

**ZA4505**

**Eurobarometer 65.1**

**Country Specific Questionnaire  
United Kingdom**

A	your survey number <b>(101-105)</b>
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB64.4 A

B	country code <b>(106-107)</b>
	<input type="text"/> <input type="text"/>

EB64.4 B

C	our survey number <b>(108-110)</b>
	<input type="text"/> <input type="text"/> <input type="text"/>

EB64.4 C

D	Interview number <b>(111-116)</b>
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB64.4 D

E	Split ballot	<b>(117)</b>
	A	1
	B	2

EB64.3 E

Q1	What is your nationality? Please tell me the country(ies) that applies(y).
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(MULTIPLE ANSWERS POSSIBLE) Code respondents OFFICIAL nationality. English, Scottish or Welsh should be coded under United Kingdom. Pakistani and British would be coded as United Kingdom and Other.
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(118-144)

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,
Other countries	26,
DK	27,

EB64.4 Q1 TREND MODIFIED
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IF OTHER or DK THEN CLOSE INTERVIEW
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QA1	When you hold a strong opinion, do you ever find yourself persuading your friends, relatives or fellow workers to share your views? Does this happen...?
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(READ OUT)
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(145)

Often	1
From time to time	2
Rarely	3
Never	4
DK	5

EB64.2 QA2
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QA2 When did you last use the Internet? Was it...?

(READ OUT)

(146)

In the last seven days	1
Over a week ago but in the last month	2
Over a month ago but in the last 3 months	3
Over 3 months ago but in the last 6 months	4
Over 6 months ago but in the last year	5
Over a year ago	6
Never used the Internet	7
DK	8

NEW

QA3 Please tell me to what extent you agree or disagree with the following statements.

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cable (SP ONT ANE OUS )	DK
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(147)	1	You are happy with your family life	1	2	3	4	5	6
(148)	2	You are happy with your current occupation	1	2	3	4	5	6
(149)	3	You are happy living in the United Kingdom	1	2	3	4	5	6
(150)	4	You have difficulties paying all your bills at the end of the month	1	2	3	4	5	6

NEW

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QA4	When you hear the words "European Union", what comes to your mind first? And what else?
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(OPEN QUESTION – WRITE DOWN – PROBE, BUT DO NOT PROMPT – MULTIPLE ANSWERS POSSIBLE)
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20	2	(151,152-191)
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NEW
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QA5	In the last 12 months have you...?
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	(READ OUT)	Yes, on several occasions	Yes, once or twice	No	DK
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(192)	1	Visited another EU country	1	2	3	4
(193)	2	Read a book, newspaper or magazine in a language other than your mother tongue	1	2	3	4
(194)	3	Socialised with people from another EU country	1	2	3	4

NEW
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QA6 When you get together with friends or relatives, how often would you say you discuss...?

(SHOWSCREEN)

	(READ OUT)	Frequently	Occasionally	Never	DK
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(195)	1	National political matters	1	2	3	4
(196)	2	European political matters	1	2	3	4

NEW

QA7 Generally speaking, do you think that the United Kingdom's membership of the European Union is...?

(READ OUT)

		(197)
a good thing		1
a bad thing		2
neither good nor bad		3
DK		4

EB64.2 QA8a

QA8 For each of the following, please tell me if you believe that more decision-making should take place at a European level or on the contrary that less decision-making should take place at a European level?

(SHOWSCREEN WITH SCALE)

(READ OUT)	More decision-making at a European level	Less decision-making at a European level	No change is needed (SPONTANEOUS)	DK
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(198)	1	Fighting unemployment	1	2	3	4
(199)	2	Protecting social rights	1	2	3	4
(200)	3	Ensuring economic growth	1	2	3	4
(201)	4	Fighting organised crime	1	2	3	4
(202)	5	Fighting terrorism	1	2	3	4
(203)	6	Ensuring food safety	1	2	3	4
(204)	7	Protecting the environment	1	2	3	4
(205)	8	Preventing major health issues	1	2	3	4
(206)	9	Equal treatment of men and women	1	2	3	4
(207)	10	Protecting agriculture	1	2	3	4
(208)	11	Promoting democracy and peace in the world	1	2	3	4
(209)	12	Cooperation in the field of research and innovation	1	2	3	4
(210)	13	Ensuring continuous energy provision	1	2	3	4

NEW

QA9 Please tell me how well each of the following words describes your idea of the European Union.

(SHOWSCREEN WITH SCALE)

(READ OUT)	Describes very well	Describes fairly well	Describes fairly badly	Describes very badly	DK
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(211)	1	Modern	1	2	3	4	5
(212)	2	Democratic	1	2	3	4	5
(213)	3	Protective	1	2	3	4	5
(214)	4	Inefficient	1	2	3	4	5
(215)	5	Technocratic	1	2	3	4	5

NEW

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QA10 For each of the following areas, please tell me if you think that for...

(SHOWSCREEN WITH SCALE)

	(READ OUT)	A lot has been achieved so far	A fair amount has been achieved so far	Very little has been achieved so far	Nothing has been achieved so far	DK
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(216)

1	Economic unification of Europe	1	2	3	4	5
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(217)

2	Political unification of Europe	1	2	3	4	5
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(218)

3	Cultural cooperation in Europe	1	2	3	4	5
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NEW

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QA11 Which two of the following do you think would be most useful for the future of Europe?

(SHOWSCREEN – READ OUT – MAX. 2 ANSWERS)

(219-227)

A common language
Well-defined external borders of the EU
The introduction of the euro in all EU countries
Comparable living standards
A common army
A common Constitution
None (SPONTANEOUS)
Other (SPONTANEOUS – SPECIFY)
DK

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

NEW



QA12a Which of the following do you think is the most positive result of European unification?

QA12b And which is the second most positive result?

(SHOWSCREEN)

(READ OUT)	(228)	(229)
	QA12a FIRSTLY	QA12b SECONDLY
Peace among the Member States of the EU	1	1
The free movement of people, goods and services within the EU	2	2
The Euro	3	3
Student exchange programmes such as ERASMUS	4	4
The Common Agricultural Policy	5	5
None (SPONTANEOUS)	6	6
Other (SPONTANEOUS)	7	7
DK	8	8

NEW

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QA13	Using a scale from 1 to 10, how would you judge the performance of the European Union in each of the following areas? '1' means that the European Union's performance in a specific area is "not at all satisfactory" and '10' means that its performance is "very satisfactory".
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(SHOWSCREEN WITH SCALE)
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	(READ OUT)	1	2	3	4	5	6	7	8	9	10	DK
		Not at all satis facto ry									Very satis facto ry	

(230-231)	1	Fighting unemployment	1	2	3	4	5	6	7	8	9	10	11
(232-233)	2	Protecting social rights	1	2	3	4	5	6	7	8	9	10	11
(234-235)	3	Protecting human rights	1	2	3	4	5	6	7	8	9	10	11
(236-237)	4	Ensuring economic growth	1	2	3	4	5	6	7	8	9	10	11
(238-239)	5	Fighting organised crime	1	2	3	4	5	6	7	8	9	10	11
(240-241)	6	Fighting terrorism	1	2	3	4	5	6	7	8	9	10	11
(242-243)	7	Ensuring food safety	1	2	3	4	5	6	7	8	9	10	11
(244-245)	8	Protecting the environment	1	2	3	4	5	6	7	8	9	10	11
(246-247)	9	Preventing major health issues	1	2	3	4	5	6	7	8	9	10	11
(248-249)	10	Equal treatment of men and women	1	2	3	4	5	6	7	8	9	10	11
(250-251)	11	Protecting agriculture	1	2	3	4	5	6	7	8	9	10	11
(252-253)	12	Helping poor people in the world	1	2	3	4	5	6	7	8	9	10	11
(254-255)	13	Promoting democracy and peace in the world	1	2	3	4	5	6	7	8	9	10	11
(256-257)	14	Cooperation in the field of research and innovation	1	2	3	4	5	6	7	8	9	10	11
(258-259)	15	Ensuring continuous energy provision	1	2	3	4	5	6	7	8	9	10	11

NEW
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QA14 At the moment, would you say that things are generally going in the right direction or the wrong direction, in...?

