Q.22. Have you ever had reasons to complain about a product or service you bought abroad for example, on a trip, by mail-order, through a teleshopping program, on the Internet, etc.? (M)

Yes.....	1
No .....	2
I have never bought anything abroad (SPONTANEOUS).....	3
DK.....	4

EB52.1 - Q.64. - TREND MODIFIED

**IF "YES" CODE 1 IN Q.22., OTHERS GO TO Q.25.**

Q.23. When you have had reasons to complain about product or service you bought abroad, did you do anything? (IF YES) did you complain...?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- No, I didn't do anything ..... 1,
- Yes, in person to the salesman, retailer or service provider ..... 2,
- Yes, to the salesman, retailer or service provider by telephone..... 3,
- Yes, by writing to the salesman, retailer or service provider ..... 4,
- Yes, by e-mail to the salesman, retailer or service provider..... 5,
- Yes, to a consumer association in the country of purchase (M)..... 6,
- Yes, to a (NATIONALITY) consumer association (M)..... 7,
- Yes, to a solicitor..... 8,
- Yes, to an arbitration, mediation, conciliation body in the country of purchase (M) ..... 9,
- Yes, to a (NATIONALITY) arbitration, mediation, conciliation body (M)..... 10,
- Yes, to a court in the country of purchase (M) ..... 11,
- Yes, to a (NATIONALITY) court (M)..... 12,
- Yes, to someone else (SPONTANEOUS)..... 13,
- DK..... 14,

EB52.1 - Q.65. - TREND MODIFIED

**IF "YES", CODE 2 TO 13 IN Q.23., OTHERS GO TO Q.25.**

Q.24. Were you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the result?

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

EB52.1 - Q.66. - TREND

**ASK ALL**

Q.25. In your opinion, who is most capable of settling disputes about consumer products or services bought abroad? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- The courts in the country of purchase (M)..... 1
- Special courts for these disputes ..... 2
- Arbitration, mediation and conciliation bodies in the country of purchase (M)..... 3
- Special arbitration, mediation and conciliation bodies for these disputes (M) ..... 4
- Public organisations in charge of consumer protection in the country of purchase (M)..... 5
- A European public organisation in charge of consumer protection ..... 6
- Other organisations (SPONTANEOUS) ..... 7
- DK..... 8

EB52.1 - Q.67. - TREND MODIFIED

**There are arbitration, mediation and conciliation bodies in each country. The European extra-judicial network, put in place by the European Commission, enables consumers who have bought products or services abroad to contact these bodies in their own language.**

- Q.26. a) If you had bought something abroad and a dispute arose, would you be prepared to use such a network to...?
- b) And would you be prepared to use such a network to...?

	READ OUT	YES	NO	DK
a	get information about these conciliation bodies	1	2	3
b	make a complaint and follow it up	1	2	3

EB60.0 - NEW

Q.27. The European Commission created the website [www.eejnet.org](http://www.eejnet.org), available in each language of the European Union, to inform consumers about the European extra-judicial network. (SHOW CARD)

- a) Have you ever heard about it?

**IF "YES", CODE 1 IN Q.27.a., OTHERS GO TO Q.28.**

- b) Have you ever visited the website?

	READ OUT	YES	NO	DK
a	Ever heard	1	2	3
b	Ever visited the website	1	2	3

EB60.0 - NEW

**ASK ALL**

Q.28. 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)

- very useful ..... 1
- fairly useful..... 2
- not very useful..... 3
- not at all useful..... 4
- DK..... 5

EB52.1 - Q.68. - TREND

Q.29. The European Union 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?

- Yes, seen/heard..... 1
- No ..... 2
- DK..... 3

EB52.1 - Q.69. - TREND

**Now, let's talk about the protection of your personal data.**

Q.30. Different private and public organisations keep personal information about us. It is sometimes said that our privacy must be properly protected. Are you concerned or not that your privacy is being protected? Are you...(READ OUT)

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

EB45.1 - Q.47. - TREND

Q.31. I am going to read you a list of (NATIONALITY) organisations that may keep personal information about us. For each of them, please tell me whether you trust them or not to use this information in a way you think acceptable?

	READ OUT	TRUST	DO NOT TRUST	DK
1	Medical services and doctors	1	2	3
2	Insurance companies	1	2	3
3	Credit card companies	1	2	3
4	Banks and financial institutions	1	2	3
5	Employers	1	2	3
6	Police	1	2	3
7	Social Security	1	2	3
8	Tax authorities	1	2	3
9	Local authorities	1	2	3
10	National authorities	1	2	3
11	Credit reference agencies, that is organisations which keep records of people's loans	1	2	3
12	Mail order companies	1	2	3
13	Non-profit organisations	1	2	3
14	Market-and opinion research companies	1	2	3
15	I don't trust any of these organisations (SPONTANEOUS)		2	

EB45.1 - Q.48. - TREND



Q.32. For each of the following statements, please tell me if you tend to agree or tend to disagree?  
(SHOW CARD)

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	You should be informed why organisations are gathering your personal data and if they are sharing it with other organisations	1	2	3
2	The level of personal data protection provided by the law in (OUR COUNTRY) is high	1	2	3
3	People's awareness about personal data protection in (OUR COUNTRY) is low	1	2	3
4	You are worried about leaving personal information on the Internet such as name, address, date of birth, gender	1	2	3
5	(NATIONALITY) legislation can cope with the growing number of people leaving personal information on the Internet	1	2	3
6	The (NATIONALITY) organisations that keep personal information should not be allowed to transfer these without your consent to similar organisations in a country which is not a member of the European Union	1	2	3
7	Most non European Union countries do not have data protection laws that are as effective as the laws in place in the European Union	1	2	3

EB60.0 - NEW

Q.33. a) Before today, had you heard or not about...? (SHOW CARD)

b) IF "YES", CODE 1 FOR ITEM 2 IN Q.33.a.

Have you ever exercised this right?

	READ OUT	Q.33.a.			Q.33.b.		
		HEARD	NOT HEARD	DK	YES	NO	DK
1	Independent authorities monitoring the application of data protection laws, hearing complaints from individuals and imposing sanctions on law breakers	1	2	3			
2	Laws granting individuals access to personal data held by others and the right to correct or remove data which is inaccurate or has been obtained unlawfully	1	2	3			
Q.33.b.	(INT.: IF "HEARD", CODE 1 IN ITEM 2) Have you ever exercised this right?				1	2	3
3	<b>ASK ALL</b> Those collecting personal information are obliged to provide individuals with certain information such as their identity and the purpose of the data collection	1	2	3			
4	Right to object to the use of personal information for the purpose of direct marketing (opt-out)	1	2	3			
5	The need to have your agreement to use your personal information and your right to oppose some uses	1	2	3			

EB60.0 - NEW

Q.34. A lot of personal data are collected when people are on the Internet. Have you ever heard of tools or technologies limiting the collection of such data? (INT.: FOR EXAMPLE: COOKIE FILTERS) (IF YES) And have you ever used these tools or technologies or not?