	(READ OUT)	Things are going in the right direction	Things are going in the wrong direction	Neither the one nor the other (SPONTANEOUS)	DK
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(260)	1	The United Kingdom	1	2	3	4
(261)	2	The European Union	1	2	3	4

NEW

QA15 Today, each European Union Member State is responsible for its own social welfare system. To what extent would you be in favour of or opposed to the harmonisation of social welfare systems within the European Union?

(READ OUT) - SHOWSCREEN

	<b>(262)</b>
Strongly in favour	1
Somewhat in favour	2
Somewhat opposed	3
Strongly opposed	4
DK	5

NEW

ASK QA16b ONLY IN NON-EURO ZONE COUNTRIES – OTHERS GO TO QA17

QA16b Please tell me to what extent you agree or disagree with the following. If the Pound is not replaced by the euro...

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(266)

1	The Pound would be vulnerable on foreign exchange markets	1	2	3	4	5
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(267)

2	Inflation would be much higher	1	2	3	4	5
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(268)

3	The British economy would be more competitive	1	2	3	4	5
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NEW

ASK ALL

QA17 Which of the following two statements best matches your opinion of globalisation?

(READ OUT)

(269)

Globalisation represents a good opportunity for UK companies thanks to the opening-up of markets

1

Globalisation represents a threat to employment and companies in the United Kingdom

2

DK

3

NEW

QA18 Could you please tell me to what extent you agree or disagree with each of the following statements.

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(270)	1	Further EU enlargement would increase problems on the UK job market	1	2	3	4	5
(271)	2	Due to the enlargement of the EU, many products have become cheaper	1	2	3	4	5
(272)	3	Further EU enlargement improves the influence of the EU in the world	1	2	3	4	5
(273)	4	Overall, the enlargement of the EU is something positive	1	2	3	4	5

NEW

QA19 When you hear discussions about further enlargement of the European Union, which of the following words first comes to mind?

(READ OUT)

	(274)
Excitement	1
Satisfaction	2
Hope	3
Frustration	4
Annoyance	5
Fear	6
Indifference	7
Other (SPONTANEOUS - SPECIFY)	8
DK	9

NEW

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QA20	Which two of the following would strengthen your feeling about being a European citizen?
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(SHOWSCREEN – READ OUT – MAX. 2 ANSWERS)
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(275-284)

Being able to vote in all elections organised in the Member State where you live, whether you are a national of that country or not	1,
A European social-welfare system	2,
A President of the European Union directly elected by Member State citizens	3,
The replacement of national income tax by a European income tax	4,
A European Constitution	5,
A European Olympic team	6,
None of the above (SPONTANEOUS)	7,
I do not want to be a European citizen (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW
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QA21	Which two of the following do you think are the best way of ensuring decision-makers listen to what others say?
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(SHOWSCREEN CARD – READ OUT – MAX. 2 ANSWERS)
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(285-295)

Voting in elections	1,
Joining a political party	2,
Joining a demonstration	3,
Signing a petition	4,
Going on strike	5,
Joining a trade union	6,
Being a member of a consumer association	7,
Being a member or supporter of an NGO (non-governmental organisation)	8,
Participating in debates using the Internet	9,
Other (SPONTANEOUS)	10,
DK	11,

NEW
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QA22	Using a scale from 1 to 10, how likely would you be to participate in the following? '1' means that you would definitely not partake and '10' means that you would be very likely to partake.
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(SHOWSCREEN WITH SCALE)
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	(READ OUT)	1 Will defin itely not parta ke	2	3	4	5	6	7	8	9	10 Is very likely to parta ke	DK
--	------------	---	---	---	---	---	---	---	---	---	---	----

(296-297)	1	Voting in referenda organised on the same day in all European Member States on European issues	1	2	3	4	5	6	7	8	9	10	11
(298-299)	2	Signing a Europe-wide petition to tackle some issues at a European level rather than nationally	1	2	3	4	5	6	7	8	9	10	11

NEW
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QA23	For each of the following statements about the European Union could you please tell me whether you think it is true or false?
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	READ OUT	True	False	DK	
(300)	1	The European Union currently consists of fifteen Member States	1	2	3
(301)	2	The Members of the European Parliament are directly elected by the citizens of the European Union	1	2	3
(302)	3	The United Kingdom has a European Commissioner	1	2	3

EB64.2 QA28 TREND MODIFIED
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QA24 Would you say that you are very interested, fairly interested, not very interested or not at all interested in...?

	(READ OUT)	Very interested	Fairly interested	Not very interested	Not at all interested	DK
--	------------	-----------------	-------------------	---------------------	-----------------------	----

(303)	1	Domestic political affairs	1	2	3	4	5
(304)	2	European affairs	1	2	3	4	5

NEW



Now, let's move on to another topic

QB1 Please tell me if you have purchased any goods or services in the last 12 months in the United Kingdom or elsewhere, in the following ways?

(SHOWSCREEN WITH SCALE – MULTIPLE ANSWERS POSSIBLE)

	(READ OUT)	Yes, from a seller provider located in the United Kingdom	Yes, from a seller provider located in another EU country	Yes, from a seller provider located outside the EU	Yes, but you do not know where the seller provider was located	No	DK
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(305-310)	1	Via the Internet (website, email, etc.)	1,	2,	3,	4,	5,	6,
(311-316)	2	By phone	1,	2,	3,	4,	5,	6,
(317-322)	3	By post (catalogues, mail order, etc.)	1,	2,	3,	4,	5,	6,
(323-328)	4	From a sales representative who visited you at your home or work place	1,	2,	3,	4,	5,	6,

NEW

QB2 In the last 12 months, have you...?

	(READ OUT)	Yes, several times	Yes, but only once or twice	No	DK
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(329)

1	Made a trip to another EU country, primarily for shopping (TRIPS MADE FOR THIS PURPOSE, for purchasing alcohol, cigarettes, food, clothes, etc.)	1	2	3	4
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(330)

2	Taken the opportunity to purchase goods or services, whilst on holiday or on a business trip in another EU country (excluding purchases linked to the trip such as travel accommodation, leisure activities, meals)	1	2	3	4
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NEW

ASK QB3 IF "HAS MADE AT LEAST ONE EU CROSS-BORDER PURCHASE", CODE 2 in QB1.1, QB1.2, QB1.3 or QB1.4 or CODE 1 or 2 in QB2.1 or QB2.2 – OTHERS GO TO QB4

QB3 In the last 12 months, approximately what was the total value of the goods or services you have purchased from sellers\ providers located in other European Union countries?