- No, I have not heard about them ..... 1
- Yes, I have heard about them, but I have never used them ..... 2
- Yes, I have heard about them and I have already used them ..... 3
- DK ..... 4

EB60.0 - NEW

**IF " HEARD ABOUT THEM BUT NEVER USED THEM", CODE 2 IN Q.34.,  
OTHERS GO TO Q.36.**

Q.35. Why have you never used these tools or technologies?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I would not know how to install them on my computer ..... 1,
- I would not know how to use them ..... 2,
- I am not convinced that they work ..... 3,
- I am not really concerned about my privacy when I go on the Internet..... 4,
- They are too expensive..... 5,
- Other (SPONTANEOUS) ..... 6,
- DK ..... 7,

EB60.0 - NEW

**ASK ALL**

Q.36. In light of the fight against international terrorism, do you think that people should agree to...

- a) have their telephone calls monitored? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- b) have their Internet use monitored? (SHOW SAME CARD - READ OUT - ONE ANSWER ONLY)

	READ OUT	<u>Q.36.a.</u>	<u>Q.36.b.</u>
		TELEPHONE CALLS	INTERNET USE
1	No, the fundamental rights and freedoms of individuals must always be respected	1	1
2	Yes, if the monitoring only affects those suspected of terrorist activities	2	2
3	Yes, but only if monitoring takes place under the supervision of a (NATIONALITY) judge	3	3
4	Yes, everyone should	4	4
5	Yes, other (SPONTANEOUS)	5	5
6	DK	6	6

EB60.0 - NEW

**Let's move to another topic: sport.**

Q.37. How often do you... (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

- a) go on the Internet?
- b) watch television?
- c) play video games?
- d) participate in any cultural activities?
- e) exercise or play sport?

	READ OUT	3 TIMES A WEEK OR MORE	1 TO 2 TIMES A WEEK	1 TO 3 TIMES A MONTH	LESS OFTEN/ NEVER	DK
a	Go on the Internet	1	2	3	4	5
b	Watch television	1	2	3	4	5
c	Play video games	1	2	3	4	5
d	Participate in cultural activities	1	2	3	4	5
e	Sport, exercise	1	2	3	4	5

EB60 - NEW

**IF CODE 1 TO 3 IN Q.37.e., OTHERS GO TO Q.39.**

Q.38. Where do you exercise / play the sport that you do most often?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- In a fitness centre..... 1,
- In a club ..... 2,
- In a sport centre ..... 3,
- At school, university, etc. .... 4,
- Elsewhere (SPONTANEOUS) ..... 5,
- DK..... 6,

EB60 - NEW

**ASK ALL**

Q.39. In your opinion, what are the main benefits of sport?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To improve one's health (mental and physical).....	1,
To have fun.....	2,
To relax.....	3,
To be with friends.....	4,
To make new acquaintances.....	5,
To meet people from other cultures.....	6,
To develop physical performance.....	7,
To improve self-esteem.....	8,
To develop new skills.....	9,
To build character/identity.....	10,
To achieve objectives.....	11,
To stimulate the spirit of competition.....	12,
To help disadvantaged people to integrate into society.....	13,
Others (SPONTANEOUS).....	14,
DK.....	15,

EB60 - NEW

Q.40. In your opinion, which of the following values does sport promote the most?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Team spirit.....	1,
Tolerance.....	2,
Respect for others.....	3,
Fair play.....	4,
Self-control.....	5,
Sticking to the rules.....	6,
Discipline.....	7,
Mutual understanding.....	8,
Solidarity.....	9,
Friendship.....	10,
Equality.....	11,
Effort.....	12,
Others (SPONTANEOUS).....	13,
None of these (SPONTANEOUS).....	14,
DK.....	15,

EB60 - NEW

Q.41 For each of the following statements, can you please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Sport promotes dialogue between different cultures	1	2	3
2	More time should be devoted to sport in school timetables	1	2	3
3	There should be better co-operation between educational institutions and sports organisations in (OUR COUNTRY)	1	2	3
4	The European Union should be able to intervene more in European sports issues	1	2	3
5	The European Union should more actively promote education through sport	1	2	3
6	The European Union should participate in the fight against doping	1	2	3
7	Through sport you can fight against any form of discrimination	1	2	3
8	The European Union should co-operate more with national sports organisations and national governments	1	2	3
9	Sport makes it easy to fight sedentary habits	1	2	3
10	It is easy to find a balance between sport and other leisure activities	1	2	3
11	The promotion of the ethical and social values of sport should be a priority for the European Union	1	2	3

EB60 - NEW

Q.42. I am going to read out a list of negative things we hear about sport. Please tell me which of these worry you most? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Doping .....	1,
Over-consumption of food supplements .....	2,
Corruption .....	3,
Exploitation of children .....	4,
Exploitation of people from developing countries.....	5,
Over-training .....	6,
Sexual abuse of children.....	7,
Violence .....	8,
Discrimination .....	9,
Too great an emphasis on money.....	10,
Others (SPONTANEOUS) .....	11,
None of these (SPONTANEOUS).....	12,
DK.....	13,

EB60 - NEW

**Now, we are going to talk about the safety instructions you can find on domestic electrical appliances.**

- Q.43. Do you ever buy domestic electrical appliances?
- Yes ..... 1
- No..... 2
- DK..... 3

EB60.0 - NEW

**IF "YES", CODE 1 IN Q.43., OTHERS GO TO Q.62.**

- Q.44. a) When you are about to buy domestic electrical appliances do you always, sometimes, rarely or never look at or read the following information provided with the product, or not? (SHOW CARD WITH SCALE)

**IF CODE 1 TO 3 IN Q.44.a (INT. READ Q.44.a.1 THEN Q.44.b.1, AND SO ON)**

- b) Do you take this information into account when choosing to buy the product, or not?