(SHOWSCREEN)

(331)

Less than £70	1
Between £71 and £349	2
Between £350 and £669	3
Between £670 and £3330	4
£3331 or more	5
Refusal (SPONTANEOUS)	6
DK	7

NEW

ASK QB4 IF "HAS MADE AT LEAST ONE PURCHASE VIA INTERNET OR PHONE OR POST", CODE 1 to 4 in QB1.1, QB1.2 or QB1.3 – OTHERS GO TO QB5

QB4 During the past 12 months, have any of the following situations happened to you when purchasing something remotely, for example: on the Internet, phone or by mail either in the United Kingdom or elsewhere?

(SHOWSCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(332-341)

(IF '1' IN QB1.1 or QB1.2 or QB1.3) A delay in the delivery of something purchased from a seller\ provider located in the United Kingdom	1,
(IF '1' IN QB1.1 or QB1.2 or QB1.3) You purchased something from a seller\ provider located in the United Kingdom and it was not delivered at all	2,
(IF '2' IN QB1.1 or QB1.2 or QB1.3) A delay in the delivery of something purchased from a seller\ provider located in another EU country	3,
(IF '2' IN QB1.1 or QB1.2 or QB1.3) You purchased something from a seller\ provider located in another EU country and it was not delivered at all	4,
(IF '3' IN QB1.1 or QB1.2 or QB1.3) A delay in the delivery of something purchased from a seller\ provider located outside the EU	5,
(IF '3' IN QB1.1 or QB1.2 or QB1.3) You purchased something from a seller\ provider located outside the EU and it was not delivered at all	6,
(IF '4' IN QB1.1 or QB1.2 or QB1.3) A delay in the delivery of something purchased from a seller\ provider based somewhere unknown to you	7,
(IF '4' IN QB1.1 or QB1.2 or QB1.3) You purchased something from a seller\ provider that was based somewhere unknown to you and it was not delivered at all	8,
None of these (SPONTANEOUS)	9,
DK	10,

NEW

ASK QB5 IF "HAS MADE AT LEAST ONE PURCHASE VIA INTERNET OR PHONE OR POST WITHIN THE EU", CODE 1 or 2 in QB1.1, QB1.2 or QB1.3 – OTHERS GO TO QB6

QB5 You have the legal right to return a product or cancel a contract for a purchase made on the Internet, phone or by mail within 7 days without paying a penalty. This is known as the cooling-off period. In the last 12 months, have you tried to return a product or cancel a contract, within the cooling-off period, after having purchased something by Internet, phone or post in the United Kingdom or somewhere else in the European Union?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-4' AND '5-7')

(342-349)

NO	1,
Yes, from sellers\ providers located in the United Kingdom and the sellers\ providers always accepted this	2,
Yes, from sellers\ providers located in the United Kingdom and the sellers\ providers only sometimes accepted this	3,
Yes, from sellers\ providers located in the United Kingdom and the sellers\ providers did not accept this	4,
Yes, from sellers\ providers located in another EU country and the sellers\ providers always accepted this	5,
Yes, from sellers\ providers located in another EU country and the sellers\ providers only sometimes accepted this	6,
Yes, from sellers\ providers located in another EU country and the sellers\ providers did not accept this	7,
DK	8,

NEW

ASK QB6 IF "YES, WITHIN THE EU", CODE 1 or 2 in QB1.4 – OTHERS GO TO QB7

Now, thinking about any purchases you have made from someone visiting your home or work (known as doorstep selling).

Now, thinking about any purchases you have made from someone visiting your home or work (known as doorstep selling).

QB6 You have the legal right to return a product or cancel a contract from doorstep selling within 7 days without paying a penalty. This is known as the cooling-off period. Now, thinking about anything you have bought from a sales representative at home or at the work place, in the last 12 months. Have you tried to return a product or cancel a contract within the cooling-off period?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-4' AND '5-7')

	(350-357)
No	1,
Yes, from companies located in the United Kingdom and it was always accepted	2,
Yes, from companies located in the United Kingdom and it was only sometimes accepted	3,
Yes, from companies located in the United Kingdom and it was not accepted	4,
Yes, from companies located in another EU country and it was always accepted	5,
Yes, from companies located in another EU country and it was only sometimes accepted	6,
Yes, from companies located in another EU country and it was not accepted	7,
DK	8,

NEW

ASK ALL

QB7 In the last 12 months, have you purchased or signed up to any of the following financial services?

(SHOWSCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(358-369)

A current or savings account	1,
A card (debit\credit\payment\ bank card)	2,
A life insurance policy	3,
A private pension plan	4,
Other kind of insurance (health, home, travel, car insurance, etc.)	5,
Stocks \ shares	6,
Shares in an investment fund	7,
A mortgage (loan to buy a house)	8,
A loan for uses other than buying a house	9,
No, you did not buy any	10,
Other (SPONTANEOUS)	11,
DK	12,

NEW

ASK QB8 AND QB9 IF "HAS PURCHASED\ SIGNED UP TO AT LEAST ONE FINANCIAL SERVICE", CODE 1 to 9 or 11 in QB7 – OTHERS GO TO QB10

QB8 Were any of these financial services purchased or signed up to over the Internet, phone or by mail in the last 12 months?

(SHOWSCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(370-375)

No, not over the Internet, phone or post	1,
Yes, from a seller\ provider located in the United Kingdom	2,
Yes, from a seller\ provider located in another EU country	3,
Yes, from a seller\ provider located outside the EU	4,
Yes, but you do not know where the seller\ provider was located	5,
DK	6,

NEW

ASK QB9 IF "YES", CODE 2 to 5 in QB8 – OTHERS GO TO QB10

QB9 Have you encountered any of the following when purchasing or signing up to financial services by Internet, phone or post in the last 12 months?

(SHOWSCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(376-388)
You have not encountered any significant problems	1,
Insufficient\ inaccurate information before signing a contract	2,
Misleading\ deceptive information before signing a contract	3,
Excessive\ incomprehensible information	4,
Different conditions from the ones agreed in the contract (hidden charges, etc.)	5,
Excessive fees	6,
Poor service provision, which did not meet the terms fixed by the contract\ agreement	7,
Difficulties in contacting the financial company	8,
Difficulties in complaining to the financial company	9,
Difficulties in changing bank\ financial institution	10,
Difficulties in comparing offers from financial service providers	11,
Other (SPONTANEOUS)	12,
DK	13,

NEW

ASK ALL

QB10 In your opinion, what are the main barriers to purchasing or signing up for financial services from sellers\ providers in another European Union country compared to the United Kingdom? Please, give a maximum of 3 answers.