	READ OUT	Q.44.a.					Q.44.b.		
		ALWAYS	SOME-TIMES	RARELY	NEVER	DK	YES	NO	DK
1	The pictures / text showing how to use it	1	2	3	4	5	1	2	3
2	The text telling me what precautions to take	1	2	3	4	5	1	2	3
3	The pictures or symbols telling me to be careful	1	2	3	4	5	1	2	3
4	The phone number of the manufacturer or the distributor or their representative in (OUR COUNTRY)	1	2	3	4	5	1	2	3
5	The text telling me what to do in case of accidents	1	2	3	4	5	1	2	3

EB60.0 - NEW

- Q.45. When instructions for use are provided with a domestic electrical appliance, do you usually read them, or not? (READ OUT - ONE ANSWER ONLY)
- Yes, before using the product ..... 1
- Yes, but only if a problem arises ..... 2
- No, never..... 3
- DK..... 4

EB60.0 - NEW



**IF CODE 1 IN Q.45., OTHERS GO TO Q.47.**

Q.46. For each of the following types of information that may be given in the instructions for use, could you please tell me if you usually read it or not?

	READ OUT	YES	NO	DK
1	How the product works / is normally used	1	2	3
2	How to assemble or install it	1	2	3
3	Instructions for safe and proper use	1	2	3
4	Where to put it	1	2	3
5	Maintenance and spare parts	1	2	3
6	Troubleshooting / repairs	1	2	3
7	What to do if an accident occurs	1	2	3

EB60.0 - NEW

**IF "YES", CODE 1 IN Q.43., OTHERS GO TO Q.62.**

Q.47. Do you always, sometimes, rarely or never keep the instructions for future use?  
(READ OUT - ONE ANSWER ONLY)

- Always ..... 1
- Sometimes ..... 2
- Rarely ..... 3
- Never ..... 4
- It depends (SPONTANEOUS) ..... 5
- DK ..... 6

EB60.0 - NEW

Q.48. What do you think is usually the most effective way to provide instructions for use?  
(READ OUT - ONE ANSWER ONLY)

- On the packaging ..... 1
- On the product itself ..... 2
- In a leaflet / manual ..... 3
- Information from the salesman/woman ..... 4
- Other (SPONTANEOUS) ..... 5
- DK ..... 6

EB60.0 - NEW

Q.49. Do you usually find instructions for use...?

	READ OUT	YES	NO	DK
1	hard to read	1	2	3
2	understandable	1	2	3
3	comprehensive	1	2	3
4	short and to the point	1	2	3
5	written in (NATIONAL LANGUAGE)	1	2	3
6	too technical	1	2	3

EB60.0 - NEW

Q.50. Do you always, sometimes, rarely or never comply with safety instructions?  
(READ OUT - ONE ANSWER ONLY)

Always .....	1
Sometimes .....	2
Rarely .....	3
Never .....	4
DK .....	5

EB60.0 - NEW

Q.51. Do you prefer to get safety instructions from...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Only symbols or logos .....	1
Only text .....	2
A combination of symbols / logos and text .....	3
The salesman / woman .....	4
It depends (SPONTANEOUS) .....	5
DK .....	6

EB60.0 - NEW

Q.52. If these safety instructions are given by symbols / logos, do you usually find them...?  
(READ OUT - MULTIPLE ANSWERS POSSIBLE)

On the packaging .....	1,
On the product itself .....	2,
In a leaflet / manual .....	3,
Other (SPONTANEOUS) .....	4,
DK .....	5,

EB60.0 - NEW

Q.53. Who do you think puts these symbols / logos on products?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

- The manufacturer..... 1  
 The distributor ..... 2  
 A consumer organisation ..... 3  
 Other (SPONTANEOUS)..... 4  
 DK..... 5

EB60.0 - NEW

Q.54. If safety instructions are given in text, do you usually find them...?

	READ OUT	YES	NO	DK
1	hard to read	1	2	3
2	understandable	1	2	3
3	comprehensive	1	2	3
4	short and to the point	1	2	3
5	written in (NATIONAL LANGUAGE)	1	2	3
6	too technical	1	2	3

EB60.0 - NEW

Q.55. For each of the following statements about safety instructions, could you please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Safety instructions explain precisely what to do	1	2	3
2	They can prevent accidents	1	2	3
3	They should mention the risks to children, elderly people or people with disabilities when using the product	1	2	3
4	They should be more specific about the consequences if you don't follow these instructions	1	2	3

EB60.0 - NEW

Q.56. Have you ever seen the following safety instructions, or not?

	READ OUT	YES	NO	DK
1	To reduce the risk of fire or electric shock, do not expose this product to rain or moisture	1	2	3
2	Never obstruct ventilation openings which are provided to prevent overheating	1	2	3
3	Never put objects or liquids of any kind in the appliance	1	2	3
4	Make sure that the appliance is plugged into the right power source	1	2	3
5	To have the appliance repaired by an unqualified person can be dangerous	1	2	3

EB60.0 - NEW

Q.57. Do you think safety symbols can prevent accidents?

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

EB60.0 - NEW

Q.58. Do you usually take these symbols into account when choosing a domestic electrical appliance?

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

EB60.0 - NEW

Q.59. Do you think these symbols should be standardised like symbols used on clothes tags?

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

EB60.0 - NEW

Q.60. Have you ever seen the following symbols on domestic electrical appliances you have at home?  
(SHOW CARD)

		YES	NO	DK
1	SYMBOL 1	1	2	3
2	SYMBOL 2	1	2	3
3	SYMBOL 3	1	2	3
4	SYMBOL 4	1	2	3
5	SYMBOL 5	1	2	3
6	SYMBOL 6	1	2	3
7	SYMBOL 7	1	2	3

EB60.0 - NEW

Q.61. a) Do you know the meaning of all, most, a few or none of these safety symbols?

- All ..... 1
- Most ..... 2
- A few ..... 3
- None..... 4
- DK..... 5

EB60.0 - NEW

**IF CODE 1 TO 3 IN Q.61.a., OTHERS GO TO Q.62.**

b) Do you always, sometimes, rarely, never do what the symbols recommend?

- Always ..... 1
- Sometimes ..... 2
- Rarely..... 3
- Never..... 4
- DK..... 5

EB60.0 - NEW

**ASK ALL**

**Let's move to another topic: buying on the Internet.**

- Q.62. Have you ever bought anything on the Internet?
- Yes..... 1 GO TO Q.63.  
No ..... 2 GO TO Q.74.  
DK..... 3 GO TO Q.74.