(SHOWSCREEN -- READ OUT - MAX. 3 ANSWERS)

(389-402)

Insufficient\ inaccurate information	1,
Misleading\ deceptive information	2,
Excessive\ incomprehensible information	3,
Risks related to fraud in purchasing financial services in other EU countries	4,
Extra costs related to purchasing financial services in other EU countries	5,
The deposit necessary is too big	6,
Issues related to proof of identity when purchasing\ signing up for financial services in other EU countries (residence permit, utility bills, etc.)	7,
Lower level of consumer protection in other EU countries	8,
Having to communicate in another language	9,
Poorer customer service in other EU countries	10,
Lack of personal contact when purchasing or signing up remotely	11,
There are no different risks in purchasing financial services from companies located in other EU countries rather than from companies located in the United Kingdom (SPONTANEOUS)	12,
Other (SPONTANEOUS)	13,
DK	14,

NEW

Now, let's move on to another topic

QB11 In the last 12 months, have you received, seen or heard advertisements or offers which invited you to purchase goods or services directly from sellers\ providers located in other EU countries (via the Internet, email, by post, leaflets in your post box, by telephone, on television, on radio, in newspapers, magazines, etc.)?

(READ OUT)

(403)

Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

NEW



\_\_\_\_\_

QB12 Have any of the following happened to you in the last 12 months in the United Kingdom or elsewhere?

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE)

	(READ OUT)	Yes, from a seller\ provider located in the United Kingdom	Yes, from a seller\ provider located in another EU country	Yes, from a seller\ provider located outside the EU	Yes, but you do not know where the seller\ provider was located	No	DK
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(404-409)	1	You received unsolicited commercial advertisements or offers (cold calls, spam emails, direct marketing, etc.)	1,	2,	3,	4,	5,	6,
(410-415)	2	You received, saw, or heard misleading, deceptive or fraudulent advertisements or offers	1,	2,	3,	4,	5,	6,
(416-421)	3	You responded to a misleading, deceptive or fraudulent advertisement or offer by contacting the seller\ provider in some way (calling them, replying to an email, paying some money, etc.)	1,	2,	3,	4,	5,	6,

NEW

\_\_\_\_\_

QB13 Would you be in favour or opposed to the banning of all unsolicited commercial advertisements or offers (cold calls, spam emails, direct marketing, etc.)?

(READ OUT)

Strongly in favour of banning	(422)	1
Somewhat in favour of banning		2
Somewhat opposed to banning		3
Strongly opposed to banning		4
DK		5

NEW

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QB14	In the last 12 months, have you been unduly coerced or pressurised to purchase something or sign up to a contract?
------	--

(READ OUT)
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(423)

Yes, on several occasions	1
Yes, but only once or twice	2
NO	3
DK	4

NEW
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QB15	If you buy goods which do not conform to the original sales contract or which show a defect within two years of delivery, you have the right to ask for the goods to be replaced, repaired, reduced in price or for the contract to be cancelled. Did you try to replace, repair, ask for a price reduction or cancel a contract in such a situation in the last 12 months?
------	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-4', '5-7' AND '8-10')
--

(424-434)

No	1,
Yes, and sellers\ providers located in the United Kingdom always complied	2,
Yes, but sellers\ providers located in the United Kingdom only sometimes complied	3,
Yes, and sellers\ providers located in the United Kingdom did not comply	4,
Yes, and sellers\ providers located in other EU countries always complied	5,
Yes, but sellers\ providers located in other EU countries only sometimes complied	6,
Yes, and sellers\ providers located in other EU countries did not comply	7,
Yes, and sellers\ providers based somewhere unknown to you always complied	8,
Yes, but sellers\ providers based somewhere unknown to you only sometimes complied	9,
Yes, and sellers\ providers based somewhere unknown to you did not comply	10,
DK	11,

NEW
-----

--

QB16	In the past 12 months, have you come across what you regard as unfair consumer contract terms, particularly in standard contracts or terms and conditions in the United Kingdom or elsewhere?
------	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-3', '4-5', '6-7' AND '8-9')
--

	<b>(435-444)</b>
No	1,
Yes, on several occasions, from sellers\ providers located in the United Kingdom	2,
Yes, but only once or twice, from sellers\ providers located in the United Kingdom	3,
Yes, on several occasions, from sellers\ providers located in other EU countries	4,
Yes, but only once or twice, from sellers\ providers located in other EU countries	5,
Yes, on several occasions, from sellers\ providers located outside the EU	6,
Yes, but only once or twice, from sellers\ providers located outside the EU	7,
Yes, on several occasions, from sellers\ providers based somewhere unknown to you	8,
Yes, but only once or twice, from sellers\ providers based somewhere unknown to you	9,
DK	10,

NEW
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QB17	In the past 12 months, how often have you compared the price of products by looking at the price per unit measure, for example, price per kilo, per metre or per litre?
------	---

(SHOWSCREEN – READ OUT)
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	<b>(445)</b>
Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

NEW
-----

QB18 In the past 12 months, have you purchased a "timeshare" or a similar product, that is to say the right to spend a set period every year in the same property for a number of years?

(SHOWSCREEN – READ OUT)

(446)

No	1
Yes, and you did not encounter any problem when buying this kind of product	2
Yes, but you encountered some problems when buying this kind of product	3
DK	4

NEW

QB19 In the past 12 months, have you purchased a package holiday, that is to say a combination of transport and accommodation arrangements from a company based in the European Union?

(READ OUT)

(447)

Yes, one	1
Yes, two	2
Yes, three or more	3
No	4
DK	5

NEW

ASK QB20 IF "YES", CODE 1 to 3 in QB19 – OTHERS GO TO QB21

QB20 In general terms, thinking about package trips you have taken in the last 12 months, do you agree or not with the following statements?

	(READ OUT)	Tend to agree	Tend to disagree	DK
--	------------	---------------	------------------	----

(448)	1	Sufficient information was given to you by the package holiday operator prior to your departure, for example on the itinerary, type and category of transport, type and category of accommodation, meals, insurance policy, cancellation policy	1	2	3
(449)	2	The package holiday (transport arrangements, accommodation, meals, etc) was as it was marketed to you by the operator prior to departure	1	2	3

NEW

ASK ALL

QB21 Thinking generally about purchasing goods or services from sellers\ providers located elsewhere in the European Union, which we refer to as "cross-border shopping", please tell me to what extent you agree or disagree with each of the following statements.

(SHOWSCREEN)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(450)	1	You are prepared to purchase goods and services using another EU language	1	2	3	4	5
(451)	2	You know where to get information and advice about cross-border shopping in the EU	1	2	3	4	5
(452)	3	You are less interested in cross-border shopping, because you prefer to shop only in person and not by post, phone or through the Internet	1	2	3	4	5
(453)	4	You are not interested in cross-border shopping because you do not have access to the Internet	1	2	3	4	5
(454)	5	You are not interested in making a cross-border transaction in the EU In the next 12 months	1	2	3	4	5
(455)	6	In the next 12 months, you intend to make cross-border purchases worth more than the cross border purchases you made in the past 12 months	1	2	3	4	5

NEW

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QB22	For each of the following, would you be more confident, as confident or less confident making purchases from sellers\ providers located in other European Union countries compared to purchases from sellers\ providers located in the United Kingdom?
------	--

(SHOWSCREEN WITH SCALE)
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	(READ OUT)	More confident in another EU country	As confident	Less confident in another EU country	DK
--	------------	--------------------------------------	--------------	--------------------------------------	----

(456)	1	Purchasing goods or services via the Internet	1	2	3	4
(457)	2	Purchasing goods or services by phone or post	1	2	3	4
(458)	3	Purchasing goods or services from sales representatives at your home or work	1	2	3	4
(459)	4	Purchasing goods or services from a seller\ provider whilst on holiday, on a shopping trip or a business trip elsewhere in the EU	1	2	3	4

NEW
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QB23	For each of the following statements, please tell me to what extent you agree or disagree with it. Compared to sellers\ providers located in the United Kingdom, when purchasing from sellers\ providers located in other European Union countries....
------	--

(SHOWSCREEN WITH SCALE)
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	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(460)	1	It is harder to resolve problems such as complaints, returns, price reductions, guarantees, etc.	1	2	3	4	5
(461)	2	There is a greater risk of falling victim of a scam or fraud	1	2	3	4	5
(462)	3	There is a greater chance of having delivery problems with goods or services	1	2	3	4	5
(463)	4	There are more problems returning a product you bought by Internet, phone or post within the cooling-off period of 7 days	1	2	3	4	5
(464)	5	It is harder to trust the safety of goods and services	1	2	3	4	5
(465)	6	Sellers\ providers are less likely to respect consumer-protection laws	1	2	3	4	5
(466)	7	Sellers\ providers often refuse to sell or deliver goods or services because you are not resident in their country	1	2	3	4	5

NEW
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QB24	In the last 12 months, have you made any kind of formal complaint by writing, by telephone or in person, to a seller\ provider?
------	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-4', '5-7' AND '8-10')
--

<b>(467-477)</b>	
No	1,
Yes, often to sellers\ providers located in the United Kingdom	2,
Yes, sometimes to sellers\ providers located in the United Kingdom	3,
Yes, but rarely to sellers\ providers located in the United Kingdom	4,
Yes, often to sellers\ providers located in another EU country	5,
Yes, sometimes to sellers\ providers located in another EU country	6,
Yes, but rarely to sellers\ providers located in another EU country	7,
Yes, often to sellers\ providers based somewhere unknown to you	8,
Yes, sometimes to sellers\ providers based somewhere unknown to you	9,
Yes, but rarely, to sellers\ providers based somewhere unknown to you	10,
DK	11,

NEW
-----

ASK QB25 AND QB26 IF "YES", CODE 2 to 10 in QB24 – OTHERS GO TO QB27
--

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QB25	In general, were you satisfied or not with the way your complaint(s) was(were) dealt with by the seller\ provider?
------	--

(READ OUT)
------------

<b>(478)</b>	
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
I didn't receive an answer	5
DK	6

NEW
-----

ASK QB26 IF "DISSATISFIED", CODE 3 to 5 in QB25 – OTHERS GO TO QB27

QB26 What did you do when your complaint(s) was(were) not dealt with in a satisfactory manner?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(479-485)

You asked for the advice of a consumer association\ consumer help desk
You asked for the advice of a solicitor
You brought the matter to an arbitration, mediation or conciliation body
You brought the matter to court
You took no further action
Other (SPONTANEOUS)
DK

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

NEW

ASK ALL

QB27 Among the following, what do you think are the best ways to protect consumers?

(SHOWSCREEN – READ OUT – MAX. 5 ANSWERS)

(486-500)

Easy comparison of offers (including price)	1,
Clear and transparent pricing	2,
The right to be given clear written information about the main features of the goods or services and the sales contract before you sign it	3,
The right to replace, repair, ask for a price reduction, cancel contract, when you buy the product at home or by Internet, phone or post	4,
The right to return products within the cooling-off period without giving a reason when you buy the product at home or by Internet, phone or post	5,
Obligation of sellers\ providers to indicate prices of goods in unit terms (price per kilo, per metre, per litre, etc.)	6,
Legal obligation to ensure timely delivery	7,
Legal obligation to ensure safe goods and services	8,
Legal requirements on sellers\ providers not to mislead or deceive consumers	9,
Ability of public authorities to detect, investigate and prosecute sellers\ providers which do not respect consumer rights	10,
Right as an individual to take a seller\ provider to court	11,
Right to join with other consumers to take a seller\ provider to court	12,
Information and advice from consumer organisations	13,
None of these (SPONTANEOUS)	14,
DK	15,

NEW

--

QB28	For each of the following statements, please tell me if you agree or disagree with it. In the United Kingdom
------	--

(SHOWSCREEN)
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	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(501)	1	It is easy to resolve disputes with sellers\ providers through an arbitration, mediation or conciliation body (malfunctioning goods, late\ no delivery, etc.)	1	2	3	4	5
(502)	2	It is easy to resolve disputes with sellers\ providers through courts	1	2	3	4	5
(503)	3	You trust independent consumer organisations to protect your rights as a consumer	1	2	3	4	5
(504)	4	You trust public authorities to protect your rights as a consumer	1	2	3	4	5
(505)	5	You would be more willing to defend your rights in court if you could join with other consumers who were complaining about the same thing	1	2	3	4	5
(506)	6	You feel that you are adequately protected by existing measures to protect consumers	1	2	3	4	5
(507)	7	In general, sellers\ providers in the United Kingdom respect your rights as a consumer	1	2	3	4	5

NEW
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QB29	In the last 12 months, have you encountered any difficulties in understanding safety information relating to goods or services you have bought (language problems, unclear\ unknown symbols, etc.)?
------	---

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '2-3', '4-5', '6-7' AND '8-9')
--

	<b>(508-517)</b>
No	1,
Yes, often, for goods or services provided by sellers\ providers located in the United Kingdom	2,
Yes, sometimes, for goods or services provided by sellers\ providers located in the United Kingdom	3,
Yes, often, for goods or services provided by sellers\ providers located in another EU country	4,
Yes, sometimes, for goods or services provided by sellers\ providers located in another EU country	5,
Yes, often, for goods and services provided by sellers\ providers located outside the EU	6,
Yes, sometimes, for goods and services provided by sellers\ providers located outside the EU	7,
Yes, often, for goods or services provided by sellers\ providers based somewhere unknown to you	8,
Yes, sometimes, for goods and services provided by sellers\ providers based somewhere unknown to you	9,
DK	10,

NEW
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QB30	Among the following products, for which do you think provision of safety information is most inadequate? Choose the 3 most important for you.
------	---

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)
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	(518-532)
Toys	1,
Household appliances	2,
Electric lamps	3,
Cosmetic products	4,
Detergents	5,
Paints and varnishes	6,
Other DIY products\ tools	7,
Childcare products (nappies etc)	8,
Children's equipment (pushchairs, furniture etc)	9,
Hobby\ sports equipment	10,
Gardening equipment\ machines	11,
Kitchen\ cooking accessories	12,
Textiles	13,
Furniture	14,
DK	15,

NEW
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QB31	Do you prefer to receive safety information via...?
------	---

(READ OUT)
------------

	(533)
Logos or symbols only	1
Text only	2
A combination of logos, symbols and text	3
The retailer\ salesperson	4
It depends (SPONTANEOUS)	5
DK	6

NEW
-----

QB32 With which of the following statements concerning the safety of consumer products do you agree most?

(READ OUT – MAX. 2 ANSWERS)

(534-539)

Safety instructions should explain clearly what to do	1,
Safety instructions play an important role in preventing accidents	2,
Safety instructions should indicate the risk to children, the elderly or disabled more clearly when using the product	3,
Safety instructions are not clear enough about the possible consequences of not following them	4,
None (SPONTANEOUS)	5,
DK	6,

NEW

Moving on to another topic

D10 Gender.

(540)

Male	1
Female	2

EB64.4 D10

D11 How old are you?