EB60.0 - NEW

**ASK Q.63. TO THOSE WHO BOUGHT SOMETHING ON THE INTERNET, CODE 1 IN Q.62., OTHERS GO TO Q.74.**

- Q.63. How often do you buy things on the Internet? (SHOW CARD - READ OUT - ONE ANSWER ONLY)
- Once a week or more often..... 1  
Once a month ..... 2  
Once every 3 months..... 3  
Once every 6 months..... 4  
Once a year ..... 5  
Less often ..... 6  
DK..... 7

EB60.0 - NEW

- Q.64. When buying something on the Internet, are you worried about any of the following? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Security of payment ..... 1,  
Credibility of the information on the Internet ..... 2,  
Delivery (damaged goods, delay, non-delivery, etc.) ..... 3,  
Your rights as a consumer being respected..... 4,  
Ability to get warranty or refund ..... 5,  
Anonymity of sellers..... 6,  
I am not worried (SPONTANEOUS) ..... 7,  
Other (SPONTANEOUS) ..... 8,  
DK..... 9,

EB60.0 - NEW

Q.65. Why do you buy things on the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You get the best deals .....	1,
You like getting the product delivered to your home or to a convenient address .....	2,
It is easier to make comparisons between various providers .....	3,
You have access to offers from suppliers in other countries .....	4,
You have access to offers available only on the Internet .....	5,
You can order products and services at any time of the day/week .....	6,
You don't need to go to the shop or the service provider .....	7,
Other reasons (SPONTANEOUS) .....	8,
DK.....	9,

EB60.0 - NEW

Q.66. On which websites do you prefer to buy things?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Websites of well-known traditional (INT.: "Off-line") brands/retailers .....	1,
Websites of well-known e-commerce only brands/retailers (INT.: e.g. "Amazon").....	2,
Others (SPONTANEOUS) .....	3,
DK.....	4,

EB60.0 - NEW

Q.67. When you are deciding to shop on a website, do you think that it is important or not that...?

	READ OUT	IMPORTANT	NOT IMPORTANT	DK
1	the site is in your own language	1	2	3
2	the site is (NATIONALITY)	1	2	3
3	prices are clearly indicated	1	2	3
4	the site allows alternative ways of payment	1	2	3
5	information on product/service availability is clear and complete	1	2	3
6	information on delivery conditions is clear and complete	1	2	3
7	information tracking the delivery is accurate	1	2	3
8	deliveries are usually reliable	1	2	3
9	information on contractual terms and conditions are clear and complete	1	2	3
10	your rights as a consumer are clearly outlined	1	2	3
11	there is no problem returning the product and getting reimbursed if something is wrong	1	2	3
12	information on your right to cancel the purchase is clear	1	2	3
13	all steps are clear while you are making a purchase	1	2	3

EB60.0 - NEW

Q.68. Have you heard or not of the "right to cancel a purchase" in respect of Internet purchases?

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

EB60.0 - NEW



**IF "YES", CODE 1 IN Q.68., OTHERS GO TO Q.71.**

- Q.69. Do you think it is the possibility ... ?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)
- to cancel the purchase within a certain time period without reason or penalty ..... 1
  - to cancel the purchase and send back the product within a certain time period provided  
that you have not unpacked it ..... 2
  - to cancel the purchase and send back the product within a certain time period only if it is damaged.. 3
  - Other (SPONTANEOUS) ..... 4
  - DK..... 5

EB60.0 - NEW

**IF "YES", CODE 1 IN Q.68., OTHERS GO TO Q.71.**

- Q.70. For how many days do you think that this right can be exercised in (OUR COUNTRY)?  
(INT.: IF "DK", CODE "999")

			days
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EB60.0 - NEW

**IF "YES", CODE 1 IN Q.62., OTHERS GO TO Q.74.**

- Q.71. If you had a problem after making a purchase on the Internet, where would you be  
most likely to go to first for assistance?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)
- The website on which you made the purchase ..... 1
  - Consumer associations..... 2
  - Public authorities..... 3
  - A website specialised in assisting consumers making purchases on the Internet ..... 4
  - The organisation where websites go to get their trustmark..... 5
  - An off-line mediation, conciliation or arbitration body which resolves disputes without  
going through the courts ..... 6
  - An on-line mediation, conciliation or arbitration body which resolves disputes without  
going through the courts ..... 7
  - Other (SPONTANEOUS) ..... 8
  - DK..... 9

EB60.0 - NEW

- Q.72. a) After making an Internet purchase, have you ever had reason to complain?  
 (IF YES) To whom did you complain...?  
 (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Yes, directly to the website on-line ..... 1,
  - Yes, to the organisation owning/running the website (off-line) ..... 2,
  - Yes, to a consumer organisation ..... 3,
  - Yes, to a (NATIONALITY) government body..... 4,
  - Yes, to another organisation, association..... 5,
  - Yes, but I did nothing about it..... 6,
  - No, no complaint ..... 7,
  - DK ..... 8,

EB60.0 - NEW

**IF "YES", CODE 1 TO 5 IN Q.72.a., OTHERS GO TO Q.73.**

- b) For what reason? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- You never received the product/service you ordered ..... 1,
  - The product was not delivered on time..... 2,
  - The product you received was damaged..... 3,
  - The product/service you received was not the one you ordered ..... 4,
  - You had payment problems ..... 5,
  - The website has refused to reimburse you for a product you returned to them..... 6,
  - There was a lack of information on the website about the contractual terms and conditions linked to your purchase ..... 7,
  - There was a lack of information about your rights as a consumer ..... 8,
  - You were not aware that you had committed yourself to buy another product/service..... 9,
  - You bought a product/service on a website without being aware of it ..... 10,
  - Other reasons (SPONTANEOUS)..... 11,
  - DK ..... 12,

EB60.0 - NEW

**IF "YES", CODE 1 TO 5 IN Q.72.a: FOR EACH ITEM IDENTIFIED IN Q.72.a, OTHERS GO TO Q.73**

Q.72. c) Were you satisfied or dissatisfied with the way your complaint was handled?

	READ OUT	SATISFIED	DISSATISFIED	DK
1	By the website on-line	1	2	3
2	By the organisation owning/running the website (off-line)	1	2	3
3	By a consumer organisation	1	2	3
4	By a (NATIONALITY) government body	1	2	3
5	By another organisation, association	1	2	3

EB60.0 - NEW

**TO THOSE WHO BOUGHT SOMETHING ON THE INTERNET, CODE 1 IN Q.62., OTHERS GO TO Q.74.**

Q.73. Have you ever used a website's Alternative Dispute Resolution/On-line Dispute Resolution mechanism? (IF YES) Were you satisfied, or not?

- Yes, you were satisfied ..... 1
- Yes, but you were not satisfied ..... 2
- Yes, but you don't know yet..... 3
- No, never used..... 4
- DK..... 5

EB60.0 - NEW

**IF "HAS NOT BOUGHT SOMETHING ON THE INTERNET" OR "DK", CODE 2 OR 3 IN Q.62., OTHERS GO TO Q.77.**

Q.74. Why have you never bought anything on the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- You do not have access to the Internet..... 1,
- You do not trust the Internet..... 2,
- Using the Internet is too expensive ..... 3,
- You are no interested in buying anything on the Internet..... 4,
- Buying something on the Internet is too complicated ..... 5,
- The Internet is too complicated ..... 6,
- You have no credit cards..... 7,
- You do not understand the language well enough ..... 8,
- Other reasons (SPONTANEOUS)..... 9,
- DK..... 10,

EB60.0 - NEW

**IF "DO NOT TRUST THE INTERNET", CODE 2 IN Q.74., OTHERS GO TO Q.76.**

- Q.75. For which of the following reasons do you not trust buying something on the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Security of payment ..... 1,
  - Credibility of the information on the Internet ..... 2,
  - Delivery (damaged goods, delay, non-delivery, etc.) ..... 3,
  - Your rights as a consumer being respected ..... 4,
  - Ability to get warranty or refund ..... 5,
  - Anonymity of sellers ..... 6,
  - Other (SPONTANEOUS) ..... 7,
  - DK ..... 8,

EB60.0 - NEW

**IF "NOT INTERESTED IN BUYING SOMETHING ON THE INTERNET", CODE 4 IN Q.74., OTHERS GO TO Q.77.**

- Q.76. Why are you not interested in buying something on the Internet?  
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- You like going to the shops ..... 1,
  - You need to see and touch the product you intend to buy ..... 2,
  - You prefer to get face-to-face advice ..... 3,
  - Prices are not better than in "normal" shops ..... 4,
  - Choice is not better than in "normal" shops ..... 5,
  - You are not sure you will get after-sales service ..... 6,
  - Products may not work in (OUR COUNTRY) ..... 7,
  - Other reasons (SPONTANEOUS) ..... 8,
  - DK ..... 9,

EB60.0 - NEW

**ASK ALL**

Q.77. For each of the following, could you please tell me if you would feel very confident, fairly confident, not very confident or not at all confident about buying it on the Internet? (SHOW CARD WITH SCALE)

	READ OUT	VERY CONFIDENT	FAIRLY CONFIDENT	NOT VERY CONFIDENT	NOT AT ALL CONFIDENT	DK
1	A train ticket	1	2	3	4	5
2	A plane ticket	1	2	3	4	5
3	A ticket for the theatre, a concert, etc.	1	2	3	4	5
4	Hotel booking	1	2	3	4	5
5	Car rental	1	2	3	4	5
6	Clothes, shoes, etc.	1	2	3	4	5
7	Books, dvds, videotapes, cd's	1	2	3	4	5
8	A PC/laptop, a software	1	2	3	4	5
9	Furniture, decoration	1	2	3	4	5
10	Food	1	2	3	4	5
11	Financial products/services	1	2	3	4	5
12	Antiques	1	2	3	4	5
13	A car	1	2	3	4	5
14	A package tour	1	2	3	4	5
15	Do-it-yourself products/garden tools	1	2	3	4	5
16	Domestic electrical appliances	1	2	3	4	5

EB60.0 - NEW

Q.78. a) Would you be more confident in buying things on the Internet if you could benefit from a guarantee of your bank/credit card issuer if you encounter problems with the delivery of the product or with the transaction itself?

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

EB60.0 - NEW

**IF "YES", CODE 1 IN Q.78.a., OTHERS GO TO Q.79.**

b) (IF YES) Would you be prepared to pay a small additional charge to your bank/credit card issuer for this guarantee?

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

EB60.0 - NEW

**ASK ALL**

Q.79. Do you think you are going to shop on the Internet in the next three months?

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

EB60.0 - NEW

Q.80. Would you say that shopping on a website from another European Union country is more risky than on a (NATIONALITY) website?

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

EB60.0 - NEW

Q.81. a) In the context of the Internet, have you ever heard of...?

**IF CODE 1 IN Q.81.a. (INT. : READ Q.81.a.1., THEN Q.81.b.1. AND SO ON)**

b) Have you seen any on the websites you use/visit?

**IF CODE 1 IN Q.81.b. (INT. : READ Q.81.b.2., THEN Q.81.c.2. AND SO ON)  
(EXCEPT FOR ITEM 1)**

c) And have you read them? (SHOW CARD WITH SCALE)

	READ OUT	Q.81.a			Q.81.b. IF CODE 1 in Q81.a				Q.81.c. IF CODE 1 in Q81.b			
		YES	NO	DK	YES	NO	DK	NOT APPLI CABLE	ONCE	SEVERAL TIMES	NEVER	DK
1	Internet trust marks	1	2	3	1	2	3	4				
2	statements about protecting personal data	1	2	3	1	2	3	4	1	2	3	4
3	statements about the security of payment data	1	2	3	1	2	3	4	1	2	3	4
4	statements about on-line dispute resolution or amicable resolution, other than through the courts	1	2	3	1	2	3	4	1	2	3	4

EB60.0 - NEW

**TO THOSE WHO ANSWERED "INTERNET TRUST MARKS",  
CODE 1 FOR ITEM 1 IN Q.81.a.**

Q.82. Compared with other websites, do you think that websites with Internet trust marks are...?  
(READ OUT - ONE ANSWER ONLY)

- more reliable ..... 1
- about as reliable ..... 2
- less reliable ..... 3
- DK..... 4

EB60.0 - NEW

**TO THOSE WHO ANSWERED "INTERNET TRUST MARKS",  
CODE 1 FOR ITEM 1 IN Q.81.a.**

Q.83. If the Internet trust mark owner were not based in (OUR COUNTRY), which of the following opinions would come closest to yours?  
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

- You would be more confident about the trust mark..... 1
- You would be as confident about the trust mark ..... 2
- You would be less confident about the trust mark..... 3
- It depends on the trust mark owner (SPONTANEOUS)..... 4
- DK..... 5

EB60.0 - NEW



**ASK ALL**

**Let's move to the end of the questionnaire by talking about people with disabilities.**

- Q.84. a) Are you aware that 2003 is the European Year of People with Disabilities?  
(INT.: USE OFFICIAL NAME IN EACH COUNTRY)
- Yes ..... 1 GO TO Q.84.b.  
No..... 2 GO TO Q.85.  
DK ..... 3 GO TO Q.85.