(541-542)

<input type="text"/>	<input type="text"/>
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EB64.4 D11

<input type="text"/>
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QC1 Which of the following suggestions aimed at solving potential shortages in the work force do you agree with most?

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

(543-552)

Discouraging early retirement	1,
Raising the legal retirement age	2,
Encouraging people to have more children	3,
Encouraging immigration of workers from outside the EU	4,
Encouraging part-time workers to change to full-time work	5,
Increasing the number of legal weekly working hours	6,
Encouraging non-working women to participate in the labour market	7,
None (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW



--

QC2 Generally speaking, what do you think is the ideal number of children for a family?

(DO NOT READ OUT. DO NOT PROMPT – CODE USING THE LIST BELOW)

(553-554)

None	1
One	2
Two	3
Three	4
Four	5
Five	6
Six	7
More than six	8
There is no ideal number, it depends	9
DK	10

NEW
-----

--

QC3 And for you personally, what would be the ideal number of children you would like to have or would have liked to have had?

(DO NOT READ OUT, DO NOT PROMPT – CODE USING THE LIST BELOW)

(555-556)

None	1
One	2
Two	3
Three	4
Four	5
Five	6
Six	7
More than six	8
There is no ideal number, it depends	9
DK	10

NEW
-----

ASK QC4 AND QC5 TO ALL AGED 25 AND MORE – OTHERS GO TO QC6

QC4 AND QC5 ARE ONLY ABOUT BIOLOGICAL CHILDREN (NOT ADOPTED OR STEPCHILDREN)

QC4 Thinking back to the time when you were around 20 years old, how many children did you think you would want? We are here talking about your own biological children.

(READ OUT)

	(557-558)
None	1
One	2
Two	3
Three	4
Four	5
Five	6
Six	7
More than six	8
I wanted to have children, but didn't know how many	9
I didn't think about it\ didn't care	10
DK	11

EB56.2 Q62 TREND MODIFIED

QC5 Have you had as many children as you wanted to have when you were around 20? We are still talking about your own biological children.

(SHOWSCREEN – READ OUT – MAX. 3 ANSWERS)

	(559-573)
Yes, I had all the children I wanted to have	1,
No, I have more than I intended then	2,
No, I have\ had health problems	3,
No, my partner has\ had health problems	4,
No, I did not find the right partner for raising children or I have\ had problems with my partner	5,
No, I have\ had financial problems	6,
No, my partner has\ had financial problems	7,
No, I find\ found it difficult to combine work and family life (lack of nurseries, etc.)	8,
No, availability of suitable accommodation was a problem	9,
No, the cost of children (education, etc.) is\ was too high	10,
No, I could not find the right time for having children	11,
No, my priorities have changed, I have enough children	12,
No, I still intend to have another child /other children	13,
Other (SPONTANEOUS)	14,
DK	15,

EB56.2 Q63 TREND MODIFIED

ASK ALL

QC6 Have you had any children? (IF YES) How many?

(IF "NO", CODE "NONE")

(574-575)

None	1
One	2
Two	3
Three	4
Four	5
Five	6
Six	7
Seven	8
Eight	9
Nine	10
Ten or more	11
DK	12

EB56.2 Q64 TREND MODIFIED

ASK QC7 AND QC8 IF 1 OR MORE CHILDREN, CODE 2 to 11 in QC6 – OTHERS GO TO QC9a

QC7 How old were you when you had your first child?

(IF "DK\ DO NOT REMEMBER", CODE '99')

(576-577)

YEARS OLD

EB56.2 Q65 TREND MODIFIED

QC8 Looking back, what do you now think of the timing of your first child?

(578)

It would have been better if I had had my first child earlier	1
It would have been better if I had had my first child later	2
The timing was about right	3
DK	4

NEW

ASK ALL

QC9a How many children do you (still) intend to have?

(579)

None	1
One	2
Two	3
Three	4
Four	5
Five	6
Six	7
More than six	8
DK	9

EB56.2 Q66 TREND MODIFIED

ASK QC9b AND QC9c IF STILL INTENDS TO HAVE CHILDREN, CODE 2 to 8 in QC9a – OTHERS GO TO QC10

QC9b How sure are you that you will be successful in having the number you mentioned?

(580)

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

NEW

QC9c Do you intend to have a\ another child in the next three years?

(581)

Definitely yes	1
Probably yes	2
Probably not	3
Definitely not	4
DK	5

NEW

ASK ALL

QC10 In your opinion, how important is each of the following in the decision on whether to have or not to have a\ another child?

(SHOWSCREEN)

	(READ OUT)	Very important	Fairly important	Not very important	Not at all important	DK
--	------------	----------------	------------------	--------------------	----------------------	----

(582)	1	The financial situation	1	2	3	4	5
(583)	2	The working situation of the mother	1	2	3	4	5
(584)	3	Housing conditions	1	2	3	4	5
(585)	4	The health of the mother	1	2	3	4	5
(586)	5	Having a supportive partner	1	2	3	4	5
(587)	6	The working situation of the father	1	2	3	4	5
(588)	7	The health of the father	1	2	3	4	5
(589)	8	Availability of childcare provision	1	2	3	4	5
(590)	9	The opportunity to go on parental leave or care leave	1	2	3	4	5
(591)	10	The costs of children	1	2	3	4	5

NEW

ASK QC11a AND QC12a TO SPLIT BALLOT A – OTHERS GO TO QC11b

QC11a In your opinion, what is the ideal age for a woman to have her first child?

(CODE THE AGE – IF "NO IDEAL AGE", PLEASE CODE '98' – IF "DK", PLEASE CODE '99')

(592-593)

	YEARS OLD
--	-----------

NEW

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QC12a And from what age should a woman no longer have children?

(CODE THE AGE – IF "NO LIMIT", PLEASE CODE '98' – IF "DK", PLEASE CODE '99')

**(594-595)**

		YEARS OLD
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NEW

ASK QC11b AND QC12b TO SPLIT BALLOT B – OTHERS GO TO QC13

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QC11b In your opinion, what is the ideal age for a man to have his first child?

(CODE THE AGE – IF "NO IDEAL AGE", PLEASE CODE '98' – IF "DK", PLEASE CODE '99')

**(596-597)**

		YEARS OLD
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NEW

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QC12b And from what age should a man no longer have children?

(CODE THE AGE – IF "NO IDEAL AGE", PLEASE CODE '98' – IF "DK", PLEASE CODE '99')

**(598-599)**

		YEARS OLD
--	--	-----------

NEW

ASK ALL

QC13 Please tell me which of the following statements applies to your situation.

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(600-607)

You have the same number of children as your own parents had	1,
Your parents think that you should have a\ another child	2,
Most of your relatives have the same number of children as you do	3,
Most of your relatives think that you should have a\ another child	4,
Most of your friends have the same number of children as you do	5,
Most of your friends think that you should have a\ another child	6,
None of these (SPONTANEOUS)	7,
DK	8,

NEW

QC14a Which of the following statements best reflects your household situation?

(READ OUT)

(608)

Your current situation does not allow you to make any plans for the future. You live day by day	1
You know what you will be doing in the next six months	2
You have a long-term view of what your household will be doing in the next 1 or 2 years	3
Other	4
DK	5

NEW

QC14b Do you think that in the next two years your household situation will be...?