EB60.0 - NEW

**IF CODE 1 IN Q.84.a., OTHERS GO TO Q.85.**

- b) (IF YES) How did you find out? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- Through a member of your family ..... 1,  
Through a friend ..... 2,  
Through an acquaintance ..... 3,  
Through a trade union ..... 4,  
Through an NGO (Non Governmental organisation) ..... 5,  
Through an organisation or association representative of people with disabilities ..... 6,  
Through another organisation or association ..... 7,  
Through national, regional or local authorities ..... 8,  
Through the media (TV, radio, written press) ..... 9,  
Through the Internet ..... 10,  
Through European Union publications ..... 11,  
Through an event organised for this occasion ..... 12,  
Other(s) (SPONTANEOUS) ..... 13,  
DK ..... 14,

EB60.0 - NEW

**ASK ALL**

- Q.85. In your opinion, what is the purpose of the European Year of People with Disabilities?  
(SHOW CARD - READ OUT - 2 ANSWERS MAX.)
- To raise money for disabled people ..... 1,  
To increase understanding of disability issues ..... 2,  
To promote the rights of people with disabilities ..... 3,  
To give a more positive image of people with disabilities ..... 4,  
To show that people with disabilities face many types of discrimination ..... 5,  
Other (SPONTANEOUS) ..... 6,  
DK ..... 7,

EB60.0 - NEW

Q.86. The European Year of People with Disabilities may have contributed to improvements in the quality of life of people with disabilities in (OUR COUNTRY). For each of the following, could you please tell me if you tend to agree or tend to disagree. (SHOW CARD)

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The European Year of People with Disabilities has contributed to informing people about difficulties faced by people with disabilities in their daily life	1	2	3
2	The European Year of People with Disabilities has paved the way towards really getting the same rights for people with disabilities as everyone else	1	2	3
3	The European Year of People with Disabilities has improved access to public places (buildings and transport) for physically disabled people	1	2	3
4	The European Year of People with Disabilities has improved access to public places (buildings and transport) for intellectually disabled people	1	2	3
5	The European Year of People with Disabilities has helped physically disabled people to exercise the same rights of access to services as other people	1	2	3
6	The European Year of People with Disabilities has helped intellectually disabled people to exercise the same rights of access to services as other people	1	2	3
7	The European Year of People with Disabilities has improved access to employment for people with physical disabilities	1	2	3
8	The European Year of People with Disabilities has improved access to employment for people with intellectual disabilities	1	2	3
9	The European Year of People with Disabilities has improved access to standard educational systems for people with physical disabilities	1	2	3
10	The European Year of People with Disabilities has increased understanding of physical disability issues	1	2	3
11	The European Year of People with Disabilities has increased understanding of intellectual disability issues	1	2	3
12	The European Year of People with Disabilities has increased media coverage of physical disability issues	1	2	3
13	The European Year of People with Disabilities has increased media coverage of intellectual disability issues	1	2	3

EB60.0 - NEW

Q.87. I am going to read you some statements about people with disabilities and work. Please answer yes or no to the following statements.

	READ OUT	YES	NO	DK
1	People with disabilities have the same legal right as anybody else to a job	1	2	3
2	People with disabilities have the same legal right as anybody else to take part in training	1	2	3
3	There are European laws against discrimination in the workplace on the grounds of disability	1	2	3
4	In general, employers make the necessary changes in the workplace to employ disabled people	1	2	3
5	People with severe physical or intellectual disabilities should only work in sheltered workshops	1	2	3

EB60.0 - NEW

Q.88. Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way? (IF YES) Who are they? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

- No ..... 1,
- Yes, a member(s) of your family ..... 2,
- Yes, friend(s) ..... 3,
- Yes, an acquaintance(s) ..... 4,
- Yes, a neighbour(s)..... 5,
- Yes, a colleague(s) ..... 6,
- Yes, a client(s) ..... 7,
- Yes, pupil(s) at school..... 8,
- Yes, student(s) at University ..... 9,
- Yes, other(s) ..... 10,
- Yes, I regard myself as a disabled person ..... 11,
- DK..... 12,

EB54.2 - Q.49.a. - TREND

Q.89. How aware are you of the various types of disabilities? Would you say you are fairly aware or fairly unaware of the various types of disabilities?

	READ OUT	FAIRLY AWARE	FAIRLY UNAWARE	DK
1	Visual disabilities	1	2	3
2	Hearing impairments	1	2	3
3	Neuromuscular impairments	1	2	3
4	Skeletal impairments	1	2	3
5	Cerebral palsy	1	2	3
6	Spinal cord injury	1	2	3
7	Head injury (cerebral vascular accident)	1	2	3
8	Stroke (cerebral vascular accident)	1	2	3
9	Loss of limbs	1	2	3
10	Multiple sclerosis	1	2	3
11	Muscular dystrophy	1	2	3
12	Arthritis	1	2	3
13	Asthma	1	2	3
14	Cancer	1	2	3
15	Diabetes	1	2	3
16	Epilepsy	1	2	3
17	Brain injury	1	2	3
18	Alzheimer's disease	1	2	3
19	Parkinson's disease	1	2	3
20	Mental retardation	1	2	3
21	Psychiatric disabilities	1	2	3

EB54.2. - Q.54. - TREND

Q.90. What percentage of the population in (OUR COUNTRY) do you think has a disability of any kind? (INT.: DO NOT SHOW CARD - DO NOT READ OUT - ONE ANSWER ONLY) (M)

Less than 1% .....	1
1-4% .....	2
5-9% .....	3
10-14% .....	4
15-19% .....	5
20% or more .....	6
DK.....	7

EB54.2. - Q.55. - TREND MODIFIED

**ONLY IN EURO ZONE**

**Let's finish with two questions on the euro.**

Q.91. All things considered, do you personally feel very pleased, fairly pleased, not very pleased, not at all pleased that the euro became our currency? (ONE ANSWER ONLY)

Very pleased .....	1
Fairly pleased .....	2
Not very pleased .....	3
Not at all pleased .....	4
None of these (SPONTANEOUS).....	5
DK.....	6

EB57.1 - Q.70. - TREND

Q.92. Do you totally agree, tend to agree, tend to disagree or totally disagree with the statement that: "By using euros instead of (FORMER NATIONAL CURRENCY), we feel more European than before"? (ONE ANSWER ONLY)

Totally agree .....	1
Tend to agree .....	2
Tend to disagree .....	3
Totally disagree.....	4
It has nothing to do with how European we feel (SPONTANEOUS).....	5
I am not interested in Europe (SPONTANEOUS).....	6
DK.....	7

EB57.1. - Q.71. - TREND

**DEMOGRAPHICS**

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

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

Refusal..... 11  
DK..... 12

EB59.2 - D.1. - DEMO TREND

**NO QUESTIONS D.2. TO D.6.**

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

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

EB59.2 - D.7. - DEMO TREND

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

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EB59.2 - D.8. - DEMO TREND

**NO QUESTION D.9.**

D.10. Gender.