(READ OUT )

(609)

Much better	1
Somewhat better	2
About the same as it is now	3
Somewhat worse	4
Much worse	5
DK	6

NEW

QC15 Here is a list of statements relating to the role of men and women when it comes to raising children. Please tell me to what extent you agree or disagree with each of them.

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(610)	1	A working mother can establish just as warm and secure a relationship with her children as a mother who does not work	1	2	3	4	5
(611)	2	A pre-school child is more likely to suffer if his\her mother works	1	2	3	4	5
(612)	3	All in all, family life suffers when the woman has a full time job	1	2	3	4	5
(613)	4	Both men and women should contribute to the household income	1	2	3	4	5
(614)	5	Ideally, the woman should stay at home to look after the children while the man goes out to work	1	2	3	4	5
(615)	6	Family life often suffers when men concentrate too much on their work	1	2	3	4	5

NEW



Now, let's move on to another topic

ASK QD1a ONLY IN EU15 – OTHERS GO TO QD1b

QD1a Compared to about ten years ago, do you find it easier or more difficult to travel from one Member State of the European Union to another or do you think that nothing has changed since then?

(READ OUT)

**(616)**

Yes, it is easier	1
Nothing has changed	2
No, it is more difficult	3
DK	4

NEW

QD2a Compared to about ten years ago, have you noticed a better choice of products from other Member States of the European Union in your shops and supermarkets?

(READ OUT – ONE ANSWER ONLY)

**(618)**

Yes	1
No	2
DK	3

NEW

ASK ALL

The European Single Market enables the free movement of people, capital, goods and services. It formally started in January 1993. Since then other reforms have been introduced in all Member States, including the 10 States which joined the European Union in 2004, and which are now part of this Single Market. The following questions relate to these reforms and changes and their impact on your day-to-day life.

QD3 In your opinion, would you say that for consumers the Single Market has been very positive, fairly positive, fairly negative or very negative with regard to...?

(SHOWSCREEN WITH SCALE)

(READ OUT)	Very positive	Fairly positive	Fairly negative	Very negative	Neither positive nor negative (SPONTANEOUS)	DK
------------	---------------	-----------------	-----------------	---------------	---	----

(620)	1	The range of products and services	1	2	3	4	5	6
(621)	2	The prices of products and services	1	2	3	4	5	6
(622)	3	The quality of products and services	1	2	3	4	5	6

NEW

QD4 The Single Market has increased competition in many areas such as transportation, telecommunications, banking and insurance services. Generally, would you say that this is a...?

(READ OUT)

	(623)
Very good thing	1
Rather good thing	2
Rather bad thing	3
Very bad thing	4
Neither a good nor a bad thing (SPONTANEOUS)	5
DK	6

NEW

--

QD5 In general, with regard to your rights within the Single Market, do you feel...?

(READ OUT)

	<b>(624)</b>
Very well informed	1
Well informed	2
Fairly uninformed	3
Not at all informed	4
DK	5

NEW

--

QD6 For each of the following sentences, what is true or false?

(SHOWSCREEN)

	(READ OUT)	True	False	DK
--	------------	------	-------	----

(625)	1	You need a "work permit" to work in another Member State	1	2	3
(626)	2	You can obtain a mortgage in another Member State	1	2	3
(627)	3	When you buy a car in another Member State, you have to pay VAT both in that Member State and in the United Kingdom	1	2	3
(628)	4	You can take out house insurance in another Member State for your home in the United Kingdom	1	2	3
(629)	5	When you are travelling or working in another Member State you have access to healthcare in that country	1	2	3
(630)	6	Your academic qualifications give you the right to study in another Member State	1	2	3
(631)	7	Citizens in the EU can pursue an occupation in a Member State other than the one in which they acquired their professional qualifications	1	2	3
(632)	8	Products bought in another Member State are guaranteed in the United Kingdom	1	2	3

NEW

QD7 Recently, have you, yourself, noticed any price differences for the same products or services between Member States?

(READ OUT)

(633)

YES	1
NO	2
DK	3

NEW

QD8 Would you consider going to another Member State to buy a product or a service because it is cheaper or better?

(READ OUT)

(634)

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

NEW

ASK QD9 AND QD10 IF "NO", CODE 3 or 4 in QD8 – OTHERS GO TO QD11

QD9a From the following suggestions, what is your main reason for not being willing to buy a product or service that proved to be better or cheaper in another Member State? Firstly?

QD9b And secondly?

(SHOWSCREEN)

(READ OUT)	(635)	(636)
	QD9a FIRSTLY	QD9b SECONDLY
Concerned about after-sales service	1	1
Concerned about administrative formalities	2	2
Worried that your consumer rights will not be upheld in another Member State	3	3
Too time consuming	4	4
Language barriers	5	5
Travel costs too high	6	6
None (SPONTANEOUS)	7	7
Other (SPONTANEOUS)	8	8
DK	9	9

NEW

QD10 Have you ever been to another Member State of the European Union to buy a product or a service...?

(READ OUT)	Yes	No	DK
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(637)	1	Because it was cheaper	1	2	3
(638)	2	Because its quality was better	1	2	3

NEW

ASK ALL

QD11 Would you consider buying a product or a service from another Member State via the Internet because it is cheaper or better?

(READ OUT)

(639)

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

NEW

ASK QD12 IF "NO", CODE 3 or 4 IN QD11 – OTHERS GO TO QD13

QD12a From the following suggestions, what is your main reason for not being willing to buy via the Internet a product or service that proved to be better or cheaper in another Member State of the European Union? Firstly?

QD12b And secondly?

(SHOWSCREEN)

(640)

(641)

(READ OUT)	QD12a FIRSTLY	QD12b SECONDLY
Not sure what to do if the product is not delivered	1	1
Not sure what to do if the product delivered is not satisfactory or is faulty	2	2
Not sure what to do if the price invoiced is different from that shown on the web	3	3
Unwilling to disclose your charge card or credit card numbers on the Internet	4	4
Language barriers	5	5
No Internet access	6	6
None (SPONTANEOUS)	7	7
Other (SPONTANEOUS)	8	8
DK	9	9

NEW

ASK ALL

QD13a As a European Union citizen, you have the right to study or work in another Member State of the European Union, or to settle yourself after your retirement. From the following suggestions, what would be the two main obstacles that would prevent you from doing so ?  
Firstly?

QD13b And secondly?

(SHOWSCREEN)

(READ OUT)	(642-643)	(644-645)
	QD13a FIRSTLY	QD13b SECONDLY
Language barriers	1	1
No wish to do so	2	2
Concerned about administrative formalities	3	3
Family considerations	4	4
Concerned about tax implications	5	5
Cannot afford to live in another Member State	6	6
Worried that your academic qualifications will not be recognised	7	7
Lack of information about the opportunities	8	8
Difficulty in finding an appropriate job	9	9
Concerned about living in a country where the social protection and the healthcare system are less developed	10	10
None (SPONTANEOUS)	11	11
Other (SPONTANEOUS)	12	12
DK	13	13

NEW

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QD14a	Have you, yourself, ever considered living in another Member State in order to study?
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QD14b	Have you, yourself, ever considered living in another Member State in order to work?
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QD14c	Have you, yourself, ever considered living in another Member State after your retirement?
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	(646)	(647)	(648)
(READ OUT)	QD14a	QD14b	QD14c
	In order to study	In order to work	After your retirement
Yes, you have already done it	1	1	1
Yes, you think of it but you haven't decided yet	2	2	2
Yes, you have already thought of it but gave up the idea	3	3	3
No, you have never thought of it	4	4	4
DK	5	5	5

NEW
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QD15	Have you considered taking out an insurance policy or obtaining a mortgage in another Member State of the European Union?
------	---

(READ OUT)
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	(649)
Yes, you have already done it	1
Yes, you think of it	2
No, you have already thought of it but gave up the idea	3
No, you have never thought of it	4
DK	5

NEW
-----



ASK QD16 IF "NO", CODE 3 or 4 in QD15 – OTHERS GO TO QD17

QD16a From the following suggestions, what is your main reason for not having considered taking out an insurance policy or obtaining a mortgage in another Member State of the European Union? Firstly?