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

EB59.2 - D.10. - DEMO TREND

D.11. How old are you?

--	--

EB59.2 - D.11. - DEMO TREND

**NO QUESTION D.12. TO D.14.**

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

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

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

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

EB59.2 - D.15. - DEMO TREND

**NO QUESTIONS D.16. TO D18.**

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

- Yes ..... 1  
 No..... 2  
 Both equally ..... 3  
 DK..... 4

EB59.2 - D.19. - DEMO TREND



**NO QUESTION D.20.**

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

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

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

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

	D.21.a.	D.21.b.
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		2
Unemployed or temporarily not working		3
Retired or unable to work through illness		4
SELF EMPLOYED	5	1
Farmer		
Fisherman		6
Professional (lawyer, medical practitioner, accountant, architect, etc.)		7
Owner of a shop, craftsmen, other self-employed person		8
Business proprietors, owner (full or partner) of a company		9
EMPLOYED	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)		11
Middle management, other management (department head, junior manager, teacher, technician)		12
Employed position, working mainly at a desk		13
Employed position, not at a desk but travelling (salesmen, driver, etc.)		14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)		15
Supervisor		16
Skilled manual worker		17
Other (unskilled) manual worker, servant	18	
NEVER DID ANY PAID WORK		15

EB59.2 - D.21. a. & b. - DEMO TREND

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

D.25. Would you say you live in a...? (READ OUT)

rural area or village .....	1
small or middle sized town .....	2
large town .....	3
DK.....	4

EB59.2 - D.25. - DEMO TREND

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

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.

B .....	1
T.....	2
P .....	3
F.....	4
E .....	5
H.....	6
L.....	7
N .....	8
R.....	9
M.....	10
S .....	11
K .....	12
Refusal.....	13
DK.....	14

EB59.2 - D.29. - DEMO TREND

## INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH	

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

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

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

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

P.6. Size of locality (LOCAL CODES)

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P.7. Region (LOCAL CODES)

--	--

P.8. Postal code

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

P.9. Sample point number  

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

P.10. Interviewer number  

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

P.11. Weighting factor  

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

P.12. a) Fixed telephone available in the household?  
Yes ..... 1  
No..... 2

b) Mobile telephone available in the household?  
Yes ..... 1  
No..... 2

**ASK ONLY IN LUXEMBOURG, BELGIUM AND FINLAND**

P.13. Language of interview  

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**This symbol has been adapted into each national language**



Technical Specifications  
Standard Eurobarometer 60.0  
October 2003

## 1. INTRODUCTION

Between 1<sup>st</sup> September 2003 and 30<sup>st</sup> September 2003, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA and GfK Worldwide, carried out wave 60.0 of the Standard Eurobarometer, on request of the European Commission, Directorate-General Press and Communication, Public Opinion Analysis Unit.

The following topics are covered in this wave:

- ✓ Complaints and redress (Q.2 – Q.29)
- ✓ Data Protection (Q.30 – Q.36)
- ✓ European Year of Education through Sport (Q.37 – Q.42)
- ✓ Safety Instructions/Domestic Electrical Appliances (Q.43 – Q.61)
- ✓ E-Commerce (Q.62 – Q.83)
- ✓ European Year of People with disabilities (Q.84 – Q.90)
- ✓ Euro (Q.91 – Q.92)

Standard Eurobarometer surveys cover 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 is drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, points are drawn systematically from each of the 'administrative regional units', after stratification by individual unit and type of area. Hence, they represent the whole territory of member states according to EUROSTAT NUTS 2 (or equivalent) and according to the distribution of 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 is drawn at random. Further addresses are selected as every N<sup>th</sup> address by standard random route procedures, from the initial address. In each household, respondent is drawn at random. All interviews are face-to-face in the respondent's home and in the appropriate national language.

2. COUNTRIES, NATIONAL INSTITUTES, FIELDWORK PERIOD, NET SAMPLE SIZE AND EXTRAPOLATION FIGURES

<b>COUNTRY</b>	<b>INSTITUTE</b>	<b>START - END FIELDWORK</b>	<b>NET SAMPLE SIZE</b>	<b>EU POPULATION AGED 15+ (x 000)</b>
Belgium	INRA BELGIUM	01/09 – 30/09	1030	8,458
Denmark	GfK DANMARK	01/09 – 30/09	1000	4,355
Germany (East)	INRA DEUTSCHLAND	01/09 – 19/09	1014	13,164
Germany (West)	INRA DEUTSCHLAND	02/09 – 19/09	1043	56,319
Greece	MARKET ANALYSIS	06/09 – 30/09	1000	8,899
Spain	INRA ESPAÑA	08/09 – 29/09	1000	34,239
France	CSA-TMO	01/09 – 22/09	1051	47,936
Ireland	LANSDOWNE Market Research	01/09 – 28/09	1001	3,004
Italy	INRA Demoskopea	02/09 – 28/09	1000	49,531
Luxembourg	ILReS	01/09 – 30/09	606	357
The Netherlands	INTOMART	01/09 – 30/09	1023	13,010
Austria	SPECTRA	02/09 – 28/09	1031	6,770
Portugal	METRIS	04/09 – 25/09	1000	8,620
Finland	MDC MARKETING RESEARCH	01/09 – 30/09	1011	4,245
Sweden	GfK SVERIGE	01/09 – 30/09	1000	7,252
Great Britain	MARTIN HAMBLIN LTD	01/09 – 23/09	1004	46,370
Northern Ireland	ULSTER MARKETING SURVEYS	02/09 – 24/09	310	1,314
	Total Number of Interviews		16124	313,843

### 3. COMPARISON BETWEEN SAMPLE AND UNIVERSE, AND WEIGHTING

For each Standard Eurobarometer survey, a comparison between sample and universe is carried out, per country. The universe description is derived from EUROSTAT population data.

There are 19 sample areas: one for each country of the European Union, in addition Germany is divided into East and West, and United Kingdom into Great Britain and Northern Ireland, one for Norway and one for Iceland.

Each sample area contains a number of interviews, this number may be somewhat above or below that aimed at. The target is 1,000 per sample area, except for Northern Ireland, 300, and Luxembourg and Iceland, 600.