QD16b And secondly?

(SHOWSCREEN)

(READ OUT)	(650)	(651)
	QD16a FIRSTLY	QD16b SECONDLY
Concerned about administrative formalities	1	1
Concerned about tax implications	2	2
Lack of information about the opportunities	3	3
Worried that your consumer rights will not be upheld in another Member State	4	4
Language barriers	5	5
No wish to do so	6	6
None (SPONTANEOUS)	7	7
Other (SPONTANEOUS)	8	8
DK	9	9

NEW

ASK ALL

QD17 If you wanted to work in another Member State but would be paid less because of the non-recognition of your academic qualifications or professional experience, to whom would you turn first for assistance?

(READ OUT)

	(652)
A lawyer or legal advice service	1
The national authorities (ministry, local authorities, etc.)	2
The national authorities of the United Kingdom (embassy, consulate, ministry, etc.)	3
The European institutions	4
A trade union	5
Other (SPONTANEOUS)	6
DK	7

NEW

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**QD18** The European Commission offers the following services to help citizens concerning their rights in the Single Market. Which of the following services have you heard of?

(SHOWSCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(653-660)

Your Europe	1,
SOLVIT	2,
Citizens Signpost Service	3,
FIN-NET	4,
Europe Direct	5,
European Consumer Centres (Euroguichets)	6,
None (SPONTANEOUS)	7,
DK	8,

NEW

--

**QD19** I'm going to mention a number of measures established by the Single Market. Could you tell me, for each of them, whether you consider that it has had a very positive effect, a fairly positive effect, a fairly negative effect or a very negative effect on the United Kingdom?

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	(READ OUT)	Very positive	Fairly positive	Fairly negative	Very negative	DK
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(661)

1	The possibility for citizens from other Member States to work in the United Kingdom and for citizens from the United Kingdom to work elsewhere in the EU	1	2	3	4	5
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(662)

2	The possibility for citizens from other Member States to study in the United Kingdom and for citizens from the United Kingdom to study elsewhere in the EU	1	2	3	4	5
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(663)

3	The possibility for products from other Member States to be marketed in the United Kingdom under the same conditions as UK products	1	2	3	4	5
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NEW

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QD20	Do you agree or disagree with the following statements?
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(SHOWSCREEN)
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	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(664)	1	Making it easier for workers to move within the EU can help tackle unemployment better in the EU	1	2	3	4	5
(665)	2	Enabling more free movement of people, products and services in the EU will make the EU's economy more successful compared to the rest of the world	1	2	3	4	5
(666)	3	The Internal Market rules have increased consumer protection within the EU	1	2	3	4	5

NEW
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DEMOGRAPHICS

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

(SHOWSCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, READ OUT AGAIN)

(667-668)

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

Refusal 11

DK 12

EB64.4 D1

NO QUESTIONS D2 TO D6

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

(SHOWSCREEN - READ OUT)

(669-670)

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

EB64.4 D7

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

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF "DK", CODE '99')

(671-672)

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EB64.4 D8

NO QUESTION D9

D10 AND D11 ASKED BEFORE QC1

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY – CODE 1 TO 4 IN D15a

D15a What is your current occupation?

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

	(673-674)	(675-676)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
<b>NON-ACTIVE</b>		
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	
<b>SELF EMPLOYED</b>		
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
<b>EMPLOYED</b>		
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

EB64.4 D15a D15b

ASK D15c IF "CURRENTLY WORKING", CODE 5 to 18 in D15a - OTHERS GO TO D25

D15c More precisely, would you say that you are currently working...?

(SHOWSCREEN - READ OUT)

(677)

Full time	1
Part time more than 24 hours per week	2
Part time between 12 and 24 hours per week	3
Part time less than 12 hours per week	4
Refusal (SPONTANEOUS)	5

NEW

ASK ALL

NO QUESTIONS D16 TO D24

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

(READ OUT)

(678)

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

EB64.4 D25

NO QUESTIONS D26 TO D39

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

INT.: READ OUT - TYPE IN)

(679-680)

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EB64.4 D40a

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

(INT.: READ OUT - TYPE IN)

(681-682)

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EB64.4 D40b

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

(INT.: READ OUT - TYPE IN)

(683-684)

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EB64.4 D40c

NO QUESTION D41

D42 And which of these best describes where your parents were born?

(SHOWSCREEN – READ OUT)

	(685)
Your mother and your father were born in the United Kingdom	1
One of your parents was born in the United Kingdom and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
One of your parents was born in the United Kingdom and the other was born outside of the European Union	4
Your mother and your father were born outside the European Union	5
DK/Refusal (SPONTANEOUS)	6

EB64.4 D42

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

D43b Do you own a mobile phone?

	(686)	(687)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB64.4 D43a D43b

NO QUESTION D44

D45 Apart from weddings or funerals, about how often do you attend religious services?

(SHOWSCREEN - READ OUT)

(688)

More than once a week	1
Once a week	2
About once a month	3
About each 2 or 3 month	4
Only on special holy days	5
About once a year	6
Less often	7
Never	8
DK	9

EB63.4 D45

D46 Which of the following do you have?

(SHOWSCREEN - READ OUT - SEVERAL ANSWERS POSSIBLE)

(689-698)

Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An flat / a house which you have finished paying for	7,
An flat / a house which you are still paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB63.4 D46



INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(699-700) (701-702)  
[ ] [ ] DAY [ ] [ ] MONTH

EB64.4 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)  
(703-704) (705-706)  
[ ] [ ] HOUR [ ] [ ] MINUTES

EB64.4 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(707-709)  
[ ] [ ] MINUTES

EB64.4 P3

P4 Number of persons present during the interview, including interviewer

	(710)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB64.4 P4

P5 Respondent cooperation

	(711)
Excellent	1
Fair	2
Average	3
Bad	4

EB64.4 P5

P6 Size of locality

Local Codes  
(712-713)  
[ ] [ ]

EB64.4 P6

P7	Region
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NUTS Level 2 Regions (See <a href="http://www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics">www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics</a> ) <b>(714-715)</b>
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<input type="text"/>	<input type="text"/>
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EB64.4 P7
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P8	Postal code
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<b>(716-723)</b>
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EB64.4 P8
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P9	Sample point number
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<b>(724-731)</b>
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EB64.4 P9
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P10	Interviewer number
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<b>(732-739)</b>
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EB64.4 P10
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P11	Weighting factor
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<b>(740-747)</b>
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EB64.4 P11
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