#### *WEIGHTS DELIVERED WITH THE EUROBAROMETER DATA SET:*

There are 16 different weights used in the Eurobarometer survey.

W.1	WEIGHT RESULT FROM TARGET (also WEIGHTP or <u>WSAMPLE</u> )
W.2	DROPPED
W.3	WEIGHT SPECIAL GERMANY (also WEIGHTGER)
W.4	WEIGHT SPECIAL UNITED KINGDOM (also WEIGHT1)
W.5	WEIGHT EURO 6 (also WEIGHT6)
W.6	WEIGHT EURO 9 (also WEIGHT9)
W.7	WEIGHT EURO 10 (also WEIGHT2)
W.8	WEIGHT EURO 12 – Former EAST GERMANY (also WEIGHT3M)
W.9	WEIGHT EUROPE 12 (also WEIGHT3P)
W.10	WEIGHT EURO +3 (also WEIGHTNEW)
W.11	WEIGHT EUROPE 15 (also WEIGHT15 or <u>WEURO</u> )
W.12	WEIGHT NORWAY (also WEIGHTNOR)
W.13	WEIGHT TOTAL (also WEIGHT15P or <u>WCPLUS</u> )
W.14	WEIGHT STANDARD SIZE – GERMANY AND UNITED KINGDOM EXTRAPOLATED (also WEIGHTC or <u>WNATION</u> )
W.15 <sup>1</sup>	WEIGHT EURO 11 (without Greece)
W.16 <sup>2</sup>	WEIGHT EURO 12 (with Greece)

For each EU member state, a national weighting procedure, using marginal (RIM) and intercellular weighting (Iterative Proportional Fitting - IPF), is carried out, based on this universe description. As such, in all countries, minimum gender, age, region NUTS 2 are introduced in the iteration procedure (W.1).

An additional factor (extrapolation) is added, to bring former East and West Germany together in one entity (W.3). Former East Germany counts for 20.8% and former West Germany counts for 79.2%.

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<sup>1</sup> From Eurobarometer 59.2 onwards, this weight is not used anymore.

<sup>2</sup> Ibidem.

The same principle is used to bring Northern Ireland together with Great Britain, to form the United Kingdom (W.4). Here Northern Ireland counts for 2.5% and Great Britain, for 97.5%.

For the sake of analysis, historical weights were created, bringing countries together, contained in historical entities such as Europe of the 6, 9, 10, and 12. (W.5 from to W.10). Countries not inserted in these weights are set to 0.

In order to make a European 15 weight, the data are extrapolated using population figures for each sample area (15 members = 17 sample areas) (W.11).

Standard Eurobarometer surveys may include data from Norway. A special weight is created only for Norway (W.12).

For international weighting, INRA applies the official population figures as provided by EUROSTAT in the Regional Statistical Yearbook (data for 1997). Total population figures for input in this post-weighting procedure are listed above. The result is WEIGHT TOTAL (W.13)

W.14 extrapolates the new and old Länder to their respective proportion in the whole of Germany, (former East Germany (20.8%), former West Germany (79.2%) and does the same for Great Britain (97.5%) and Northern Ireland (2.5%). The other countries are left untouched.

From Eurobarometer 49 onwards, a new weight (W.15) was created to separate the 11 countries that accepted to introduce the euro, as of 01/01/1999.

From Eurobarometer 54 onwards, a new weight (W.16) was created to add Greece into the group of countries that accepted to introduce the euro. For an analysis of these 12 countries, use W.16.

From Eurobarometer 59.2 onwards, W.15 or W.16 are not used anymore. To compare results of euro-zone 12 (11), pre-in 3 (4) and EU15 use W.11.

### *PRECISION OF WEIGHTS:*

Each weight is expressed in 10,000. This means that a person with weight equal to 1 will have the weight 10,000, a person with weight equal to 1.534 will have the weight 15,340. In other words, we use 4 decimal point digits. Hence, you need to divide by 10,000 to have the number of people interviewed contained in the data set.

### *WEIGHTED RESULTS*

	<b>W1</b>	<b>W3</b>	<b>W4</b>	<b>W5</b>	<b>W6</b>	<b>W7</b>	<b>W8</b>	<b>W9</b>	<b>W10</b>	<b>W11</b>	<b>W14</b>
<b>BE</b>	1030	1030	1030	278	336	360	367	380	0	441	1030
<b>DK</b>	1000	1000	1000	0	168	180	184	190	0	221	1000
<b>WG</b>	1043	1651	1043	1872	2266	2426	2474	2562	0	2975	1651
<b>GE</b>	2057	2073	2057	1872	2266	2426	2474	3145	0	3651	2073
<b>EG</b>	1014	422	1014	0	0	0	0	583	0	676	422
<b>GR</b>	1000	1000	1000	0	0	368	375	388	0	451	1000
<b>SP</b>	1000	1000	1000	0	0	0	1443	1494	0	1735	1000
<b>FR</b>	1051	1051	1051	1607	1944	2082	2123	2199	0	2552	1051
<b>IR</b>	1001	1001	1001	0	116	124	127	131	0	152	1001
<b>IT</b>	1000	1000	1000	1579	1911	2047	2087	2162	0	2509	1000
<b>LU</b>	606	606	606	11	14	15	15	16	0	18	606
<b>NL</b>	1023	1023	1023	424	514	550	561	581	0	674	1023
<b>AU</b>	1031	1031	1031	0	0	0	0	0	1146	354	1031
<b>PO</b>	1000	1000	1000	0	0	0	363	376	0	437	1000
<b>FI</b>	1011	1011	1011	0	0	0	0	0	705	217	1011
<b>SW</b>	1000	1000	1000	0	0	0	0	0	1191	367	1000
<b>NI</b>	310	310	34	0	52	56	57	59	0	69	34
<b>GB</b>	1004	1004	1273	0	1796	1924	1962	2032	0	2359	1273
<b>UK</b>	1314	1314	1306	0	1849	1980	2019	2091	0	2427	1306
<b>EU15</b>	16124	16140	16116	5772	9117	10133	12137	13154	3042	16207	16132



*COUNTRY ABBREVIATIONS:*

Belgium	BEL
Denmark	DEN
Germany (East)	EGE
Germany (East & West)	GER
Germany (West)	WGE
Greece	GRE
Spain	SPA
France	FRA
Ireland	IRL
Italy	ITA
Luxembourg	LUX
The Netherlands	NET
Austria	AUS
Portugal	POR
Finland	FIN
Sweden	SWE
Great Britain	GB
Northern Ireland	NIR
United Kingdom	UK

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